



Clearvision

Vodafone GmbH Case Study

clearvision-cm.com





vodafone



About Vodafone

[Vodafone GmbH](#) is a mobile telephone company, operating in Germany. It is a non-listed, wholly-owned subsidiary of British-based Vodafone Plc. It is the second largest telecommunications provider in Germany.

Vodafone Plc operates in 26 countries and in partnership with networks in over 55 more.



Courses:

Jira Basics

Jira Advanced

Jira Service Management

Portfolio

The challenge

Hossam Khalil, the Online Platform Manager at Vodafone Germany, approached Clearvision for basic and advanced Jira training.

"Our department adopted Jira as a collaboration tool. I was handed the responsibility of establishing an ITIL based process and operation planning. Since Jira is the strategic tool used by my department, I found myself in need of training to fulfil my duties. Clearvision was by far the best vendor I found."

"We needed the proper knowledge and training to explore Jira fully. We knew it could provide us with the basic operation cornerstones we required, we just needed a little help setting it up."

The team at Vodafone required an overview of:

- Incident management.
- Operation reporting.
- Change management.
- Problem management.

The solution

After much research, Vodafone chose Clearvision as its training partner with recommendations from several Jira experts.

"The Training was of excellent quality and the trainer was a competent professional of the highest calibre. Through the training, we received the necessary information, which allowed us to take steady steps towards achieving our operation goals with Jira."

The results

According to Hossam, the team at Vodafone has an increased understanding of Jira and how it can aid in building operation interfaces.

Communication between departments is considerably more effective since Jira was successfully implemented within the company. Vodafone is looking forward to upgrading to the latest version of the application, which has more than 300 users in the business.



Clearvision offers a range of training courses for leading Atlassian tools.

Get Jira training from the experts.

[**Click here**](#)

Or call us on: +44 (0) 845 459 9530.