interfuze.

Case Study

Roy Hill - Jira Service Desk Implementation

ROY HILL



Overview

- The Roy Hill People Support team needed an efficient way to track and execute person/position changes within the business.
- Interfuze in their capacity as Atlassian Silver Solution Partners managed the implementation of a Jira Service Management project, enabling the team to move from a shared email inbox to a highly visible, traceable way to manage requests.
- By using an Agile approach the solution was able to evolve as both the team and users came back with feedback throughout the project delivery.

The Client

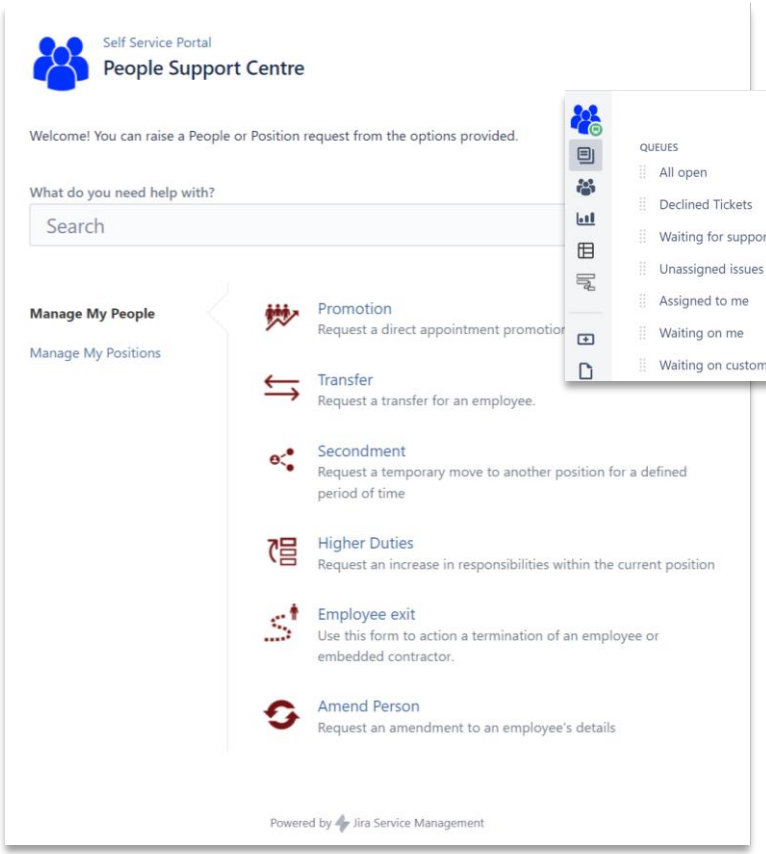
Roy Hill is a world class mining operation in Western Australia's Pilbara region.

Delivering 60 million tonnes per annum of Iron Ore to international markets.



- ✓ Shared email inbox replaced with Service Desk queues providing visibility on requests
- ✓ Customized workflows mirrored business process, removing non-value add manual work & automating approval requests
- ✓ SLA's provided visibility on time spent waiting on customers & managers approvals
- ✓ Utilizing Roy Hill's existing Jira Service Management license meant no additional licence costs for the company as a whole

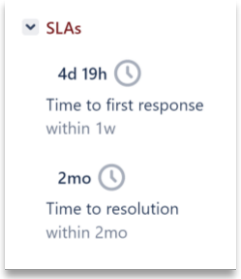
Customer Portal



Agent queues



Built in SLA support



interfuze.

The Challenge

Extend the current Jira Service Desk instance used for Employee exit to include other person / position changes. Modelling the current business processes into an easy to use and efficient system for leaders to request necessary changes.

The Approach

- Interfuze used Agile process for delivery to ensure that solution met business requirements early with daily stand-ups, supplemented by additional meetings to finalize more complex requirements.
- Due to Covid19 work was conducted in a combination of Remote and in person.
- A Jira Kanban Board was created for tracking of features or bugs requested for Interfuze by Roy Hill with daily stand ups to review work as it was delivered, enabling quick response to changes

The Solution

Constant Communication was maintained to ensure a product that matched the changing requirements, with Interfuze working directly from Roy Hill Perth offices later in the Project for efficient support.

Jira Service Management went live to a reduced group initially to allow users to give feedback on how the system works for them while refining the system.

Bulk upload of tickets with simplified workflows allowed the People Support team to action multiple position changes using 1 bulk CSV upload and a single approval email covering all those requests.

The Results

JIRA Service Management went live late September 2021, initially including 8 new request types, before adding an additional 3.

By using Jira Service Desk Roy Hill was able to leverage an existing system, as they already use Jira instances across the business. This meant that users didn't have to learn a foreign system, and in house teams will be able to continue the maintenance after Interfuze's hand-over.

"Lindsey and her team were a pleasure to deal with. Extremely responsive to a fast paced environment,
and evolving brief. They listen, take on feedback and provide realistic solutions."



Cait Lenihan, Specialist Employee Experience

interfuze.

interfuze.

Think we can help solve your problem?

Reach out to Branden or Tim

branden.dekenah@interfuze.com.au / 0438 455 737
tim.deboer@interfuze.com.au / 0418 846 567

