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# ESRF

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C A S E S T U D Y

*Clear*✓*vision*

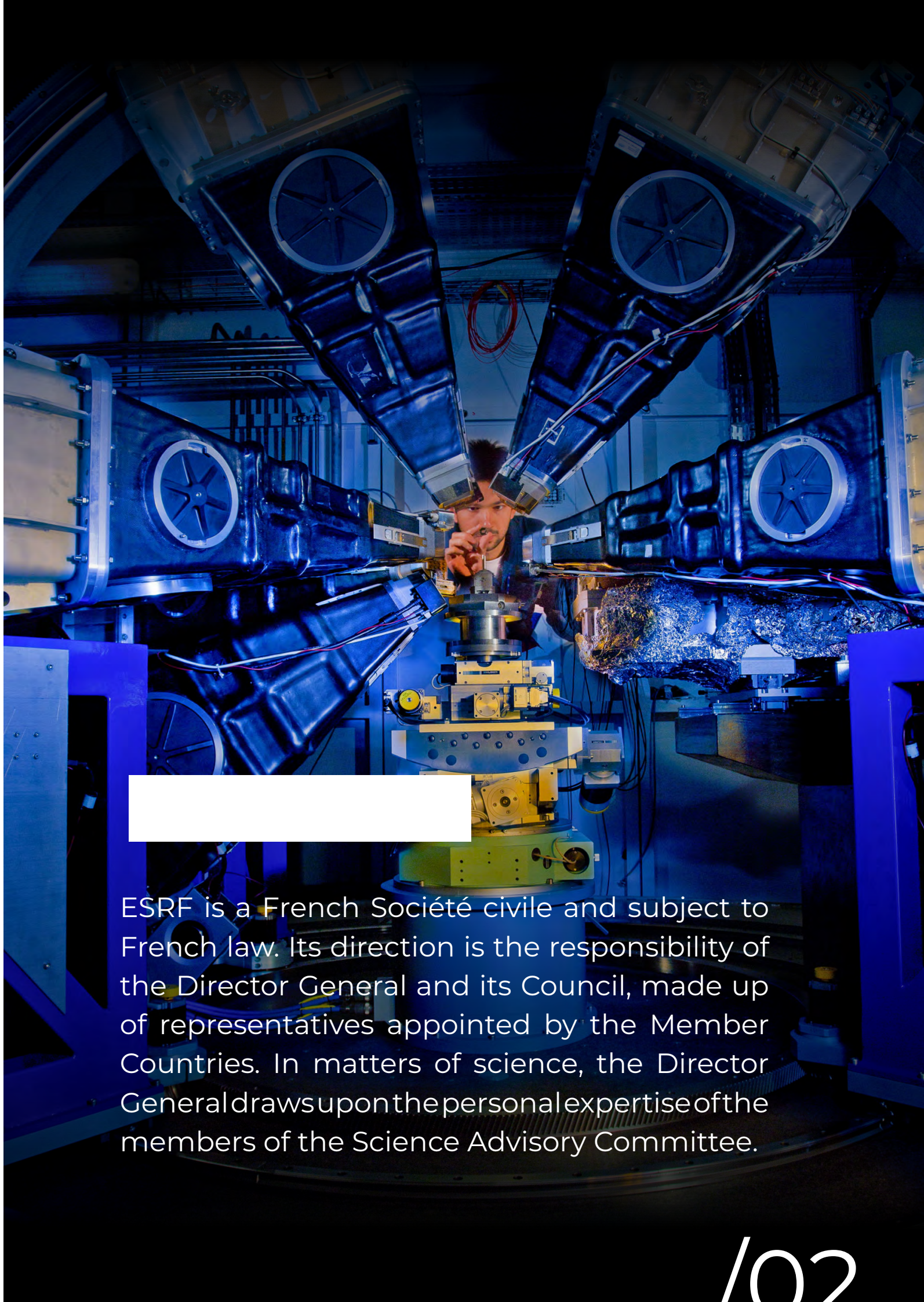
# ABOUT ESRF.



We're able to spend more on science, and less on Jira licensing."

**ESRF** is a European Research Center for X-rays, consisting of 700 staff members and around 7000 visitors per year. It is a collaboration of 31 countries, with the biggest contributors being France (27.5%), Germany (24%), Italy (13.2%) and UK (10.5%).

The majority of staff are there to help visitors who are well ranked by a committee of experts in their scientific field, submit proposals for experiments.

A photograph of a synchrotron facility with a person working on a complex machine. The scene is lit with blue light. A white rectangular box is placed over the person's face.

ESRF is a French Société civile and subject to French law. Its direction is the responsibility of the Director General and its Council, made up of representatives appointed by the Member Countries. In matters of science, the Director General draws upon the personal expertise of the members of the Science Advisory Committee.

700

STAFF MEMBERS



70000

VISITORS PER YEAR



31

COLLABORATION OF 31 COUNTRIES





# The Challenge.

Having mostly used Jira Software and licensing add-ons, ESRF needed assistance testing trial software and choosing the most useful add-ons for them. Some of the products they needed help testing with were:

- Confluence
- Jira Service Desk
- Tempo Planner



# The Solution.

ESRF chose Clearvision's proactive approach to keep their licensing costs down. Everytime they wanted to test a new product, such as Tempo Planner or Jira Service Desk, Clearvision helped them get Trial licenses.

"They listened to us, and figured out that if we put Jira Service Desk on a separate instance, we could have Jira add-ons with one pricing and Jira Service Desk add-ons with another. All of the contacts I've had at Clearvision showed an extreme devotion to me as a client. I have not seen this from any other company during my 22 years at ESRF, when purchasing licenses for other products. They've tailored invoices to make sure we kept costs down before any foreseen price hikes by Atlassian. This effort meant that we could spend more on science, and less on Jira licensing. They even managed to convince one add-on vendor to sell via Clearvision, at a reduced price, making sure I only had one order for the Jira installation per year!"

Staffan Ohlsson, Support Engineer, ESRF, France



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# The Results.

- 01..... Clearvision helped in getting Trial licenses.
- 02..... By having Jira Service Desk on a separate instance, they could have Jira add-ons, with one pricing and Jira Service Desk add-ons with another.
- 03..... Tailored invoices to keep costs down, before any foreseen price hikes.

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Thanks to having the right tools, policies, processes and people in place, the programme has seen a number of tangible benefits.

**KEEP YOUR ATLASSIAN LICENSING COSTS DOWN WITH CLEARVISION.**

**Clear****vision**

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