Embedding Jira Service Management to Streamline ITSM in a Pioneering IP Firm

JSM IMPLEMENTATION

THE CHALLENGE

An IP firm needed to unify ITSM tools, as separate systems for project management, helpdesk, and knowledge management caused inefficiencies. We introduced JSM, integrating it with Jira.

THE SOLUTION

We streamlined JSM configuration and training for a smooth transition, migrating and enhancing request forms, workflows, and knowledge bases. JSM's change and incident management were aligned with internal policies for compliance, while automation rules improved efficiency and accuracy. Comprehensive documentation and training were provided for admins and users, and JSM is now utilised across IT, Facilities, HR, and Management.

THE RESULTS

1

Improved efficiency
Centralised information streamlined processes saved time for users.

2

Enhanced productivity
Automations reduce manual processing and repetitive tasks.

3

Better collaboration
Enhanced and smooth collaboration between teams and departments.

4

Smarter automations
Faster issue resolution with reduced dependency on repeated support queries.

ABOUT

Location: London, England, UK
Industry: Intellectual property
No. of employees: ~300
Project duration: 1.5 months

TOOLS

⚡ Jira Service Management

HOW WE ADD VALUE

98% of clients confirm we meet technical expectations.

100% of clients would choose AC again.

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