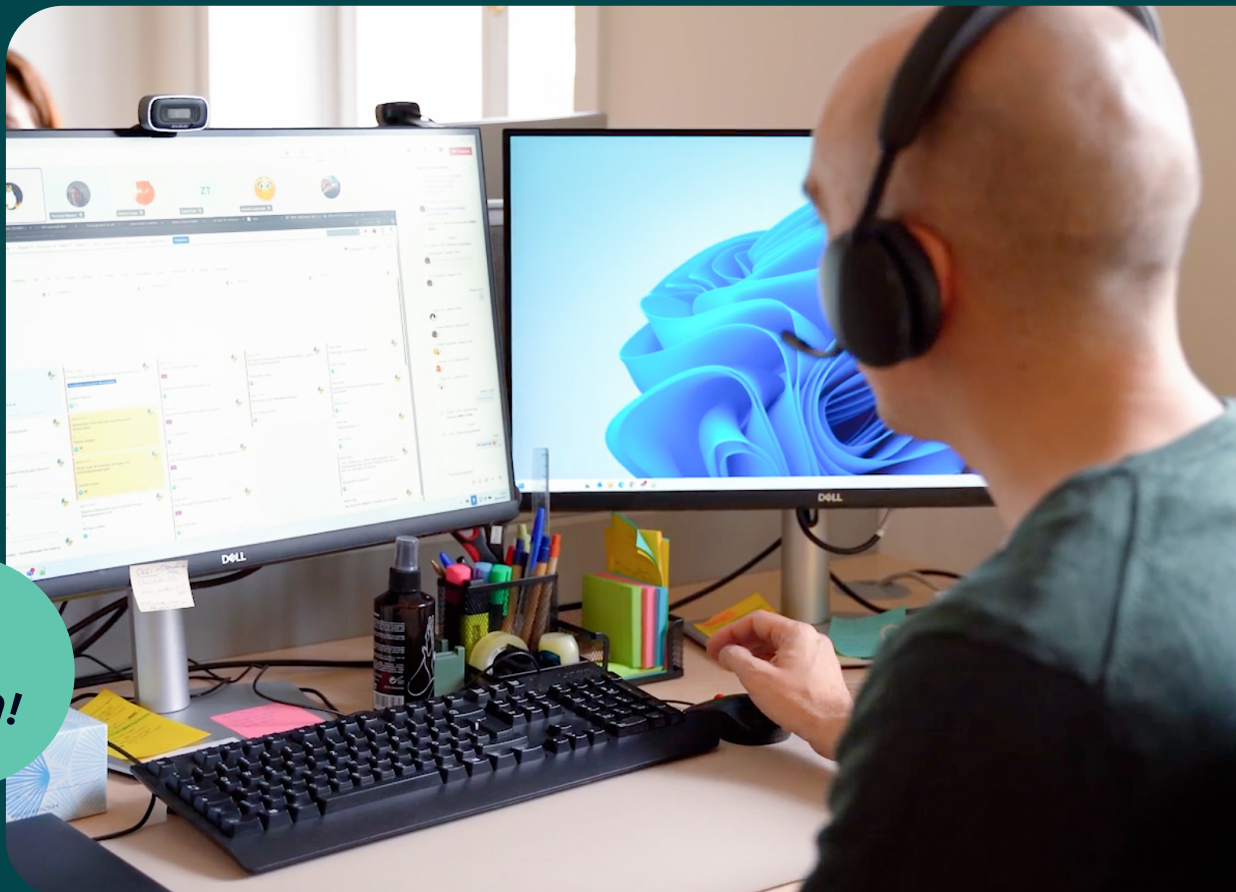


ESM and Asset Management at the University of Vienna

The University of Vienna has rolled out digital services to more than 125 internal teams – from classic IT requests to approval workflows. With Jira Service Management and Seibert Solutions, the university has built a centralized platform for all departments.



Go
Team!



Platinum
Solution Partner





From IT support to the heart of digital operations

It all started back in 2016: First introduced within the university's own Atlassian team, Jira Service Management was later adopted by the Central IT Services team. Today, any department – whether in IT, teaching, or admin – can request their own service project. More than 125 teams are already doing just that.



Since rolling out Jira Service Management, over 125 project teams have realized the value of this product. We're now modeling workflows that simply weren't possible in other tools.

Sophie Riegler
Portfolio & Process Management
Admin IT | University of Vienna

What makes the University of Vienna stand out?



User-driven growth

No top-down rollout. Teams adopt the platform based on real needs.



Wide range of use cases

Now used by 125+ teams across the university.



End-to-end consulting & implementation

Technical, strategic, and operational. From order approvals to helpdesks to clever automations.



Use cases that show what's possible

The University of Vienna isn't just using Jira Service Management for typical IT tickets. What really stands out are the "non-standard" use cases – the ones outside of IT. That's where the system really shines, and Seibert becomes a valuable partner.

Real-life examples from campus



Digital graduation process

No paper, no lines. Students submit their graduation requests online. Departments process everything directly in their service projects.



Five-step approval workflows

Travel requests, grants, or IT orders follow a clearly defined approval process – no more chaotic email threads.



Fleet management

Vehicles are booked and managed directly in JSM – including roles, permissions, documentation, and notifications.



Organized booking & external requests

Book equipment, manage permissions, handle contacts – all through user-friendly forms and structured workflows.



Create Confluence spaces via form

A simple JSM form triggers automatic space creation – ready to use right away. Saves time and effort.



In our team, automatically creating a Confluence space via a JSM form has made service delivery a lot easier. In many programs, submitting final thesis documentation is now triggered through JSM – saving students a trip to the right office on campus.

Andreas Bunzl
DevOps Engineer
Central IT Services | University of Vienna



Measurable impact

The Jira Service Management project at the University of Vienna makes one thing clear: Digitalization works – when it’s understandable, scalable, and built around people’s real needs. Today, more than 125 active JSM projects are up and running – and the number keeps growing. For an upcoming large-scale initiative, over 150 agents are already in the pipeline.

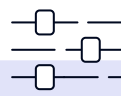
Thanks to the combination of smart configurations, the right add-ons, and close collaboration with Seibert Solutions, processes can be easily automated and scaled flexibly. A big plus: There’s strong buy-in from both administrative and academic staff – mainly because the workflows are clearly structured and easy to use.



125+ active JSM projects – and growing



150+ agents planned for a new major project



Simple automation, **flexible** scaling



High **acceptance** across departments – thanks **easy-to-understand** workflows



Before Jira Service Management, a lot of our processes were handled manually. One person would email multiple others, wait for replies, forward responses... Now, thanks to JSM, we’ve been able to digitize and streamline many of the university’s processes.

Andreas Bunzl
DevOps Engineer
Central IT Services | University of Vienna



Seibert – more than just a consultant

From tool selection to custom workflows to integrations – the University of Vienna’s Central IT Services team works hand in hand with our consultants. A new project for managing external users – with up to 200 agents – is currently in development. Jira Service Management is evolving into the university’s central platform for even more departments.

This is how we collaborate:

- ✓ Weekly check-ins with dedicated contact people
- ✓ Support for new use cases with technical and methodological expertise
- ✓ Seibert takes on project management and workload distribution
- ✓ Training via the Seibert Academy and custom sessions



For more complex or unfamiliar topics – like integrations, for example – we’re happy to bring one of our consultants along to the very first meeting with colleagues, so we have the best possible expertise on board from the start.

Sophie Riegler
Portfolio & Process Management
Admin IT | University of Vienna

Our costumers:



Get in touch with us!

If you have any further questions about the Atlassian Cloud, please do not hesitate to contact us. As an Atlassian Platinum Solution Partner with experience on thousands of Atlassian projects, we will evaluate an optimal licensing model for you, take care of all questions you may have on your license setup and support you in all aspects around the scaling of your Atlassian products.



Let's
connect!

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