

Drivers



Adaptavist helped this international app business support its rapidly growing international employee base with training, support and communication.

CLIENTS NEEDS:

- ✓ A Confluence based Wiki
- ✓ Flexible and granular permission levels applied across the platform
- ✓ A robust workflow to ensure compliance with approval processes
- ✓ A Confluence look-and-feel that matches their brand guidelines

ADAPTAVIST SUPPLIED:

- ✓ Understanding of the client's business context to make sure the solution matched their needs
- ✓ A ground-breaking plugin that augments the capabilities of Confluence
- ✓ Supplementary tools that allow them to manipulate and modify the design
- ✓ A close relationship with Atlassian that assures them that any upcoming updates will not render the plugin incompatible

THE CHALLENGE

Our client is a major player in the transport sector. They have presence in 200 cities around the world and a large number of significant developments to their taxi app. They needed an information platform for internal training, support and communication.

Wanting to move away from WordPress, the client required a platform capable of handling complex workflows and approval processes. The platform also needed to support a rapidly growing international employee base, house training courses, on-boarding work flows and knowledge base articles as well as interactive content such as forums – all in line with the brand guidelines.

THE SOLUTION

The client initially approached Adaptavist because they'd found us listed on Atlassian's website. We are both Atlassian Platinum Experts, and Atlassian Enterprise Partners, a rare distinction shared by only around 20 companies worldwide. After a couple of exploratory sessions, we were able to help the client clarify what they required. The discussions went to a technical level and they were sufficiently impressed to engage Adaptavist without a competitive process.

A series of interviews and workshops was undertaken with some of their other programme managers. We were able to whiteboard ideas and begin to define what we needed to deliver. At this point we could see that the requirements could be delivered by Confluence. However, the interface would need some additional development to exactly meet their needs.

...we helped their development achieve better visibility of their sprints and estimate future release dates.



In addition to deploying Confluence we needed to customise it to meet the following specific requirements:

- LDAP, Workday and leading LMS integration
- Flexible, granular permissions that can be determined automatically through LDAP
- Highly customizable hierarchy based on team and/or role
- Robust page tagging for sorting, searching, and archiving
- Ability to track page views through LDAP profiles
- Ability to embed or easily link to quizzing and reporting
- Frictionless integration with HipChat, JIRA, Phabricator and other tools
- Flagging system for errors or out-dated content
- Simple and easy content creation (powerful and error-free WYSIWYG)
- Submission system where “content creators” can submit content that must be approved (if approval is needed) by a moderator before being pushed live

In addition, we helped their development teams achieve better visibility of their sprints and estimate future release dates.

We deployed a plugin that would estimate – based on how much any one development team achieved in any particular sprint – which parts of the backlog would go into which future sprints, and how long they would take to be completed.

HOW ADAPTAVIST MADE A DIFFERENCE

In Adaptavist’s experience, it can be problematic if there is only a partial view or understanding of a requirement (or requirements). Trying to address needs without an understanding of the wider context can lead to the delivery of a poor solution that misses opportunities to deliver value into the application lifecycle. Our consultancy-led approach meant that we were able to give the client a full-spectrum view – both strategic and technical.

We were sensitive to the constraints that the client was working under and shaped our recommendations accordingly, presenting a range of possibilities. We left it for the client to decide what their current appetite for change was: whether they wanted to tighten up what they were doing to make it more fit for purpose, or to scrap what wasn’t working and start again. Importantly we gave them the insights they needed to make that decision.

Finally, and above all else, we supplied an approach to applications lifecycle management analysis that aligned technical understanding with insight into the wider strategic and process needs of the business. This is an approach that in time can be rolled-out successfully across the client’s whole applications estate.

See how we can help you, talk to our experts today ➤

ABOUT ADAPTAVIST

Adaptavist, established in 2005, is a London-headquartered IT services company providing premium professional services, support, hosting and licenced products to a wide range of national and international clients including over half of the Fortune 500 companies.

Adaptavist, an ‘Atlassian Platinum and Enterprise Partner’, is widely recognised as the most technically advanced Enterprise Partner in the Atlassian ecosystem.

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