Case Study

ACC – Jira Service Management Implementation

Interfuze proved the approach in a timeboxed proof-of-concept, then delivered a full production Jira Service Management platform connecting ACC's national service desk with partner club systems, telephony and on-call scheduling.

interfuze.



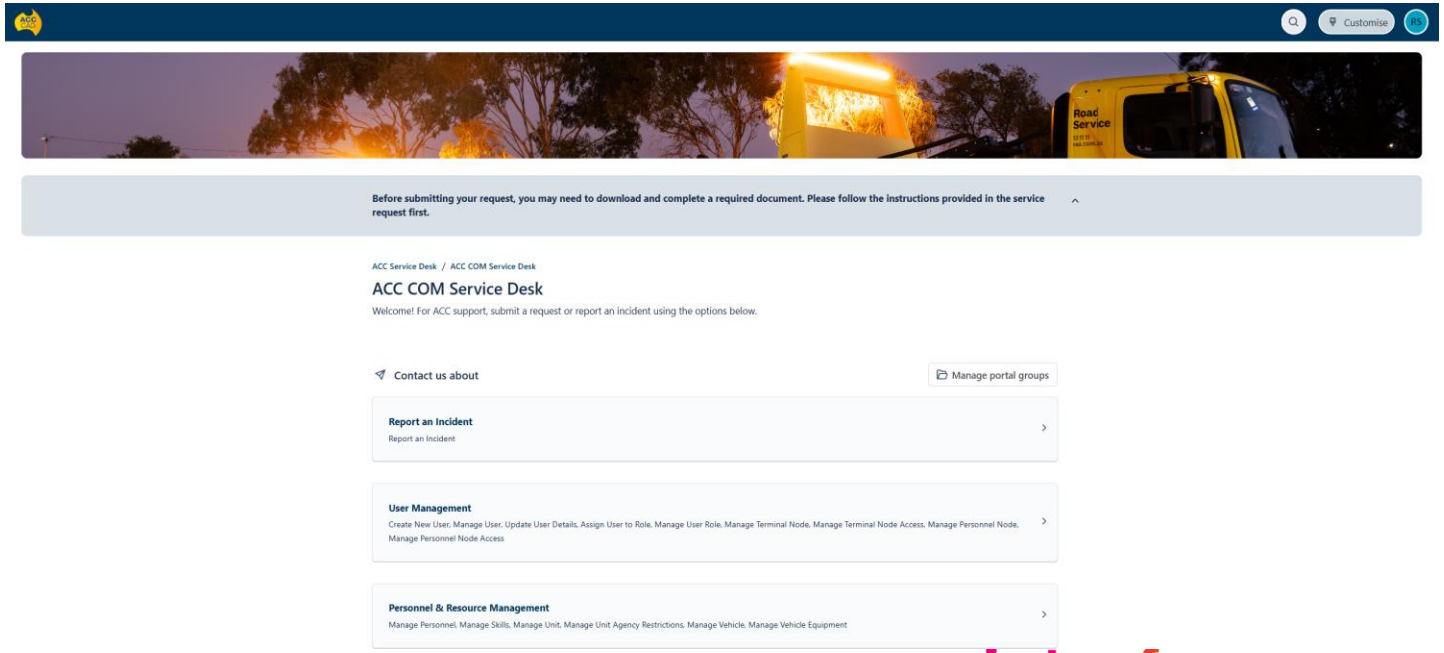


The Client

ACC operates a shared, 24/7 service desk connecting Australia's motoring clubs so club members' service requests can be raised, tracked and resolved through a single, central platform.

Project Overview

- ACC's core dispatch platform was nearing end of life, with a major replacement programme already under way.
- ACC set out to bring its service desk in-house from an outsourced model, and have it running well before that new platform landed.
- Success meant bi-directional ticketing with two of the clubs, bi-directional incidents with the incumbent provider, telephony and on-call scheduling live, and staff trained before go-live.
- Interfuze recommended a proof-of-concept first, then delivered full production on those proven foundations.



interfuze.

The Challenge

ACC's core dispatch platform was approaching end of life, and its replacement would bring a new vendor and a different operating model. Rather than wait for the cutover, ACC brought its outsourced service desk in-house first – putting the ACC team on 24/7 support for four member clubs in four time zones, some with their own service desks and processes to keep working in, and telephony, SSO and the club and incumbent-provider integrations all unproven.

The Approach

- Recommended a timeboxed PoC first to prove the risky pieces – telephony, club integrations and SSO – before ACC committed.
- Used the PoC to sharpen requirements and show ACC where customisation was warranted and where out-of-the-box JSM was the better answer.
- Workshopped ITIL workflows with ACC and the clubs, and mapped the integrating clubs' service desks for compatible bi-directional sync.
- Carried the PoC configuration into production, with iterative UAT plus early access and training so the ACC team was comfortable ahead of cutover.

The Solution

- Full production Atlassian platform (JSM Premium, Guard, Confluence) with ITIL-aligned workflows for Service Request, Incident, Problem and Change.
- Two-tier work item model – an ACC-level System Incident with a linked Club Incident per club, so one update reaches every club.
- Bi-directional integration with two clubs' own desks (JSM and ServiceNow) and portal access for the others, plus interim incident sync with the incumbent desk until the new platform lands.
- JSM Operations for on-call scheduling and agent rostering, with Twilio for inbound calls, escalation alerts, and missed-call voicemail played back from a link in the alert or email, stored in AWS Sydney.
- Confluence knowledge base with club-specific and internal content, SSO for ACC agents, and reporting dashboards for stakeholders.

The Results

- PoC first gave ACC a validated design, firm scope and costs before committing to the full build.
- ACC took over service desk operations ahead of the platform programme.
- All four clubs raising tickets with ACC – two bi-directionally from their own desks – with telephony, on-call scheduling and rostering live from day one.
- Staff trained and UAT signed off, with as-built documentation, administrator training and a support plan for ACC to run the platform independently.

> *"We now run one service desk across every club instead of juggling systems. Interfuze got us there by proving it worked before we committed."*
>
> *Anne-Therese Mansell, Senior Manager CARS*

interfuze.

Think we can help solve your problem?

Reach out to Interfuze on

08 6270 2488 or hello@interfuze.com.au

click for more of our work

interfuze.

