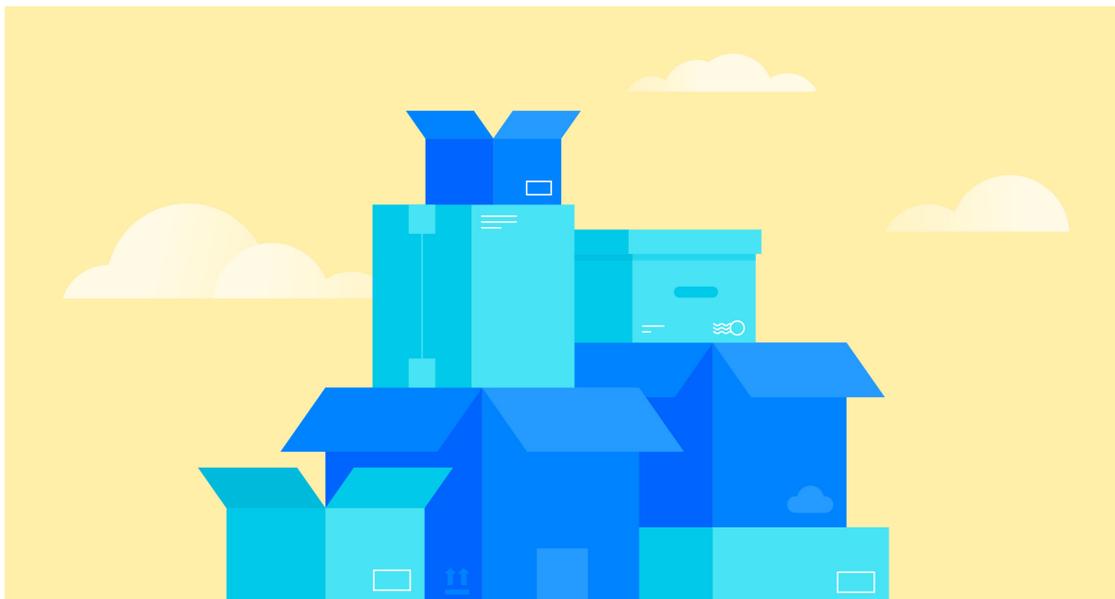




Busted! 10 myths about moving to Atlassian Cloud

10 Myths About Moving to Atlassian Cloud

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Overview

In this guide, we debunk the most common misconceptions about moving to Atlassian Cloud - along with shared insights and practical advice from customers who've recently migrated.

Organizations are migrating their software applications to the cloud for multiple reasons—such as lower IT workloads, cost savings, greater agility, the need for mobility and remote work, and “cloud first” mandates from management. Enterprises that move now can catch the wave and enjoy these benefits earlier.

But moving to cloud is a big undertaking, and customers need confidence that this is the right decision, and that they'll be supported along the way. In response, Atlassian is providing free extended cloud trials, more cloud apps and app functionality, migration tools, and dedicated migration support to help streamline the process of moving to the cloud.

MYTH #1

Cloud and server are one and the same

TRUTH

Atlassian's cloud products provide the same benefits as the server products, though there are some differences in features, functionality, and the user experience.

As a result, it is essential to prepare users for these platform differences, as well as differences unique to Jira Cloud and Confluence Cloud.

Platform differences primarily include navigation/UI, user management, apps and integrations, and cloud packaging plans.

- Jira Cloud offers a [new issue view](#) and [next-gen projects](#) that empower autonomous teams, while Confluence Cloud has a [new page editor](#). Both also have free native mobile apps for iOS and Android devices that make accessing, updating, and triaging issues and pages easy—from anywhere, on any device.
- In cloud, administration and user accounts are centralized for the entire organization. In addition, [Atlassian Access](#) provides additional enterprise-grade security and enhanced administration tools across Atlassian's cloud products. It is important to review cloud-specific plan options, billing, and licensing models.

The best way to learn about these features and functionalities is to try them. Contact your Atlassian Solution Partner to get started with [free extended cloud trials](#) for current Atlassian Server and Data Center customers.



MYTH #2

Keeping data on-premises is safer than in the cloud

TRUTH

Security, reliability, privacy, and compliance are the core of Atlassian's cloud platform.

When organizations switch to Atlassian cloud, Atlassian becomes an extension of their security teams. Atlassian's cloud products exceed industry-accepted [compliance](#) and [data privacy standards](#) worldwide, and [data is safeguarded](#) through encryption in transit and at rest.

Savvy CIOs are actively moving to secure "shadow IT" cloud users before officially migrating applications to the cloud. Atlassian Access provides admins a central place to view and manage everyone using cloud products. Many enterprises subscribe to Atlassian Access as a first step in their migration. This offers better visibility into existing cloud usage and establishes a security baseline moving forward.

To learn more about how Atlassian protects users, visit the [Atlassian Trust Center](#).

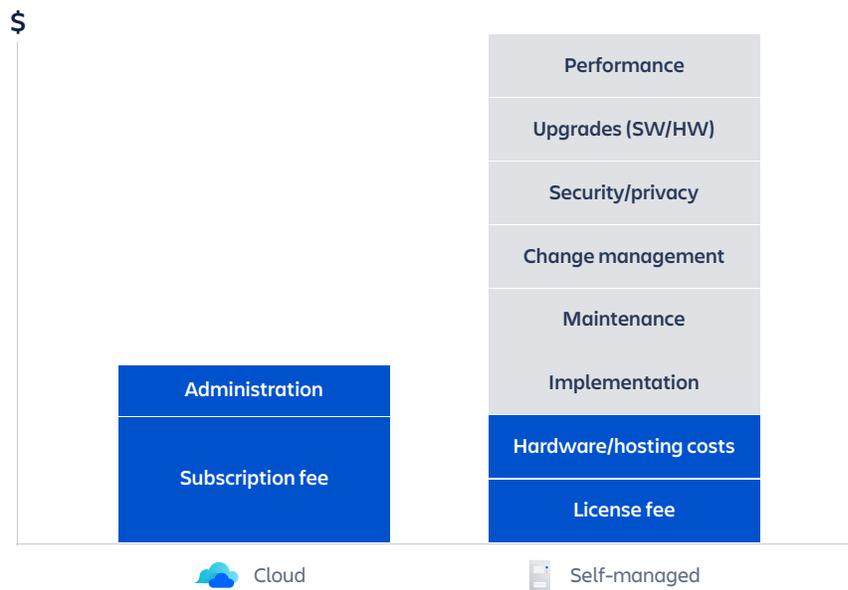
MYTH #3

Managing on-premise applications is cheaper than cloud

TRUTH

The TCO (total cost of ownership) is often lower for cloud than on-premise, as on-premise deployments have many hidden costs.

Figure 1: TCO for Cloud vs. Self-Managed Deployments



To make the transition to the cloud as seamless as possible, Atlassian has launched several cost-saving offers. These include [free extended cloud trial licenses](#), discounts for unused server maintenance, [loyalty pricing for enterprise customers](#), and [discounted academic and community licenses](#).

MYTH #4

Big enterprises aren't using the cloud

TRUTH

Large enterprises are migrating to the cloud in high numbers.

In fact, 80% of Fortune 500 companies now have an Atlassian cloud license including ARM, Vanguard Financial, Oracle, and more—with over 90% of new customers choosing cloud.

“ Atlassian server and data customers are migrating to the cloud in higher numbers than ever before and new enterprise customers are choosing cloud, as well. It's not just smaller customers. It's companies like Redfin, Nestle, Lululemon, Pfizer, Unilever, and many more.

MAREN HOTVEDT

Atlassian

For more information on enterprise migrations, learn how [Redfin recently migrated to Atlassian's cloud](#) and saved over \$60,000, allowing them to stay competitive and focus on their mission.

MYTH #5

The production migration is the main event

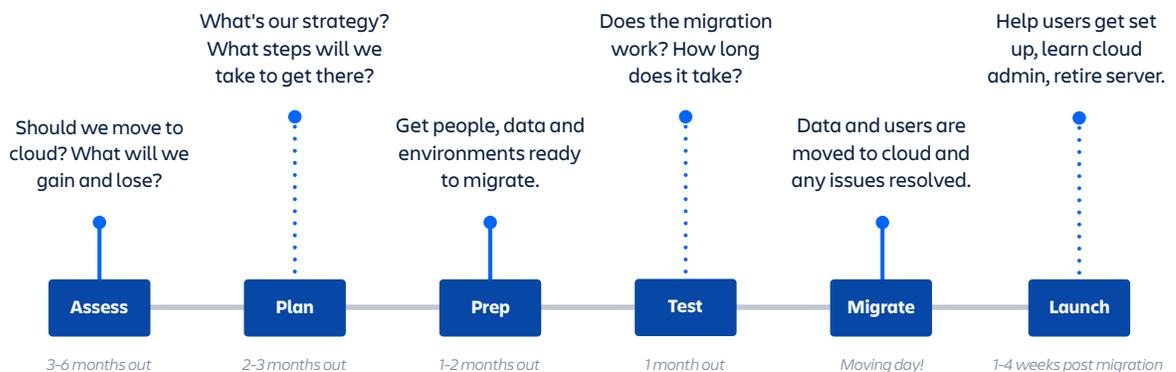
TRUTH

Planning, preparing, and onboarding represent the biggest parts of migration and have the greatest impact on migration success.

It can take enterprise customers six months or more to migrate to the cloud, especially if they are consolidating multiple instances or have a large number of apps installed.

Most of the work involved in migration takes place before the migration, as organizations prepare for the move, and after the migration, as users adjust to the new system.

Figure 2: Estimated Time Frame for a Large-Scale Cloud Migration



MYTH #6

Organizations don't need to clean up before moving to the cloud

TRUTH

Taking time to “spring clean” before a migration has lasting positive effects.

Many organizations view pre-migration cleanup as “nice to have,” rather than essential. Before an Atlassian cloud migration, it is important to organize your self-managed instance. This includes archiving unused spaces and projects, cleaning up user accounts, completing an app audit, reviewing and minimizing customizations, eliminating duplicates, and deleting unused schema, fields, and issue types.

Making time for cleanup has two benefits. First, it makes migrations faster and smoother. And second, once the cloud migration is complete, performance is also often improved thanks to less data and bloat in the system.





MYTH #7

Apps aren't available in cloud

TRUTH

App developers are quickly building more and better cloud apps.

The [Atlassian Marketplace](#) offers cloud customers more than 1,000 apps and integrations that extend use case functionality of cloud products. Some of the most popular server apps now have cloud versions, such as Insight Asset Management, Jira Workflow Toolbox, JSU Automation for Jira, Structure, and ConfiForms.

New apps are coming out every day. In 2019 alone, Atlassian added 250 new cloud apps. If an app isn't yet available for the cloud, it is a good idea to reach out to vendors to see what's under development.

MYTH #8

Apps don't migrate to the cloud

TRUTH

App migration is a major focus for Atlassian and app vendors.

Since over 60% of customers use an app or integration from the Atlassian Marketplace, the Migrations team is working to simplify app assessment and migration.

App assessment tools make it easier to understand a server's app footprint and usage. This information can be used to create a migration plan for apps that will be needed in the cloud. Atlassian's Migration Assistant tools display how frequently apps are used by teams, whether a cloud version is available, and whether a migration path exists. This functionality is currently available in [Confluence Cloud Migration Assistant](#) and [Jira Cloud Migration Assistant](#).

Assessment, however, is only half the battle. Currently app data isn't migrated to the cloud with core product data. App data migration may require working with vendors directly. This can prolong and complicate the migration planning period, as well as the production migration. To alleviate this pain, Atlassian is developing app migration tools that will minimize overhead and maximize reliability.

Don't know where to start with planning your own migration? Contact your [Atlassian Solution Partner](#) for a free consultation.

MYTH #9

Migration isn't flexible enough to suit my organization's needs

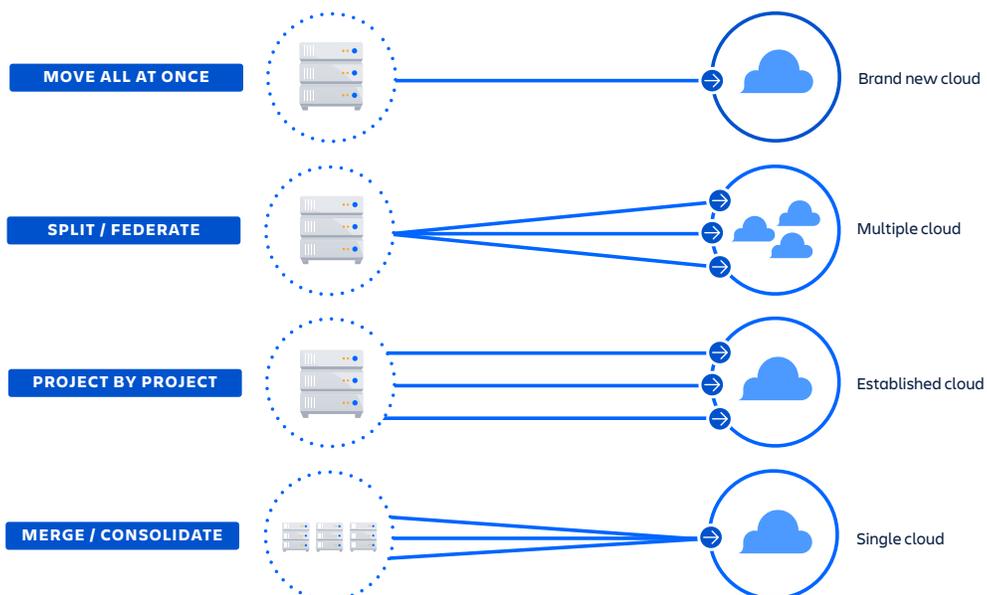
TRUTH

Atlassian has developed flexible migration tools that enable organizations to move to the cloud at their own pace, migrate in stages, or use a hybrid approach.

These tools include:

- **Confluence Migration Assistant** - This free server app was launched in 2018. It makes it easy to migrate data and users directly from Confluence Server or Data Center to the cloud. With this tool, admins can choose what, how, and when to migrate.
- **Jira Cloud Migration Assistant** - Organizations can migrate their Jira instances on a project-by-project basis, along with users and groups. The Migration Assistant helps organizations take a more strategic approach to cloud migration.

Figure 3: Enabling flexible migrations



MYTH #10

Cloud migration is too much for my organization to handle

TRUTH

Atlassian is ready to help organizations with every step of the migration.

These tools include:

- **Connect with your Atlassian Solution Partner.** For customers looking for end-to-end help with migration - from assessment to getting up and running in the cloud - look no further than [contacting us for expert help](#).
- **Dedicated migration support team.** Atlassian's team of resident experts are here to help with [guidance throughout your migration](#).
- **Weekend support.** Ensure you have support quickly to resolve any issues and minimize downtime during your migration.
- **Enhanced support for large migrations.** Atlassian's [enterprise migration team](#) provides additional assistance to help plan for your move to the cloud.
- **Learn more** about the shared roles and responsibilities between [Solution Partners and Atlassian's migration team](#).

“ Get in touch early and establish a line of communication. Doing this up front will help you resolve issues early, rather than later when you are trying to migrate.”

MAREN HOTVEDT
Atlassian

Best practices can smooth the cloud migration path.

Before beginning a migration journey, organizations may want to consider these five best practices:

- 1. Things move quickly in the cloud.** Don't assume yesterday's headline is today's news. In response to customer feedback, Atlassian is making rapid improvements across the cloud, migrations, the marketplace, and support. A great place to start is the Atlassian Cloud [roadmap overview](#).
- 2. Apps early, apps often.** If your organization has apps, start your assessment and identify migration paths earlier, rather than later. This will prevent problems from arising later in the migration.
- 3. Help us help you.** By connecting early with your Atlassian Solution Partner, organizations find that their migrations go more smoothly.
- 4. Use your Extended Cloud Trial.** This is designed for migrators and simplifies migration planning, as standard cloud trials only last 7 days – not long enough to fully explore, plan, and test your migration.
- 5. If you test, you'll get some rest.** Test, test, and test again. With proper testing, production migrations run smoothly. During User Acceptance Testing, take note of where users have questions. Be sure to factor that information into your onboarding and training materials.

