draw.io

The Great Migration

A condensed guide for changing deployments,
or moving from old tools to draw.io

Migrating from on-premise to cloud

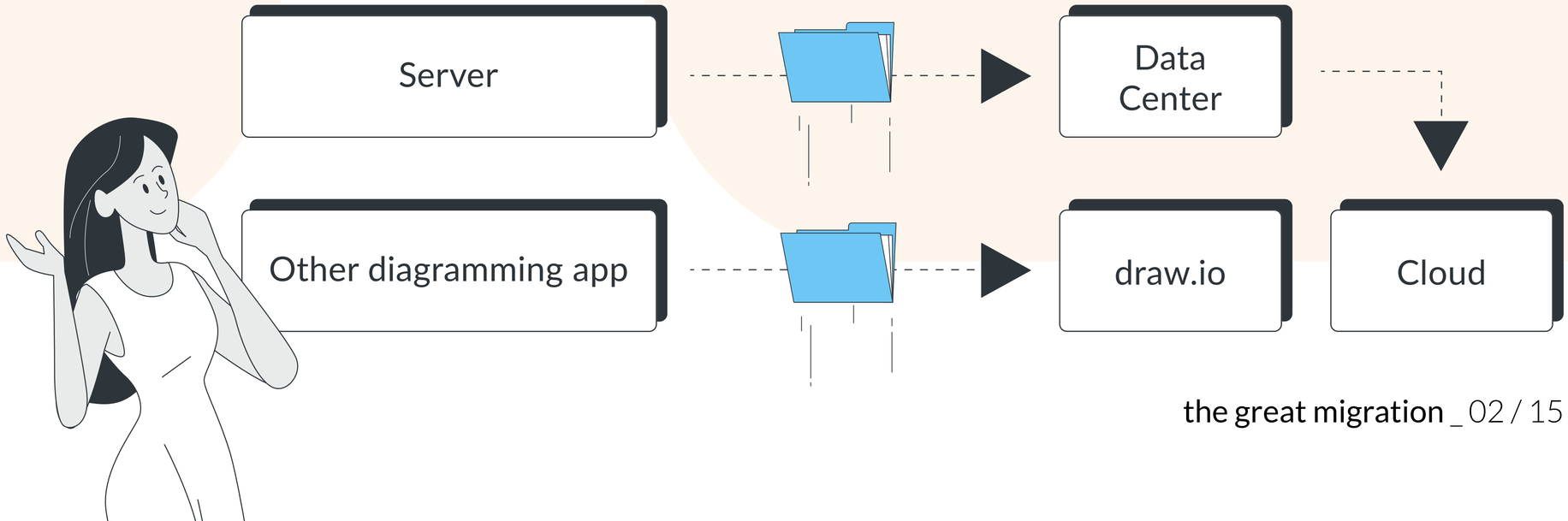
With Atlassian announcing Server end of support in 2024, and Data Center end of life in 2029, the need to take steps to ensure a smooth migration is more urgent than ever.

While the journey from on-premise to cloud may seem daunting, carefully researching your options, preparing early, and implementing migration best practices like performing a mass migration in a test instance first, and performing the migration outside of working hours, will greatly reduce any negative impact. And remember, no matter how complex your migration path is, we're here to help you migrate successfully.

This transition is also a powerful opportunity. Migration is the perfect time to audit your tool stack, to assess which apps to carry forward, which to retire, and which to replace with a more sophisticated, robust, and cost-effective solution like draw.io - there is a reason we're the #1 diagramming app for Confluence and Jira.

In this whitepaper we will explore:

- Why bringing your **visualization and diagramming solution inside the Atlassian Ecosystem** brings you benefits like superior security, a single source of truth, and seamless team collaboration
- Which draw.io **app edition is right for you** and your team's specific needs
- How to **migrate draw.io data** from one deployment to another (i.e. on-premise to cloud)
- How to **migrate to draw.io from Gliffy**
- A **customer success story from Hilfswerk Salzburg,** part of a leading non-profit who are migrating to draw.io from Visio, as their organization makes the switch to Confluence.



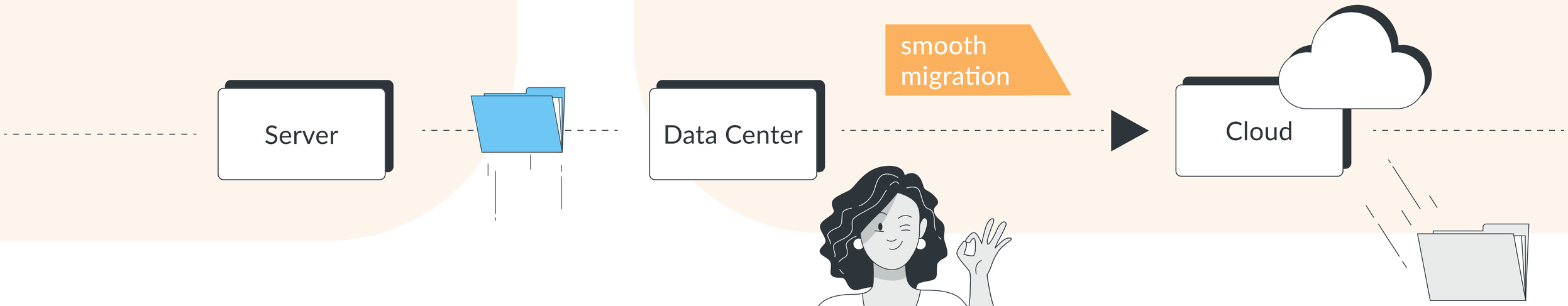
Switch to a visualization tool inside the Atlassian Ecosystem

In recent years, the shift to cloud has dominated strategic conversations, driving companies toward these services. While cloud offers a more efficient and cost-effective solution, this transition requires a deliberate focus on security, compliance, and the consolidation of existing software solutions.

If you're reading this, you have chosen the Atlassian Ecosystem as your go-to solution. But if you’re still using an external tool for your company’s diagramming and visualization needs, why not maximize your investment and use a fully-integrated solution?

Here are five reasons why you should switch from your external diagramming app to draw.io for Confluence:

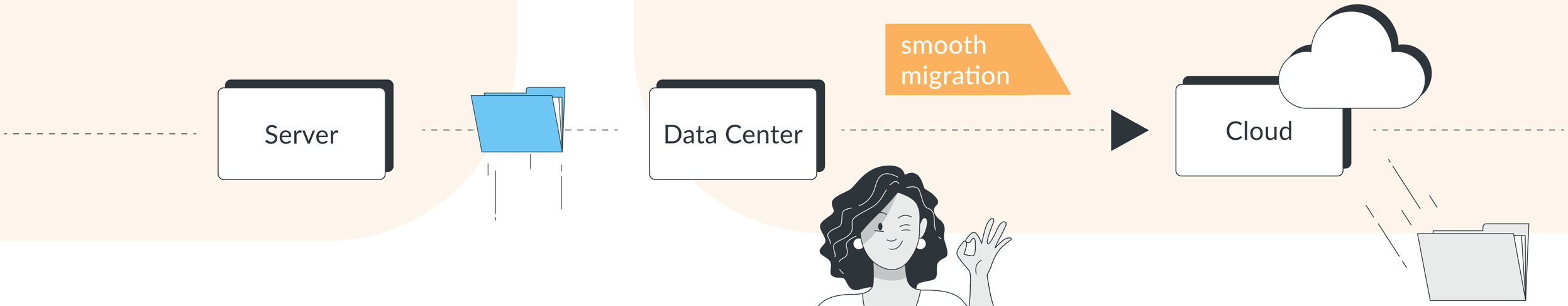
1. **Native integration:** Create and edit ideas directly where your concepts and knowledge live—inside the Confluence page itself. Say goodbye to awkward embedded images and constant context-switching.
2. **Best of both worlds - diagramming and whiteboarding:** draw.io provides a powerful technical diagramming editor (supporting UML, BPMN, AWS libraries, etc.) and a whiteboard editor with a minimalist interface, for real-time ideation and collaboration. Two different editors, one app, no extra cost.
3. **Get the whole team on board:** With draw.io, you enable ALL Confluence users to create diagrams and whiteboards collaboratively and in real time, not just a handful of licensed individuals. This approach is delivered at a budget that is often more cost-effective than the complex, floating seat concepts used by tools outside the Atlassian ecosystem.



Switch to a visualization tool inside the Atlassian Ecosystem

4. **All your data is stored in your single source of truth:** Your diagrams are stored in Confluence. This means, along with live collaboration and AI Smart Templates, your diagrams can be found using the Confluence global search bar, and any changes to diagrams can be tracked and reverted at any time using the revision history.
5. **Enterprise-grade security and compliance:** With draw.io for Confluence, your diagramming data stays secure. draw.io goes beyond even the strict Atlassian requirements, offering you both Data Residency and Data Governance. We also offer a Zero Egress app for industries dealing with highly sensitive data (the next section discusses this in more detail).

Whatever solution you use for diagrams and whiteboarding, now is the time to consider if a better tool is available—we're confident draw.io is that better option.



Migrating to draw.io for Confluence Cloud - Which option is right for me?

Whether you're transitioning from Data Center to Cloud, from another diagramming app to draw.io, or you're just getting started, selecting the right application architecture is critical, especially when it comes to data control.

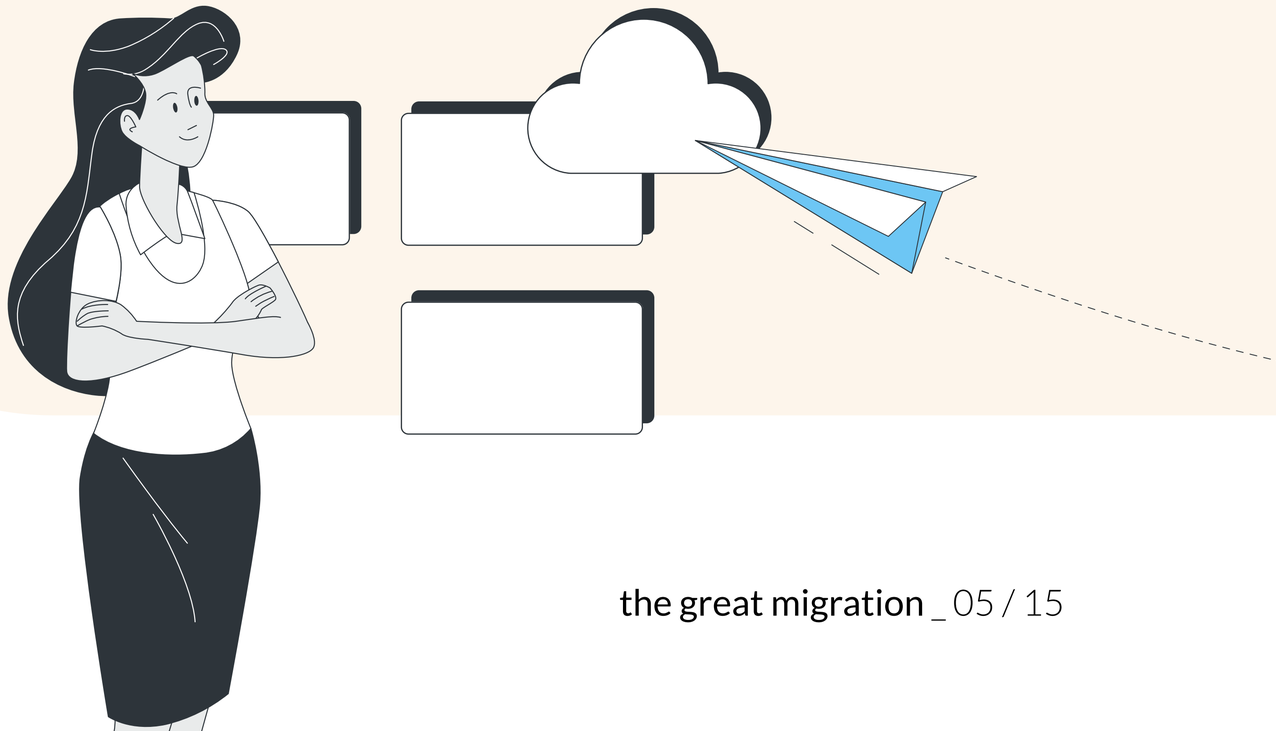
draw.io offers three distinct cloud editions in the Atlassian Marketplace to align with your organization's security and feature requirements:

1. **The draw.io Zero Egress app *(for regulated industries)***

For organizations operating in highly regulated sectors (such as government, healthcare, finance, etc.), the draw.io Zero Egress app that Runs on Atlassian will see you right. Built on Atlassian's Forge platform, this solution is engineered to prevent any diagram data from leaving your Confluence instance. It functions as a virtual firewall around your application, eliminating data transfer or processing between draw.io's servers and Atlassian, thereby providing maximum data isolation and control.

2. **The draw.io Advanced app Edition *(for premium support and control)***

With premium support, a dedicated account manager, custom security reviews, and more, the draw.io Advanced app edition is tailored to large organizations looking for all the features draw.io has to offer, but goes above and beyond in terms of support. Crucially, the Advanced app features a switch that allows administrators to enable or disable Zero Egress functionality, ensuring you can restrict all data exit except for necessary Atlassian API calls, giving you granular control over data flow.



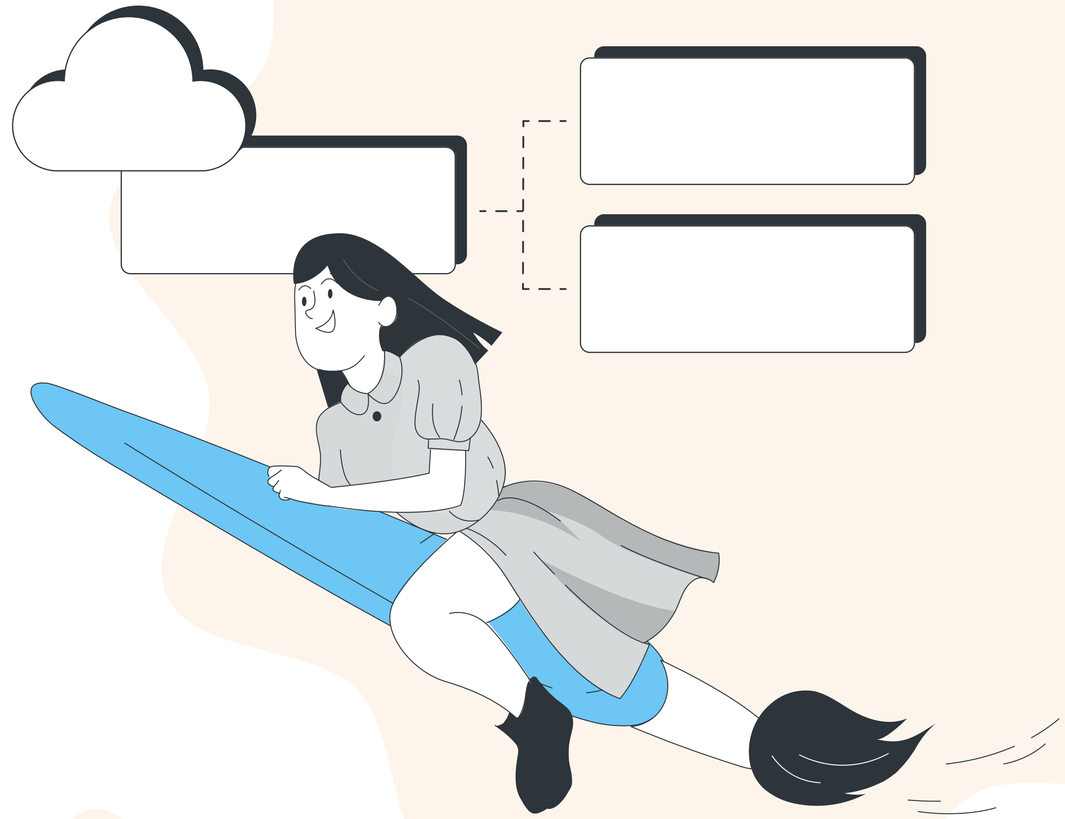
Migrating to draw.io for Confluence Cloud - Which option is right for me?

3. draw.io Standard app *(for innovative features and collaboration)*

For most teams prioritizing productivity, collaboration, and cutting-edge features, the draw.io Standard app provides everything you need in Confluence or Jira Cloud. This edition unlocks powerful capabilities like using AI to generate diagrams with Smart Templates and enabling real-time collaboration via shared live cursors. Running on the cloud platform also means receiving instant security updates and bug fixes as they are released.

For new customers, we recommend you start a **30-day free trial** of the app edition that best meets your organization's needs - just head to the Atlassian Marketplace links above, and click the **Try it free** button (for the Advanced app, scroll down to Advanced in the Pricing tab and click **Start Free Trial**).

For existing customers looking to switch, please reach out via our support desk.

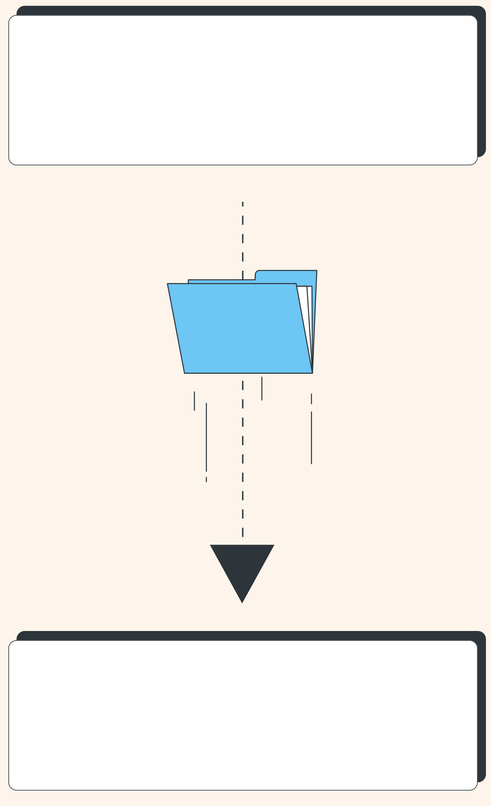


Migrating draw.io diagrams from one Confluence deployment to another

How easy is it to migrate your diagrams to cloud? Well, draw.io diagrams are stored as attachments on Confluence pages, which means that if you include page attachments when migrating Confluence, your diagrams automatically migrate as well. It is that simple. All you have to do prior to migrating your Confluence instance to another deployment is follow three steps:

- **Download any custom libraries you have created:** After migration, you will need to manually import these libraries into the draw.io configuration of your target instance.
- **Perform a re-index:** On your original instance to ensure all diagram data is correctly indexed.
- **Export/Import Page IDs:** Use the draw.io administrative tool to export the Page ID mapping file from your source instance, and then import this file into your target instance post-migration. This will keep any custom links in your diagrams working.

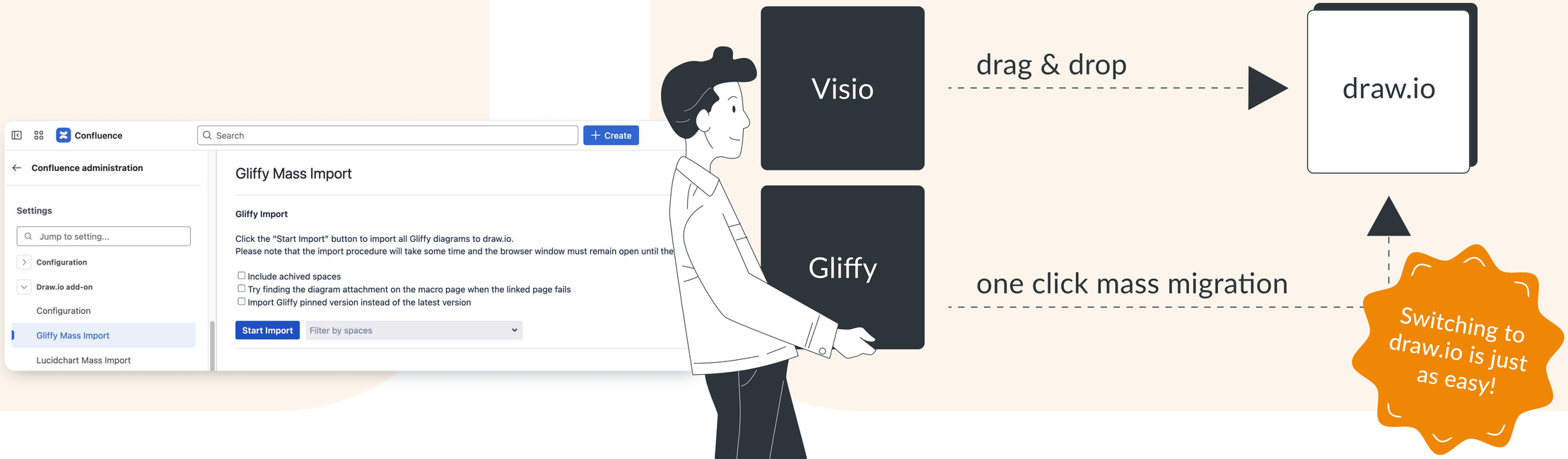
Check out our step-by-step guide for the full documentation. If you need guidance, contact our tech support team via support@draw.io.

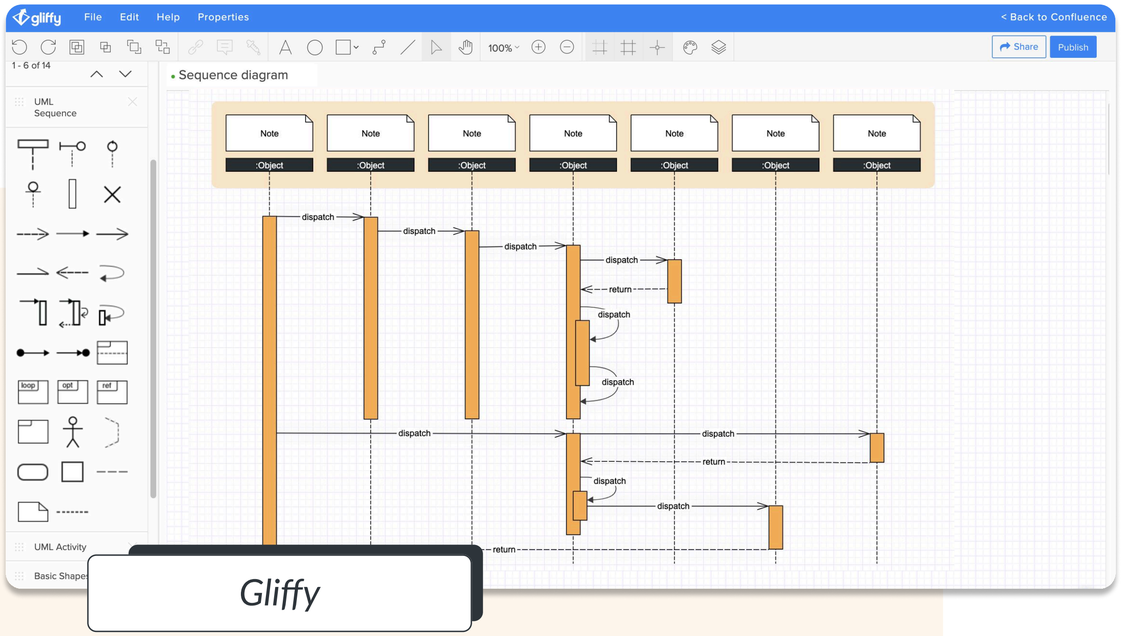


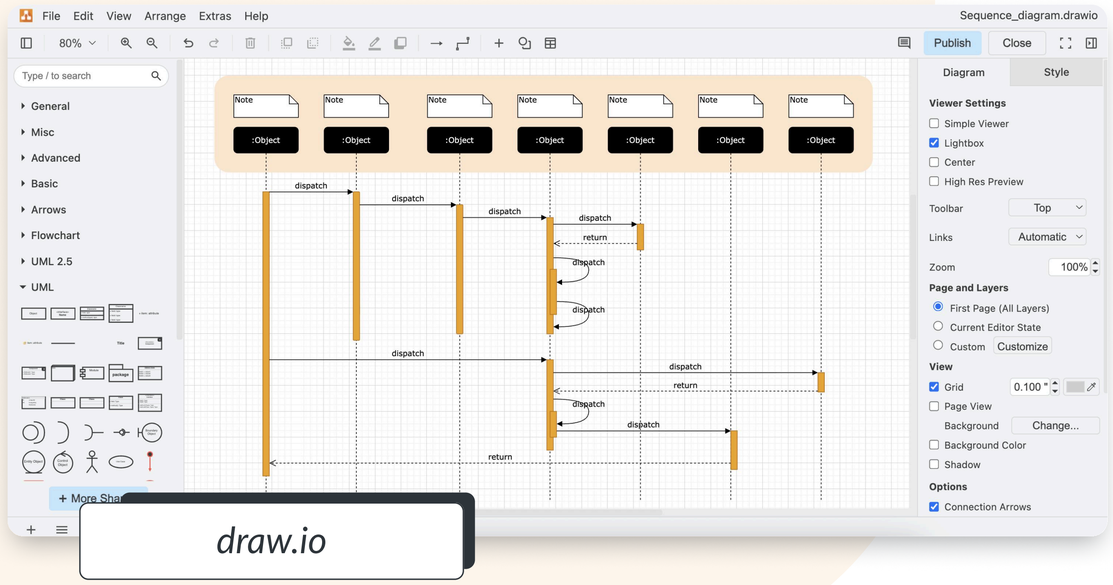
Migrating to draw.io from Gliffy

Many of our customers use a migration as an opportunity to put their entire software package to the test. Which solutions have proven themselves, which are not fit for purpose, and which are rarely used? And, underlying these is the most important question, *"Do we still have the best app for our needs, or are there better alternatives?"*

Suppose you use Gliffy and are asking yourself precisely this question. In that case, we can assure you: migrating to draw.io will bring you more features, future-proof your setup, and deliver a much better return in terms of costs and benefits (check out our comparison sheet for more information).







The technical process of moving your entire diagram library is remarkably simple. Our built-in mass import tool handles the heavy lifting, requiring only two preparatory steps:

1. Ensure that the latest version of both apps is installed, in both the source and target instances.
2. Re-index Confluence so that all Gliffy diagrams can be found by the converter (for further information, see Atlassian's documentation).

Then, it's just a matter of pushing a button! For the full step-by-step guide, head to, *Mass import from Gliffy to draw.io*.

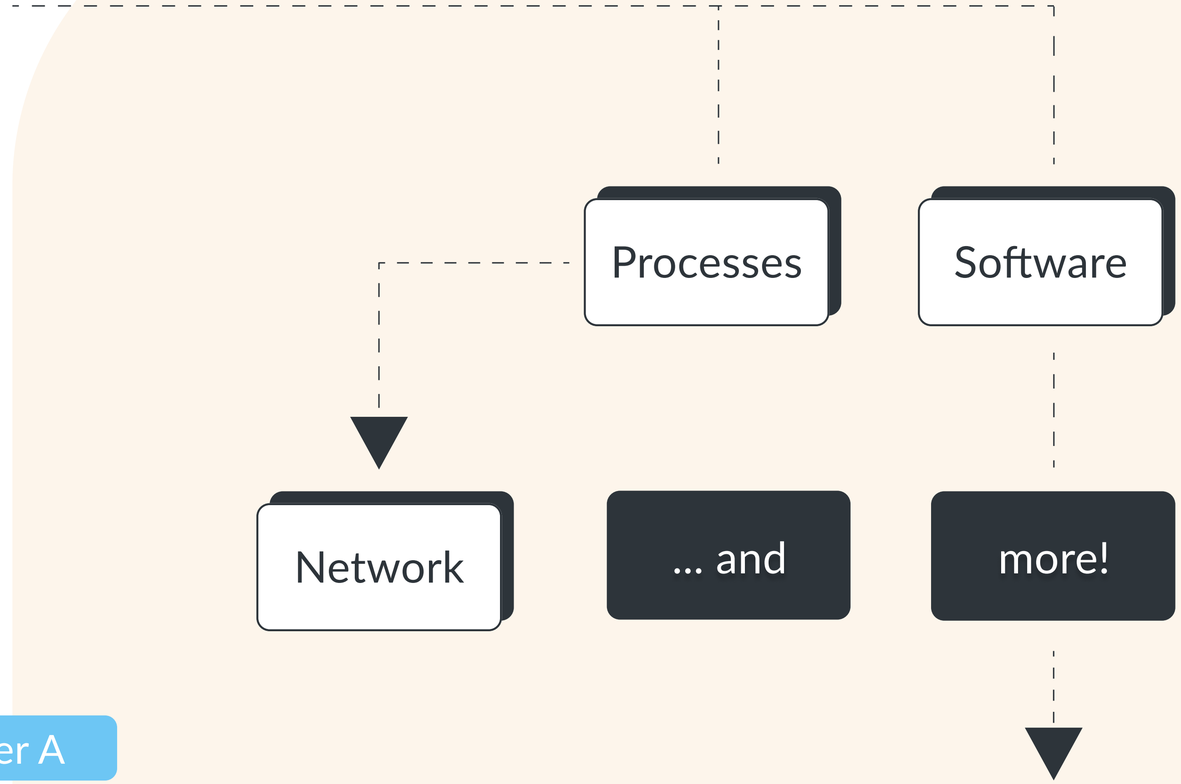
But don't take our word for it, there are thousands of migrated customers who have never regretted trusting in draw.io:

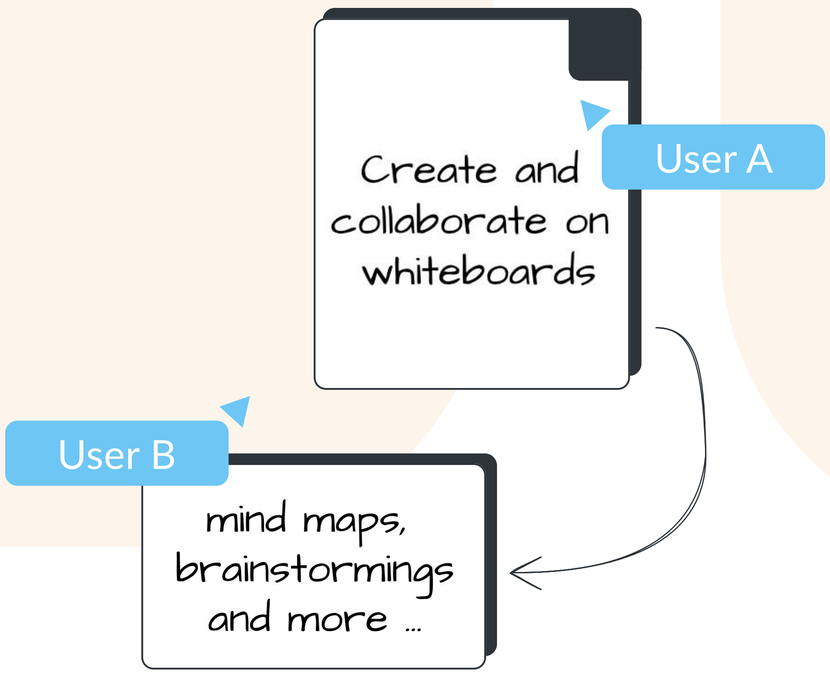
"We used Gilffy for 10+ years and as of January 2021 we decided to move to draw.io. We migrate[d] all our 6000+ Gliffy diagrams in our Confluence workspaces to draw.io and we are ready to go - very fast, smooth and transparent migration path. There is a number of reasons for this decision and we are happy that we are making this move. It's not just much more friendly pricing for large teams, but also excellent support, rich features, stability, and good performance, with large diagrams that we are going to benefit from in the years to come."

– Peter Kobes –

Your diagramming solution for Confluence

draw.io is the #1 rated and most installed diagramming app on the Atlassian Marketplace for Confluence and Jira. With draw.io, your team can collaborate in real-time on whiteboards and create powerful, easy to use and secure diagrams.





Whether you are making the big move from server or DC to cloud, or switching to draw.io from another diagramming app, draw.io offers clear documentation to make the migration process simple, and we are always ready to provide troubleshooting and support to your team. Reach out to us today to start your migration journey.

Customer Success Story

Rolling out Confluence and draw.io at Hilfswerk Salzburg

Hilfswerk Salzburg is a division of Hilfswerk Österreich, one of the largest providers of social services in Austria. To guarantee standardized and always up-to-date documentation of IT services and visual communication with external partners, they use Atlassian Confluence and draw.io.



Revolutionizing project management with Confluence

Hilfswerk Österreich, a non-profit organization, employs over 11,000 people worldwide. Their largest areas of operation are nursing and care for the elderly, childcare and youth work, social work, and counseling and education. Hilfswerk is the market leader in the field of mobile care at home, while Hilfswerk International is active as an aid organization in crisis areas around the world.

With such important work on their shoulders, we were grateful to sit down with Adnan Reh, the head of Hilfswerk Salzburg's IT department, to talk about Confluence and draw.io.

"We are very happy to be able to use your plug-in in such a cost-efficient way," Adnan said of draw.io. The IT department is currently running a Confluence Data Center instance, and uses draw.io mainly for IT service management, creating workflow and network diagrams.

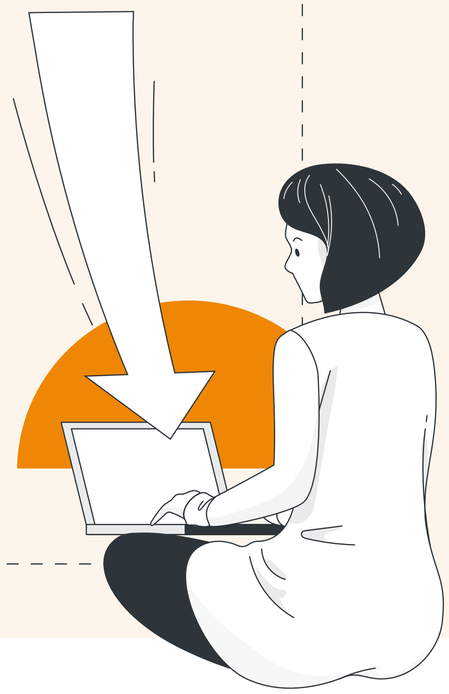
Adnan's plan is to extend Confluence to the entire organization, and revolutionize project management throughout the company using Jira and Confluence. This is a daunting task given the size of the organization – every province in Austria has its own Hilfswerk, and Hilfswerk Salzburg alone has more than 1,400 employees in almost 160 teams. Many of our readers will know what a challenge it can be to roll out Confluence in such a large organization: adopting Confluence for internal documentation, relying less on email, working with skeptical people who haven't used an internal wiki or intranet before, and so on!

But Adnan and Hilfswerk are up for the challenge. Hilfswerk's strategy is to provide its employees with the best possible tools for easy digital collaboration across teams. Adnan's department aims to make the digital workplace as efficient and intuitive as possible in order to ease the burden on employees.

Adopting draw.io across teams

At the same time that Adnan will be rolling out Confluence to the rest of the organization, he also plans to extend draw.io to other departments. So far, because other teams do not yet have Confluence, and thus draw.io, diagrams are only created within the IT department and exported for viewing by other teams, for example in management presentations that show IT roadmaps.

Once Confluence is fully rolled out, Adnan can well imagine collaborating with other teams on draw.io diagrams – from diagrams for the customer portal to org charts for the HR department. The application is so diverse that it won't be hard to find a helpful place for draw.io in every team.



From Visio to draw.io

Today most departments of Hilfswerk Salzburg use Visio for their diagrams, since the teams are currently using Microsoft Office. The plan is to migrate the Visio diagrams into draw.io as the organization switches over to Confluence.

Migrating Visio diagrams to draw.io is an intuitive and technically simple process, so the IT department shouldn't have any problems. But just in case they do need help, our team at draw.io is always ready to offer support!

Looking to migrate from Visio to draw.io for your teams? See our blogpost, *A comparison of draw.io and Visio*.

Migrating to draw.io is so easy!



Exploring draw.io features

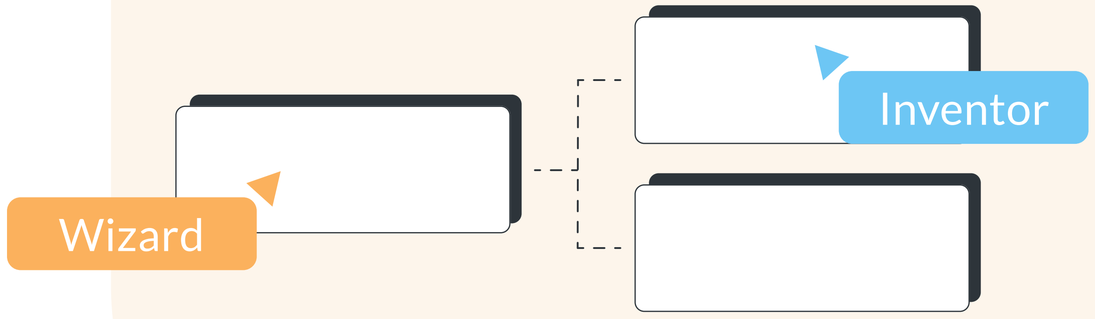
As part of our conversation, we asked Adnan if there were any features his team had found missing from draw.io.

“No, nothing is missing,” Adnan said, “maybe some IT icons and the app for Android and iOS.” Luckily, the integration of custom libraries into draw.io is so easy that we were able to quickly show Adnan how to import them himself with just a few clicks. We also explored draw.io’s whiteboard feature, which further enhances the kind of collaborative work done at Hilfswerk.

“I am grateful for this brilliant software,” Adnan said of draw.io. “Thank you so much for letting us use it!’

We thank Adnan kindly for taking the time to sit down with us for an interview, and the whole Hilfswerk Salzburg team for the trust they have put in our tool. It’s a pleasure to help an organization that puts helping others as its number one goal.

We wish you good luck in rolling out Confluence and have fun diagramming with draw.io, Adnan!



What our customers say

"I have a lot of customers that use this app and also within my own company. It's easy to install and use. It also comes with a migration tool to migrate all Gliffy diagrams to draw.io that is just golden. I had some problems with the migration, but the support at draw.io was so helpful, and had a lot of patience with all my messages. They even helped me fix the Gliffy files that were too big so I could easily export them to draw.io."

– Maja Vallin –

"Flowcharts, maps, quick mock-ups – draw.io can do it all. I love it. Thank you draw.io team for providing such a tool."

– Vishnu Anilkumar –

"Seriously! I do not write reviews very often, but after struggling with all other flowchart apps and desktop programs (paid ones), I finally found something that is really good. Hats off to the makers of this one. If you read this - do not even bother with other stuff out there. This is the best one."

– Mikael Svensson –

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