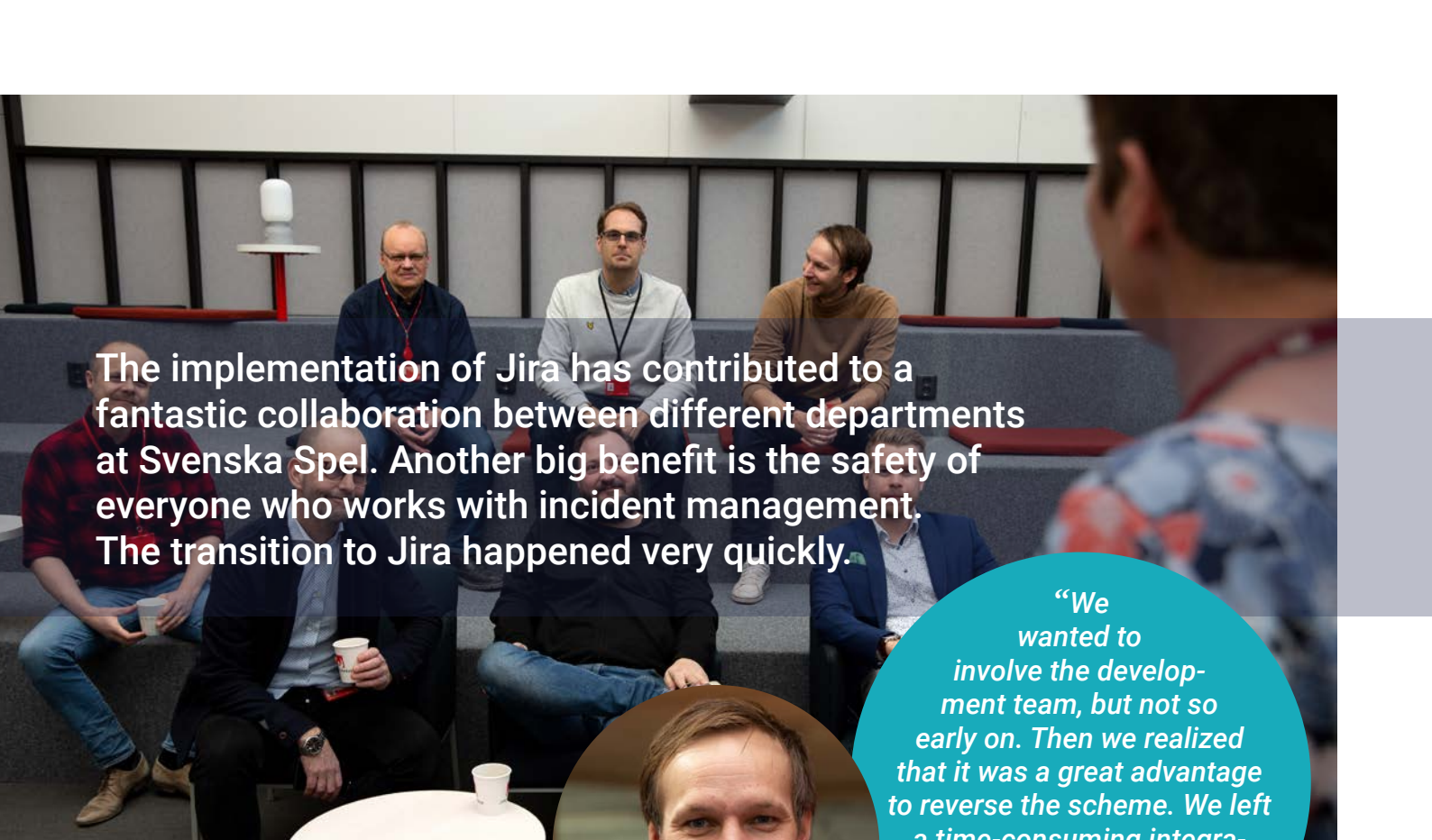


“Three factors that lead to success are processes, people and tools.”

Fredrik Winzell, Assignment Manager
IT Operations and Gun Andréasson,
Head of IT Operations Center

IMPROVED COLLABORATION AND SAFER INCIDENT REPORTING AT SVENSKA SPEL



The implementation of Jira has contributed to a fantastic collaboration between different departments at Svenska Spel. Another big benefit is the safety of everyone who works with incident management. The transition to Jira happened very quickly.



“We wanted to involve the development team, but not so early on. Then we realized that it was a great advantage to reverse the scheme. We left a time-consuming integration with the old tool.”

Fredrik Winzell, Assignment
Manager IT Operations

Svenska Spel is the largest and most well-known gaming company on the Swedish market. The company offers many well-known games, which means advanced IT development and constant readiness for incidents.

The challenge – create a more flexible internal collaboration

A better case management system has been on the wish list at IT Operations for many years. The collaboration between operation and development needed to be improved, which led to the idea of a joint tool. A major challenge was the handling of incidents where the service desk received issues but often failed to forward them to the right development team.

“Success does not emerge by itself. You can’t just bring in a new tool and think it’s a self-playing piano. First you need to get the processes in order.”

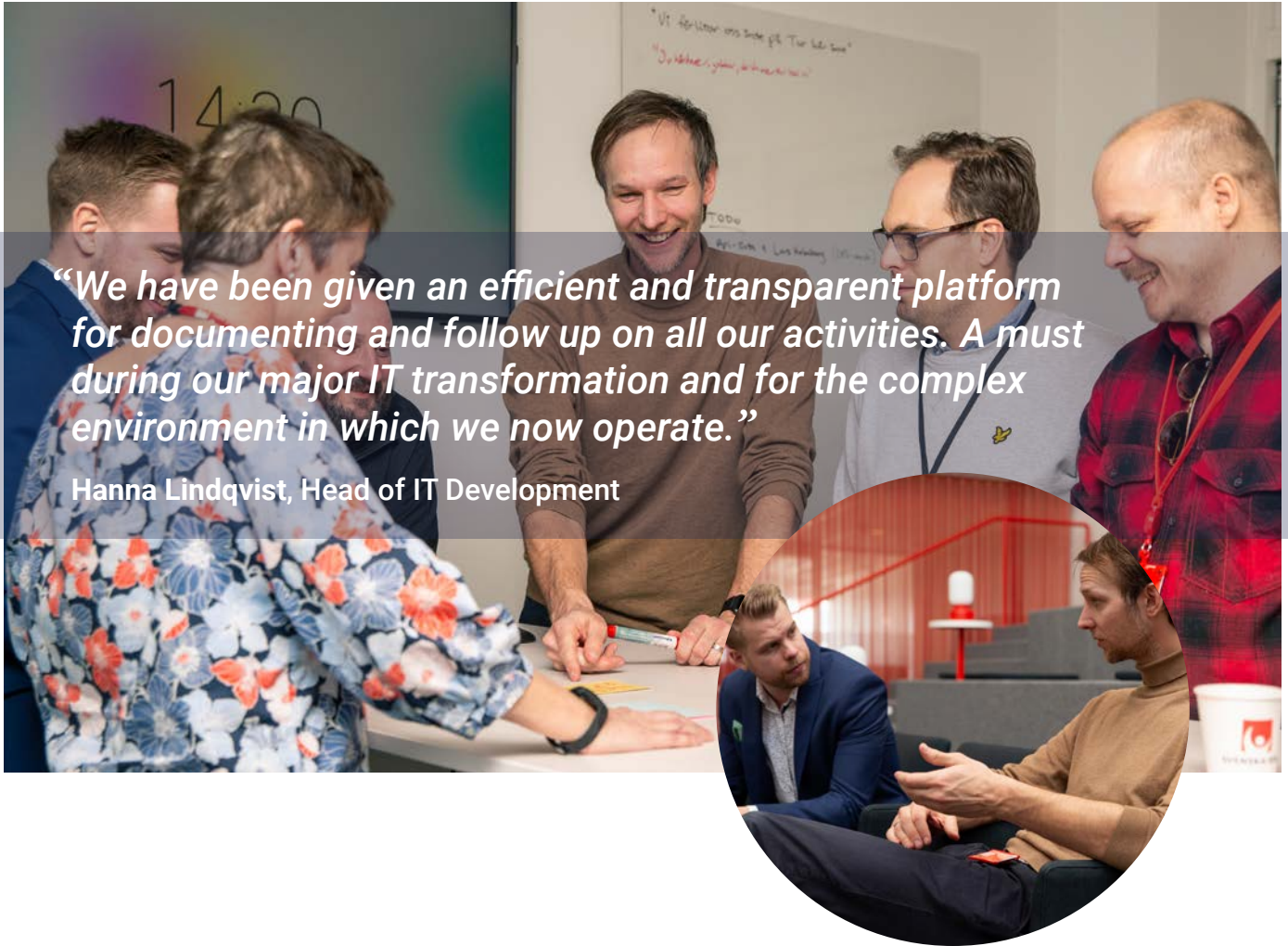
Gun Andréasson, Head of IT Operations Center

Svenska Spel has focused on creating the right processes and then finding a tool to support them. This means a high-level change.

During the pilot study, Svenska Spel made several study visits to companies with different systems. They got the advice to complete their tool with a competent partner; after careful consideration, the choice fell on Jira and Riada.

The solution – tools that support processes

According to the original plan, IT Operations would be the first to use Jira. That plan had to be changed when the development department’s current system needed to be replaced immediately. IT Operations partially paused its implementation and prioritized the IT-development.



“We have been given an efficient and transparent platform for documenting and follow up on all our activities. A must during our major IT transformation and for the complex environment in which we now operate.”

Hanna Lindqvist, Head of IT Development

The rapid implementation of Jira Software worked thanks to managers who stood behind the project one hundred percent. A dedicated project manager teamed up with Riada throughout the moving process. Riada helped with all connections between Jira Software, Jira Service Desk and Insight. Riada has created concepts in test environments that Svenska Spel can use and try out before launch .

The main goal of IT Operations was to improve the incident process. All incidents should end up with the right development team and thereby reduce lead times, reduce irritation and create security. The thorough preparation was a prerequisite for getting a quick start.

An important factor of success in the implementation of Jira was the internal anchoring work. Svenska Spel has worked extensively with so-called super users who have received training and extra support from Riada. These super users have become ambassadors in their teams.

The result – incident reporting that provides security

Svenska Spel now has an incident reporting that really works. A relationship structure is built between approximately 500 IT systems that allow incidents to end up with the right team. It is clear what status the issue has and who is responsible. The backlog for the developers has drastically decreased and has contributed to peace of mind.

At IT Operations Center there are many summer workers and other temporary employees. For them, routines and a functioning case management system is a great security. They know that incidents end up right and that nothing falls short.

During the preparation process, it was important to really review the working methods and processes. This has led to better cooperation and openness between departments.



“For us, Jira has meant improved collaboration between the employees as well as better control, dissemination of information and transparency. We are very pleased.”

Dan Holgersson, Head of IT Operations



Results

Svenska Spel

- More efficient work with joint tools
- Better collaboration between departments
- Less irritation and worry
- Shorter lead times
- Well functioning incident management

Riada

- Gained valuable experience in conducting record-breaking implementation
- Constantly Challenged by new issues

The collaboration provides inspiration

During the rapid implementation of Jira, Riada has worked intensively to help Svenska Spel meet its deadline. Now there is a functioning organization and the company has acquired a lot of expertise that can handle ongoing work.

Riada contributes with inspiration and are always willing to help out when new functions are to be implemented. By being creative and responsive, Riada helps Svenska Spel utilize the tools in the best way possible.

“The interest in learning is great and today Svenska Spel is incredibly self-sufficient. As a former elite athlete, I am proud to work with Svenska Spel because they support Swedish sports.”

Jonas Svensson, Riada

Briefly on Svenska Spel

Started working with Riada: 2017

Atlassian products:

- Jira Service Desk
- Jira Software
- Insight
- Confluence



Current: Has implemented an incredibly rapid implementation and has improved internal cooperation. The tools have facilitated the change that the new legislation established for the gaming industry.

Next challenge: Using Jira for more departments of the business.

“I can definitely recommend Riada as a partner. We feel confident with their expertise. They are humble and knowledgeable. Our corporate cultures fits together.”

Gun Andréasson, Svenska Spel



Contact us at Riada

Find out how we can evolve together. Please contact us!



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