ATLASSIAN

catch

8 myths about moving to the cloud debunked

As an Atlassian Solution Partner, we've seen that most organizations who are hesitant about moving to cloud, aren't equipped with the right information.
This is why we've busted the top cloud myths - everything from security to performance - so you can make the best decision for your business.

Common myths about cloud:

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01

Security and compliance

Breaking down misconceptions about cloud security

If you're considering a move to the cloud, chances are one of your biggest concerns is security. And if that's the case, you're not alone. In fact, 40% of IT managers surveyed said security and compliance are some of the greatest challenges of an on-prem-to-cloud migration.

A staggering 94% of businesses that have already made the move to cloud say security got better after the move–not worse. Not to mention the gains in profits, productivity, performance, scalability, and innovation.

So, when it comes to security, what's myth and what's truth? Here are the three most common myths we run into:

MYTH #1

On-prem is more secure than cloud.

With a typical on-prem setup, a single login gets your team into the system. They cross your security moat with the right username and password and–voila!–they can get to whatever they need.

It may sound good, but that's a problem. Because all it takes is one bad actor, one phishing email, one hack and suddenly your whole system is vulnerable. All your internal data. All your customer data. All your code.

The answer to this is Atlassian's zero trust approach. Instead of a single security moat protecting your proverbial data castle, zero trust means security checkpoints for every user and every tool. Systems check identity and device credentials and act as security gates between each tool. Which means if a hacker happens to get access to a single login, the damage they can do is limited by the user permissions and tools that login can access.

MYTH #2

My teams prioritize security better than cloud vendors.

Ask your in-house developers if they have enough time to spend on security issues and we're guessing you won't love the answer, since 48% of developers say they don't. Even worse, with 52% of employees saying their bosses don't have time to meet with them, your leadership probably doesn't even know about this security disconnect.

With the right cloud vendor, this quiet de-prioritization of security disappears. That's why Atlassian makes security a priority–with rigorous testing, disaster recovery plans, and encryption in transit and at rest, among other best practices. Patches and updates are released as they're available, which means you are always operating on the most secure version of your cloud tools.

No matter your size or user tier, every customer gets access to Atlassian's enterprise-grade security. Atlassian has spent quite literally millions to make sure it's airtight, and they've stated it'll continue to be a priority. This means teams that have been dividing focus between security and other issues in house are now free to devote their time to supporting your teams and improving internal systems.

MYTH #3

My teams are not on the cloud yet.

By the end of 2020, one third of all successful attacks on company security will be through what IT pros call Shadow IT–tech tools your employees are using that are not administered (and therefore not kept secure) by your IT team.

That's a pretty staggering figure–and a largely preventable one. The reason employees are using cloud tools without your IT team is because they can't get what they need within your current frameworks. The reason they're turning to cloud tools is because they improve productivity, speed, collaboration, and results. In fact, 97% of IT pros say employees are more productive when they use their preferred tools.

And if you aren't providing those tools? Employees take matters into their own hands

The average organization uses 1,200 cloud apps and 98% are Shadow IT.

Gartner explains: "CIOs must change their line of questioning from 'Is the cloud secure?' to 'Am I using the cloud securely?'" It's not a question of whether or not you should use the cloud; it's a question of whether your employees have the tools they need to use the cloud securely.

02

Cloud performance

How cloud improves performance over on-prem

If there's anything that can make or break business productivity, it's the performance of your tools. If they slow down or go down, it can cost you big—in lost productivity, IT time, and sometimes customer goodwill.

Which is why it's no surprise that performance is a top-of-mind concern when companies start thinking about moving to the cloud.

The good news: performance concerns are unfounded. In fact, network performance is currently the #1 reason companies move to the cloud, according to a survey by INAP. And with uptime guarantees, automatic scaling, and automatic performance upgrades, it's no wonder.

So, what are the myths around performance? Read on to find out.

MYTH #1

Cloud is slower than on-prem.

Not all cloud providers are created equal, but today's best-in-class cloud tools are often faster than on-prem. In fact, moving to the cloud improves the speed of IT service delivery—according to 76% of enterprise leaders.

That's what the data says, and it's what Atlassian hears from customers when they migrate.

Why is Atlassian's cloud performance so top-notch? For starters, it's hosted on AWS–a cloud provider consistently ranked among the best of the best. Atlassian cloud products offer 99.9% - 99.95% uptime guarantees. Atlassian leverages economies of scale to bring the best technology, latest improvements, and deep expertise to thousands of customers. Their global distributed data centers are better for global teams.

Not to mention that Atlassian's real-time Statuspage always has the latest updates on system availability and performance–so you never have to feel out of the loop.

MYTH #2

An outage in cloud would be a nightmare for my team.

Downtime is always a nightmare, it's true. It costs companies an average of $5,600 to $9,000 per minute. And that's not factoring in the high stress, lost sleep, and frustration of your on-call technicians.

But with financially-backed uptime guarantees on Atlassian's Premium and Enterprise cloud plans and a steady track record, you can rest easy in Atlassian Cloud. Not to mention that if your systems do go down, someone else takes care of it–instead of waking you up in the middle of the night.

> **"With Atlassian Cloud, I'm not waking up in the middle of the night because a node in the data center was down. That's a hugely positive aspect for me and my customers because I can ensure the best SLA possible."**
>
> LAURENT BORDIER
>
> ATLASSIAN SERVICE MANAGER, LUCID MOTORS

03

Cloud vs. server apps

Tackling myths about apps in cloud

If you're on server, it's no surprise that one of the biggest concerns about moving to cloud is apps. Does cloud have them? Can they migrate? What's different or similar?

These are the questions we hear over and over again from Atlassian customers. The good news is this: Cloud is more app-friendly than you think.

As certified Atlassian Solution Partners, we can help with all your concerns about app migration - from auditing to installation.

MYTH #1

Cloud doesn't have as many apps.

While this may have been true a few years ago, the reality is that cloud improvements are moving fast, and what was true a few years ago is definitely not still true today. In fact, the Atlassian Marketplace has over 1,000 apps and integrations for our cloud products - and they're adding more all the time. In 2019 alone, Atlassian has added 250 apps to their arsenal. And in the first six months of 2020, Atlassian launched another 225.

Some of our most popular server apps–including Insight Asset Management, Jira Workflow Toolbox, JSU Automation for Jira, Structure, and ConfiForms–are already available in cloud. And with how fast things are moving, by the time you migrate, you'll have a lot more options.

Atlassian also has official partnerships with many of your users' favorite SaaS tools (including Slack, Jenkins, Github, and Zoom), with more added each year. These integrations are supported by dedicated development teams at both companies, meaning you get deeper embedded functionality, first access to feature improvements, and seamless workflows across tools without switching screens or losing context.

MYTH #2

I can't migrate my apps.

Atlassian migration tools - like Jira Cloud Migration Assistant and Confluence Cloud Migration Assistant - simplify app assessment and migration. This new functionality shows you which apps your team is using and what's available in cloud, which can help you map out your migration, understand what to prioritize, and perhaps even have an ah-ha moment or two about your teams' workflows.

> **We don't have to think about keeping the server up and running, what to do when we need more space, or how we work. We can focus on Homegate because we don't have all the servers and instances on our mind.**
>
> **PETER GRUBE**
>
> SOFTWARE ENGINEER, HOMEGATE

And while some apps require you to reach out to the vendor to migrate your data, Atlassian is working on an automated process to bring your app data to the cloud (releasing later this year).

To get started on all this, begin by talking to our in-house experts . We can help with app assessment and navigating how to migrated to a comparable but alternative cloud app.

MYTH #3

Cloud app functionality is limited compared to on-prem.

With over 1,000 cloud apps, this simply isn't true anymore. Are apps in the cloud different than the ones we use on-prem? Sometimes. But different doesn't mean less. In some cases, you'll be able to replicate your workflows with existing cloud apps. In other cases, you may need to adopt a different workflow. In still other cases, the core functionality in Atlassian tools might be everything you need to get your workflows done. And sometimes app functionality in the cloud is better and more robust.

Cloud supports about 50% more integrations than server, and many integrations supported by both server and cloud have additional benefits in the cloud.

For some customers, this sounds like a challenge before they migrate. But the truth is that teams often prefer the cloud UI and cloud apps can greatly improve workflows, collaboration, and planning.

> **The team found that the new Cloud UI was much cleaner, unobtrusive, and more flexible...Cloud apps help to make Jira a single source of truth for development workflow, support load and triage priority, asset management, and company-wide planning"**
>
> SKY FROSTENSON
>
> DIRECTOR OF PROGRAM MANAGEMENT, VSCO

MYTH #4

Cloud apps aren't secure.

When it comes to migration, security is most companies' biggest fear. But here's the good news: 94% of businesses say their move to cloud made them more secure–not less.

So, how exactly does Atlassian keep your apps secure? With enforced minimum security requirements, a best-in-class Bug Bounty program, a collaborative security self-assessment program, clear privacy policies, GDPR compliant practices, and constant improvements. They also always strip personal information from the API, which means user data never passes to app vendors (keeping it both safe and GDPR compliant).

One of Atlassian's latest improvements was the launch of a new cloud security badge in the Atlassian Marketplace. This badge will help customers identify the cloud apps that participate in the Marketplace Bug Bounty program and embrace ongoing vulnerability testing from a global pool of ethical security researchers.

Learn more about Atlassian's app security updates and policy here.

04

Change management

Top 3 myths about change management in the cloud

One of the common hesitations we experience about companies considering cloud is change management.

Will we be able to control our changes, manage our risk, and keep our data safe? Does cloud pose a risk to our change management goals or our end users? They're important questions to ask, but the good news here is that clunky, traditional change management is not safer or better for your team than the more agile practices that come with cloud.

What do we mean? Here are the three myths about change management:

MYTH #1

Control improves performance.

Traditionally, companies have tried to reach their change management goals by controlling all changes with change advisory boards (CABs) and lengthy approval processes. The logic seems sound: more approvals mean safer releases, even if they slow things down.

Fortunately for us in a world where speed matters, this logic doesn't hold up to scrutiny. In fact, teams with slower, more traditional change management processes are actually 260% more likely to be low performing than their agile counterparts, according to the State of DevOps Report 2019. This means high performers are more likely to be agile–good news for those who choose a more agile model.

> **The truth is that most of us don't really need a six-layer approval process and months of back-and-forth with compliance approval boards...What we really need is some simple checks and balances."**
>
> GUY HERBERT
>
> RISK FUTURIST, ATLASSIAN

MYTH #2

SaaS companies release too many new features without notice..

It's true that Atlassian is constantly improving, testing, and releasing new features, security updates, and patches. But in a world where business needs, security best practices, and user expectations are constantly changing, that's the only way to keep up.

There are costs to a slow release schedule. The most obvious is that if security falls behind, a disaster could be in your business future. In the first half of 2019 alone, data breaches exposed 4.1 billion records. And if a hack takes your business offline? Experts estimate downtime costs companies an average of $5,600 to $9,000 per minute.

Another obvious cost is compliance. If your systems aren't compliant with the legal requirements of your location or industry, you're in for a world of hurt, which means compliance updates need to happen just as fast as their security counterparts.

Also obvious is the cost of being behind the innovation curve. Slow release schedules make it easy for competitors to outpace your teams in a world where speed can make or break profits.

A less obvious (though no less important) cost is team time. Small, frequent updates are easy to get used to and won't slow teams down, while yearly or bi-yearly updates require your teams to face a sometimes-massive learning curve on new features or interface updates. Not to mention that those big updates may introduce new bugs–and without frequent fixes, teams have to work around them for months on end.

MYTH #3

It's easier for my users/teams when we control the updates.

Like your internal teams, users will have a lot less trouble adjusting to small changes on a regular schedule rather than a bunch of big changes all at once.

It's only logical, of course. Small changes are easier to adjust to than learning a whole new system. With on-prem systems, controlling updates typically means bombarding users with a pile of changes a few times each year. Cloud, on the other hand, is just moving one small thing at a time.

Not to mention that with quick bug fixes and improvements constantly available, teams are better able to do their jobs and can reallocate time spent on these tasks to higher value work.

> **"Since we moved to cloud, our internal IT tickets have been cut by 50%. Instead of dealing with bugs or admin requests, I'm mostly hearing about new apps and features our users want to add, ultimately helping them do their jobs better and provide more value to our customers."**
>
> **JAMES SEDDON**
>
> SENIOR TOOLS ADMINISTRATOR, IGLOO SOFTWARE

05

Data management on cloud

The truth about data management in cloud

Data. It's the holy grail of today's business world.

It gives us power to serve our customers well, and (as with all power) it comes with its fair share of responsibility. Responsibility to our customers, our employees, and the laws that govern the countries we do business in.

So it makes sense that data safety and management are some of the most common concerns businesses bring to us when we talk about cloud.

Atlassian prioritizes data safety and ease of data management. Read on to learn how we debunk the idea that cloud presents a data risk:

MYTH #1

My data is insecure in the cloud.

Actually, these days most businesses (94%) say their data is more secure in the cloud.

There are so many reasons for this. One is that 48% of developers say they don't have time to spend on security, which means if you're keeping it in-house, it may well be falling off the priority list. Another is that cloud takes a zero-trust approach, which means data is behind multiple security checks (instead of the typical single security check of an on-prem system).

Security is built into the fabric of Atlassian cloud products. They employ numerous controls to safeguard your data including encryption in transit and at rest across cloud services, external vulnerability research such as Atlassian's Bug Bounty program, and more.

For decades, enterprise security controls consisted of a single perimeter built to protect a large corporation. However, the corporate technology space has changed dramatically since the days when the castle-and-moat, perimeter-based security model was developed.

Enter Zero Trust – the new security model industry experts have turned to that addresses the growing security challenges of the modern workplace. Zero Trust is a framework in which an organization forgoes one large perimeter in favor of protection at every endpoint and for every user within a company.

MYTH #2

Cloud doesn't let me control where my data is stored.

Atlassian typically stores your data as close to the majority of your users as possible. But if you want more control? The new Atlassian Cloud Enterprise plan lets you choose your data residency. This means choosing where you host subsets of data (such as tickets or pages) based on your business needs or legal requirements.

Learn more about cloud hosting infrastructure and managing data residency with Atlassian.

MYTH #3

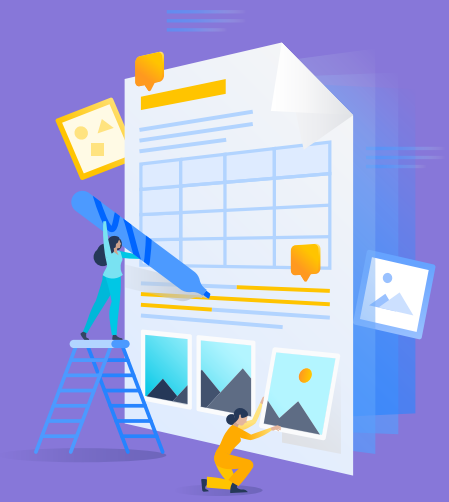
I can’t query my database directly in cloud.

While this is technically true, it shouldn’t stop you from getting things done. You can interact directly with your tools through the Jira REST API and Confluence REST API. And if there’s something you still can’t figure out how to do, please contact us, your local Atlassian Solution Partner.

MYTH #4

I lose control of my data when I use third-party apps or integrations.

False! To keep your customer information private, Atlassian APIs mask user information. This means Marketplace apps only have access to personal data that is set by a user to “public.” Third parties never have access to data without permission.



06

Admin roles and responsibilities

How admin roles change in cloud (and why that's a good thing)

One of the most common concerns admins express when they're thinking about a move from on-premise to cloud is this: What happens to my job when we move to the cloud?

Hosting your tools on-prem means your team–and only your team–has full control over everything from release timing to security to app customization. And while that probably means more work for you, it may also give you a sense of comfort.

Moving to the cloud, on the other hand, requires offloading some responsibilities. Trusting someone else to prioritize security, minimize downtime, release updates, and keep the systems that make you look good (or bad) to your boss running smoothly.

So, is it worth it? Does a move to the cloud really take control out of your hands? And is that a bad thing–or actually a really good thing?

MYTH #1

If I give up control, it'll lead to chaos–and create more work for me.

First, it's important to remember that trusting a vendor with a proven track record isn't the same as giving up all control. Just like you trust friends and colleagues to take on specific tasks they're good at, a move to the cloud means trusting your vendor to handle the tasks they're best at.

Atlassian is a vendor you can trust with your uptime, data security and tool updates. It has spent the last decade investing in cloud products to deliver the most secure cloud experience possible.

Ultimately, passing off some responsibilities to your vendor means less unnecessary work for you and your team–not more–which frees you up to focus on other things, like strategy and business improvements. Not to mention that it usually comes with a hefty amount of savings that can make you look very good indeed to your boss. In fact, Redfin, one of the largest SaaS real-estate brokerages, saved $60,000 in the first few months of moving to the cloud.

> **"Frankly, having our engineers or IT professionals manage our systems onpremise is a waste of time and money. If there's a company that already has amazing products, why not have them do it? That way, we can spend our time working on the things that we're good at and reduce maintenance and toil."**
>
> EVAN LERER
>
> DIRECTOR OF ENGINEERING, REDFIN

Even better, admins don't have to completely let go of the reins. You'll still have access to status.atlassian.com, and you'll still be able to do pretty much everything you need to as a Server Admin–just with new workflows.

MYTH #2

If we move to cloud, my role is kaput.

With cloud, a system admin's job is definitely going to change. But the truth is that that's a good thing. Learning how to manage the cloud is important today, and it's going to be essential tomorrow if both you and the business you work for want to stay competitive. The faster you embrace cloud, the more relevant your skillset will stay.

In fact, 93% of companies already have a multi-cloud strategy and 61% are focusing on cloud migration in the coming year, according to one 2020 report. Gaining skills in cloud management and migration is about keeping your skillset relevant–for your current job and any future aspirations.

A move to the cloud also frees up your time. With a vendor like Atlassian taking on updates, security, fixes, and uptime, you can focus on the big picture–be more strategic, creative, and hands-on in business improvements. New focus areas might include:

- Uncovering adoption trends and security gaps
- Researching and recommending new apps/integrations to better support team workflows and improve productivity
- Helping cut costs by managing software ownership and staying ahead of shadow IT practices

- Finding new ways to automate internal workflows and processes to improve team speed and productivity

- Developing strategic relationships with vendors and gaining a deeper understanding of their tools

Ultimately, what these tasks have in common is that they're proactive instead of reactive, moving your business forward instead of simply holding steady.

> **Since we moved to cloud, our internal IT tickets have been cut by 50%. Instead of dealing with bugs or admin requests, I'm mostly hearing about new apps and features our users want to add, ultimately helping them do their jobs better and provide more value to our customers."**
>
> JAMES SEDDON
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> SENIOR TOOLS ADMIN, IGLOO SOFTWARE

07

Customization on cloud

Customizing your cloud instance

Is server more customizable than cloud–and does customization make teams more productive?

This is one of the most common questions we hear from those on a journey from Atlassian's on-premise server to cloud. And it makes sense. After all, if you've finally got your systems and workflows where you want them, will a move to cloud change that? Will it make it harder for you to meet your teams' unique needs?

Cloud is more flexible than you might think. As Solution Partners, we have experience with several customers who have customized their complex workflows to tailor to their own unique business needs.

MYTH #1

I can create more custom workflows in server.

While it's true that Atlassian's cloud systems are standardized for all users, it's not true that there's no space for customization. Pretty much everything you're used to doing as a server admin you'll still be able to do in cloud. The difference is in how you do them, not that you do them.

When we ask server admins about their experience making the switch, they tell us the old way of doing things involved a lot of messy workarounds, bad hacks, sub-optimal configurations (or over-configurations), solving the wrong problems, and tech debt they never quite got around to addressing.

> **Atlassian cloud is the reason I'm still such an incredibly passionate advocate for Atlassian. It reflects everything that made me first fall in love with Atlassian products all those years ago...The tool is there to support and elevate the team, not [forcing] the team to change how it works to support the tool. If you keep your configs simple and leverage the out-of-the-box offering...you're embracing agility."**
>
> ATLASSIAN COMMUNITY LEADER

MYTH #2

My tailor-made customizations are what's best for my team.

Customization is not only extra work for your admins, but it often becomes a maze of complicated work-arounds, lost documentation, and workflows....then another, and then yet another.

Customizations can be a good thing - but be warned that they can also quickly become complicated and unused workflows can slow things down. For expert help with standardizing your workflows and designing the ideal path to customizations, contact your local Atlassian Solution Partner.

08

Enterprise scalability

How enterprises leverage cloud to scale

Can cloud support large enterprises? Can it grow as our business does? How many users can it realistically support?

These questions are common–and important. And the answers are all good news. Yes, Atlassian cloud supports large enterprises. Yes, it is built to grow with your business. And yes, your thousands of users are no problem for Atlassian.

These myths might be a holdover from a time when small teams adopted cloud faster and earlier than the big enterprises, but today the concerns behind them are most definitely mythology.

MYTH #1

Cloud is only for small teams.

With heavy hitters like Redfin, Afterpay, Dropbox, and Rockwell Automation embracing Atlassian Cloud, this simply isn't true. In fact, 80% of the Fortune 500 have an Atlassian Cloud license. They have 10 million monthly active users. And more than 170,000 customers use Atlassian cloud products across 190 countries.

> **We [were] managing too much of our own infrastructure. I would much rather be building new things that help us improve than maintaining old things...Frankly, having our engineers or IT professionals manage our systems on-premise is a waste of time and money. If there's a company that already has amazing products, why not have them do it? That way, we can spend our time working on the things that we're good at and reduce maintenance and toil."**
>
> EVAN LERER
>
> DIRECTOR OR ENGINEERING, REDFIN

Cloud is built to scale with your business–in terms of both computing power and features. That's why Atlassian has tiered plans for cloud - Standard, Premium and Enterprise - with each plan building on the others to offer features and options for larger, more complex organizations.

MYTH #2

Cloud doesn't support the complexity of enterprises.

With more complex infrastructure, globally distributed teams, and significant requirements for everything from security and compliance to change management, enterprise companies are certainly in a league of their own.

But, as the numbers above demonstrate, that hasn't kept the heavy hitters away from the proven benefits of cloud. In fact, the right cloud plan not only supports complex enterprise needs; it simplifies them.

Get in touch with us, New Zealand's top local Atlassian Solution Partner, to learn more about what your organization's journey to cloud will look like.

Together, we'll review the best solutions for your business, so you can focus on the bottom line.

We provide testing software solutions for a new generation of quality assurance that is accessible and available to everyone. Easily collaborate across teams regardless of expertise or role. Our professional services include health checks, solution design, business process and road-map consulting, remote or on-site coaching and training (as Certified Atlassian Training partners), migration and upgrade services, and on-going after sales care and support. Best of all we can guide you through your transition to the cloud by devising recommendations for the most cost-effective hosting and licensing strategy to ensure the long term success of your team!

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