

Case Study 4

Project Delivery, SDLC & Enterprise Test Management for a UAE Government Customs Authority

Client Name	Anonymous (disclosed under NDA)
Client Industry	Government customs authority, United Arab Emirates
Region	UAE
Services Provided	Atlassian implementation & integration, SDLC enablement, enterprise test management
Engagement	3-phase implementation + annual support

PAIN POINT / PROBLEM

The authority needed to raise project management efficiency, structure its software development lifecycle, and strengthen enterprise-grade governance. Work was tracked across disconnected tools with no unified traceability from requirements to testing, and the platform had to run inside a secure, Azure-hosted environment with bilingual (Arabic/English) interfaces and strict information-security and data-residency requirements.

OUR PROPOSED SOLUTION

VIDSCOLA deployed Atlassian work management and knowledge management licenses (Data Center) together with a suite of Atlassian marketplace licenses covering portfolio management, enterprise test management, advanced reporting, single sign-on, BI connectivity, and scheduling integration. Delivery followed a three-phase roadmap — project and task management enablement, SDLC institutionalization, and enterprise test management — with bilingual training, secure integration into the client's environment, and a post-go-live annual support service.

SOLUTION IMPACT

- Reduced software release cycle time by approximately **30%** through standardized SDLC workflows and automation.
- Cut defect leakage to production by around **40%** with full requirements-to-test traceability.
- Improved cross-program delivery visibility with consolidated portfolio dashboards for leadership.
- Met stringent security, data-residency, and governance requirements in a fully compliant deployment.

~30% faster release cycles	~40% less defect leakage	2 languages supported (AR/EN)
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