



CASE STUDY

A rapid switch to scalable Atlassian solutions

Salmon
SHAPING FUTURE COMMERCE

About Salmon

INDUSTRY:

E-commerce Consultancy

EST:

1989

COMPANY SIZE:

501-1000

Salmon Limited swims upstream for its clients' e-commerce needs. The firm builds e-commerce and customer service websites, including consulting on designs to enhance revenue using technology. Salmon serves customers in a variety of industries including insurance, banking, retail, media, and telecommunications. Clients have included UK auto parts store Halfords, car manufacturer Audi, and luxury retailer Selfridges. Established in 1989, the company has international offices in Australia, China, India, and the US.

Salmon's strategies enable clients to engage digitally with their audiences and transact more business. Exploring workable innovation, they test ideas to help shape how people transact in the future.

The e-commerce company has a long and proud heritage of selecting and deploying digital commerce platforms that reset experiences and expectations.

Salmon enables client strategies translating them into robust and scalable technical implementations, applying insight and the latest digital technologies to achieve innovation that works.

SOME OF SALMON'S CLIENTS:



Audi



The Challenge

Before implementing Atlassian tools, Salmon had a disconnected set of technologies and in some cases no equivalent.

Its wiki solution was freeware, its timesheet system home-grown and difficult to maintain, its helpdesk stand-alone, and there was no formal task or requirements management system other than spreadsheets and Word documents.

Salmon required visibility over teamwork and better communication between departments.

The Solution

The Atlassian Stack



Salmon adopted Jira Core, Jira Software, Confluence, Jira Service Desk (Jira Service Management), and various plugins.

Jira enabled teams at Salmon to deliver interactive and incremental value fast with full visibility over tasks. Custom filters allowed Salmon to connect Jira with Bitbucket for end-to-end traceability.

Jira Service Management, which integrates with Jira Software, enabled teams to connect IT tickets to the Dev team's backlog. Confluence helped them organise, create, and discuss work in one place.

Gliffy, a popular diagramming plugin in the Atlassian ecosystem, helped Salmon add a visual dimension to its wiki, improving communication and collaboration departmentally.

"Clearvision provided training, licensing, consultancy, and support services. Salmon needed 500 staff trained in Jira, Jira Service Management, and Confluence. Salmon experts also wanted an audit of their environment, and to utilise Clearvision's expertise for ongoing support.

By using the Atlassian Stack with existing solutions, Salmon can now progress incidents in production systems into requirements for future development (problem management in ITIL speak) as well as document solutions in a formal wiki structure. The interconnecting of these items is key, as is the ability to measure progress using SLAs and other development metrics."



We have been able to create dashboards and metrics around our services to customers that allow us to report progress to them in real-time without having to do static monthly reports. The metrics allow us to have fact-based conversations about our service levels."

John B, Head of Managed Services

The Solution

Training

Salmon purchased basic and advanced training from Clearvision for Jira, Jira Service Desk, and Confluence.

Clearvision's training provided Salmon experts with best practice guidance and a hands-on understanding of Jira concepts e.g. working with issues, searching, and reporting.

Teams at Salmon now use Jira Core to work with issues and provide change tracking and control for software development projects.

"Clearvision was able to customise the training and offer it via webinars to our international staff. This allowed us to train the entire company. Clearvision's ability to adapt to our needs was very important."

Health Check

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Clearvision were regarded as best in class by people within our company, so they were a natural choice.”

Clearvision provided a Health Check, ensuring that the organisation's development environment and tools were running optimally. This Health Check gave a comprehensive review of the implementation with detailed reports and recommendations on how to improve the overall health of Atlassian tools.

“Clearvision has an international presence, which complemented our international nature. They were regarded as best in class by people within our company, so they were a natural choice to help us.”

The Solution

Support

Salmon opted for Clearvision's 20-hour support package for ultimate flexibility.



Our project teams are more productive and better informed as they can see the flow of information from all groups working on a project, whether they are in the UK, China, or Australia."

Now and in the future

Salmon is now looking to adopt Tempo Timesheets, a tracking and reporting solution that seamlessly integrates with Jira to help teams and managers track time for accounting, payroll, client billing, enhanced efficiency, and forecasting.

Salmon is planning to adopt a Confluence knowledge base within its Jira Service Desk implementation in the future to improve the speed and quality of ticket resolutions.

The breakdown

Ready for a [support](#) package tailored to your needs?

Clearvision

Training

Health Check

Support



Jira Software



Jira Service Management



Confluence



gliffy

Looking to implement the Atlassian Stack? We can help. Learn more about our services and get in touch through our website:

clearvision-cm.com