BÜCHI Labortechnik AG:
Successful migration to the cloud

The Swiss family-owned company BÜCHI is a global leader in laboratory technology solutions for research and development (R&D), quality assurance and production. The company's philosophy of developing new ideas and offering cutting-edge technologies is also reflected in its internal IT processes. By using Atlassian products such as Jira Software and Jira Service Management, the company can ensure modern project management and effective IT support. After implementing the Atlassian Suite, BÜCHI decided to migrate to the Atlassian Cloud with the support of catwork Switzerland.

BÜCHI Labortechnik AG, a renowned Swiss family-owned company with over 80 years of experience in laboratory technology solutions, was faced with the challenge of modernizing its IT infrastructure. The existing IT systems were outdated and complex, which led to inefficient processes and a lack of transparency. Cost transparency and a unified way of working within the company were also critical issues that needed to be addressed.

Decision in favor of the Atlassian suite
After carefully weighing all requirements, analyzing costs and in close coordination and support with catworkx Switzerland and with the goal of increasing flexibility, reducing complexity and professionalizing process reliability, BÜCHI initially decided to comprehensively implement the Atlassian Suite:
– Confluence was introduced as a central knowledge platform to improve collaboration and knowledge management in the areas of IT, software development and business.
– Jira Software was used in the area of IT service management, with specially adapted onboarding and offboarding processes being integrated. The implementation of a structured support level model enabled efficient processing of support requests. By working with an external first-level provider and seamlessly integrating external support service providers directly into the ticket lifecycle, Jira Service Management enables BÜCHI IT to focus on its core competencies and IT projects.
– In addition, asset management was introduced to provide transparent information and optimize the processing of support requests. All processes were adapted to the proven standards of ITIL V4.

Keep it simple: The step-by-step migration to the Atlassian Cloud
After that, the decision was made to migrate to the cloud. This decision was not a difficult one for BÜCHI, the advantages were obvious: scalability, greater flexibility and compatibility with numerous peripheral systems thanks to REST API and Atlassian's commitment to constantly optimized cloud security, reduced TCO (total cost of ownership) and simplified maintenance. The migration began with a thorough analysis of existing processes and systems. Taking the principle of "keep it simple" into account, the migration to the cloud was carried out step by step and systematically. catworkx supported BÜCHI in planning and executing the migration, in optimizing processes

"The Atlassian Suite is developing rapidly in the cloud, and in retrospect, the quick switch from our on-premises solution to the cloud was exactly the right decision. Today, we benefit from the high standards and flexibility that this modern environment offers us."

Reto Hossmann, Head Global ICT

and even after the migration was complete. Transparent and effective communication between the teams was key to the smooth running of the project.

The result: Increased efficiency and transparency

The migration to the cloud and the process optimizations, the use of the functionalities provided by the premium solution, led to significant improvements in collaboration and efficiency within the company. A smooth exchange of knowledge was made possible by the introduction of Confluence SOPs (Standard Operating Procedure). In particular, IT service management was well received by the entire user group thanks to improved customer communication and reduced waiting times.

Summary

The migration to the cloud marks an important milestone in BÜCHI's history, on the way to a modern and future-oriented IT infrastructure. Further steps are planned to optimize and align internal processes. The focus here is on redesigning the change process and optimizing the end-to-end "Hire To Retire" process. catworkx also supported BÜCHI in implementing the ISO27001 guideline on the tool side, so that HR processes can now also be mapped in an ISO-compliant manner.

As a modern company, BÜCHI continues to work on company-wide agile transformation. Here, too, catworkx is providing advice to the internal digital transformation team. The focus is on agile team projects, creating boards and facilitating agile working methods in Jira software.

Overview of details

The customer:
ASP BÜCHI Labortechnik AG
https://www.buchi.com

The requirements:
- Increase in flexibility
- Reduction in complexity
- Professionalization of process reliability

The solution:
- Jira Software
- Jira Service Management
- Confluence
- Atlassian Cloud

The benefits:
- Improved collaboration within the organization
- More transparent IT service management/high transparency in IT service management (reporting)
- Improved information security for employees