



CASE STUDY

Empowering Fintech

Shipping fast while staying audit-ready on Atlassian Cloud

CLIENT

A high-growth digital payments platform (Series C)

INDUSTRY

Financial Technology — Payments & Digital Banking

ENGAGEMENT

Jira Software, Jira Service Management & Confluence on Atlassian Cloud, with compliance-aligned governance

TIMELINE

10-week phased rollout, aligned to a SOC 2 Type II observation window

Enhancing Teams, Enabling Success



The Situation

A payments platform was scaling fast—engineering headcount was set to double, and a **SOC 2 Type II** audit plus **PCI-DSS** obligations were on the horizon. Delivery lived in Jira, but compliance lived in spreadsheets, screenshots, and email threads.

THEY ASKED AVARATAK TO:

- 1 Unify delivery, service, and documentation on one governed Atlassian Cloud foundation.
- 2 Make compliance a byproduct of daily work—evidence, segregation of duties, and change control built in.
- 3 Keep engineers fast, with guardrails instead of gates.

Stakeholders: *VP of Engineering, Head of Security & Compliance, Head of IT, and the PMO.*

What we walked into

- Engineering headcount about to double
- SOC 2 Type II + PCI-DSS on the near horizon
- Delivery in Jira, compliance in spreadsheets & email
- Audit prep meant weeks of manual screenshotting
- No single source of truth across teams

The Avaratak Difference

Why fintech teams bring us in when speed and compliance both have to win.

Senior Atlassian Expertise

Senior consultants on the keys from day one—no hand-offs to juniors, no learning on your dime.

Compliance-Fluent Delivery

We speak SOC 2, PCI-DSS, and SOX, so controls are designed in—not bolted on afterward.

Boutique Responsiveness

A small team with direct access and fast turnarounds. Small team, big results.

Transparent Pricing

Clear scope and honest pricing—advice in your interest, with no surprises at renewal.

The result: enterprise-grade Atlassian, delivered with the focus and integrity of a trusted advisor.

Our Objectives

01

Unify the Toolchain

One governed Atlassian Cloud home for delivery, service, and documentation—no tool sprawl, no copy-paste between systems.

02

Make Compliance Continuous

Audit evidence, segregation of duties, and change control produced as a byproduct of everyday work.

03

Protect Engineering Velocity

Self-service, automation, and guardrails so controls speed teams up instead of slowing them down.

One foundation, three promises: unify the work, prove the controls, and keep the team moving.

Our Approach: Governed Delivery & Change Control

1 · Standardized Delivery in Jira

- Project and workflow templates mapped to a clean naming taxonomy for reliable roll-up reporting.
- Reusable workflow patterns (sprinted delivery, intake → triage → done) with guardrails on custom flows.
- Automation for status transitions, field hygiene, and audit-trail comments.

2 · Change Control & Segregation of Duties

- Production changes routed through JSM change requests with approval gates before deploy.
- Permission schemes enforcing who builds vs. who approves vs. who releases.
- Every change linked to its Jira work and its approval—an audit trail that assembles itself.

Our Approach: Service, Evidence & Visibility

3 · Service & Incident Management (JSM)

- A branded portal for access requests and incidents, with approvals and SLAs.
- Incident workflows with post-incident reviews that feed continuous improvement.
- A linked knowledge base so common requests self-serve before they become tickets.

4 · Evidence & Executive Visibility

- Restricted, versioned Confluence spaces for policies, runbooks, and audit evidence—linked to Jira for traceability.
- Dashboards for control attainment: SLA, change-approval coverage, and access-review completeness.
- Cloud-native reporting (board and queue metrics, page-load sampling) sized for leadership.

Timeline: 10 Weeks to Audit-Ready

1

WEEKS 1-2

Discovery & Charter

Control mapping, segregation-of-duties model, project taxonomy, and environment setup.

2

WEEKS 3-5

Core Build

Workflows, permission schemes, the JSM change process, and a service-portal MVP.

3

WEEKS 6-8

Evidence & Automation

Audit trails, Confluence evidence spaces, control dashboards, and pilot teams live.

4

WEEKS 9-10

Enablement & Handover

Training, runbooks, control-owner walkthroughs, and a readiness review.

Sequenced to land before the SOC 2 Type II observation window opened.

Outcomes That Matter

38% shorter change lead time

Faster, safer releases without loosening control.

How we measured *Jira change-request timestamps (approved → deployed), 8-week pre/post sampling.*

Weeks → days audit evidence prep

Evidence ready on demand instead of assembled under pressure.

How we measured *Control-owner time-on-task logs, per control family, before vs. after.*

100% of prod changes with approval + trail

Provable change control on every release.

How we measured *JSM change export reconciled against the deploy log.*

45% of access & IT requests self-served

Less toil for IT, faster answers for staff.

How we measured *JSM portal deflection + automation-rule fire counts over a 30-day window.*

Figures are illustrative and pending validation against client data.

What We Delivered

-  **Governance & Control Charter**
Change policy, RACI, and a segregation-of-duties model.
-  **Jira Delivery Templates**
Workflow patterns and a naming taxonomy for clean roll-up reporting.
-  **Segregation-of-Duties Permissions**
Build, approve, and release roles kept distinct.
-  **JSM Change-Management Process**
Approval gates wired to production deploys.
-  **JSM Service Portal**
Access requests and incidents with SLAs and approvals.
-  **Confluence Evidence & Policy Spaces**
Restricted, versioned, and linked to Jira for traceability.
-  **Automation Pack**
Audit trails, field hygiene, and notifications.
-  **Dashboards + Runbook & Training**
Ongoing control visibility and a confident handover.

Client Voice

“

We were afraid ‘compliance’ meant slowing down. Avaratak did the opposite—change control is now a couple of clicks, and our release cadence actually went up. Guardrails, not gates.

— VP of Engineering

“

When the auditors arrived, there was no scramble. The evidence was already there, organized and traceable. For the first time, we walked in calm.

— Head of Security & Compliance

Key Takeaways

1

Speed and compliance aren't a trade-off.

With a platform governed by design, controls make teams faster—not slower.

2

Make evidence a byproduct of daily work.

When approvals and audit trails assemble themselves, audits become exports—not fire drills.

3

The right partner gets you there in weeks.

A senior, compliance-fluent team stands up a foundation that extends to PCI-DSS, ISO 27001, and new teams without rework.

Built to scale with whatever your next framework—or next funding round—demands.

Ready to ship fast and stay audit-ready?

About Avaratak

Avaratak is an Atlassian Solution Partner delivering enterprise-grade expertise with personalized service and honest pricing—from licensing through implementation, training, and ongoing improvement.

Senior consultants. Transparent pricing. Solutions that scale with your team.

Start with a Compliance-Ready Atlassian Health Check

A focused review of your Jira, JSM, and Confluence setup that surfaces control gaps, config sprawl, and quick wins—well before your next audit.

[Schedule a meeting](#)

