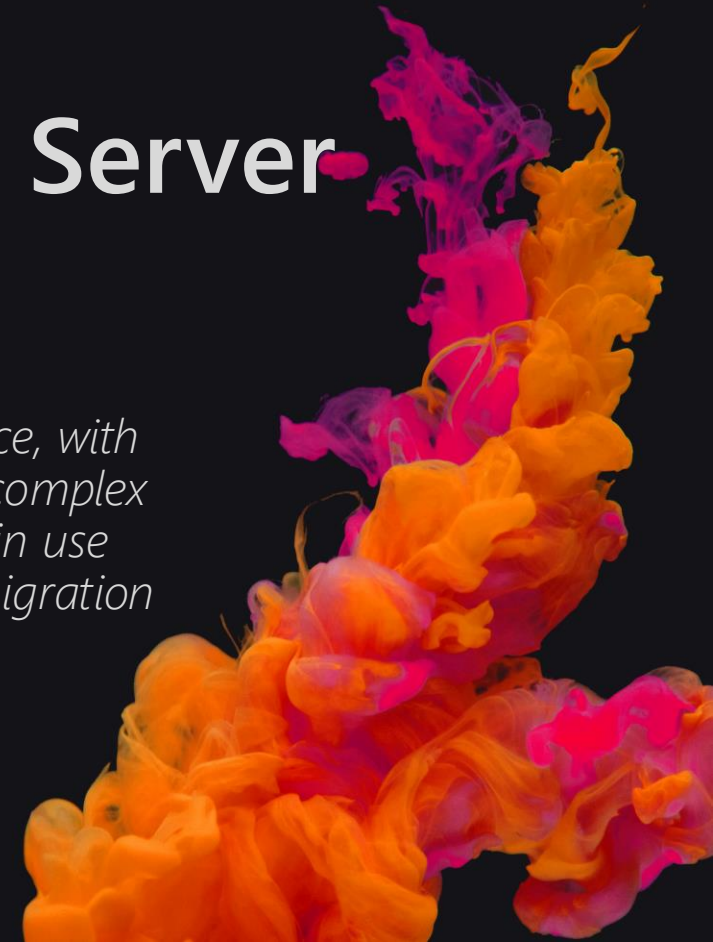


Case Study

Rio Tinto – Complex Atlassian Server to Cloud Migration

Migrate a 20-year-old On Premise instance of Jira and Confluence, with multiple 'direct to the database' integrations, 3rd party apps and complex configurations to the Cloud, with added complexity of versions in use being out of date and security constraints making the standard migration path of using the Atlassian migration tool unavailable.



The Client

Rio Tinto are one of the world's leading producers and exporters of iron ore.

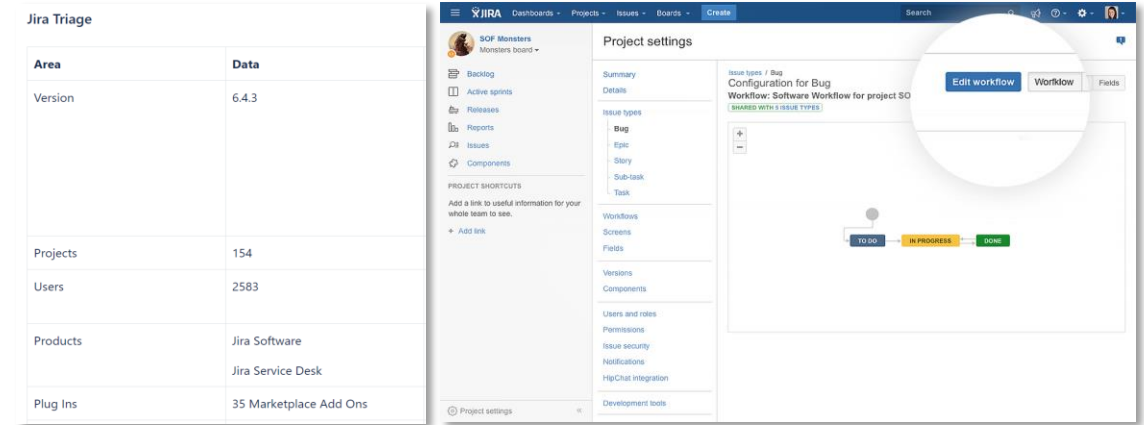
In the Pilbara region of Western Australia, **Rio Tinto** own a world-class, integrated network of 17 mines, four independent port terminals, a rail network spanning nearly 2,000 kilometers and related infrastructure – all designed to respond rapidly to changes in demand.

As such, **Rio Tinto** uses Jira for a lot more than Software Development!

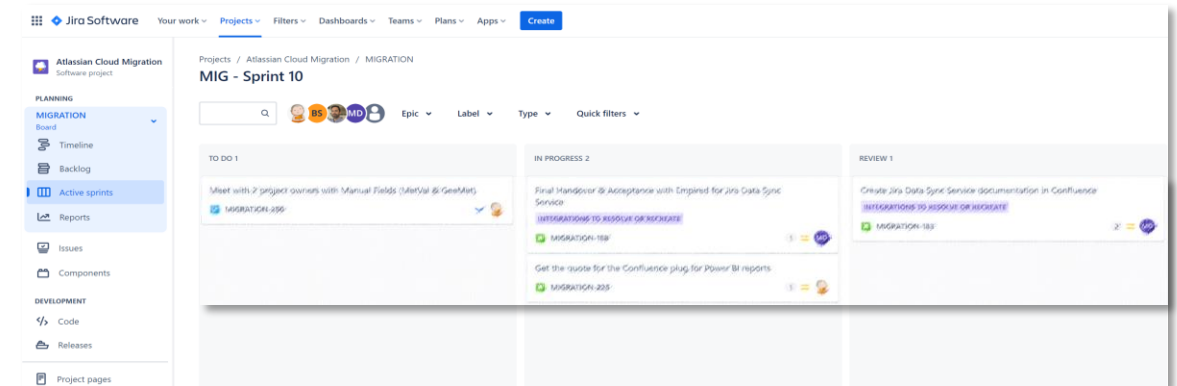
Project Overview

- Atlassian announced support for their server products would end in Feb 2024. The client have multiple Jira server instances to be migrated to the Cloud.
- This project was to migrate one of the largest server instances at **Rio Tinto** to the Cloud. There were > 2500 users spread across about a dozen teams including Geoscientific Data and Reserves Data Management.
- The site is approximately 20 years old and probably the first Atlassian site within **Rio Tinto**.
- The site had multiple 3rd party integrations, and the system was quite dated and clunky in terms of User Experience.
- As Jira was still on version 6 and Confluence on version 5, multiple version upgrades and a SQL Server version upgrade was required as part of the Cloud migration.

From end-of-life Jira Server



To Modern Cloud SaaS



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The Challenge

Migrate a 20-year-old On Premise instance of Jira and Confluence, with multiple 'direct to the database' integrations, 3rd party apps and complex configurations to the Cloud, with added complexity of upgrading old versions and security constraints meaning the on-premise server instance couldn't be connected to the internet, making the standard migration path of using the Atlassian migration tools unavailable.

The Approach

- **Discovery** – find out which projects are in scope, determine migration path for critical plug-ins and customisations and agree the migration strategy and plan.
- **Migration preparation** – perform pre-migration checks and database clean up, create Cloud site and install plug-ins, migrate in scope Jira projects & Confluence spaces in Staging.
- **Sign off in staging** – showcase to show Jira Project owners how to test their project and spaces in the Cloud, User Acceptance Testing, detection and remediation of any migration issues and Cloud User and Admin training.
- **Live migration** – perform the migration to live Cloud environment during a Change Freeze and provide post migration hypercare.

The Results

- The Geoscientific Data & Reserves Data Management teams now have a modern, highly available SaaS Jira instance, receiving ongoing security and feature updates from Atlassian.
- All configurations, data, users and plug-ins required on the Jira server instance were successfully migrated to Jira Cloud and integrations with other systems maintained
- The new site is a lot more user friendly and was commenced in time to lock in significant Atlassian discounts for migrating early – significantly reducing cloud licensing costs.

The Solution

- **Staging** Jira Cloud environment to perform testing.
- Set up of a clone of the server instance so that the multiple Jira, SQL Server and Confluence upgrades (required before migration) can be done without impacting active users.
- Recreate 3rd Party integrations but with higher Cyber Security.
- Live Jira Cloud environment with all in scope projects migrated.
- **Team training** sessions in Cloud Jira & Confluence User and Admin.

"Interfuze helped Rio Tinto to migrate one of our oldest Atlassian On Premise sites to Atlassian Cloud. The Jira and Confluence versions in use hadn't been updated for quite some time. It's fair to say that it wasn't the easiest migration, but we are happy with the results and Interfuze really took ownership and worked through all the problems, always keeping everyone up to date with great communication and teamwork"

Tim Ballinger (Superintendent – Geoscientific Data Management)

interfuze.

Think we can help solve your problem?

Reach out to Interfuze on

08 6270 2488 or hello@interfuze.com.au

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