Standardizing customer issues & respecting resolution deadlines

At Ullink, as in any other company, the procedure of managing customer issues aims to identify, analyse and rectify all the disruptions within the service as quickly as possible.

When the need to improve the Service Desk at Ullink became apparent the choice of JIRA was a natural one. Indeed JIRA was already present within the company, it was installed in 2007 to replace Bugzilla for the management of bugs and evolutions.

The fact that they already had a solution that was flexible and capable of easily interfacing with their different IT software (CRM, Extranet, knowledge database and product catalogue) was also a deciding factor for the JIRA solution.

The challenge

The main objectives of the project were:

- To record and follow-up incidents
- To share information and make the qualification easier
- To provide an in-house control of the support service
- To ensure SLA compliance
- To communicate more easily with customers

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**PROJECT DESCRIPTION**

*Number of users:* 240  
*Number of projects:* 60 (1 dedicated to Service Desk)  
*Number of issues:* 35000 (5000 incidents)  
*Architecture:* Linux Debian/Apache2/Tomcat5.5  
*Atlassian Tools:* JIRA 3.13, Confluence 2.8
The Valiantys Approach

Valiantys were present with coaching, plugin development and training of the Ullink teams for the solution set-up. The solution, based on a dedicated project, contained:

- A specific workflow
- 1 issue type
- 4 distinct project roles
- 1 SLA type with 3 levels of priority

To carry the project through, Ullink relied upon a selection of license-based and custom plugins made by Valiantys:

- VertygoSLA (license-based plugin)
- Listeners (custom plugin)
- Plugin de chargement SQL (custom plugin)

Conclusion and Outlook

Ullink today have a single tool for the whole issue management. This tool enables a direct connection to the development team, along with the SLA definition and follow-up.

Thanks to the change-management approach, the teams have made this project their own.

In collaboration with Valiantys, Ullink are now considering the setting-up of:

- An integrated JIRA-Confluence knowledge database that manages the customer questions as well as the incidents
- An advanced reporting solution based on the BIRT tool

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The VertygoSLA plugin gives us a simple and very visual status of the incidents at any given moment in time. Thanks to this we are today able to prioritise our handling of incidents and greatly improve our reactivity.

F.S. (Quality Manager)