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**CASE STUDY**

## COST Partners With CTG to Migrate Atlassian Stack to the Cloud, Reducing System Management Burden

### Our Client

The European Cooperation in Science and Technology (COST) is a funding organization for the creation of research networks, called COST Actions. These networks offer an open space for collaboration among scientists across Europe and beyond, thereby accelerating research advancements and innovation.

COST is bottom up, meaning that researchers can create a network—based on their own research interests and ideas—by submitting a proposal in any science field to the COST Open Call. COST Actions are highly interdisciplinary and open. It is possible to join ongoing Actions, which therefore keep expanding over the funding period of four years. They are multi-stakeholder, often involving the private sector and policymakers, as well as civil society.

As of 1971, COST receives EU funding under the various research and innovation framework programs, such as Horizon 2020. COST funding complements national research funds, as they are exclusively dedicated to cover collaboration activities, such as workshops, conferences, working group meetings, training schools, short-term scientific missions, and dissemination and communication activities.

### Challenges and Objectives

As part of their cloud-first strategy, COST Association was looking for a service company that could assist them with the migration of their Atlassian toolstack from server to cloud. In doing so, they could continue to use the tools while decreasing the burden of system management, such as version upgrades and server maintenance, on internal resources. The main objectives were the following:

- Migrate the Atlassian applications from the server environment to the Atlassian cloud environment
- Provide the necessary support for the required licenses

## CTG's Solution

COST partnered with CTG for this project based on our expertise in cloud and our proven Cloud Migration Solution. We took a two-step approach to the migration:

**Analysis Phase:** COST demonstrated how the Atlassian tools were currently being used, then CTG consultants investigated how the tools were integrated with one another and which plugins were being used. At this point, it was also important to ensure that all of the necessary features were also available in the Atlassian cloud offering. All this provided CTG consultants with the necessary information to compose a migration run book and the perform the initial setup of the cloud environment.

**Migration Phase:** The first important milestone was reached after performing a dry run of the migration to identify any issues before attempting the actual live migration. As it happens with these initiatives, issues were found, fixes were investigated, stakeholders tested the functionality, and the migration run book and planning for the production migration was brought up to date.

Finally, the production migration was executed and CTG remained onsite for a few days to further tweak the cloud instance to COST's needs.

## Results

With CTG's guidance, COST was able to successfully migrate their Atlassian stack to the cloud. Some key results achieved include:

- Provisioned a cloud environment matching COST's needs
- Migrated JIRA Software, JIRA Service Desk, and Bitbucket from server to the cloud
- Maintained the close integration with Active Directory through Atlassian Access
- Ensured integration of the cloud environment and the Bamboo server installation, which was not cloud enabled at that time



**About CTG** CTG (NASDAQ: CTG) is a leading provider of digital transformation solutions and services that accelerate clients' project momentum and achievement of their desired IT and business outcomes. We have earned a reputation as a reliable, results-driven partner focused on improved data-driven decision making, meaningful business performance improvements, new and enhanced customer experiences, and continuous innovation. CTG has operations in North America, South America, Western Europe, and India. The Company regularly posts news and other important information online at [www.ctg.com](http://www.ctg.com).

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