

Service Management Transformation

How enterprises transform service management on a single AI-powered platform



ATLASSIAN

Jira Service Management

Table of contents



3 Introduction

6 Domino's Pizza Enterprises Ltd.

8 WEX

10 ENGIE Mexico

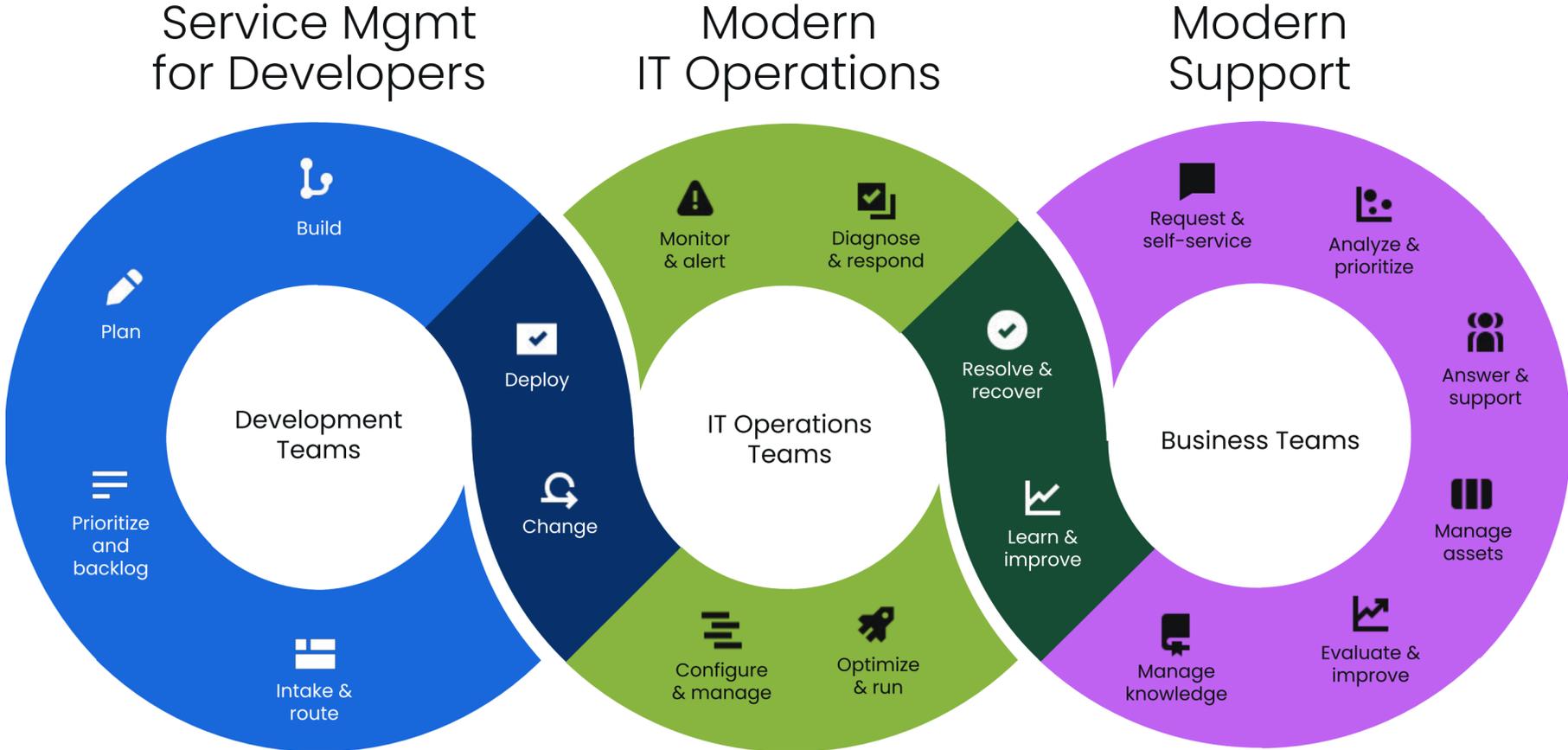
12 Next Steps

Atlassian's approach to service management

With the rise of digital business, AI, and distributed work, new realities call for always-on services and support. However, traditional service management is comprised of siloed tools and teams, outdated experiences, and costly, complex solutions. Today's operations, support, and business teams require a new approach to service management.

Atlassian's approach to service management brings development, IT, and business teams together on a single AI-powered platform to deliver great experiences at high velocity. Jira Service Management accelerates collaboration between Development and IT Operations while empowering business teams to adopt a service-oriented mindset and deliver exceptional experiences for both employees and customers.

High Velocity Service Management

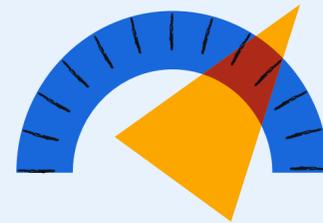


With Jira Service Management, organizations can:



Accelerate Dev+Ops flows

Accelerate developer productivity while improving alignment with IT Operations.



Deliver value fast

Empower IT operations with modern ways of working to accelerate service recovery and optimize operations.



Empower service for all

Empower every team—across IT and non-IT—to deliver exceptional service experiences.

From day one, Jira Service Management delivers greater value, without the cost and complexity of alternative solutions

 **30%**

request deflection rate for service teams with Jira Service Management's optimized virtual service agent connected knowledge base and automation

 **55 minutes**

saved per incident handled by IT Operations with AI and automation capabilities in Jira Service Management

 **275%**

return on investment

 **\$9.5m**

total benefits

 **\$2.3m**

savings by retiring previous solutions

Source: Forrester, *The Total Economic Impact™ of Atlassian Jira Service Management*, 2024

▲ ATlassian + Domino's

How Domino's Pizza Enterprises Ltd. sliced through IT complexity

🏢 INDUSTRY
Food & beverage

📍 LOCATION
Hamilton, Australia



The Challenge [~]

Domino's Pizza Enterprises Ltd. (DPE) is the largest franchisee of Domino's brand with 3,800 stores in 12 markets. As a disruptor in the Quick-Service Restaurant (QSR) industry, DPE relies heavily on software technology for timely pizza delivery, utilizing in-app ordering, in-store automation, and contactless delivery.

However, a fragmented IT service management (ITSM) technology stack with six tools, including ServiceNow, PagerDuty, and Zendesk, led to a lack of visibility between support and engineering teams, hindering the ability to provide seamless support to all stores.

Already familiar with Atlassian products like Jira and Confluence, DPE recognized the need for a unified platform to improve service delivery and decided to choose Atlassian as a strategic partner and consolidate its ITSM tools into Jira Service Management.

★ The Solution ★

Domino's Pizza Enterprises Ltd. chose Jira Service Management for its user-friendly interface, ease of integration with the existing systems, and ability to provide high-quality frontline support to all stores. Moreover, they saw a rapid time to value, rolling out a service catalog in Jira Service Management in just four months, compared to four years without a catalog on a previous solution.

Benefits

- **A common platform across dev and IT:** Atlassian is now the common platform for developers and IT so they can better support in-store and customer-facing apps.
- **Less downtime, more on-time delivery:** By investing in the right service delivery technology with Jira Service Management, DPE can resolve incidents faster and avoid downtime, ensuring each pizza is delivered fresh and on time.
- **One portal for quality support:** With Jira Service Management, DPE's front-line workers across 3,800 stores now have a single portal to get high-quality support from IT.
- **Increased productivity with AI:** Domino's Pizza Enterprises Ltd.'s Knowledge Manager saves 2.3 hours per week using generative AI to summarize PIR reports in Confluence.

“The Jira and Jira Service Management integration has been instrumental to have this end-to-end view on the technology side.”

**Matthias Hansen, Group Chief Technology Officer,
Domino's Pizza Enterprises Ltd.**

6 tools

consolidated into Jira Service Management

3800 stores

across **12 markets** supported by Jira Service Management

2.3 hours per week

saved by summarizing PIRs with AI

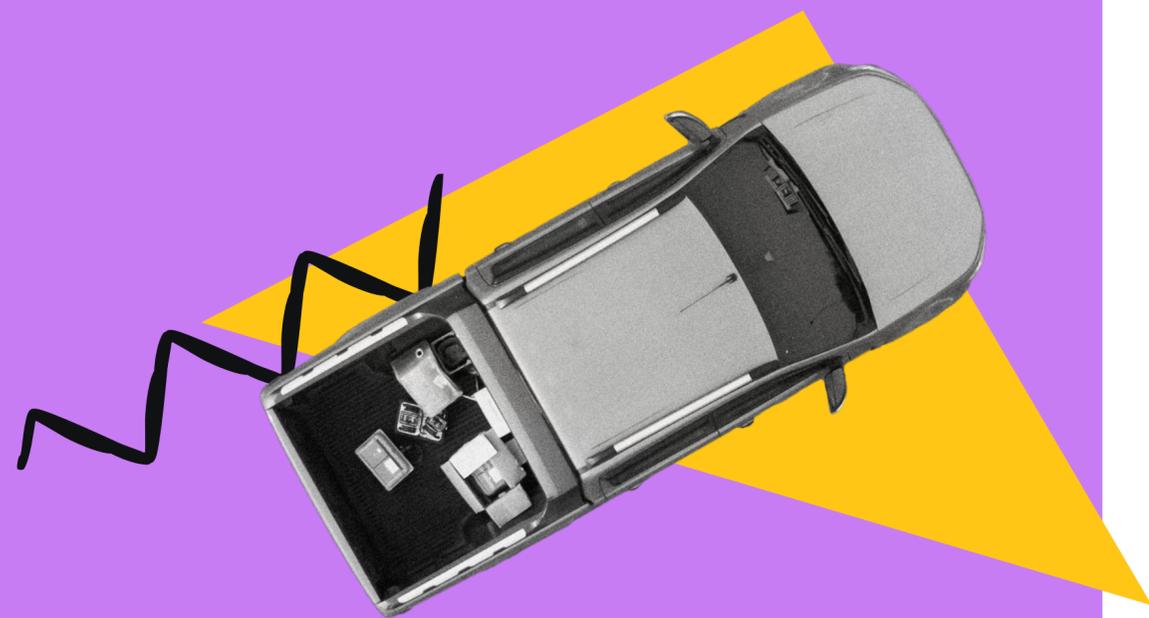
[Read more ↗](#)



How WEX transformed from friction to flow

INDUSTRY
Financial technology

LOCATION
Portland, Maine, USA



X The Challenge

WEX is a leading business-to-business fintech company focused on simplifying business operations by offering solutions for employee benefits, corporate payments, and fleet management. As a financial technology company, the efficiency and scalability of WEX's technology stack are crucial to its success.

However, WEX faced challenges with its previous ITSM tool Cherwell, such as slow development cycles, fragmented collaboration, limited mobile capabilities, unclear workflows, and an overall poor user experience. They needed a more agile, user-friendly solution to scale and compete in the rapidly changing fintech industry.

An existing user of Atlassian solutions Jira and Confluence, WEX recognized the opportunity to unify their development and support teams on a single platform and transform ITSM with Jira Service Management.



The Solution

Jira Service Management stood out for its breadth of features, mobile capabilities, flexibility, and scalability—all at a competitive price. This aligned seamlessly with WEX's objective of providing efficient and user-friendly IT services.

Switching to Jira Service Management allowed WEX to overcome the limitations of their previous ITSM solution and helped create a more collaborative and efficient work environment. Having development and support teams on one platform not only helped them improve service delivery across multiple teams but also increased administrator productivity quickly.

Benefits

- **Successful rollout to HR:** With the help of their Atlassian Solutions Partner, WEX implemented Jira Service Management for the HR team before their larger IT implementation.
- **Improved user experience:** The familiarity with Atlassian solutions helped boost adoption and minimize training needs for Jira Service Management.

25%

automation rate

17%

increase in admin productivity

20%

increase in MTTR

60%

decrease in ticket escalation

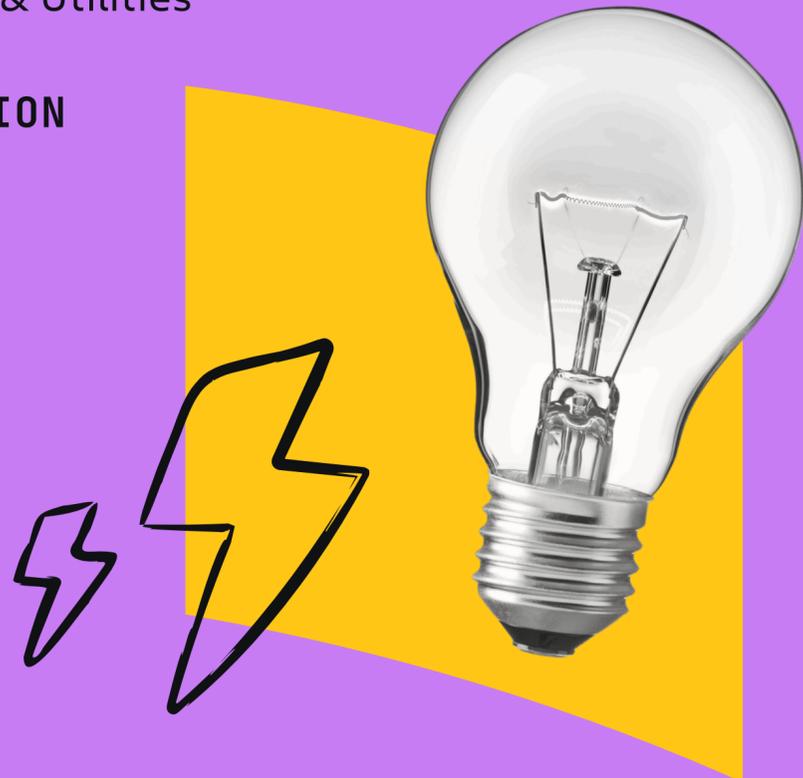
[Learn more ↗](#)



ENGIE Mexico powers up service, powers down costs

INDUSTRY
Energy & Utilities

LOCATION
Mexico



The Challenge

ENGIE is a global leader in renewable energy, focusing on low-carbon distribution infrastructure. With around 160,000 employees worldwide, the company generates billions annually.

ENGIE Mexico faced significant challenges with their previous ITSM provider, ServiceNow. The platform was complex, leading to heavy reliance on external consulting, which delayed projects and incurred unnecessary expenses.

Without a flexible ITSM solution, ENGIE Mexico could not deliver on its goals of efficient and customer-centric services. High complexity meant they could not independently adapt the platform to their needs, resulting in underutilized resources and escalating costs.

Ultimately, ENGIE Mexico sought an ITSM solution that offered better visibility, reduced costs, and streamlined operations without the constant need for external consultants, prompting them to explore alternatives and benchmark against other business units in Latin America and Europe.

The Solution

Other ENGIE business units in Latin America and Europe were using Jira Service Management, which provided better customer experiences, increased technical team productivity, made work streams more visible, and reduced licensing costs. Further, the Premium version of Jira Service Management allowed them to combine cost savings with access to unlimited automation features, higher disk storage capacity, and a configuration management database (CMDB).

With the help of an Atlassian Solutions Partner, ENGIE Mexico mapped 12 current services in ServiceNow to Jira Service Management and trained 1,700 users in just 3 months.

After the switch, they launched new services such as problem management and enhanced key services using catalog best practices, subtask flows, prioritization, and ticket routing.

Benefits

- **Significant time savings:** The ENGIE Mexico team saved 200 hours monthly for the technical team by automating workflows, reporting, and SLA management in Jira Service Management.
- **Seeing ROI, quickly:** Within the first weeks of implementation, they saw ROI in migrated key processes, change, incident, and problem management, as well as new services.
- **Expansion to business teams:** With newfound confidence, ENGIE Mexico expanded its scope to HR for automated employee onboarding and de-provisioning, with specific SLAs for each activity.

“We were able to implement the Premium version of Jira Service Management and still save 67% on licensing costs in comparison to ServiceNow.”

**Jose Luis Lizárraga Castro, IT Support Engineer,
ENGIE Mexico**

67%

reduction in license costs

200 hours

saved every month

100%

SLA compliance

[Read more ↗](#)

NEXT STEPS

Ready to unlock high-velocity teams with AI-powered service management?

Join over 60,000 companies that have transformed their service delivery with Jira Service Management. Contact your Atlassian Solution Partner to start planning your service management transformation.



▲ ATLASSIAN

Atlassian helps unleash the potential of every team. Our software development, service management, and work management software helps teams organize, discuss, and complete shared work.