

Flexibility



How ScriptRunner accelerated automation for SAP Fieldglass

SAP FIELDGLASS NEEDED:

- ✓ Effective tools to enable automation
- ✓ A single solution customisation tool
- ✓ Optimisation of the external tools used on a daily basis
- ✓ Smart processes to support rapid growth

SCRIPTRUNNER DELIVERS:

- ✓ Out-of-the box automation
- ✓ Complete modification to the look and feel of Jira components
- ✓ Integration of ScriptRunner with other marketplace apps
- ✓ The ability to create and tailor different Jira workflows for different teams



BACKGROUND

The client

SAP Fieldglass headquartered in Chicago, Illinois, is a leader in external talent management and service procurement, achieving a turnover of over £23bn in 2017.

Their cloud-based vendor management system enables enterprises to find, engage and manage all types of flexible resourcing, including contingent workers, independent contractors, and consultants.

The ability to maximise cost savings, increase quality and operational agility are just some of the features positioning SAP Fieldglass as an award-winning frontrunner in the talent management space. Deployment spans 180 countries across multiple sectors including pharma, technology and finance, helping companies transform how work gets done.

THE CHALLENGE

With over 1,000 employees, improving team productivity and communication across all levels of their business is a top priority for SAP Fieldglass. Before using ScriptRunner, they had a labyrinth of disparate communication tools which did not provide them with the level of accuracy and transparency they needed to thrive. When asked about the speed and effectiveness of the tools at their disposal, Krishnanand Nayak, QA Lead at SAP Fieldglass, stated “you can feel the power, but you cannot feel the speed”.

With no central repository for data, it was scattered across many different applications, leading to challenges finding the right data for fast decision-making. It was clear that a more unified, automated and integrated system was needed to support the next phase of their growth trajectory.

Time for innovation has also increased, enabling SAP Fieldglass to explore new ideas and focus on delivering a superior customer experience.



WHY SAP FIELDGLASS CHOSE SCRIPTRUNNER

Automation is key to driving future growth at SAP Fieldglass. During their research into the best automation tools available, they realised that ScriptRunner was popping up again and again as the go-to solution of choice. To ensure they were on the right track, they sought advice from the wider Atlassian ecosystem, industry experts and peers, and after discovering that ScriptRunner also supported Groovy, it became clear it was the game-changer they needed.

COST AND TIME SOLUTIONS

“Time” is what Krishnanand noted is the biggest value ScriptRunner has given the SAP team. By increasing automation, they have been able to reduce their manual footprint significantly and focus on achieving higher-value goals as a business. Time for innovation has also increased, enabling SAP Fieldglass to explore new ideas and focus on delivering a superior customer experience.

Using ScriptRunner for automation, means that multiple steps can now be performed in one, resulting in improved efficiency and a reduction in operation costs. Although their data on cost and time savings is still nascent, SAP Fieldglass have been receiving exceptional feedback from their users and believe ScriptRunner is already delivering beyond their expectations.

“Working closely with the Adaptavist team will help instil best practices from the outset”.

Krishnanand Nayak, QA Lead at SAP Fieldglass

FAVOURITE FEATURES AND VALUE

Automation

SAP Fieldglass have been immersed in the Atlassian ecosystem for many years, incorporating Jira, Confluence, Bitbucket and Bamboo into their daily working life. However, prior to ScriptRunner, automation was not a feature that was possible for them. Being able to write their own scripts and set up recurring tasks in order to focus on higher value activities was essential for their continued growth.

At first, “it took around 4 weeks to build and automate our scripts using ScriptRunner, but now for any new project it takes on average 2-3 days at most”. SAP Fieldglass now uses the script feature extensively, having around 150 scripts in operation. As their use of ScriptRunner has deepened and evolved, so has their knowledge and expertise.

Integration

Seamless integration is at the core of ScriptRunner, SAP Fieldglass found this feature to be a fundamental benefit for them when wanting to integrate between Confluence and Jira, “we are able to get the data in Jira as you would want it on a non-technical Confluence page”. Krishnanand Nayak particularly likes the integration with IntelliJ as this allows him to write better scripts, faster.

Innovation

With more time being freed up due to automation, more time is being dedicated to innovation and testing out their ideas. Currently, SAP Fieldglass are in the conceptual stages of moving to a Data Center model, and they can now rapidly spin up testing environments to check and improve the development processes and any feature releases or defects.

Achieving ultimate flexibility with ScriptRunner means continuous innovation is now possible “by using REST Endpoints we can open the door to let other systems interact with Jira and find ways to manipulate the way data comes into Jira to suit our needs”.

The infographic features a purple background with a world map. At the top, there are icons of a man and a woman flanking the text '1000 employees'. Below this, it says 'Users in 180 countries'. At the bottom, there is a circular arrow icon with the number '1' in the center, followed by the text 'automation tool'.



HOW ADAPTAVIST HELPS

With the benefit of hindsight would SAP Fieldglass change anything? Krishnanand Nayak recommends “investing in a training programme to onboard teams and get them up to speed quickly, to make sure you get the most out of your investment in ScriptRunner”. It’s clear that the training sessions they attended with Adaptavist, have played a critical role in ensuring they got up and running fast to realise the full benefits and capabilities of the tool.

The relationship between SAP Fieldglass and Adaptavist has only strengthened since they welcomed ScriptRunner into their businesses. They believe that “working closely with the Adaptavist team will help instil best practices from the outset”.



Save time
Increase automation
Reduce operating costs



Adaptavist ScriptRunner

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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 is an Atlassian Platinum Solution Partner for the Enterprise and is widely recognised as the most technically advanced Enterprise Partner in the Atlassian ecosystem.

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