

Your Atlassian, Your Way We Can Help!

Partner with CRGroup to Get More from Your Atlassian Suite!

- ✓ Highly trained and certified consulting and development teams
- ✓ Commitment to knowing your business and understanding your unique challenges
- ✓ Exceptional project and change management experience
- ✓ Specialized industry and business process expertise
- ✓ Tailored customizations and development to suit your needs
- ✓ One-on-one and group training with solution experts
- ✓ Ongoing support and maintenance beyond go-live to ensure you get the most out of your Atlassian solutions



Corporate
Renaissance
Group

**From diagnosis to
execution and optimization,
we have your Atlassian
strategy covered!**

CRGroup is uniquely suited to help your organization with Atlassian® consulting, implementation, upgrades, customizations, training, & support.

PLAN & TRACK & SUPPORT

JIRA Software®

- Requirements gathering
- System upgrades and backups
- Data investigation and reconciliation
- Advanced workflow configurations
- Custom permissions and security structures
- Consolidation of legacy development processes
- JIRA Service Desk® setup, integration, and training
- Agile training

COLLABORATE & CHAT

Confluence®

- Archive of chat and meeting minutes
- Custom UI Diagrams
- Surveys and interview configuration
- Documentation template creation
- DevOps tools integration
- HipChat® integration for group chat and collaboration



From One End of the Globe to the Other
Get Expert Atlassian Services & Support
Around the Clock

Never miss a beat with 24 hour support from CRGroup's global team. With offices in Canada and India, CRGroup's skilled Atlassian team are available to help your organization achieve ongoing success with Atlassian.

crgroup.com/Atlassian

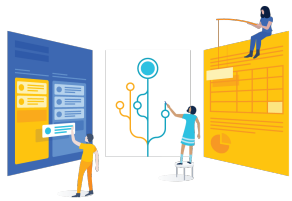




CRGroup

Customer Success

Join CRGroup's network of customers who are realizing drastic improvements to their development, customer support, and team collaboration processes thanks to upgrades and enhancements to their Atlassian systems.



CRGroup Helps Banking & Insurance Software Developer to Upgrade JIRA System in Less than 2 Weeks

Our client's software and business teams were not satisfied with their current version of JIRA, but due to the large number of projects, legacy data, **third-party add-ons**, and limited time available for downtime, upgrading JIRA was not going to be an easy task. CRG Solutions did a complete investigation of the company's existing JIRA setup and produced an extensive plan for the upgrade which would result in **minimal downtime** and no loss of data or system integrity. In less than 11 days, CRGroup carried out the upgrade of JIRA incrementally from **version 6.0 to 7.2.3**, utilizing staging environments, backups, compatibility checks, testing, and data reconciliation at every step. Our client is now enjoying the many benefits of the latest version of JIRA.

CRGroup Helps Viteos Fund Services to Increases Customer Satisfaction & Enable Better Team Collaboration with JIRA and Confluence

Viteos Fund Services was using an older version of JIRA, resulting in many development and planning activities taking place manually in notebooks, post-its, emails, and spreadsheets. The entire process was very disorganized and resulted in **customer complaints** when incidents and bugs were not recorded or addressed. Viteos needed a way to **deliver on their SLA**, manage bugs and issues, plan upgrades and product roadmaps, and centralize documents, content, and team templates. CRGroup worked to plan and manage Viteos upgrade of JIRA and then to enhance its JIRA environment with customized ticket assignments, workflows, notifications, templates, and security permissions. Finally, CRGroup provided advanced training on Agile development practices to ensure users were able to streamline all development processes. Viteos is now confident that it can deliver on client SLA's.



CRGroup Helps Edgeverve Implement JIRA & Confluence for Holistic Planning & Development

Prior to working with CRGroup, Edgeverve had more than 100 teams practicing multiple development methodologies. Edgeverve needed to bring all of their development teams together under one platform and process and enable better planning for annual goals and product releases. CRGroup worked to understand Edgeverve's business needs and implement JIRA & Confluence tailored to their exact needs. CRG Solutions configured custom UI diagrams, SCRUM projects, integrated DevOps in JIRA and customized document templates and customer surveys in Confluence. Edgeverve's teams are now all using the same Lean Agile process for development and the company has a holistic view on all software projects – enabling better planning and the ability to manage product releases.

Since 1989, CRGroup has been helping businesses transform the way they work by effectively implementing business processes and technology solutions, like JIRA®, Confluence®, and other Atlassian tools. We are an internationally recognized business consulting firm, a partner, implementer, and developer of leading software solutions, and reseller of top business systems.

To learn more, visit crgroup.com/Atlassian or contact us directly:

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