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Modernise, Standardise and Scale the Atlassian Environment With the catworkx Red Hat OpenShift-Based Teamworkx Cloud Platform

Software development tools vendor Atlassian has steadily risen in popularity in Europe, especially in the new wave of developer-led innovation and DevOps, where agility, scalability and collaboration are critical for application development and management. Its simplicity and workflow engines have turned users into "IT superstars" in their organisations, making Atlassian a critical component of their work.

Atlassian's merits — such as flexibility and simplicity in combining its 15 products in multiple ways to solve different business needs — is also its biggest challenge, however. Over time, enterprises have ended up with many disparate instances and specialised versions of Atlassian, which can lead to inefficiency, security vulnerabilities, compliance issues and a dependence on highly skilled administrators who need to invest time and resources running and managing Atlassian environments.

Germany-based catworkx, one of the largest Atlassian Platinum and Enterprise Solution Partners in the DACH region, has collaborated with open source technology vendor Red Hat® to address these very specific pain points with a managed Atlassian hybrid cloud offering to transform the legacy Atlassian environment with agile processes, so customers can accelerate innovation, developer productivity and customer support.

The Teamworkx Cloud platform from catworkx is a Red Hat® OpenShift® platform as a service (PaaS) that hosts Atlassian environments on-premises or as hosted services. It is a fully preconfigured, scalable and automated Atlassian-as-a-service offering bringing in self-service deployment capabilities. Teamworkx Cloud also offers dedicated support services to help meet stringent SLAs. According to catworkx, users have been able to reduce the set-up time of an Atlassian solution from 28 days to 15 minutes. This significantly accelerates time to market.

Teamworkx Cloud, catworkx and Red Hat use the Red Hat OpenShift Container Platform to orchestrate Atlassian ecosystems and deployments as fully automated environments.

In This Spotlight

In this Partner Spotlight, IDC explores the challenges end users face in Atlassian environments and the value that catworkx and Red Hat bring with Teamworkx Cloud to address these challenges.

Solution provider catworkx is one of the largest Atlassian Platinum and Enterprise Solution Partners in the German-speaking region. Since 2014 the average annual growth has been 40% and in 2018 the catworkx group generated €13 million in revenue. Since 2002, catworkx has specialised in delivering Atlassian solutions, with 85% of its consultants Atlassian certified and all employees being Atlassian accredited. The company has also created the first German Jira translation. It offers a comprehensive variety of services within the Atlassian ecosystem, including implementation, consulting, training and development of Atlassian integration solutions (e.g., SAP or OTRS) and it is also a marketplace app vendor.

Red Hat is a global provider of enterprise open source software and platform solutions, using a community-powered approach to deliver Red Hat® Enterprise Linux® (RHEL), hybrid cloud, containers and the Kubernetes platform (OpenShift). Red Hat further supports customers with integration, automation, security, support, training and consultancy offerings, which are delivered through its network of trusted partners, including catworkx.

Atlassian is a global software company founded in 2002 that develops products for software managers and content management. It is best known for its broadly adopted agile development issue tracking solution (Jira Software), its IT service desk solution (Jira Service Desk) and its incident management solution (Opsgenie). Customers also use its collaboration, communication and development products such as Trello, Bitbucket and Confluence to improve production efficiency.

According to IDC's tracker data, Atlassian's EMEA revenues were $496 million in 2018. It serves more than 144,000 customers and its revenue for fiscal year 2019 is expected to be $1.2 billion globally. In its recent third-quarter 2019, it added 5,803 net new customers and posted 38% YoY growth in revenues for the quarter globally. Its longstanding popularity with the developer community has resulted in many aging Atlassian installations that are ripe for modernisation to remain relevant and to provide an excellent customer experience.

The Joint Partnership

Anticipating an increase in customer demand for a modern unified platform that could standardise, scale and unify multiple Atlassian instances, in 2017 catworkx built the Teamworkx Cloud platform, which now delivers Atlassian preconfigured environments as a managed service.

Germany-based Atlassian services provider catworkx teamed up with open source technology vendor Red Hat to leverage its OpenShift container technology to develop a unified, full-service platform that can host, automate, manage, monitor, run and scale all of an enterprise's Atlassian environment and deliver managed Atlassian-as-a-service.

IDC sees Red Hat OpenShift as the cornerstone of Red Hat's comprehensive set of container-optimised solutions including Red Hat® JBoss® Middleware and application services, Red Hat Mobile, Red Hat® Gluster® storage and Red Hat CloudForms®. Red Hat's primary goal with OpenShift is to accelerate application delivery to support the business and provide the technology foundation needed in

a DevOps transformation for IT. It incorporates Docker container support along with the Kubernetes orchestration engine.

Red Hat and its technologies are no stranger to catworkx. For the past two decades, catworkx has used Red Hat's Enterprise Linux systems to deliver enterprise-grade implementation and management solutions for organisations across IT, automotive, retail, logistics, media and the financial sector, as well as public administrations, universities and research institutes. Using Red Hat OpenShift as the foundation for the Teamworkx Cloud platform is enhancing the partnership in the platform economy.

Situation Overview

Digital transformation is raising the profile of developers and digital service architects to the rainmakers of future business models. As a result, speed and agility of resources for these professionals are taking centre stage in companies' modernisation strategies. Their need for self-service, collaboration, automation and inherent security requires organisations to modernise all tools and technologies used for application development, including the Atlassian environments that these developers heavily depend on for project collaboration. Without this, bottlenecks will only shift to the Atlassian environments, resulting in developer frustration, lack of agility and slower digital transformation.

IDC believes that modernisation and automation of the Atlassian estate can play a major role in improving software development, collaboration and business operations — some of the top business priorities for European organisations.

Seeing the change in dynamics of developer expectations from their Atlassian environments, ambitious European companies across the automotive, manufacturing and retail segments are investing to make their Atlassian estates agile and self-service friendly. Apart from an instant improvement in developer experience, it also reduces business risks around security, data protection and compliance, and contributes to overall digital transformation.

Why Modernise, Scale and Run Atlassian on an Agile, Automated and Secure Cloud Platform?

Atlassian customers run very agile, highly scalable environments with the need to quickly and frequently set up new Atlassian instances without the involvement of the IT department. This has led to an Atlassian-environment sprawl and an aging infrastructure that is no longer fit for purpose.

What Are the Challenges in the Atlassian User Base of More Than 144,000 Customers?

- **Siloed, non-standardised instances of Atlassian.** Atlassian has 15 products and a marketplace with more than 2,000 applications that can be combined in different ways to solve different customer needs. The popularity and ease-of-use of these tools have resulted in an IT environment with multiple instances of Atlassian tools that are not optimised or standardised, exposing organisations to security risks and licensing complexities.

- **Dependence on Atlassian experts.** Lack of standardisation also means that companies rely on highly skilled Atlassian administrators who spend huge amounts of time managing and securing the Atlassian estate.

- **Ageing infrastructure running Atlassian applications.** The underlying infrastructure hosting Atlassian environments is not modernised due to complexities and dependencies — this is seriously hindering the speed and consistency of software development.

Businesses that do not urgently review their Atlassian environment and resolve challenges risk losing their competitive edge. Modern technologies such as containers, cloud and automation have entered the realm of application development, and it is time to leverage them in the ageing Atlassian ecosystem.

The Expected Benefits of Modernising Atlassian Environments

- Speed of deployment of new instances improves, as standardisation and automation eliminate the need to configure instances every time

- Simplified licensing management and general management, while Atlassian runs on a single platform

- Business continuity, zero downtime and tighter security

How to Modernise Atlassian Environments

There are two ways to modernise Atlassian environments — adopt Atlassian's own SaaS service or use an on-premises cloud platform.

1. Atlassian Cloud — SaaS Services

Many organisations are considering SaaS versions for their applications, making Atlassian Cloud a viable option. Atlassian Cloud instantly modernises the IT environment and brings agility. However, European organisations need to consider tougher data protection and data sovereignty regulations when considering SaaS or public cloud alternatives. They have to modernise their IT environments in the context of European regulatory compliance, data privacy and security, making SaaS adoption less straightforward for applications and workloads that deal with sensitive data.

2. Migrate Atlassian Instances to On-Premises or Hosted PaaS

Alternatively, customers can use sustainable, security-orientated and cloud-like platforms on-premises to modernise, automate and scale their Atlassian environments. This modernises the estate and meets developer needs, as with SaaS, but also helps simplify management, frees up administrative resources and helps business stakeholders mitigate management costs and security and compliance risks.

The catworkx Red Hat OpenShift Solution: Teamworkx Cloud

Teamworkx Cloud is a PaaS solution for on-premises environments. It is a fully preconfigured, scalable and automated Atlassian environment. Eliminating heavy dependence on IT or specialised Atlassian administrator knowledge, Teamworkx

The enterprise-grade features in Teamworkx Cloud — such as self-service, security, monitoring, staging, data management and instance-cloning — help developers self-service Atlassian instances within the security guardrails of the unified platform.

"OpenShift is built with container security, support and upgrades in mind for the enterprise. It is the ideal platform for Teamworkx Cloud. Since its development, we are now successfully running proofs of concept with customers."

Oliver Groht, Co-Founder and CEO, catworkx

Cloud offers self-service features to deploy Atlassian tools such as Jira, Confluence and Bitbucket, and to manage Atlassian Server, Atlassian Data Center installations, scaling, monitoring and billing.

It integrates with major public clouds such as Amazon Web Services (AWS), Microsoft Azure and Google Cloud to deliver a hybrid cloud experience. In conversations with IDC, the majority of businesses say they see the hybrid cloud environment as the most sustainable IT strategy. The catworkx-Red Hat solution combines the advantages and familiar user experience of the Atlassian environment with the scale and security of a private cloud.

In addition to on-premises PaaS, Teamworkx Cloud is also available as a managed hosting solution, also based on Red Hat OpenShift.

What Differentiates Teamworkx Cloud?

The key differentiator of the Teamworkx Cloud managed hosting service from Atlassian is that it is hosted in Germany. This ensures that the needs of European customers around security, sovereignty, data privacy, GDPR and data management are met. In the near future, catworkx is planning to extend the offering by hosting it in Switzerland for high-net non-EU customers.

According to catworkx, the combination of its expertise of Atlassian environments, open source technologies and hybrid cloud makes Teamworkx Cloud a compelling value proposition to its clients. Atlassian itself recognises catworkx as its top German partner. As proven Atlassian specialists, the catworkx engineering team is better able to identify the challenges and deliver automation, self-service and performance optimisation to Atlassian users. The enterprise-grade features in Teamworkx Cloud, such as self-service, security, monitoring, staging, data management and instance-cloning, help developers self-service Atlassian instances within the security guardrails of the unified platform.

As a European vendor, catworkx is also well aware of the business priorities around security, costs and compliance, and offers it as an on-premises cloud service. Most importantly, it accelerates speed of business. Enterprises can innovate faster as they can have a solution ready in 15 minutes, thanks to the preconfigured and tested combinations of Atlassian solutions in Teamworkx Cloud. In contrast, developers can take up to 28 days to set up a solution in a traditional, siloed Atlassian environment.

One German multinational automotive company had its different software teams run the Atlassian platform individually, leading to performance inconsistencies. The solution from catworkx helped the customer understand dependencies and the value of standardising the estate. For the past five or six months, the unified Atlassian platform has been running smoothly and helping the automotive brand fulfil the needs of developers on time.

In another instance, a catworkx customer had 20 to 30 independent Atlassian instances running worldwide. It wanted to consolidate for efficiency and standardisation, but its internal IT team was not able to execute on this consolidation project. With Teamworkx Cloud, the customer now has a dedicated stack on-premises with self-service capabilities to overcome all its challenges.

"For us [Red Hat], this alliance with catworkx is a perfect combination of standard technology and fast-growing market around agile software development. The OpenShift-based Teamworkx can help run Atlassian environments in an agile fashion."

Hubert Schweinesbein, Senior Manager EMEA Partner Enablement Manager, Red Hat

The Value of the catworkx-Red Hat Collaboration

There is a lot of synergy between catworkx and Red Hat. For one, open source is at the core of both companies and their collaboration spans 20 years. Beyond that, while Red Hat technologies are popular among core infrastructure teams, catworkx focuses on the application development teams. IDC believes catworkx demonstrates innovative thinking in the use of container platforms. Typically, solution providers adopt container platforms such as OpenShift to provide a modern application development solution. catworkx has used OpenShift to deliver intelligent and agile Atlassian-as-a-service — that is, it has identified existing pain points within enterprises relying on Atlassian products and offers a solution to resolve them. IDC believes this gives catworkx an early mover advantage to help enterprises overcome Atlassian environment issues with a platform approach.

In conversation with Red Hat and Atlassian, IDC sensed a great passion for improving Atlassian experiences for customers.

Future Road Map for the Teamworkx Cloud and catworkx-Red Hat Collaboration

Innovation from the catworkx-Red Hat collaboration doesn't stop, with catworkx enriching Teamworkx Cloud with:

- More system blueprints to start with application life-cycle management (ALM), continuous integration/delivery and intranet

- Building and expanding on a licence management system

- Adding a billing feature to make the platform truly a one-stop-shop for complete life-cycle management

Future Outlook/Challenges

Atlassian customers have an appetite for agile thinking and for developing applications for the future, and are at the forefront of the digital-native economy. IDC predicts that by 2029, 75% of enterprises will have transformed their technology, people and process to become digital native.

Technologies such as cloud, containers and automation, as well as processes such as agile development, DevOps and self-service, are permeating all aspects of the IT stack.

The rapid growth and evolution of Atlassian solutions within multiple departments in enterprises in a wide variety of use cases have made it a mission-critical tool for software development, collaboration and business operations. Unless enterprises use standardised instances of Atlassian products, leverage cloud and container technologies, and automate management and monitoring, they will be unable to fully optimise their application development capabilities.

At a time when simplicity, security, cost efficiency and speed of business are the name of the game, forward-thinking enterprises will have to move away from their legacy Atlassian environments. For these enterprises, the catworkx-Red Hat Teamworkx Cloud platform could be a strong contender.

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