

Has your business outgrown Jira Server?

5 key indicators it could be time to
reconsider your deployment model



Many organisations begin their journey with Atlassian tools by rolling out Jira on an individual or team basis. As the organisation grows and the ability to collaborate becomes central to delivering work, demand for Atlassian tools grows across teams and departments.

At this point, teams can start to feel the pains of scaling their Atlassian technology.

Yet while common, over time these pains can become clear indicators that you're hitting the ceiling of what Jira Server can do. But how do you know when it's time to reconsider your Jira deployment model to better meet the evolving needs of your business?

**Does your business check off a number of these points?
If so, it might be time to rethink Jira Server.**

1

Your business relies on Atlassian tools

If your businesses has been experiencing sustained growth, chances are this will be mirrored in the number of people using your Atlassian tools.

As users grow, so do expectations that your tools are seamlessly accessible across multiple geographies, and reliable at all times. If the business is caught off-guard, your users can suddenly find themselves hindered by the same tech that's supposed to empower them to deliver work.

If Jira has become central to how your teams deliver value to customers, it might be time to consider if your current deployment model is optimised to support them.

2

You're experiencing patchy performance

As your Atlassian user base grows, your system can struggle to keep pace and might start experiencing performance drops.

Regular performance issues are often the first tangible sign that your server is overloaded, and can be the gateway to more persistent, serious outages.

Because Jira Server relies on a single server to run everything, lack of resilience can be a real pain point. If something fails then your whole server goes down, and none of your users will be able to access the applications they use to do their jobs. This downtime can be extremely costly for your organisation, and likely pretty stressful for your employees too—especially your IT teams!

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3

Your tech teams are overloaded

More users in more locations doing increasingly complex work with your Atlassian tools can also mean that your internal teams can find themselves overwhelmed by support tickets.

Depending on the size and expertise of your team, this could mean an unmanageable backlog. Issues are also likely to become more complex as the needs of the business grow. This can cause huge stress on your support teams and stop issues being resolved quickly and thoroughly.

In the best case scenario, these problems take longer to be assigned and addressed, and your users are left waiting to complete their work. It's also more likely that quick fixes will be applied due to workload, which can lead to problems reoccurring as the root of the issue hasn't been addressed.

In the worst case scenario, you could see your whole support team getting fed up and jumping ship!

4

You're always fighting fires

If you are always trying to fix problems as they happen, longer term developments that could enhance and augment your Jira experience are often put on the back burner.

Combined with ongoing performance fixes, user management, and daily admin, it can feel impossible to step back and look at the bigger picture.

As you try to scale on Jira Server, daily considerations such as adding capacity on demand, deciding when to perform application upgrades and patches, and avoiding single points of failure often take over.

More Jira users means an increase in requirements for your applications. Do they provide everything your teams need and are they working as expected?

If your teams are becoming increasingly disgruntled when using Jira, chances are it isn't quite meeting their needs.

5

Your users don't know how to use Jira properly

If your users lack the knowledge to use your tools effectively, lower productivity and decreased collaboration can often result—defeating the object of Atlassian tools entirely!

When Atlassian technology provision has grown in an ad-hoc way, Jira users are often forced to learn as they go. While a common scenario, this often means users aren't fully aware of the full spectrum of useful features and functions that Jira provides. It also means you may be paying for additional software for tasks that could be completed solely through Jira.

As you continue to grow and add new users, sharing best practices and delivering in-depth training as part of the onboarding process means that your new team members are empowered to truly make the most of your Atlassian tools from the start. This also helps you derive maximum value for your tools and achieve return on your investment.

In short, without the correct training and up-skilling across your organisation, users will not be making the most of the great features that Jira provides.

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Achieve limitless, fuss-free scaling

If your business is struggling with the pains of scaling Jira, it might be time to take to the cloud—but not as you know it!

Designed by our experts to meet the needs of large organisations that rely on Atlassian tools, Adaptavist Enterprise Cloud makes scaling beyond Jira Server simple.

By delivering robust multi-node Atlassian Data Center technology as a fully managed service, we deliver a seamless, flexible cloud experience for global teams that waves goodbye to common scaling pains.

Combining expert cloud providers like AWS with expert-led front and back-end administration, Enterprise Cloud splits nodes across availability zones, delivering maximum resilience at all time, better performance and support for all your business-critical Atlassian Marketplace apps.

Scaling issues are eliminated as additional nodes are added to your cluster to cater for increased user numbers. Plus, nodes can also be dedicated to single tasks such as indexing and reporting, so your performance and reliability stays high at all times.

All maintenance and admin time is passed to us, freeing up your internal teams to work on more useful tasks. And with unparalleled support, direct from engineers, you can trust that your issues will be resolved quickly and thoroughly.

New users, or those that want to brush up on their skills, can benefit from Learn for Jira, providing training for Jira and other Atlassian tools directly inside your Jira instance.

For a seamless cloud experience at scale, talk to us today about

Adaptavist Enterprise Cloud