

/// Clearvision



ReAssure

C A S E S T U D Y

INTRO.

Initially, a small team within ReAssure were using Jira, but When decision makers saw the benefits of the tool, they decided to make it a company-wide application.

- Clearvision helped ReAssure mobilise Jira and Confluence.
- Their usage of the Atlassian software went from 500 users to 3500.
- Clearvision continue to provide expertise for those adapting to the software.



ABOUT.

Founded in 1963, ReAssure is a life and pensions company which buys and administers closed books of business from other companies.

They have approximately 2.2 million policies on their books, and look after customer investments of £39 billion.

They're committed to providing the highest level of customer service, having won the UK National Contact Centre Award in 2018.





The Challenge.

Jira was being used by a small team within the IT department, but when key stakeholders saw the benefits of the software, they realised it could be put to good use in other departments, helping to address resource and demand management issues.

Over the course of a year, usage across the business soared, resulting in Clearvision being called in to help.

 **ATLASSIAN** Jira Software Confluence



The Solution.

Clearvision had already helped set-up Jira, and their ongoing support impressed decision makers so much, they decided to have them implement it across the business.

Clearvision worked with ReAssure by creating a roadmap, and offering training and consultancy services to aid them in the implementation of Jira. They suggested improvements and helped new users adopt the software, delivering training courses to 100 people within the business.

Expert consultants assisted by assessing their current usage of the application, offering advice on how to improve Jira across IT, project work tracking, release prediction, resource and capacity management, flexibility in ways of working, management and communication, changing priorities and balancing BAU vs project work.

Clearvision consultants continue to work closely with the ReAssure System Administrators, helping varied teams within the business configure Jira to their specific needs.



© CLEARVISION CM 2019 | ALL RIGHTS RESERVED