AVARATAK

Empowering a Fintech Startup to Scale Atlassian Governance

This case study explores how Avaratak helped a fast-growing fintech company overcome challenges with their Atlassian tools implementation. By establishing proper governance frameworks, customized workflows, and comprehensive training, the client achieved significant improvements in efficiency, security, and cross-departmental adoption.

Client Challenge

A rapidly growing fintech startup was experiencing significant growing pains with its Atlassian ecosystem. As the company expanded, their initial ad hoc deployment of Jira and Confluence became increasingly problematic, creating operational bottlenecks and collaboration barriers.

Governance Gaps

No established governance structure or clear process ownership led to inconsistent practices across teams and departments.

Duplicate Efforts

Teams were unknowingly duplicating work and creating redundant processes due to poor visibility and communication channels.

Data Silos

Critical information was trapped in departmental silos, preventing cross-functional collaboration and knowledge sharing.

Scaling Challenges

The chaotic environment made scaling impossible without causing further operational disruption.

Without a structured approach to their Atlassian tools, the company risked compromising efficiency, security, and compliance requirements that are particularly critical in the fintech sector.

Avaratak's Strategic Solution

Governance Framework Implementation

Established clear administrative roles, permission structures, and standardized project templates to create organizational clarity.

Customized Workflows

Developed Jira workflows specifically tailored to the fintech industry's regulatory compliance and reporting requirements.

Knowledge Management Structure

Implemented structured Confluence spaces with templates to reduce documentation duplication and improve information accessibility.

Comprehensive Training Program

Delivered targeted training to both end users and administrative stakeholders to build internal capability and self-sufficiency.

Avaratak's approach addressed both immediate pain points and long-term scalability needs. By combining technical expertise with financial industry knowledge, we delivered solutions that respected the unique security and compliance requirements of the fintech environment while supporting the company's growth trajectory.

Measurable Results and Impact

6

Weeks

Timeframe to establish a complete, scalable Atlassian governance model

40%

Reduction

Decrease in administrative overhead through standardized workflows

Avaratak's implementation enabled secure, compliant collaboration through role-based access controls, addressing a critical requirement for financial technology companies handling sensitive data.

> "Avaratak gave us the foundation to scale with structure. Their expertise in both the tools and processes transformed how we work." – Director of Engineering

60%

Increase

Growth in Jira adoption across departments

The governance framework established by Avaratak not only resolved immediate operational challenges but positioned the client for sustainable growth. By transforming their Atlassian environment from a chaotic collection of tools into a strategic business asset, the fintech startup gained the structure and process maturity needed to support their rapid expansion while maintaining regulatory compliance.