



APPNOVATION

Prudential Asia Customized Atlassian Jira Project

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1.0 Project Overview



Over the decades, Prudential, a multinational insurance and financial services company founded in 1848 (as the Prudential Mutual Assurance Investment and Loan Association, to provide loans and insurance to working people), and headquartered in London, has maintained and developed a long history in Asia, having maintained a presence in the region for over ninety years.

In 1923, Prudential launched its first overseas life operation in Calcutta, India. General Insurance agencies were appointed throughout the Commonwealth throughout the 1920s, and Prudential's insurance business expanded soon after, into Malaysia (1924), Singapore (1931) and Hong Kong (1964).

With such consistent and ongoing global growth, it is not surprising that Prudential Corporation Asia (PCA) decided to develop a Regional Management Information System (RMIS), streamlining processes within and across their different geographical locations.

For this to be successful, they needed to find a company replete with Atlassian and Jira experts, with a history of successful projects, and the capability to deliver digital solutions...so PCA chose Appnovation.

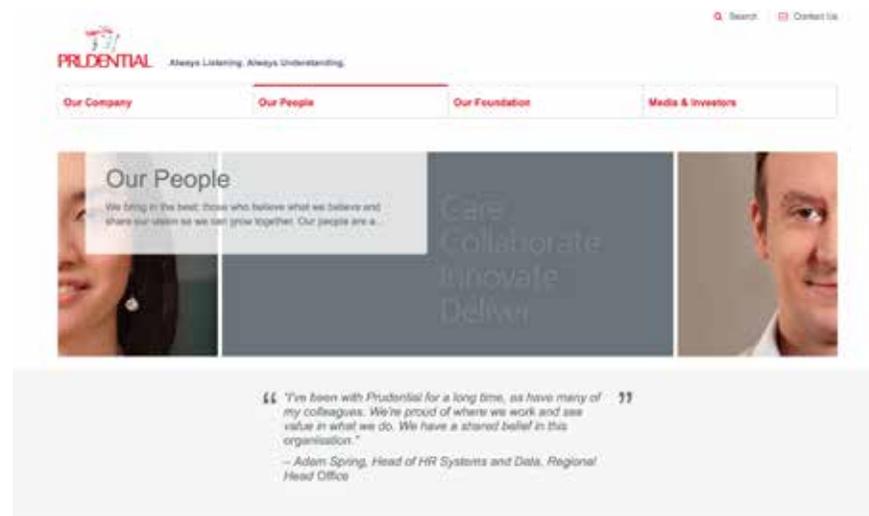
After their original partners were unable to set up automatic continuous deployment for the RMIS, it was particularly important to work with a vendor with a proven track record, which Appnovation most certainly has...

With a well documented and admirable track record of Atlassian and Jira expertise to propel them, Appnovation was tasked with setting up Bitbucket for source control, integrated Bamboo with Jira for automated release management, and installing customized version of JIRA Service Desk, to streamline Prudential issue tracking processes.

Appnovation was also asked to use our experience to provide Prudential staff with training, across all elements of the technologies used, and each of the individual processes involved.

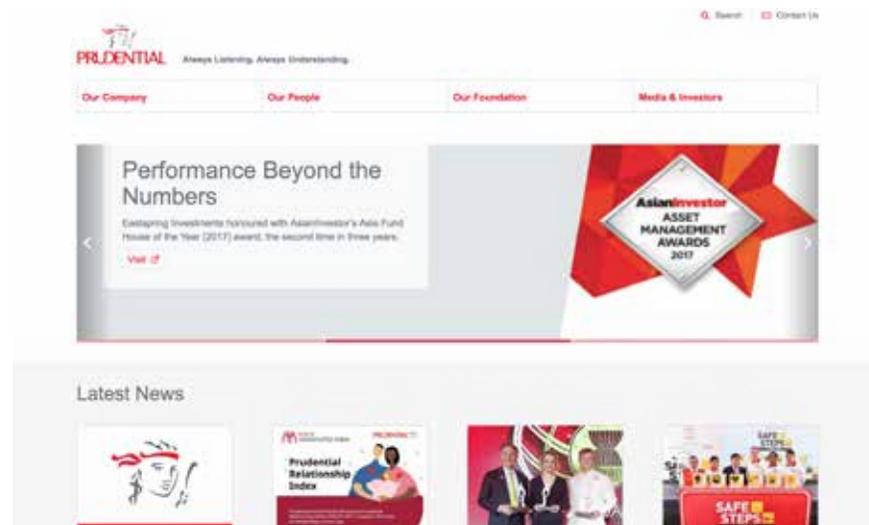
Essentially, this was to involve teaching various team members how to follow best source control practices, manage a Jira Service Desk for go-live, and deploy the PCA MI system in an automated manner.

Prudential People Page



2.0 Project Challenges and Highlights

Prudential Homepage



Projects are rarely without challenges, but Appnovation's team is always equipped to address and overcome them, as shown during our successful handling of the Prudential Corporation Asia project.

During this project, we were required to develop a deep understanding of the infrastructure set up for the RMIS system. As any development team will attest, getting a full handle on an existing infrastructure is (usually) not straightforward, but it is entirely necessary.

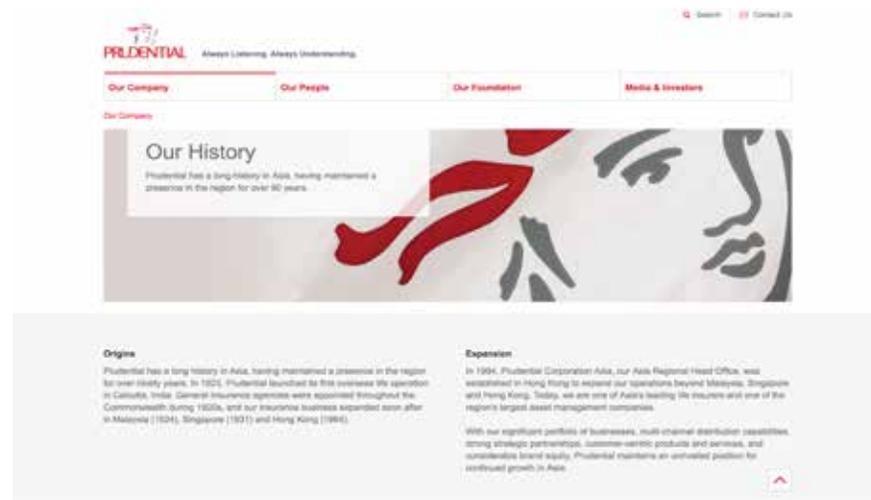
One of the underlying challenges of this process included understanding how the Regional Management Information System's various components were built and integrated together.

Again, with any integration or build done by another agency, getting to know the back-end, technical intricacies is both time-consuming and in-depth.

That, of course, is where Appnovation's team of Atlassian and Jira experts were able to fully exhibit a wealth of digital capabilities, drawing on their extensive technical background, as seen in both their individual work history, and our company's portfolio of work and clients.

Another important challenge was our need to train multiple vendors' staff on how to fully use, and properly utilize all the features within Jira, Bitbucket, and Bamboo. This was to ensure that we had the correct knowledge sharing and transfer to support the project, and manage its ultimate deployment.

*Prudential
Company Page*



3.0 Project Results

- RMIS Platform Deployment Scripted
- RMIS Integrated with Bamboo
- Vendors Taught/Trained with Bitbucket
- Full Training for Bamboo Completed with Vendor Staff
- Full Version Control and Deployment Training Delivered
- Jira Service Desk Implemented
- Platform Maintenance Related Ticket Process Completed

4.0 Technical Specifications

- Atlassian Bitbucket
- Atlassian Bamboo
- Atlassian Jira Service Desk

5.0 Project URL Homepage

<https://www.prudentialcorporation-asia.com/corp/prudential-pca/en/>



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