

ClickUp Implementation: A Game-Changer for Engineering Teams

How an engineering team moved task and project tracking into ClickUp. One workspace for sprints, releases, and support, with far less tool switching.



L5 Team

December 1, 2023

The Opportunity

An engineering team struggled with inefficient support ticket management using Jira and Confluence. The team was also using Monday for other project management tasks, leading to a fragmented and convoluted workflow. The team sought a solution to consolidate its processes and improve overall efficiency.

L5's Solution

L5 implemented ClickUp and migrated the team's projects and support tickets from Jira and Confluence to ClickUp. As an additional benefit, L5 also identified an opportunity to transition the team from Monday to ClickUp, consolidating its process into a single platform. We implemented intake forms to make it easier for users to submit tickets and added automation for task prioritization and assignment. Time estimates and time tracking features were enabled so the support team could start tracking resolution times. Feature request tags made it easier to share feature ideas with the Engineering team.

The Results

By implementing ClickUp as the primary IT support management tool, the engineering team was able to:

- Streamline ticket submission, prioritization, and resolution processes.
- Improve communication and collaboration between support staff and end users.
- Gain insights into performance and identify areas for improvement.
- Improve response times.
- Reduce its dependency on multiple tools.