






Consultancy Services

AUTOMATION-CONSULTANTS.COM

 automation-consultants

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About Us

Automation Consultants (AC) is an Agile and DevOps Consultancy with a focus on quality and collaboration.

If you're looking for a partner to support and guide you through your digital transformation journey, you're in the right place. We provide expert services in Cloud, Agile, DevOps, ITSM/ESM, and more. Our core aims are to accelerate your growth, unleash your potential, and enable best practice.

Here you'll find an overview of our services, alongside case studies and success stories from organisations like yours.

We value knowledge, experience, and integrity. Our team thrives on building long-lasting client relationships and guiding organisations to outcomes that don't just meet but exceed their expectations.

If you want to experience working with a collaborative, responsive and highly skilled consultancy partner, talk to us. Get a feel for the way we work, find out more about how we can help you, and put our knowledge and skills to the test!

Schedule Your Free Consultation



Partnered with



Discover the difference with AC.
Realise the potential.
Unleash the extraordinary.



Starting Your Transformation

Setting the Course for Major Achievements

Looking to make the first steps in your transformation journey? Want to map the path ahead before committing to major change? Perhaps you want to start by optimising your current tools and processes?

Our health checks and maturity assessments identify critical areas for improvement in your current ways of working, paving the way for growth and providing a solid foundation for your digital transformation.

Health Checks

Our health check model is designed to unlock the full potential of your Atlassian tools.

1

Identify

We begin by evaluating your current setup to identify inefficiencies, missed opportunities and areas for improvement. This includes a thorough analysis of your configurations, customisations, and usage patterns.

2

Present

Our findings are compiled into a comprehensive report, detailing our discoveries and their impact on your operations. We provide clear, actionable insights and recommendations to address each identified issue.

3

Enhance

With a strategic plan in place, we implement quick wins and further improvements. From configuration adjustments to custom development, we ensure that your suite is optimised.

Health Check Delivered for Innovative Software Company

Case Study

The Challenge

Our client, a rapidly expanding software company, used multiple Atlassian tools.

However, these were haphazardly configured, leading to multiple challenges and inefficiencies.

Users lacked the knowledge and confidence to fully use and configure Jira and Confluence.

This meant they weren't benefitting from the tools, and were inadvertently creating unnecessary administration and work.

Our client recognised the need for standardisation across all teams, to encourage widespread, sustainable adoption.

As a first step, they reached out to us to conduct a health check. We led them through our recommendations.

The Solution

With outside eyes and years of experience, we were able to conduct a detailed assessment and analysis for our client.

- ✓ Assessed the technical debt and configuration challenges by using the Optimizer for Jira app.
- ✓ Engaged with stakeholders, to gain an understanding of the primary challenges and objectives.
- ✓ Delivered tailored recommendations, from tooling improvements to best practice processes.
- ✓ Recommended better utilisation strategies by examining the current usage and setup of key projects.
- ✓ Enabled future growth by creating template projects, workflows, and enhancing the in-house Atlassian knowledge.

The Results



Increased adoption rate

Atlassian tools are used more effectively across different teams, improving the quality of work and visibility of progress.



Introduced template projects

Ensured best practices are now easily accessible for all teams, for better management and usage of Jira.



Accelerated delivery rate

Reduced the time teams spent on Atlassian configuration, leading to an improved delivery rate of our client's products.



Starting Your Transformation

Maturity Assessments

To further support your transformation journey, we offer specialised maturity assessments across Agile, Testing and DevOps. These assessments are designed to benchmark your current practices against industry standards and provide a roadmap for advancement.

Agile Maturity Assessment

Our assessment evaluates your organisation's Agile practices across 5 key dimensions: People, Strategy, Culture, Teams, and Operations.

By identifying your current Agile maturity level, we help you plan your Agile maturity journey and set yourself a target state that we can guide you towards achieving.

We deliver tailored action plans ranging from foundational building to sustainability and evolution strategies.

This assessment propels teams towards greater Agile effectiveness, fostering innovation, adaptability, and productivity.



Testing Maturity Assessment

Evaluate and enhance your testing strategies with our assessment. We analyse your testing processes, tools, and methodologies to identify areas for improvement, ensuring your testing practices contribute effectively to your development lifecycle and product quality.

DevOps Maturity Assessment

Dive deep into your DevOps practices with our assessment, focusing on culture, automation, lean management, measurement, and sharing. We provide insights and recommendations to streamline your DevOps practices, enhance collaboration across teams, and improve deployment frequencies and operational stability.

Training



Your Expert Training Partner

If you have selected the right tools for your team, the main challenge is adoption - and not just seeing them used, but used efficiently and in a consistent manner with standardised practice at the core.

That's where our training services can help. Whether it's the whole team of users you'd like to train, or perhaps a group of subject matter experts who, in turn, can then share their knowledge with your wider organisation, we're here to help.

Courses can be tailored for your specific needs, but our accredited trainers cover areas such as:

- Applying an Agile mindset to your working practices.
- Application and management of specific tools such as Jira, Jira Service Management, Advanced Roadmaps and many more.
- Getting to grips with dashboards and reporting.



Case Study

Empowering Your Cloud Journey

Regardless of how you're utilising Cloud platforms, be it through bespoke solutions in AWS or a SaaS landscape, our services guarantee that your business remains agile, innovative, and secure.

Through our partnerships with industry leaders like AWS, we deliver premier services tailored to your specific needs, empowering your digital transformation journey across any environment.

Comprehensive Cloud Solutions

- 1

Strategy and Consulting

Fast-track your Cloud adoption with strategic planning aligned to your business goals.
- 2

Cloud Migration and Consolidation

Experience seamless migration with minimal operational impact, supported by our expertise across major Cloud platforms.
- 3

Workflows and Integrations

Streamline IT operations and enhance productivity by seamlessly integrating Cloud services and optimising workflows.
- 4

Optimisation

Ensure ongoing optimisation of your Cloud environment to maximise performance, security and cost-effectiveness.

Not on the Cloud? No problem.

Choose us for a partnership that values your unique infrastructure needs.

We understand that Cloud solutions might not fit every organisation's requirements, so our expertise doesn't stop at there. All the services listed above are also available for On-Premises environments too.

Whether enhancing security, streamlining operations, or ensuring system reliability, our dedicated support for On-Premises setups ensure you have access to the latest advancements and best practices.

The Challenge

Our client, an international speciality insurer, needed an efficient Cloud solution for tracking and processing tasks. Most of their workflows were running in disconnected tools like Airtable, email and Slack.

They wanted to introduce structure to their systems, and to automate repetitive tasks. Operating across multiple continents, they also needed a centralised location for their processes.

With a preference for SaaS solutions, our client required consultants with Cloud integration experience. We transformed our client's approach to tooling by embedding an integrated and powerful Atlassian Cloud tech stack.

The Solution

Our approach centred on respecting our client's existing processes whilst embedding streamlined practices and tools.

- ✓

Designed structured workflows for our client's core business processes, alongside general project and task management.
- ✓

Used scripted functionality, AWS, and built custom Forge apps to extend the capabilities of JSM.
- ✓

Integrated JSM and Confluence with Slack, and implemented additional Jira apps to enhance Cloud functionality and achieve increasingly sophisticated outcomes.
- ✓

Created automated triggers with AWS Lambdas, SQS, and API Gateway.
- ✓

Provided 3 Scrum Masters to assist with project delivery and upskilled our client's internal IT team for long-term success.

The Results

Improved efficiency and quality

Better visibility into task volumes, improved Agile practices, and a faster, more consistent and higher quality execution of business processes.

Centralised work management

Centralised record of work in Jira now provides better guidance on tasks and priorities, alongside improved reporting of completed tasks.

Synchronised systems

Multiple systems are integrated and connected, reducing manual repetition of work and providing a 'single source of truth' for data.

270

self-serve dashboards for end users.

265

automation rules within 19 projects - which cover 45 specific business processes.

225

unique scripts and endpoints created for truly bespoke and complex processes.

Large-scale Cloud Migration for Shipping Giant

Case Study

The Challenge

Our client, one of the largest shipping and logistics companies in the world, asked us to lead a migration from Azure DevOps to Jira Cloud.

Both tools had been used across the organisation for some time.

As a result, processes and tools had become disconnected and inefficient.

Our client wanted to standardise their operations within Atlassian Cloud, with all team members working in Jira, in an Agile way.

We had to consider:

- 2.5k users
- 750k issues
- 150 projects
- Multiple tools and working methodologies across the entire organisation

The Solution

- ✓ Conducted analysis and scope definition, including a thorough review of our client's Azure DevOps instance.
- ✓ Synchronised issues between Azure DevOps and Jira to deliver a phased migration.
- ✓ Migrated Azure DevOps users into Atlassian Access.
- ✓ Created 100s of new projects, workflows, and custom fields.
- ✓ Configured scripts to programmatically convert ADO configuration into Jira Cloud.
- ✓ Devised migration pathways for third-party apps.
- ✓ Completed project within nine months.
- ✓ Our client's development teams are now all tracking and delivering work within Jira Cloud.
- ✓ All working methodologies and processes have been standardised and streamlined.



A big thank you to all involved in the Atlassian Migration. We've now completed the migration with no major setbacks on what has been an epic and complex 7 day migration.

HEAD OF DEVOPS AND TOOLING,
GLOBAL LOGISTICS COMPANY

The Results

8,000

users now actively using Jira Cloud

99.95%

uptime

\$700,000+

saved in the first 3 years

Atlassian Cloud Migration

▲ ATlassian

CLOUD
Specialized

Atlassian Cloud Migration Simplified

We make transitioning to Atlassian Cloud effortless with our expert migration services. Our approach is designed to minimise disruption and maximise efficiency. Here's how we do it:

- 1 Detailed Assessments** Customised strategies based on thorough evaluations of your current systems.
- 2 Data and Process Optimisation** Streamlining your data and workflows to ensure you keep only what's essential, removing unnecessary bloat.
- 3 Trial Migrations** Identifying and addressing potential issues with preliminary migrations.
- 4 User Acceptance Testing** Offering you the opportunity to test the trial migration results and provide feedback for further refinement.
- 5 Live Migrations** Executing the move with precision to minimise disruption.
- 6 Safeguards and Fallback Plans** Ensuring operational continuity and data integrity with robust planning.



Due to the size and complexity of the instance the migration was highly non-trivial. The migration is deemed to be highly successful: it was well prepared, quick, and with minimal disruption to our work.

TECHNICAL PROGRAM MANAGER,
LEADING COLLABORATION PLATFORM

Case Study

Embracing Excellence in ITSM

Our ITSM solutions are designed to align IT services with your business goals, ensuring that you deliver great customer experiences. Leveraging frameworks like ITIL, we help organisations to transform their IT service management, build high-velocity teams, and unlock the full potential of their technology landscape.

Our ITSM Services

- 1

Strategy and Consulting

Develop ITSM strategies that align IT with business objectives, streamlining processes for efficiency, whilst delivering maximum value for customers and employees.
- 2

Tooling and Integrations

Implement and integrate ITSM tools to unify IT services and operations, enhancing system coherence and reducing manual overhead.
- 3

Migrations

Manage smooth transitions for ITSM systems upgrades or consolidations, ensuring continuous service delivery.
- 4

Enterprise Service Management (ESM)

Apply ITSM principles organisation-wide to streamline services and bring best-practice to business-centric services.

Jira Service Management

JSM offers robust support for incident, problem, change management and more. Its integration capabilities with other Jira products and third-party tools position it as a versatile solution for managing and optimising IT service delivery.

Why Choose JSM?

- 1

Streamlined Service Delivery

Simplify issue tracking and resolution, boosting efficiency and satisfaction.
- 2

Enhanced Collaboration

Foster teamwork and centralise efforts for superior service delivery.
- 3

Customisation and Integration

Adapt and integrate JSM to meet specific organisational needs, supported by extensive integration options.
- 4

Agile Support

Utilise Agile features like Kanban boards for efficient work management.

The Challenge

Our client, a leading European intellectual property firm, needed to consolidate their ITSM tools and processes.

They had Jira Software in place for project management, but used a different helpdesk tool, alongside a separate knowledge base.

Information and processes were often siloed, leading to inefficiencies and potential inaccuracies.

To address this, we introduced Jira Service Management (JSM) as our client's primary ITSM tool.

With a built-in knowledge base and integration with Jira, JSM would centralise our client's IT Service Management processes and data.

We led our client through the adoption and roll-out of JSM.

The Solution

With disconnected ITSM tools and processes, we focused on JSM configuration and training:

- ✓

Transferred and enhanced configuration from existing tools to JSM, including request forms, knowledge bases, and workflows.
- ✓

Used automation rules to improve incident handling efficiency and accuracy.
- ✓

Delivered comprehensive documentation and training sessions to Admins and users.
- ✓

JSM is now used across multiple business areas, including IT, Building Facilities, HR, and Change Management.
- ✓

Matched JSM change requests and incident management features to client's internal policies to ensure all processes were compliant.

The Results



Increased efficiency

Reduced context-switching, centralised information, and integrated processes delivered time efficiencies for agents and users.



Enhanced productivity

Automations have reduced manual processing and repetitive tasks freeing up teams' time to focus on higher value work.



Client satisfaction

Continued support through our Managed Services provision ensures our client can maintain effective, efficient and compliant processes using JSM.

Agile Solutions

Empower Your Teams with Agile Excellence

Unlock the full potential of your teams with our Agile consultancy services. Tailored to foster innovation, agility and collaboration, our approach ensures your business can adapt and thrive.



Agile Transformation Services

- 1 Strategy and Consulting** Craft bespoke Agile strategies that propel your organisation forward, ensuring your Agile practices are deeply integrated with strategic priorities.
- 2 Process Improvement** Optimise your Agile processes for superior efficiency and outcomes, driving continuous improvement across all teams.
- 3 Adoption** Seamlessly embrace Agile ways of working into your organisation, fostering a culture of transparency, accountability, and adaptability, and ensuring your tools align with improved workflows.
- 4 Training and Coaching** Elevate your team's Agile capabilities through targeted training and expert coaching, building a strong foundation for success.
- 5 Agile at Scale** Implement Scaled Agile frameworks, like SAFe, to extend Agile practices across larger teams and departments, ensuring coherence and connecting strategy to execution.



Jira Align for Enterprise Agility

Jira Align bridges the gap between strategy and team execution, enabling large-scale Agile transformations.

It offers visibility and alignment across all levels of your organisation, ensuring that every team's efforts contribute directly to your strategic goals.

Ideal for organisations with multiple Agile teams, Jira Align facilitates real-time insights into project progress, dependencies and performance, driving improved outcomes and faster time-to-market.

Agile Transformation for a Broadcast Television Network

Case Study

The Challenge

Our client, a UK broadcaster, producer and streamer, wanted to streamline their Agile practices.

Across 50 teams, each used different working methodologies and tools. This led to inefficiencies and a lack of shared vision.

It was essential to standardise processes and consolidate tooling to enable successful and sustainable Agile adoption.

We were asked to lead two migrations, from Trello and a secondary Jira site, to one central, primary Jira.

This project centred on engaging, training and migrating 1,200 users.

We also needed to reconfigure our client's primary Jira site to ensure it aligned with their bespoke Agile framework.

The Solution

- ✓ Conducted in-depth surveys and workshops to understand and align existing Agile practices.
- ✓ Refined and standardised Jira usage, integrating it with existing platforms to establish a solid foundation for Agile development.
- ✓ Implemented the framework in stages, including seven bespoke Trello sub-migrations, a major consolidation of nine projects, and a full merge of a separate Jira instance.

The Results

~50

teams trained and supported, across 8 business areas

16405

issues involved as 9 projects consolidated

4.4k

Trello cards migrated



We ran a competitive RFP process to select the right partner to work with us on a critical agile project, changing systems, workflows, and behaviours. The AC team demonstrated strong subject matter expertise and were incredibly diligent, often going above and beyond our agreed statement of work to support and make our project a success.

HEAD OF AGILE DELIVERY,
UK BROADCAST TELEVISION NETWORK

Empowering your Software Lifecycle

Transform your organisation’s development and IT operations with our DevOps services, aimed at reducing your time-to-market by amplifying automation and collaboration.

Our approach focuses on the processes, tools, and cultural philosophies that drives your organisation’s ability to deliver at a high velocity.

DevOps Services

- 1

Assessments

Begin your DevOps journey with our comprehensive assessments, including Capability and Tooling Assessments, to identify areas for optimisation and lay down a robust foundation.
- 2

Implementation

Streamline your processes and enhance your organisation’s capabilities through a holistic approach that optimises the end-to-end lifecycle, fostering cultural adoption and promoting continual improvement.
- 3

Tooling

Select and integrate the best tools as you move from development to operations, whilst enhancing collaboration and productivity.
- 4

Coaching

Empower your team with the necessary skills and knowledge to leverage DevOps methodologies effectively.
- 5

Scaling

Ensure sustainable growth by ensuring your DevOps practices are ready to scale with you.

Cultural Adoption in DevOps

Trust us to navigate this key aspect in your transformation journey





We understand that a successful DevOps transformation is not just about the tools and processes, but also about embracing a shift in mindset across your organisation.

Our consultancy excels in guiding teams through this cultural shift, ensuring that DevOps principles are deeply embedded in your organisation’s DNA.

We focus on fostering collaboration, enhancing communication, and building a continuous improvement culture that drives innovation and efficiency.

Tools and Solutions That Empower and Inspire Your Teams

Aligning with leading technology providers, we bring your teams the tools they love to use.



Working with AC at Atos, they successfully deployed a multi-tool DevOps solution that included GitLab for version control and CI/CD pipelines, SonarQube for static source code analysis, JFrog’s Artifactory and Xray products for repository management and binary analysis, and both Jira and Confluence for project management and collaboration. The project was delivered to a high standard as part of a larger program delivery.

Shaun McManus,
PROGRAMME MANAGEMENT CONSULTANT



AWS Optimisation for a Major Global Telecoms Provider

Case Study

The Challenge

Our client, a global telecoms provider, identified that their software development processes were leading to rising AWS costs.

They were also struggling with unwieldy RBAC structures, impacting their ability to provide users with the correct roles for their tasks.

To address this, we aimed to streamline their Cloud infrastructure, focusing on reducing technical debt and managing AWS costs without sacrificing essential functionalities.

The Solution

Our approach involved developing automated solutions to optimise Cloud operations, striking a balance between operational efficiency and cost-effectiveness.

- ✓ Designed and led an overhaul of our client's IAM permissions and roles.
- ✓ Decoupled various Lambda solutions to optimise solutions, reducing running costs and improving error handling.
- ✓ Refactored legacy code to streamline and secure the delivery of new AMI images.
- ✓ Performed a deep dive analysis on the viability of introducing lifecycle transitions to the S3 buckets across the organisation.
- ✓ Standardised permissions across all accounts, as well as allowing fast alterations to required user roles.

The Results



Significant reductions in monthly AWS costs

through improved resource utilisation.

43100%

decrease in deployment time - from 3 days to 10 minutes



Improved operational efficiency

through automation, reducing manual workload and focusing on innovation.

85%

decrease in Max Lambda Runtime



Enhanced scalability

allowing efficient management of fluctuating demands without compromising performance.

96%

reduction in task frequency - transforming a daily task to a quarterly one.

Complex Programme Delivery Services

Transforming Complex IT Challenges

For many larger organisations, their IT projects are similarly large in size. If under-performing, over-budget and late-running projects have left you disillusioned and looking for a change of direction, we can help.

Our team are well positioned to help you with services such as:

1

Agile Migration

2

Digital Transformation

3

Mergers and Acquisitions

4

Technology Strategy

5

Strategic Cloud Transformation

6

Enablement and Optimisation



The consultant is an experienced service delivery and transition manager who translated client needs into robust and tangible technology services/ requirements, moreover, manage the delivery of agreed services across technology and other support teams effectively and efficiently. He has shown dedication to his work, has great technical depth, supportive and has an extremely positive and strong character.

Anonymous

 **BARCLAYS**



Product Licensing

Tailored Licensing Solutions

We're here to empower your business with tailored product and licensing solutions, whether you're navigating the world of Atlassian or beyond. Our expertise extends across a wide range of platforms, ensuring that we can assist you with whatever products and licensing needs you may have.

 Jira Software	 Jira Service Management	 Jira Align
 Confluence	 monday dev	 monday work management
 Bitbucket	 Jira Product Discovery	 Atlas
 JFrog ARTIFACTORY	 sonarqube	 monday sales CRM

Procurement Made Easy

The Benefits

- 1

Competitive Pricing

Benefit from competitive pricing structures tailored to your requirements, ensuring you maximise your budget without compromising on quality or service. Our team ensures you're getting the best value for your investment, guiding you toward the most cost-effective packages and solutions.
- 2

Flexible Payment Options

Experience unparalleled flexibility with our payment terms. We offer improved payment options, including PO/Invoice systems, with no upfront payment required and no need for credit cards. Say goodbye to cumbersome portals and processes, and hello to seamless transactions.
- 3

Multi-Currency Support

Gain convenience with payment options available in various currencies, including GBP, EUR, USD, and more. We cater to your diverse currency needs, ensuring smooth transactions regardless of your location or currency preferences.
- 4

Dedicated Personal Support

Experience personalised support like never before. With a single direct point of contact for all your queries, you'll always speak to a real person who understands your unique needs. No more navigating through service desks or waiting for slow response. Instead, you'll receive quick, reliable assistance from a dedicated account manager who knows your account inside out.
- 5

Expert Advice

Leverage our in-depth understanding of your organisation's needs, tools, and processes. Whether you're optimising tool usage, exploring new solutions, or ensuring cost efficiency, our team provides personalised recommendations to maximise your investment. Benefit from cost-saving strategies, increased flexibility, and guidance on finding the right tools and billing plans for your requirements.



Crown
Commercial
Service
Supplier



Platinum
Solution Partner
ENTERPRISE



Why Choose Us?

Automation Consultants has a proven track record in delivering complex projects for hundreds of clients across a range industries. Here's what makes us different:

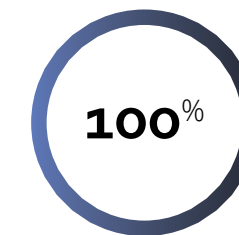
- 1 Expertise** We've led successful projects of considerable scope for some of the largest companies in the UK and Europe. Everything from complex Cloud migrations to Agile transformations and DevOps multi-tooling solutions.
- 2 Experience** Our team have worked on projects of every shape and size. We carefully guide our customers' projects to a successful outcome - matching or exceeding their expectations on timing, costs, and communication.
- 3 Energy** Despite combined experience of many decades, we approach each project as if it was our first, with vigour and creativity.
- 4 Collaboration** We embrace partnerships in technology applications with organisations in our community to deliver exceptional results for our customers.
- 5 Quality** Underpinning everything we do is the quest for quality. The AC approach is founded on care, skill, and commitment.

Your Trusted Supplier

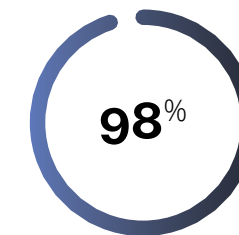
When you choose us as your partner, you're choosing a trusted supplier committed to protecting your interests and maintaining the highest levels of security and quality.



What Our Clients Say



of customers would work with us again



average satisfaction rating for service quality and technical expectations



said consultancy work was fairly priced and competitive



So glad we got a consultant to help with the project. Jira was far more complex than at first glance. AC ran a quick training session for project admins, which was really helpful on the last day.

PRODUCT MANAGER

IOP Publishing



AC exceeded my hopes of what I expected during the consultancy from them. They were very professional and knowledgeable around Atlassian products, best practices, and were able to advise and assist in the tidying of various instances. They also advised on merging multiple instances into one and were able to make recommendations that have made clear improvements to our working practices. I look forward to working with them in the future!

IT SUPPORT ENGINEER

AutoTrader



Schedule Your Free Consultation

Need some advice or want to talk your project through? Scan the QR code for a free 30-minute conversation with one of our experienced consultants. We offer expert advice in a variety of services, from Cloud to ITSM, Agile, DevOps, and more. Let's explore how we can support your organisation's growth and transformation.