

# Navigators



## How Adaptavist empowered an international aerospace and defence systems company to refine and grow its development lifecycle with Atlassian Suite.

### CLIENT NEEDS:

- ✓ A new way to conduct peer-reviews of design artefacts
- ✓ Visibility and control over dependent software delivery schedules
- ✓ A unified search capability across the entire Atlassian estate
- ✓ An expert and trustworthy partner to help the company adopt and develop the Atlassian toolset for years to come

### ADAPTAVIST SUPPLIED:

- ✓ **Close dialogue** to understand and define the client's needs
- ✓ **Close collaboration and mentoring** on how to optimise Atlassian development lifecycle
- ✓ A radically **new and more efficient way** to conduct the peer review process
- ✓ The foundations for a **long-term, trusted partnership**

### THE CHALLENGE

Our client is a global leader in aerospace and defence systems with hundreds of projects being delivered to customers at any one time. Up front, the company wanted three discrete solutions: an improved peer-review system; a way to view interdependent development schedules; and a one-stop search capability for its whole Atlassian estate. At the corporate level, the company also wanted value to be delivered in year one.

Underlying these requests, moreover, our client had already recognised that it wanted to set a major initiative in motion to upgrade its development technology – which in some areas was up to 20 years old, and increasingly unfit for purpose. The company had already identified that Atlassian was the way to go, and had begun using the toolset, but was looking for a partner to help them on the journey.

### THE PROCUREMENT CYCLE

The engagement was triggered when the company sent out a Request for Pricing to 17 Atlassian partners worldwide. We put together an answer that was thorough, technical and to some extent, challenging. Our response caught the company's attention. Our key client later said: "Adaptavist really blew everybody else out of the water in terms of how fully they responded. We could obviously see that they had taken time to understand the request, and had given an actual, real, technical response. They responded very frankly, and suggested options. There was not even a close second in terms of the response."

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A day-long site meeting was arranged, during which the two parties very openly explored the best way forward. The discussion ranged over not only what the company had asked for, but suggestions around that, based on Adaptavist's greater experience of Atlassian deployments. It led to a deeper understanding of what was actually required. "This was exactly the kind of help



we needed,” comments the client. As well, the meeting demonstrated Adaptavist’s deep technical expertise and our commitment to providing genuinely client-centric solutions. The client noted, “You could see them working through what we were presenting as requirements and figuring out how to solve their problem, not our problem, coming up with options and suggestions, defining a schematic for a much better solution.” Adaptavist was duly hired.

## WHAT WE DID NEXT

### Delivering the first solution

The first solution – for a new way to conduct peer reviews of design artefacts – is extraordinarily important to this client. Peer reviews are crucial to product quality, and central to product delivery. More than 5,500 users are involved in the process worldwide, and hundreds of thousands of reviews are undertaken both to drive defects out of the end-customer solution and to meet regulatory requirements. Adaptavist was asked to move this process into the Atlassian environment.

At this point, however, we suggested a different approach. Since the existing process was labour-intensive, cluttered and cumbersome, we could see that using the power of Crucible, there was a better, lighter, way to do it. We proposed stripping out the approval step from every review, and instead instituting only one approval when all the reviews are done. We also advised that the reviews themselves could be made ‘lighter’ – so that each one could happen really quickly, people could engage, make comment and disengage iteratively. Our client liked the idea: “It really separated the things about the process that make it less efficient. It freed the process up a lot,” he says. It first had to be sold internally, and externally to federal regulatory authorities. In the event, all parties could see that it would work and be much more effective. “They all said, ‘Yes, that totally makes sense. Let’s do this.’ That’s some pretty good validation right there.”

### What the new solution provides

We’ve now delivered the new solution and it’s in the roll-out phase. The client believes it will bring a number of strong benefits. “It is going to increase the quality to our customers and is going to dramatically decrease the cycle-time, the effort involved in peer reviews, and the overhead of those activities,” he says. “It’s also going to give us a much better view of what is happening because the amount of data that we can pull from this solution is going to dwarf what we were able to get from the previous solution.” He concludes: “It is going to fully take advantage of Crucible’s collaborative nature and enable a much better global solution for review where we have projects with major design elements on three continents. All of the flexibility that this solution provides is going to pay off hugely.”



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## HOW ADAPTAVIST MADE A DIFFERENCE

Adaptavist made a significant difference in the way we delivered and shared our knowledge. For a start, although the client was already using Agile development, it’s still a relatively new concept in the client’s industry where waterfall is much more the norm. Agile also takes more complexity and thought to deliver in an environment where developers have to produce resolved products on a regular basis and one that is very busy. The business unit which Adaptavist is working with now has over 4,000 users, about 65,000 JIRA issues in its system and more than 40,000 Confluence pages, and is under continuous pressure to deliver.

Against this backdrop, the client notes: “We gained a lot of experience not only in how to do Scrum-based Agile, what the different rules mean, how to manage project backlog and so on, but Adaptavist also explained why. Why it’s good to have the project owner be this kind of person, or why it is good to manage a sprint backlog in this way. It was extremely valuable.” He continues, “Also, on the technical side it was great seeing the different ways that they solved problems within what Atlassian provides. By seeing how they did it, seeing those strategies, we learned a lot and we can take that learning forward.”



## Living up to our name

Moreover the client really appreciated how we adapted our delivery style to suit their requirements and their need to deliver real value quickly. “Adaptavist are definitely experts in Agile methodologies, but they were extremely adaptable as well,” says the client. “I can’t tell you how many times they would lay out how they normally do things but we would need to modify it, sometimes fairly significantly. They changed how they let us see things, they changed how they do product owner. My point is that they were ready for that and recognised the real-world context in which we all operate. They were prepared to have that conversation up front about how we needed to shift things, and then when we ran into some bumps because requirements weren’t perfectly defined or whatever, we adapted on the fly. It was a fantastic experience. I literally could not ask for a better environment.” He characterises working with Adaptavist as ‘extremely different’ from any vendor relationship he has experienced before.



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## A foundation for the future

In summary, the client feels they’ve learned a great deal, knowledge that will be incredibly useful in moving forward with the Atlassian toolset.

“In case I haven’t made this clear so far,” he says, “they have been mentors to us. We’ve learned a tremendous amount from them. We are much more mature in our ability to internally create solutions and make design decisions and understand what is coming from Atlassian and how to deal with it, and that’s just been invaluable.”

“Adaptavist is a true partner. That is why the cost of their services makes sense. They are making us more capable on our own, in addition to providing us with solutions that we don’t have time, or don’t yet have the expertise to create. That is immeasurable.”

Also, he notes that the switch to Atlassian has been a huge gain in terms of giving a next-generation toolset to the next generation of software developers. “It is helping us do what our industry needs and helping our company attract and retain new hires and top talent.”

What does the client think of us? “I think that there is absolutely nobody out there that we could ever trust as much as we trust Adaptavist to provide expert solutions in an extremely transparent and effective manner.” He adds, “Not just in this industry, but in any of the ways that we have dealt with subcontractors and vendors in the past, they are just in a category all by themselves. I really look forward to continuing to work with them.”

**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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