

# THE BRAVE JOURNEY OF PAYSAFE INTO MERGE WATERS

Paysafe entrusted Nemetschek Bulgaria its huge project of merging the different Atlassian stacks it had around the world. The journey we took together taught us that collaboration is essential for a successful project. We managed to consolidate Paysafe's tools and make its process smoother working with its staff as one team. And we kept our promise to have no data loss and not even 1 hour of downtime for its business.

## Paysafe Case Study



### About Paysafe

Paysafe is a leading global provider of end-to-end payment solutions. Our core purpose is to enable businesses and consumers to connect and transact seamlessly through our industry-leading capabilities in payment processing, digital wallets and online cash solutions. Delivered through an integrated platform, our solutions are geared towards mobile-initiated transactions, real-time analytics and the convergence between bricks-and-mortar and online payments. With over 20 years of online payment experience, a combined transactional volume of US\$48 billion in 2016 and over 2,300 staff located in 12 global locations, Paysafe connects businesses and consumers across 200 payment types in over 40 currencies around the world. Paysafe Group plc shares trade on the London Stock Exchange under the symbol (PAYS.L).

www.paysafe.com.

Paysafe is building integrated products serving millions of businesses and consumers globally.

- Fin-tech industry
- 2300+ employees
- software development teams on 3 continents

### Industry-specific Challenges

The financial sector is heavily regulated and Paysafe has to comply with scores of security, anti-money laundering and other regulations, including rules covering public companies, as it is listed on the London Stock Exchange.

Furthermore, every country has specific rules for payments processing and the general movement of funds, meaning a custom solution is needed for each market.

**All these factors require very well-guarded IT systems with full control over hardware and data, and so Paysafe chose the Server solutions of the Atlassian tools back in 2004.**

- operating 24/7
- heavy security regulations
- no long downtimes of development tools are affordable

## THE CASE

This is how Paysafe ends up with several instances of Atlassian tools, serving different development and operational units, spread away into its offices around the world.

### Paysafe's Atlassian Stacks



The tools were used by all Paysafe development campuses and the Sofia stack was also extensively used by many operational teams – Customer and Merchant Services, Finance, Risk and others. What's more to that, before Paysafe was formed in Aug 2015, it consisted of several brands of payment solutions, operating almost independently. Each of them had its own toolset and slightly different support processes. Local IT operations teams or system administrators were responsible for Atlassian tools support and all requirements were directed to them.

As a result the different locations applied different approaches to managing the tools, most notably JIRA and Confluence – from user management to the principles for creation of JIRA projects and Confluence spaces, permissions, general access.

When company-wide integration efforts commenced, development teams started working on various platforms (legacy and new ones) and sometimes had to use 2 or even 3 different JIRAs to track their work.

The same was true for Confluence – Paysafe had vast information troves but it was not easy to browse them all.

- 4 JIRA instances, 3 Confluences, 2 Bitbuckets, 2 Bamboos, 2 HipChats, Crucible and Fisheye
- 4 different locations – Sofia (Bulgaria), Calgary (Canada), Vienna(Austria) and an external cloud service provider
- Different toolsets, processes and system administration on each location
- Some teams using 2 or 3 JIRAs to track work
- Difficulty in finding information

### REQUIREMENTS:

To have a single instance for each tool was the only solution. But there were different approaches to it – starting from zero on clean instances or trying to migrate all systems Paysafe already had.

“At first, we discussed the option to setup a brand new stack and start working on clean instances. But we had a lot of information required for various audits in JIRA, Confluence and Bitbucket, which must be stored for years. So even if we started a new stack, we would still need to keep the existing instances available at least for browsing. Additionally, we could not stop working on all projects tracked in JIRA all at once. An obstacle for transferring just the active backlogs was the fact that basically all setup schemes on the JIRA instances were quite different and would anyway require big efforts to migrate.”, shares Radostina Kavrakova, IT Product Support Manager at Paysafe.

Paysafe required minimal downtime for the tools during weekends only, whatever the chosen solution, and no loss of data from the tools.

“As regards timelines, our focus was more on quality and less disruption for our colleagues rather than strict deadline to complete the whole project. We preferred working with milestones to strict long-term planning

### GOALS:

- minimal downtime & during weekends only
- no loss of data
- less disruption for the users



### Paysafe's final requirements



## THE SOLUTION

“Nemetschek Bulgaria provided a proof of concept for possible solutions and it was a very important phase in our journey – it gave us options with clear timelines and necessary resources.”

The actual merge of instances was done in stages – at first merging two instances, then adding info from a third one and so on. So we easily solved tasks such as gaining access to the tools, testing, initial preparation of the instances for the merge in a timely manner and concentrated on one task at a time.

The learning process on each stage made every merge afterwards easier and faster. Every piece of info that could be transferred without downtime was merged during working hours in order to keep downtime to a minimum. These were user management and various project schemes. This approach also provided enough time for testing and resolving issues before the big data transfers on weekends.

“Besides the obvious benefit of having disparate information stored in a single place and very easy to get, the links between the tools provided further ease to our work.”, shares Paysafe.

### BENEFITS

“The fact that Nemetschek Bulgaria were quick and straight-to-the-point in answering our enquiries was important for us. And the proof of concept they carried out provided the clarity we lacked on various aspects of the project.”

“We worked as a single team and our communication was away from the typical client-contractor relation. This helped a lot while clearing out our requirements and worked on the tasks.”

“Flexibility and diversity of expertise are among the valuable qualities that Nemetschek Bulgaria's team possesses. Of course, knowledge and availability were essential too, but the fact that we could rely on experts in various fields in the different stages of the project was a great advantage.”

“The merges were very successful and popular – the teams at Paysafe needed the information stored in a single place and were quite happy to have this achieved.”

“Consolidation and harmonization of development and business processes within the whole organization became much easier, as we could now learn about processes in other locations and collaborate seamlessly.”

“We lost no data, which was crucial, and no working time of Paysafe employees using the tools.”

## CONCLUSION

“A tough project like merging multiple JIRA instances hides serious risks. Yet thanks to Nemetschek Bulgaria and the synergy between its team and ours we completed it painlessly, with no loss of data and working time at Paysafe.”

- Radostina Kavrakova, IT Product Support Manager at Paysafe.

## SEE HOW WE CAN HELP YOU UNLEASH YOUR TEAM POTENTIAL WITH ATLIASSIAN SOLUTIONS

### Our services include

- Installations & Upgrades
- Migrations
- Support
- Training
- License Sales
- Add-on development and customization

### About Nemetschek Bulgaria

Nemetschek Bulgaria is one of the first professional software houses in Bulgaria, established in 1998. We have 250+ professional software engineers with knowledge about all modern software development technologies.

As Atlassian Gold Solution Partner we have rich expertise in the products and constant desire to help companies achieve more with their tools.

### Take team collaboration to the next level!

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