

# VR Payment Customer Review

The payment service provider [VR Payment](#) from Frankfurt am Main embarked – together with Seibert – on an exciting journey into the Atlassian Cloud. In June 2021, VR Payment decided to move its server instances to the Cloud. This was not instantaneous, they took six months of evaluations to find the optimal system for their needs. Only then did the actual work on the migration project begin, because: before the actual migration weekend in February 2022, the entire migration had to be planned and the existing systems analyzed.

In this Customer Story, we spoke with Web-Admins Matthias and Andreas, who were closely involved, to tell you about VR Payment's Cloud Migration project. We made our way to Frankfurt and with that we produced a relaxed, fun, and open interview about the experience. The summary of the interview you can find also in [this video](#).



## About the company:

VR Payment is a specialist in contactless payment of the Genossenschaftliche FinanzGruppe Volksbanken Raiffeisenbanken. As a leader in payment offerings in Germany, VR Payment develops innovative solutions for customers of online and offline businesses. It has more than 350 employees (+external) between the main office in Frankfurt am Main and its location in Ettlingen, Baden-Württemberg. Within half a year with the help of Seibert, VR Payment has migrated to the Atlassian Cloud with around 500 users using the software products Jira Cloud and Confluence cloud.



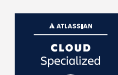
## About the interviewees:

Matthias Frank & Andreas Schmidt

Matthias and Andreas both work at VR Payment as Web-administrators and along with others support Atlassian products including the Cloud migration.



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## Bye bye Server – We need a new solution

The catapult for VR Payment to migrate to the Cloud occurred at the end of 2020 when Atlassian said it would cancel its end-support for their server products by February 2024.



At the end of 2020, Atlassian informed everyone that their server solution would end. For us, this was the first step in deciding what to do with the license. We finally agreed, a possible solution was to buy a new server license. That was the beginning of 2021 – so we wanted a year's time span to make a decision about what we would prefer to do in the future: if we would switch to the cloud or if we would use a data center.

**Matthias Frank**  
VR Payment

### How did you go about it?

**Matthias:** „We have internally an architecture board. Parallel to purchasing the license, a ticket was open and this started an internal discussion. We then supported this from our side by having a phone call with Atlassian. We talked about what concrete options and different license models there were and whether Atlassian can also comply with all data protection regulations. That was the first step.



## VR Payment, Data protection and Cloud – a functioning trio?

Companies have individual needs and different requirements for the software systems they use. These must therefore be checked before a migration, if these requirements can be fulfilled in the new software system. At VR Payment the main important topic was data protection. This is not surprising, after all the company works with a banking license and must meet the requirements of BaFin (the German Federal Financial Supervisory Authority). It was therefore necessary to ensure that the migration was secure.

**Would that have become a blocker for you, and if so, how did you deal with it?**

**Andreas:** That would definitely have been a blocker! Because we are subject to regulations as a bank and must meet requirements e.g. the BaFin. In the cloud we had to – in contrast to a data center or to the server – actually look that the data residency in Europe was secure. This was possible by choosing the Premiumproducts from Atlassian Cloud.

## **VR Payment makes a decision – the Cloud won**

Finally, you decided on the Atlassian Cloud. What advantages do you see with the Cloud solution compared to the Data Center?

**Matthias:** A decisive advantage was the scale. Currently, we have around 500 users. This was simply a question of cost, if a data center of this dimension even pays off at the moment. And we came to discover that the Cloud is cheaper and also more flexible, because we had to assume that our user count will drastically change as we increasingly become project-driven. In addition, we have relatively large growth with many new users coming in. Through these changes we anticipate a decline in the user count where we can react better in the Cloud than in Data Center.



Another important point that we can't forget is that we received a secure plan in the Cloud. In terms of a data center, we have not been able to get any concrete statement from Atlassian as to how long this option will still be available. And in this respect, it was the safer option to go to the Cloud.

**Andreas Schmidt**  
VR Payment

**What happened next?** How is the migration process to the Atlassian Cloud? What steps were necessary before starting and which ones were needed afterwards?

**Matthias:** First, we made the decision internally in the architecture board to go to the Cloud. Our next step was then to contact Seibert and have an initial discussion about the support they could offer us during the migration. At the same time, we wanted to clarify what the various licenses would look like, i.e. what kind of license we would have. We finally decided to buy an annual license. This was the best option for us, to be able to react to the strongly fluctuating user numbers. And after that we could start the project.

**Andreas:** At this point I would like to add that, unlike the server, something new for us that is possible in the Cloud is that you can adjust the license at any time during the year despite having an annual license. And that was the decisive advantage where we said „OK, then we'll go that way“. After the first conversation with Seibert, we sat down and planned how much time we would need for this project.

That is to say, we first looked at the instances. How many users do we have on it, how many projects, how many Confluence areas? How big are the projects, how are they structured? We then could estimate that we would need about three months. And that's how we estimated it, so that the project would start November 2021.

**Andreas:** Of course we conducted detailed analyses. With a test migration we identified where problems were. We looked at: How do you want to communicate the whole thing? When do we communicate something within the company, also to the users? That also means communicating in the first place: „We're going

to migrate.“ What does that mean when we migrate? Where do individual users have to do something themselves? What runs automatically? Because of this, we also provided training which was prepared by our human resources department and by Seibert. Then we wrote a lot of documentation. The overall package was then maintained on the Seibert extranet. There was a strict project plan for the migration that was developed there. What are the to-dos that still have to be done by hand? And what could we automate?

The migration weekend was from February 18th to the 20th, 2022. Matthias and Andreas explained in detail in their presentation at the [AEC Modern Workplace 2022](#) what challenges were in store that weekend and what still needed to be done post-migration.

**Were there certain success factors that made the migration process easier?**



What helped us was that we first carried out several test migrations step by step. To do this, we applied for a Cloud trial. I quickly learned that it ran relatively smoothly. This was partly due to the fact that we still had relatively few apps installed in the system and no new app licenses. The reason for this was, we said, we would wait for the decision on which new solution – and only then did we want to start buying apps for this new solution.

**Matthias Frank**  
VR Payment

### How did you inform your employees about the Cloud migration?

And what did you have to pay attention to in the company during the migration process?

**Matthias:** We handled everything internally by sending lots of updates through email again and again. That means we informed the users accordingly in time. Of course, we also gave them information about what they had to pay particular attention to during the changes. One topic, for example, were filters in Jira which were not included in the migration at the time unless they were firmly anchored in a project. We pointed this out and asked users to look into what was needed in such a case. And I'd like to say that, with the exception of a few individual cases, this worked out quite well.

### Were there any further challenges?



Well, there were hardly any problems. There were individual users who actually overlooked or did not notice these instructions – or who did not adopt the filters and dashboards. But these were isolated cases – we were able to copy these things over or create new ones within a few minutes, because we still had the old instance. We still had it in operation for 14 days after the actual migration, so that the data could still be accessed. But on the whole, we migrated 100 % of our data as we had imagined. And the plan worked out perfectly.

**Andreas Schmidt**  
VR Payment

## Strengths and weaknesses of the Atlassian Cloud

The Atlassian Cloud is – in contrast to its on-premises siblings Atlassian Server and Atlassian Data Center – still a rather young software solution. But does new really mean better? Or should you rather rely on the tried and tested? We asked Matthias and Andreas about the biggest strengths and weaknesses they see in using Atlassian Cloud.



First of all, the new features are among the advantages. For example, there is the team functionality, and the view of the start page has also changed. This makes the whole thing look tidier than with the server version.

**Matthias Frank**  
VR Payment

**Andreas:** Moreover, the employees at VR Payment quickly got to grips with the new system. But I also think that one extreme advantage for us was that we actually had only a few apps in use. Purposefully. And that's why we're only taking this step now and have been slowly building up our app landscape since the migration. This way, the users can directly experience the new functionalities in the Cloud and grow into them. For example, the calendar function or something like Advanced Road Maps, which is now being used more and more – and that's how it's growing with us now, that the functionalities are also being discovered more and more with more apps being used.

**Andreas:** Another strength I have noticed is the user management. This is now in the Cloud, central between Jira and Confluence, which has made user handling much easier compared to the server solution. What has also become easier is collaborative work – for example, when external people from projects, such as employees from other companies who also use Confluence and Jira join. They are also only authorized – but no longer need their own account, but can continue to work there as normal with their service email address. These are things that make it

very easy to decide which projects you are authorized to work on and which you are not.

**Matthias:** This has also changed other things for us – in a positive way. In the course of the user management change, we decided internally that we no longer create users separately. The simplest way is to say that every user who is created automatically gets access to Jira and Confluence first – which was handled separately before we changed to the Cloud. This means that we have once again simplified our user services.

**Where do you see weaknesses or potential for improvement in the cloud?**

**Andreas:** From an administrative point of view, one very clear weakness would be that at the moment you don't really know when updates are being rolled out. Both for the Cloud itself and for the apps, it is very difficult to see which version it is or what has changed. This kind of thing needs a bit of advance notice on our side, so that we have the opportunity to intervene sufficiently beforehand and prepare something in our process. Unfortunately, you just don't see these things at the moment.



## Migration to the Atlassian Cloud with Seibert – recommend it or not?

Would you recommend the Atlassian Cloud products?

**Matthias:** From our point of view, we would definitely recommend them. However, I think it also depends on the size of the company and their intention in using the Cloud products. You also have to look at how intensively you have used different server apps and whether they are already available in the Cloud and if the same functionalities are guaranteed there. But from our point of view, we give the Atlassian Cloud a clear „yes“. We have had good experiences with it and I think companies of a similar size should definitely use it and will be in a secure position for the future because of it.



## How did cooperation with Seibert go?

Although VR Payment has now declared itself a fan of the Atlassian Cloud, does this also apply to collaborating with Seibert during the migration project? After all, this is not the first time that the Frankfurt and Wiesbaden-based companies have worked together:



The fact that the cooperation with Seibert works very well was made clear years ago. We got to know Seibert through Confluence and Jira trainings as administrators. After that, we expanded our cooperation by moving our server landscape to Seibert and Seibert was there to advise us as an operating partner. And all we can really say is: No matter which project – it has so far always worked smoothly and in this respect it only made sense from our point of view to further intensify our cooperation, because they simply are a reliable partner for us.

**Andreas Schmidt**  
VR Payment



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# Get in touch with us!

If you have any further questions about the Atlassian Cloud, please contact us. As an Atlassian Platinum Solution Partner with experience from thousands of Atlassian projects, we can advise you on evaluating the best license model for you, take care of all questions relating to your license setup, and support you in all aspects of scaling your Atlassian products.



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