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## Implementation Case Study for Fortune 100 Manufacturing Company

### OVERVIEW

The Data and Analytics department recognized the need for an internal system that could effectively track all ongoing issues and give the team insight into potential future data integrity bugs to avoid and opportunities to exploit, the team did their research and settled on Atlassian's Jira Software. As one of the leading issue tracking solutions on the market, Jira was a natural choice. Even more than its core tracking functionality, however, the team decided to move forward with Jira because of its flexibility and the opportunity to create seamless integrations with the rest of their established tech stack.



## CHALLENGE

With a lean engineering team, the department had already stretched to meet their growing demand, tackling a complex implementation and integration project could have turned into a costly, laborious process. To avoid those issues and ensure they started building ROI from Jira immediately, the D&A department turned to Stack Intelligence. “We knew we wanted to use Jira to manage our workflows, but didn’t have much direct experience with the solution,” said the VP of Data & Analytics. “In particular, we needed guidance around the best practices for creating custom workflows. We realized Stack could jumpstart our process by guiding us through the workflow creation process, making good design choices early on, and avoiding common pitfalls along the way.”

## SOLUTION

Stack had initiated the implementation by conducting discovery calls where we talked through our real-world processes. We’d done quite a bit of work to analyze and document processes, so that helped move things along nicely. Stack also proposed a structure for Jira projects and workflows that perfectly complemented established business processes. We then led the Jira implementation with those workflows at the center. Of course, a successful solution implementation is just the beginning of



the journey. After creating and implementing the custom workflows, the Stack team kept in close contact with the DnA team. We helped the team troubleshoot and refine their workflows as they put them to use.

## **RESULT**

By partnering with the professionals at Stack — this DnA team was able to streamline and optimize their internal processes and significantly reduce operational costs. Most importantly, they're now able to focus, once again, on their main mission of helping companies turn data into positive results. But now, they can do so at a much larger scale.