From Data Migration to Disaster Recovery:

Empowering ZATCA with Holograph's Expertise

Client Overview

ZATCA (Zakat, Tax, and Customs Authority) is the regulatory body in Saudi Arabia responsible for managing zakat, taxes, and customs operations within the Kingdom. As part of its modernization efforts aligned with Saudi Vision 2030, ZATCA has introduced initiatives such as e-invoicing to enhance transparency, compliance, and efficiency in taxation. The e-invoicing system mandates the use of electronic tax invoices that meet specific technical standards, including QR codes and digital signatures, aimed at reducing manual processes and tax evasion.

The authority oversees a wide range of services, from VAT regulations and customs policies to ensuring businesses comply with updated zakat and tax laws. It works closely with solution providers to support compliance and facilitates streamlined interactions between taxpayers and regulatory frameworks.

Challenges

ZATCA encountered several hurdles in managing its Atlassian ecosystem and ensuring seamless operations across its tools:

Data Migration Complexity:

Several projects were managed externally by a third party, Deloitte, with key data residing in their systems. ZATCA required the migration of JIRA, Confluence, and Bitbucket data from Deloitte's environment to its own Atlassian ecosystem while ensuring data integrity and security.

Integration with In-House Systems:

ZATCA used an internal tool, Dewa, to manage its release calendar and approval cycles for change management. However, integrating Dewa with JIRA to create a unified workflow was a significant challenge to streamline communication and coordination across teams, including the Change Advisory Board (CAB).

Outdated Atlassian Versions:

The Atlassian products in use were outdated (JIRA version 8.22.x), leading to suboptimal performance and missing out on new features and stability improvements. ZATCA needed an upgrade to the latest stable version to enhance system reliability.

Customization Requirements:

ZATCA required customizations in JIRA for enhanced functionality, such as automated timesheet tracking and task management, to improve operational efficiency and user experience.

Disaster Recovery System Challenges:

The Disaster Recovery (DR) system for ZATCA's Atlassian tools faced configuration and operational issues, which could impact business continuity in case of system downtime.

→ Solution Provided by Holograph

Holograph worked closely with ZATCA to deliver tailored solutions addressing each challenge effectively:

1 **Seamless Data Migration:**

Successfully migrated data from Deloitte's environment to ZATCA's Atlassian ecosystem while maintaining data integrity and confidentiality. The migration covered JIRA, Confluence, and Bitbucket, ensuring all critical project information was centralized.

2 **Streamlined Integration with Dewa:**

Integrated JIRA with ZATCA's in-house tool, Dewa, allowing automated synchronization of change-related information. This ensured the Change Advisory Board and release management teams could access real-time updates on release schedules and deployment plans, improving coordination and decision-making.

3 **Upgraded Atlassian Tools:**

Upgraded ZATCA's Atlassian products from version 8.22.x to the latest stable version, ensuring better performance, enhanced features, and a more secure environment.

4 **Customized Enhancements in JIRA:**

Implemented customizations in JIRA to automate timesheet tracking and task management, reducing manual efforts and improving operational efficiency.

5 **Disaster Recovery System Optimization:**

Configured and optimized ZATCA's Disaster Recovery (DR) system for Atlassian tools, ensuring swift failover to the secondary system in case of any disruptions to the primary system.

Holograph's proactive approach and in-depth understanding of ZATCA's unique requirements helped address these challenges, fostering a more robust, integrated, and efficient operational environment.

Results Powered by Holograph

- **Centralized and Secure Data Ownership:**
  Successfully migrated critical data from Deloitte's environment to ZATCA's internal Atlassian ecosystem, ensuring full ownership and control of sensitive project information.

- **Enhanced Operational Efficiency:**
  Streamlined workflows with the integration of JIRA and Dewa, improving coordination between teams and ensuring seamless management of release schedules and approvals.

- **Future-Ready Atlassian Ecosystem:**
  Upgraded all Atlassian products to the latest stable version, delivering improved system stability, security, and access to enhanced features, laying the groundwork for long-term operational excellence.

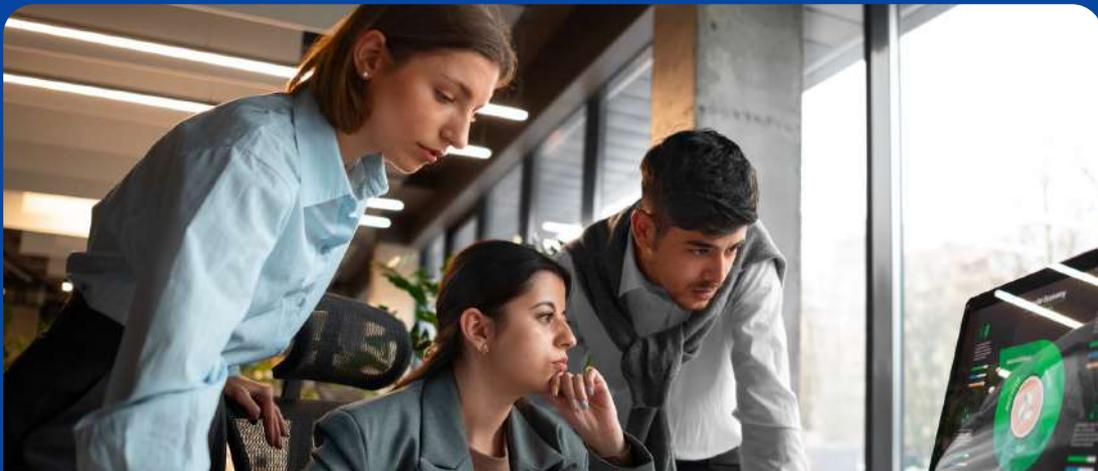- **Increased Automation and Productivity:**
  Customized JIRA functionalities, including automated timesheet tracking, reduced manual effort, and boosted team productivity.

- **Optimized Disaster Recovery:**
  Strengthened business continuity with an optimized Disaster Recovery (DR) system, ensuring swift failover and uninterrupted operations in the event of disruptions.

- **Improved Security Resilience:**
  Implemented robust configurations and security protocols to address vulnerabilities, ensuring ZATCA's tools meet stringent cybersecurity standards.

Holograph's solutions not only resolved ZATCA's immediate challenges but also future-proofed their Atlassian ecosystem, enabling scalability, efficiency, and security for years to come.

Holograph's tailored solutions have driven measurable results- let us help your business achieve the same success. Contact our sales team to get started.

Get in Touch: sales@holographtechnologies.com