



PASSION FOR EXCELLENCE

Logistics Plus simplifies Jira Cloud Sandbox to Production Configuration Management and Data Protection from accidental, malicious data deletions with Revyz

20x

Faster in copying configuration from Sandbox to Production

100%

Protection data in Jira Cloud



About Logistics Plus

Logistics Plus, Inc. is a 21st Century Logistics Company and a global leader in transportation, warehousing, fulfillment, logistics, business intelligence, technology, and supply chain solutions. The company was founded over 27 years ago in Erie, PA. Today, Logistics Plus operates in 50+ countries worldwide and over 1,200 globally distributed employees. Logistics Plus is recognized as one of the fastest-growing privately-owned logistics companies, a top 3PL provider, a top 100 logistics company, a top freight brokerage and warehousing provider.

The challenge

Logistics Plus has a distributed workforce operating out of multiple locations throughout the world. Its IT team has broad responsibilities, from customer support to telecommunications, data storage, and application support.

At Logistics Plus, Atlassian apps including Jira Software, Jira Service Management and Confluence are heavily used by the distributed teams to collaborate and track internal as well as customer projects thus making Jira a business critical application for the company.

Jira has been heavily custom configured to suit the specific needs of the various teams within Logistics Plus. Any disruptive changes to the configuration of the Jira app too has a significant impact to the productivity of the various teams, such as changes to workflows and other configuration objects within Jira. In addition a lot of time is spent by the team in duplicating tested configuration changes from a

Challenges

- Reliance on Jira's backup & restore functionality to recover Jira data, made the company vulnerable to data loss
- Managing configuration changes and copying configuration changes securely from sandbox environment to production
- IT had no easy way to recover Jira data in the inevitable event of accidental or malicious data deletion or even have an audit log of the same

Solution

- Automatic daily backups with a Jira native console for IT to manage backups and restore operations
- Effortless and no-code way to granularly copy configuration from sandbox to production Jira site
- Having an audit log of issue deletions and copy operations to know who did what and when

Results

- 20x time faster in copying configuration objects from sandbox to production Jira site
- 100% of Jira data is secure 24/7 and recoverable in minutes
- Exponentially faster and granular data recovery for all Jira Software data
- Recovery of configuration objects, saving time for Jira administrators

sandbox to the production Jira cloud setup. The data stored within Jira is absolutely critical for the success of Logistics Plus. Within the Jira application when any data is deleted, be it Jira issues, attachments, comments and or configuration, those objects are irrecoverably lost instantaneously. Any such data loss accidental or otherwise pose a significant risk to Logistics Plus business.

Atlassian operates a shared responsibility model for its suite of applications including Jira, meaning Atlassian is responsible for protecting the platform, while its customers are responsible for protecting the data they add in within the application as well as any customization they do to address their specific use cases. Without a secure way to effectively manage configuration changes in the cloud in place and way to protect its data from a variety of security considerations such as insider threats and sophisticated external threats such as account takeovers, Logistics Plus risked the disruption of its business operations.

The solution

For the IT team, the top priority for configuration management and data protection was a cloud-native capability, which had minimal operational overhead. The Logistics Plus team started a proof of concept (POC) with Revyz. The same week they started a POC, a new administrator accidentally made some configuration changes that impacted majority of the projects within Jira. This literally meant that their system was down. Having the Revyz Data Manager for Jira literally saved the day for Logistics Plus. The Revyz Data Manager quickly helped identify what had changed and enabled the administrator to revert back the changes made accidentally in a matter of minutes *“With Revyz we were able to reverse back accidental configuration changes without any disruption to our users. The Revyz solution had our backs!”* said Brenden Lalli, Director of Information Technology

Another significant benefit that the Revyz solution offers is the ability to copy configuration from a sandbox environment to the production environment in a safe and secure manner, the alternative to which had been to manually copy over configuration changes from a sandbox site to the production site, spending many hours doing so in an error prone manner. *“Revyz’s offering for the Atlassian cloud*

saves us time and reduces our risk to configuration changes and data loss” said Brenden Lalli, Director of Information Technology

Another key differentiator that the Revyz solution offers is its user interface, which is native to Jira and does not require the administrators to learn or know coding. This was key for Brenden and the team because it minimized the learning curve and the time spent in learning the application.

Results

Revyz provides Logistics Plus with a simple way to manage configuration changes and a secure way to backup and restore all of its business-critical Atlassian Jira data. The Logistics Plus Atlassian admin now spends significantly less time in replicating changes from their sandbox site to their production site using the Revyz Data Manager for Jira in addition to having the ability to instantaneously recover lost or deleted data. The new way of managing data and changes with the Revyz Data manager for Jira helps reduce costs and risks associated with doing changes manually and or backing up data manually saving hours of unnecessary manual work.

The ever-present threat of an internal or external malicious attack used to be of serious concern to Brendan’s team. Now, Revyz provides his team peace of mind. With Revyz, he knows exactly how the company will recover affected Atlassian Jira data or configuration when, not if, an attack or accident happens.

Choosing Revyz means the IT team has more time to support staff as they help their customers with their logistics needs.



Revyz is on a mission to help businesses protect their SaaS application data and is backed by Atlassian Ventures and Druva.

Contact us to learn more at info@revyz.io