PLANNING FOR YOUR

Jira growth

Insights from some of the largest Jira customers to help you on your journey

PREPARING FOR USER GROWTH

Jira is one of the largest platforms for teamwork at scale—but just how large?

One of our Jira instances has over **100,000 users**.

SCALING YOUR ISSUES

PRO TIP Have a plan for user growth based on both employee count, business units onboarding to Jira, and projected future growth.

23%

The number of Jira issues among our largest customers has grown an average of 23% year-over-year.*

5 million

One customer has over 5,000,000 issues in a single instance (yes, that's six zeros).

1.4 million

The average number of issues per Jira instance for our large customers is 1,400,000.

WITH CUSTOMIZATION COMES GREAT RESPONSIBILITY

PRO TIP There are many factors to consider in maintaining a highly performant system. Limit the number of global custom fields to ensure performance at scale.

4,800

The most customized Jira tops the charts with around 4,800 custom fields.

900

Our largest users have still customized Jira extensively, with an average of 900 custom fields.

MANAGING PROJECT SCOPE CREEP

PRO TIP Keep customizations of any sort—custom fields, workflows, plugins, security levels—to a minimum to scale Jira most effectively. Bigger isn't always better!

17%

The number of projects for large Jira customers is growing an average of 17% year-over-year.*

4,200

The highest number of Jira projects in an instance is more than 4,200.

1,200

The average number of projects for large Jira customers is close to 1,200.

Need a field guide?

Technical Account Managers (TAMs) are Atlassian mentors who guide customers through the process of implementing and growing their company's use of Atlassian products.

INTRODUCE ME TO A TAM

NAVIGATING YOUR WORKFLOWS

PRO TIP Our largest customers put processes in place for change management: adding custom fields, workflows, apps, and other customizations go through a vetting process before they are approved.

1,400

The most workflows in a single instance is over 1,400.

400

On average, our largest customers use about 400 workflows to get their projects to done.

SUPERCHARGE WITH MARKETPLACE APPS

PRO TIP Once you add apps, it may be difficult to take them away from your users. Before you install an add-on, ensure there's a business requirement for it, and do your due diligence before installing.

23

To tailor Jira to their exact usage case, Atlassian's largest customers use an average of 23 apps.

71

The most app-loving Jira instance has 71 Marketplace apps added.

Top Marketplace apps for Jira:

- Jira Suite Utilities
- ScriptRunner for Jira
- Integrity Check for Jira
- Structure
- Misc. Workflow Extensions

Scale Jira as you grow

Do these numbers sound familiar? If Jira Software is mission-critical for your teams' productivity, it may be time to consider Data Center. Our largest self-hosted customers adopt Data Center to:

- Maintain uninterrupted access to Jira Software
- Scale to meet their organization's demand
- Upgrade with zero downtime for easier administration

LEARN MORE

ATLASSIAN

*Year-over-year averages are since 2016