

Atlassian Past Performance



Boy Scouts

The Boy Scouts of America (the BSA) is one of the largest Scouting organizations in the United States and one of the largest youth organizations in the United States, with more than 2.4 million youth participants and nearly one million adult volunteers. The BSA was founded in 1910, and since then, more than 110 million Americans have been participants in BSA programs at some time.

The BSA has been a RightStar customer since 2009, beginning with an implementation of BMC's Service Desk Express (SDE) for incident, problem, change, and configuration management. In May 2018, the BSA placed an order for Jira Service Desk (JSD) to replace BMC SDE, along with professional services and remote administration from RightStar along with hosting from Contegix.

JSD was selected to complement Jira Software which was previously used by the BSA to assist with project management and software development. With RightStar's help, the BSA went live with JSD in the fall of 2018 with incident, problem, change, and configuration management. Jira Service Desk now supports several different help desk teams, a development group, a facilities group as well as IT operations. The JSD end user volunteer portal supports up to 40,000 users. The BSA has about 200 licensed seats of Jira.

Eisenhower Medical Center

Eisenhower Medical Center is a dynamic, progressive health care complex comprised of a 476-bed hospital, the Annenberg Center for Health Sciences at Eisenhower, and the Barbara Sinatra Children's Center at Eisenhower in addition to its outpatient facilities in Palm Springs, Cathedral City, Rancho Mirage and La Quinta. The Betty Ford Center is also located on the Eisenhower campus.

Eisenhower has been a RightStar customer since 2009, beginning with an implementation of BMC's Service Desk Express for incident, problem, change, and configuration management. In late 2017, Eisenhower migrated to Jira Service Desk and continue incident, problem, change, and configuration management under the new tool. They currently have about 200 agent licenses active in the system.

Eisenhower supports more than 5000 employees through phone, portal, and email incidents. They also handle monitored incidents, which are created automatically by monitoring systems that submit emails to a dedicated email address. Their implementation is focused on IT support issues and service requests for the entire hospital system. In addition to the basic ITSM workflows, RightStar implemented a CMDB using Insight that allows them to associate IT assets with Incidents and Service Requests.

Eisenhower processes as many as 1000 incidents per day. Of these 75% are User Incidents and 16% are Service Requests. Eisenhower's Director of IT reports that upgrading to Jira was a huge improvement over SDE. They are very happy with Jira and constantly look for other ways that Jira can add value to Eisenhower.

Anne Arundel Medical Center

Founded in 1902, AAMC includes a not-for-profit hospital on its 57-acre Annapolis, MD campus as well as these additional centers located throughout Maryland. With more than 1,000 medical staff members,

employees and 750 volunteers, AAMC consistently receives awards for quality, patient satisfaction and innovation.

AAMC has been a RightStar customer since 2008, beginning with an implementation of BMC's Service Desk Express for incident, problem, change, and configuration management. In early 2018, AAMC migrated to Jira Service Desk and continue incident, problem, change, and configuration management under the new tool. In addition to IT Operations, Ambulatory and Biomed are beginning Jira Service Desk implementations later in 2018. AAMC has approximately 100 seats of Jira.

US Air Force AOC, Raytheon

The US Air Force Air and Space Operations Center (AOC) is the senior agency of the Air Force component commander to provide command and control of air and space operations. The AOC is powered by hundreds of software applications that help with everything from assessing targets to planning attacks, getting information to pilots, monitoring operations, analyzing damage done, and more. Software development efforts of this magnitude are traditionally managed by big integrators like Leidos and Northrup Grumman. But after several large contracts and little to show for the millions spent, the Air Force moved to an Agile development model. Known as Kessel Run, the Air Force began running its software development efforts more like a small start-up, rather than a government agency.

In early 2018 Raytheon won a \$375M contract to support the AOC's multiple software programs. Included in that effort was a project to modernize the AOC's legacy Remedy service desk. Raytheon, with RightStar's help replaced Remedy with Jira Service Desk from idea to go-live in just ten short months. The AOC took advantage of Jira Service Desk and other collaboration tools such as Confluence and Insight, hosted in the Defense Intelligence Information Enterprise (DI2E) GovCloud. (This hosted cloud service already supports more than 40,000 DOD and Intelligence Community users, most of which are using Jira Software or Jira Service Desk.)

This new service desk supports the software development lifecycle of the AOC weapons systems. 300 Remedy seats became 3000 JSD seats due to the affordability of the software. Service Desk modules include Incident, Problem, Change and Knowledge using Confluence. Insight is used for Asset Management.

The Raytheon/RightStar team is proud of the rapid deployment—all done using Agile/Scrum rules of engagement without a lot of leadership oversight and using automation tools to assist in tracking the backlog down to the very last critical requirement delivered. As a result of progress made, Raytheon was recognized for two awards for their work modernizing the Air Force's primary command system. The most recent award being the Government Innovation Award for Digital Transformation.

Squarepoint Capital

Squarepoint Capital is a leading global investment management firm that develops quantitative investment strategies to achieve high quality returns for its clients. SquarePoint is a data and technology driven firm specializing in developing automated trading systems that execute across global financial markets. The firm has offices in New York, London, and Singapore.

Squarepoint has been a RightStar customer since January 2018 using the full suite of Atlassian tools for software development, project portfolio management, and IT Service Management. Specifically,

Squarepoint has 100 seats of Jira Service Desk combined with Insight for asset management and uses Incident and Change Management along with the JSD Portal for service requests. Jira Software, Bitbucket, and Confluence round out their Atlassian product toolset, which is in use by ten software development teams.

RightStar helped Squarepoint replace Managed Engine for ITSM with Jira Service Desk, where their focus was on self-service and integration with Jira Software. RightStar also assisted with optimizing Jira and training the DevOps leads which act as System Admins. RightStar currently provides remote admin services focusing on continuous improvement of Jira Service Desk.