

# Surgeons

## How Adaptavist helped OrthopaedicsOne fix its Confluence platform and provided guidance to ensure future site stability

### CLIENT NEEDED:

- ✓ Expertise to diagnose the problem
- ✓ A quick, cost-effective action plan with which to fix the site
- ✓ Help with processes and strategies to improve site stability and maintenance in future

### ADAPTAVIST SUPPLIED:

- ✓ Deep systems knowledge which quickly diagnosed the problem
- ✓ Pragmatic guidance on how to fix the immediate issues
- ✓ Phased recommendations that would deliver stability and improve future performance

**"I have always enjoyed my discussions with them at all levels, whether it's with project managers or the actual developers. Each and every one of them seems to have the same passion for what they do."**

*Dr. Veillette | OrthopaedicsOne*

## BACKGROUND

OrthopaedicsOne is a collaborative orthopaedics knowledge network. It is self-administered and used by over 6,500 orthopaedic surgeons and students worldwide. Its website forms a repository for educational materials and is a place where professionals in the discipline can exchange and publish information.

OrthopaedicsOne plays an important role in the orthopaedics world. In the past, explains Dr. Christian Veillette, Co-Founder and Director of Technology at OrthopaedicsOne, and Assistant Professor at the University of Toronto, medical knowledge has been shared through traditional publishing. "However because large publishing companies maintain copyright on materials," he says, "the dissemination of knowledge is stifled." OrthopaedicsOne has adopted an open licensing model which enables much more knowledge to be shared.

The site is also unique because it provides considerably more functionality than a conventional wiki. Participants can create and share content, discuss documents, submit ideas and manage projects. They can contribute articles, videos, presentations and images, as well as post blogs, debate, ask questions, collaborate and contribute expert opinion. It creates a vibrant community where experts can share information easily and quickly to raise the overall quality of the practice of orthopaedics.

## THE CHALLENGE

This high level of functionality had been built using Confluence as the platform. However, by 2014, the site had run into problems and was crashing around three times a day. The small team of system administrators who ran the site and those hosting the server were stumped as to what was going wrong.

Under financial constraints, they also faced a stark alternative. Unless the current system could be repaired and made stable, it would have to be scrapped and replaced with a standard wiki. This would mean losing a large proportion of the advanced functionality that makes the site so valued and unique.

Dr. Veillette and the site administrators realised that they needed outside assistance if they were to repair the system. Adaptavist was duly invited in to see if we could help.



## WHAT WE DID

OrthopaedicsOne's only goal was that their site be fixed as quickly and as cost-effectively as possible. An initial meeting was held with Adaptavist to review the issues the system was facing. We also took the time to understand a bit more about the client's current and future needs in the round. OrthopaedicsOne was clear that very little funding was available at present, so a wholesale upgrade to the latest version of Confluence was out of the question.

Adaptavist then began monitoring the system set-up and immediately identified a number of issues. For one thing, no governance was in place in respect of AddOns. As a result the original set of six AddOns that were present at the site's launch had ballooned to 60. These were from a host of different vendors and in multiple, incompatible versions.

A large number of people were also using the site, but no user administration was being done. The system was using an outdated version of Confluence (v4.2.13 which is now well over two years old) with implications for functionality, security and performance. There were caching inefficiencies and an old version of Java was being used. Finally the hosting company had moved to a slightly different version of the server software, and had failed to maintain some vital configuration settings from the previous version.

Once we had diagnosed the key issues affecting the installation, Adaptavist wrote and submitted a comprehensive report which provided immediate recommendations as to how the system could be fixed. We also included recommendations covering lower-priority fixes that would enhance the system's performance, and outlined potential site-governance strategies that OrthopaedicsOne could adopt to improve the stability of the site going forward.

The OrthopaedicsOne site is now working well with full functionality. Users have a stable site to work with, including a number of important collaborators who have been able to continue their work on developing an orthopaedic musculoskeletal textbook using the Confluence platform. Dr. Veillette also reports that the 'fix' has "decreased my stress levels immensely".

## HOW ADAPTAVIST MADE A DIFFERENCE

Adaptavist made a difference by tailoring what we could do to the client's circumstances. We applied our expertise to provide a quick but comprehensive remedy for their issues.

We also worked alongside the client to empower them to tune and manage their system in future. We took the time to understand their needs and to explain our approach such that OrthopaedicsOne found both the report and the discussions that took place 'very valuable'. Dr. Veillette is more than happy to recommend Adaptavist. In all of their interactions, he found us to be both highly knowledgeable and extremely helpful. "For the work they do and the ability to deliver in a timely fashion," he notes, "I think Adaptavist is well worth the premium cost of services."

He adds: "I have always enjoyed my discussions with them at all levels, whether it's with project managers or the actual developers. Each and every one of them seems to have the same passion for what they do."

As a result of that passion an ailing but crucial Confluence-based system has been saved, given a new lease of life, and can be made robust for some time to come.

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.

✉ For more information email: [sales@adaptavist.com](mailto:sales@adaptavist.com)

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