

BrightGen provides IT Services delivered through the Cloud.



“BrightGen has exceeded all expectations, both in delivery and on-going Service Management, I cannot praise them enough”.

CIO – Global Manufacturing Company

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BrightGen focus on providing lead Technical Consultancy, Service Management and Solution delivery. We are helping companies of all sizes to leverage the power of the emerging delivery models that reduce cost, provide increased capability, remove technical constraints, maximise user adoption and guarantee success for all enterprise software requirements.

BrightGen prides itself on our unique delivery approach, our focus on customer satisfaction and the quality of our people. Our experience has been gained over 20 years and spans a wide array of business sectors, projects and technologies.

BrightGen Consultancy

In our experience, the success of IT Services is primarily dependant on a few key individuals who have the attitude, delivery focus, technical ability and experience that ensures delivery success. Every BrightGen Consultant can be described in this way.

Atlassian Consultancy – Our in depth knowledge and experience of Atlassian tools such as, Confluence, JIRA and FishEye provides our customers with more than purely technical expertise. Our best practice templates and plug-ins delivering ITIL capability and processes across the product set are unique in this field.

Cloud Consulting – Building services that can be utilised via the Cloud takes a different approach. BrightGen Consultants have unique experience in building some of the latest Cloud solutions.

CRM Consultancy – Salesforce On demand CRM, BrightGen's Implementation, Integration and Administration consultants have a proven track record in guaranteeing delivery success.

IT Service Consultancy - Our in-depth experience across many business sectors, business functions and technologies provides us with the right background to help on all IT projects and services. If you require help with; a project that is stalling, an application requiring service management, a technical strategy requiring alignment to your business or assistance with product and technical selections then we can help.

BrightGen Solutions

BrightGen has developed a range of product solutions that deliver immediate business benefits and utilise Cloud delivery methods.

Atlassian - BrightGen is an Atlassian Partner and has developed a Confluence plug-in to allow companies to effectively manage and track SLAs.

Facilities Management - BrightGen understands Facilities Management and the challenges that companies face when managing their assets and maintenance activities.

Salesforce - As a Salesforce.com certified company and a Force.com Independent Software Vendor, BrightGen has developed a complementary solution for loading bulk data into Salesforce.com.

BrightGen Service Management

At BrightGen, we provide full end-to-end Service Management including 24/7 support and administration of Atlassian products. We believe our Service Management approach is unique in the market place. Our extreme focus on the customer experience includes:

- Reviewing how the applications are utilised
- Gain understanding of strengths and weaknesses
- Align improvements against business strategy
- Continuous Improvement process
- Passion for exceeding SLA measurements
- Monitor key components and processes
- Measure our performance against service levels

Overall, we are continuously looking to improve the level of service that our customers receive on a day-by-day basis.

CASE STUDY

Confluence & Jira Full Service Delivery

Customer Accolades:

“Great support from a professional organisation, many thanks!”

Transaction Banking Delivery Management

“Congratulations on the Confluence/JIRA platform infrastructure... very pleased with the performance improvements and all plugins are working well.”

Global Markets IT

**“WOW!!!
Excellent service.”**

BU Europe Services IT

“Talk about fast implementation”

Head of Business Management Basel II

“Very impressed with BrightGen, the success is obvious with such a significant take up of the applications within the business.”

Global Markets IT Director

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Problem

A major European Investment bank using Confluence and JIRA to support their Global Markets business customers and IT projects. The initial deployment was supporting approximately 150 end users, and a significant number of issues were encountered primarily with performance, platform stability and plug-in stability. This was impacting the current user base and preventing the platform being extended to the wider user base within the bank.

Approach

BrightGen initially undertook a short transition phase to take on the day-to-day service delivery of the bank's JIRA and Confluence instances. The initial focus was to implement a stable environment to enable a continuous improvement programme, pro-active monitoring of the services and establish an ITIL based in-life service management process aligned with the bank's existing change and incident management processes. The service includes a SLA for covering Incident, Change and Administrative requests.

Solution

Working with the bank's outsourced infrastructure services partner we undertook improvements to the platform, including provision of development and pre-production environments, migration to strategic hardware/software platforms and provision of a DR environment and proven recovery processes. An early achievement was the migration to the latest stable versions of Confluence and JIRA, along with provision of an additional 15 plug-ins to enable new features for the user base.

BrightGen also provided ongoing service improvements as part of the managed service to assist users getting the most out of the tools. This included providing examples of JIRA workflows and Confluence templates to solve common business problems, such as utilising Confluence as a Project Dashboard for reporting to the business community on project status, progress and key risks and issues.

Results

At the start of the transition phase the services had approximately 150 registered users all based within a single area of the IT department. Within the first 12 months of operating the service this grew to over 3,000 registered users across both Confluence and JIRA utilised by a number of Business and IT departments.

During the first year of service the number of JIRA projects has grown by 170%, JIRA Issues by 95%, Confluence spaces by 140% and Confluence content by 177%. Since the completion of the re-platform activity the production environment has maintained 100% availability and continues to provide excellent response times to all users.

The services have become the strategic Wiki and Project/Issue Tracking tools within the bank with users based in Asia, America and across Europe. Teams continue to migrate from other applications such as Twiki and Clearquest, as well as from other unsupported local Confluence/JIRA instances.