

Ameris Bank, a financial institution serving customers across the Southeast and Mid-Atlantic, was looking for a workflow automation solution to support the enterprise across several areas, including ticketing, project and knowledge management, and IT Change Management, and chose Atlassian as their preferred tool.



OBJECTIVES

- Gather base requirements to determine if Atlassian would match the requirements
- Implement a solution that could support ticketing workflow automation, IT change management, project and portfolio management, resource and capacity management, and be a reporting and knowledge base
- Provide ongoing product support as needed

APPROACH

ImagineX kicked off the project with six weeks of stakeholder interviews across the organization to gather requirements and determine the goals and objectives of the initiative.

We then mapped those requirements to the Atlassian stack and identified gaps and marketplace solutions that interface with Atlassian that would address those needs.

RESULTS

Once the assessment was complete, ImagineX was retained to perform the Atlassian implementation and help to operationalize the solution, aligning to their needs and use cases.

Atlassian is now leveraged across the enterprise for knowledge management, ITSM, project management, and reporting.

◆ Jira Software

Technology Consulting

- Program Management
- Agile Delivery
- Business Transformation

Software Engineering

- Implementation
- Operationalization
- Support