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One of the Largest Hotel Companies in the World Partners with Isos Technology
to Migrate from Atlassian Data Center to Cloud
and Transform Its Data In Flight

This leading international hotel company is known for its wide range of accommodations and services, catering to travelers around the globe. It prioritizes customer satisfaction and comfort, making it a popular choice for both leisure and business stays.
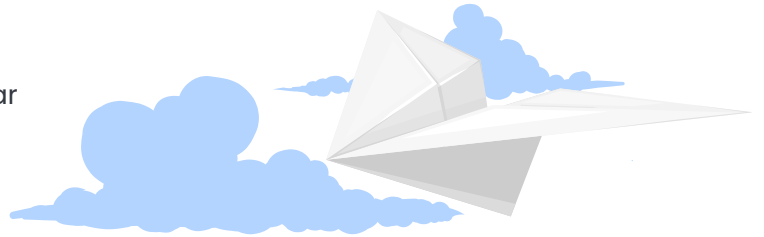
The Challenge

The company's Atlassian Data Center stack's primary components included Jira, Confluence, and Zephyr Scale, a Marketplace app for test management. It had over 5,000 users, primarily engineers, supporting in-house, purpose-built software and third-party services to manage thousands of hotel properties. Teams worked in different ways, with their own discrete projects, workflows, statuses, and custom fields, making collaboration and reporting challenging.

The company had been working with a leading consulting firm to manage its Data Center-based instances, but the instances weren't being updated regularly and had performance issues. The company was also undergoing an enterprise agile transformation, and viewed migrating from Data Center to Cloud as an opportunity to revamp work processes in line with agile best practices. Migrating would allow the organization to streamline projects, self-manage its instance, and enhance performance and stability.

Although the company had done an initial cleanup, it had a massive volume of Jira data that needed to be migrated, and to do that, approximately one million issues would need to be transformed in flight. In addition, there was no straightforward migration path for its Zephyr data. The company reached out to Atlassian for partner recommendations, but finding one willing and able to do an in-flight data transformation was difficult. It required specialized expertise and custom scripting. Other Atlassian partners were approached, but declined the opportunity to transform Jira DC data in flight, highlighting the complexity and specialized nature of the task.

The Solution

After better understanding the hotel brand's business needs and discussing the complexity, risk, and timelines involved, the large hotel company partnered with Isos Technology, which had the expertise needed for the challenging transformation. The hotel company had worked with its internal agile transformation team to develop a clear vision for its end state, and put new, standardized project templates in place that were handed off to Isos.

The Isos team used those initial project templates as a starting point, building them out to cover every possible scenario: project types, groups, people, custom workflows, standard and custom fields, etc. Then, Isos set up a Cloud instance, implemented the projects, and used a proprietary tool to transform the data as the projects were populated. Nothing was a 1:1 move; in some cases, multiple projects had to be condensed into just a few. In others, a single project was broken into many. Approximately one million Jira issues had to be mapped to the new projects, and all the Zephyr data had to be manually migrated.

Given the scale of the undertaking, the actual cutover was done in four phases, each just a few weeks apart. In each phase, Isos migrated approximately 250,000 issues using its proprietary solution. The first cutover was a model for the next three, each becoming more streamlined. Ultimately, Isos delivered a completed solution with the necessary data on time, so the hotel company could begin working in its new Atlassian Cloud instance.

The Results

Through a combination of engineering excellence and project management rigor, coupled with close collaboration and communication with a highly engaged client, Isos was able to architect a solution and migrate all the necessary data from Jira and Zephyr to the new Cloud instance as planned.

- **Enhanced business agility** - The teams have become more efficient and agile after consolidating projects, standardizing processes, and developing consistent nomenclature.

- **Increased system performance, stability, and uptime** - The company now benefits from improved performance and uptime with fewer issues.

- **Time savings** - The time the hotel brand's team used to mitigate issues is now directed to ongoing development and maximizing the company's Atlassian investment.

- **Self-administration** - The company can now self-manage its system and no longer has to rely on support from a third party for managed services.

- **Improved data management and reporting** - With all teams working more consistently, the company has better insight into work in progress, and reporting is more accurate.

ATLASSIAN PARTNER OF THE YEAR

NONPROFIT IMPACT
2024

SERVICES
2023

ITSM SOLUTIONS
2022

ITSM SOLUTIONS
2021

ITSM SOLUTIONS
2020

ENTERPRISE
2019

JIRA SERVICE MANAGEMENT
2017
formerly
Jira Service Desk

Project Snapshot

- One of the largest hotel companies in the world wanted to migrate from Atlassian Data Center to Cloud to standardize and streamline work and gain system stability.

- Because the company needed to transform its Jira data in flight, it required a vendor with exceptional project management rigor and technical expertise.

- Isos Technology architected the new system, mapped the data from one million Jira projects, and developed custom scripting to migrate the Zephyr data manually.

- Isos Technology completed the migration in four phases, streamlining the process with each phase. The project was done on time, with all the necessary data intact.

- The company now benefits from improved business agility, system performance and uptime, and data management and reporting, and can now self-manage the system.

- The time the hotel brand's team used to spend mitigating issues is now directed to ongoing development and maximizing the company's Atlassian investment.

About Isos Technology:

Isos Technology helps organizations solve complex business challenges with Atlassian tools and industry best practices to drive enterprise excellence. Whether optimizing service management, upgrading to the cloud, or developing long-term IT strategies, Isos Technology partners with teams to achieve measurable results. As an Atlassian Platinum Solution Partner, Isos specializes in ITSM, cloud migrations, and enterprise strategy. The company has been recognized multiple times as an Atlassian Partner of the Year. Since 2005, Isos Technology has helped Fortune 1000 companies and public sector organizations innovate and build sustainable success.

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