AGROSTAR is an IT services provider and wholly owned subsidiary of STEF-TFE group. Thanks to its expertise in food, logistic and distribution industries, AGROSTAR offers solutions for the food supply chain. AGROSTAR turns over 48 M€ a year among which 10% is invested in research and development. Auchan, Ikea, Fleury Michon are among the 200 customers of the company.

At AGROSTAR, combining it’s IT services activities for the company STEF-TFE with it’s software edition activity for external customers requires a very high expertise in software and support processes.

AGROSTAR uses a great number of tools to manage the lifecycle of its applications, hence the complexity in following the various information flows. When it became clear that there was a need to federate the different tools used at AGROSTAR, JIRA was the natural choice.

Indeed the fact that JIRA is a highly customizable and open solution able to easily interface with the installed ALM solutions was a deciding factor for the JIRA solution.

The challenge

The main objectives of the project were:

- The management of the support process
- The management of the maintenance process

**PROJECT DESCRIPTION**

- Number of users: 930
- Number of projects: 117
- Number of issues: 140000
- Architecture: Linux/Apache/JBoss
- Atlassian Tools: JIRA 3.13
Valiantys Approach

The main characteristic of this JIRA implementation is the high level of integration with the installed tools notably through the use of the ESB Open Source Mule and the RPC plugin. The integrations realized concerned:

- CAST for the qualimetry
- Isilog for the Service Desk solution
- Quality Center for the test management
- PS Next for the project management
- Cognos for the reporting

To carry the project through, AGROSTAR relied upon Valiantys:

- For preventive audits aimed at:
  - Integrating customization best practices
  - Learning from experiences with the reference plugins
  - Ensuring platform tuning
- For the follow-up of the improvement action plans

Conclusion and Outlook

Today AGROSTAR have a central tool to federate maintenance and support activities.

Thanks to the change management approach, there was a very good appropriation of the solution by the teams.

AGROSTAR is now considering, in collaboration with Valiantys:

- Improvement of the KPI’s (Key Process Indicators) used to manage workload and SLA.
- Opening up of an extranet JIRA instance for customers.
- Migration to JIRA 4.