

Riverty saved time & budget centralizing on Atlassian cloud

69%

User growth of Atlassian tools
since cloud migration

Explore how German fintech firm Riverty migrated and centralized on Atlassian cloud to elevate collaboration, reduce costs, and improve service.

ATLASSIAN + RIVERTY

“We’ve automated away menial work. We can talk to teams about their processes and explain how we can help them focus on more interesting and important jobs that better use their time.”

ANDREI TUCH

Atlassian Product Owner at Riverty

RIVERTY

Riverty is a global fintech leader offering innovative payment solutions designed to make people's lives easier. Specializing in 'Buy Now Pay Later' options, efficient parking payments, and debt management services, Riverty is focused on delivering fair, sustainable financial outcomes for everyone.

INDUSTRY

Financial Services, Technology

LOCATION

Europe, Middle East, & Africa

NUMBER OF USERS

5,000

APPS USED

Atlassian Analytics

Atlassian Automation

Git Integration for Jira

Jira Misc Workflow Extension Cloud

Tables Filters and Charts
for Confluence

CHALLENGE

Riverty, a German fintech firm, sought to improve IT service management, collaboration, and cycle time, while migrating from on-premise tools and manual processes to save resources.

SOLUTION

Riverty migrated to Atlassian cloud and expanded their platform with Jira Service Management, Confluence, Opsgenie, Atlassian Analytics, and Automation.

IMPACT

Teams significantly improved productivity, collaboration, and the user experience, reducing communication barriers and speeding up customer service.

PRODUCTS USED



Jira

Flexible project management



Confluence

Knowledge, all in one place



Jira Service Management

High-velocity service delivery

A transformation begins with consolidation and migration

Riverty is a leading German financial technology company with big ambitions. Specializing in “buy now, pay later” solutions, parking payments, and equitable debt collection services, they aim to provide fair and simple payment options that empower customers to make financially sustainable choices and live their best life.

Riverty spent most of 2022 bringing together a collection of separate fintech-related entities into a single company with a strong core vision. Then in 2023, the newly consolidated business refocused on growth through technology and data transformation.

At the time, Riverty’s teams were struggling with cross-team alignment, less-than-ideal software development cycle times, and customer service management. Their previous IT management solution, Zendesk, wasn’t providing the capabilities they needed, nor did it connect to other systems or workflows. Riverty also had limited resources to expand the toolset beyond its limited scope. Combined, these challenges were hindering productivity, service, and satisfaction for both employees and customers.

To support these goals and solve the pain points they were feeling, Riverty’s Process & Service Quality Team set out to modernize with agile practices, migrate the company’s infrastructure to the cloud, and expand their Atlassian toolset.

Since unifying teams on Atlassian’s centralized, cloud-based collaboration platform, Riverty has drastically improved IT service management while transforming project delivery and collaboration across the entire organization.



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Centralizing many teams onto one collaborative cloud platform

Years ago, Riverty was using on-premises deployments of Jira and Confluence to track time, capacity, and project finances. Once they saw the tools could do much more, certain IT teams opted to switch from Zendesk to an integrated solution with Jira, Jira Service Management, and Confluence for IT service management and product management. Non-technical teams began to notice the possibilities too, leading to even wider adoption of all three tools among groups like Finance and Business Operations.

The new products offered more sophisticated capabilities than Riverty's legacy tools (such as custom workflows, fields, forms, and automated triggers and notifications) and integrated seamlessly with their other systems. This not only improved user satisfaction, but also enabled the company to move faster so they could keep up with the competition.

While Riverty was getting incredible value out of their Atlassian tools, on-premise deployments were still siloed across different business units, systems, and teams. As part of their digital transformation, Product Owner Andrei Tuch, Process & Service Quality Team Lead Alana Muirhead, and the Process & Service Quality Team aimed to unify employees by migrating to Atlassian cloud. They also sought to enhance productivity and visibility by adding Opsgenie, Atlassian Analytics, and Automation.

Following a thorough assessment, the team developed an agile migration plan, separating sites into bundles and running migration sprints with the help of their Cloud Migration Manager at Atlassian. They started with workflows that were easiest to shift and that would deliver the most value, with ongoing evaluation to determine the next sprint. The team also created sandbox sites to test functionality and show stakeholders previews throughout the process, which helped build trust.

This approach enabled Riverty to shift systems and projects to the cloud over time, with less impact on daily operations. In collaboration with their Atlassian Cloud Migration Manager, the Process & Service Quality Team executed a seamless migration, consolidating all Jira, Confluence, and Jira Service Management sites into a single cloud environment.

Propelling productivity and collaboration with Jira and Confluence Cloud

Once the Process & Service Quality Team completed their cloud migration, they began expanding Riverty's Atlassian toolset to create an even more robust, unified platform that would support Riverty's digital transformation goals and bring teams together to unleash their potential.

Riverty's DevOps Team has supercharged productivity with Jira Cloud workflows and integrations with their other daily tools. Developers enjoy easier yet secure access to the company's code base, as well as Scrum and Kanban boards that visualize workflows and enable collaboration. "Integration across our Atlassian suite is much better in the cloud," Andrei says. "We went from people having multiple browser windows and sessions open in different on-prem instances to having a single platform for everything."

With the Process & Service Quality Team's support, non-technical teams are adopting Jira for managing a variety of business processes too. "For example, we recently started a project for the Finance Team to track their transaction-clearing processes, and it's already led to some big improvements," Andrei says. "We've delivered Jira projects for a range of teams. As they see the results, it builds word-of-mouth and goodwill across the company."

Around 3,000 users from both technical and non-technical teams have also embraced Confluence as their collaboration hub. Technical teams use it to share knowledge and work together. Operations teams use their workspaces to share documentation about processes, compliance, and clients, which is particularly useful during new agent onboarding.

Tight integrations with the rest of Riverty's Atlassian ecosystem have helped save time, reduce mental load, and make more informed decisions. For instance, with Jira filters displayed directly in Confluence tables, team members can see a quick overview of project progress and roadmaps in one place. Plus, pulling the latest information about software purchases from Assets into Confluence makes it easier to manage licenses and costs in real time.

“Confluence has been massively easier to use than Sharepoint, and it’s more consistent and easier to navigate than Google Docs,” Andrei says. “Atlassian’s access control structure is also super important for us, along with document management functions from Comala.”

“Users really appreciate” superior service and visibility with Jira Service Management and Opsgenie

While expanding their cloud platform, Riverty rolled out Jira Service Management Cloud to deliver even faster, better service for teams across the organization.

The tool’s automated features and integrations have simplified processes like ordering new equipment, sourcing technical help, and setting up new Jira projects. “Jira Service Management and its integration with Jira allow us to escalate to other teams, build approval loops, enforce checklists and timestamped action logs, and collect additional information at the relevant workflow step. Users really appreciate that,” Andrei says.

With structured and rich data, the Process & Service Quality Team has customized forms, making it easier to gather the right details from customers and connect them with the right team for assistance. “We’re building a single IT service and purchasing desk in Jira Service Management for the entire company, turning a very long request form into two simple questions: Who are you, and what do you want?” Alana says. “It uses an identifier, like an email, name, or company ID, to pick up all relevant information on an individual from our back-end database, then cross-references that with our hardware inventory. This speeds up service and gives us one unified process for all offices, with standardized cost tracking through integration with Assets.”

As teams manage requests in Jira Service Management, they also use Atlassian Analytics as a lightweight alternative to PowerBI for creating complex reports and managing velocity, which provides better visibility into workloads, progress, and opportunities to improve efficiency.

As part of their platform expansion, Riverty also added Opsgenie to help monitor alerts and incidents across Jira Service Management, Jira, and external tools like Microsoft Azure Cloud and Zendesk (which

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some departments still use). This enables Riverty's Observability Team to synchronize and monitor tickets across all users and products, even if they're handled by different teams, saving time on a previously manual task and providing more visibility than ever before.

Unlocking Automation to supercharge productivity

With Atlassian cloud, Riverty gained access to Automation, which has helped teams optimize processes and save significant time.

In a notable example, the company's Operations Center of Excellence launched a year-long project to enhance efficiency and reduce costs across the organization. The Process & Service Quality Team built a Jira project to test and evaluate hundreds of ideas from the Centre of Excellence, with custom fields that measured value realized over time. Using Atlassian Automation, they generated a monthly measurement ticket for financial and business analysts, who analyzed how much money had been saved across all ideas.

DevOps is also using Automation to streamline the connection between releases and deployment tickets. Upon a release event, the system generates a deployment ticket, populates it with relevant information, and updates details about the release documentation.

In addition, Automation allows Riverty to proactively synchronize data between Atlassian and non-Atlassian systems. For example, by integrating Atlassian tools with their Customer Relationship Management system, the Process & Service Quality Team can retrieve updated client data that's relevant to tickets and automatically assign product licenses to users once approved.

Andrei says automated notifications, SLA monitoring, and proactive alerts within Jira Service Management have all helped Riverty make further improvements to the customer support process as well. "We've been able to automate away menial work," he says. "We can talk to teams about their processes and explain how we can help them focus on more interesting and important jobs that make better use of their time."

Atlassian cloud “simplified things massively”

Riverty’s journey with Atlassian solutions shows the transformative impact of centralizing on a comprehensive cloud platform for collaboration, project management, and service delivery. Adoption has grown 69% since migration, as teams experience powerful improvements in collaboration, communication, data quality, and workload management.

Groups across Riverty are saving time on a variety of tasks, including streamlining bug resolution and product planning, automating security updates and service request approvals, plus eliminating server maintenance. This has enabled them to focus more on problem solving, delivery, and innovation. “We’ve standardized Jira request forms, permission schemes, and different ways of working, whilst maintaining flexibility where we need it,” Andrei explains. “That’s allowed us to significantly improve the speed of delivery of new Jira Service Management projects and software projects in general.”

Looking ahead, Riverty is planning to provide even more tailored services by developing separate customer portals, enhancing integration with in-house systems, and leveraging Jira Service Management for other customer support initiatives. Andrei and his team are also working on more integration capabilities and enhancing Automation.

“Atlassian’s tools helped us get rid of quite a lot of complexity in the projects that we migrated into the cloud. We left a lot of our legacy projects behind and removed a lot of custom manual processes that we accumulated in our on-prem systems. It simplified things massively,” Andrei says.

With Atlassian cloud, Riverty is making significant progress on its mission “to become the most human-centric fintech.” By offloading maintenance, consolidating systems, and unlocking new tools and features, they will continue to lead the industry as they help optimize finances and improve lives for customers around the world.

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