

# Connectors



## How Adaptavist created an Enterprise-level Confluence-based intranet for the whole UK Civil Service.

### THE NATIONAL ARCHIVES NEEDED:

- ✓ To replace their hard-copy Civil Service Directory (a listing of all civil servants)
- ✓ To enable people to connect and work together
- ✓ To replace an existing intranet with something that was "user-driven"
- ✓ The ability to scale up to serve hundreds of thousands of users

### ADAPTAVIST SUPPLIED:

- ✓ Confluence implementation using Adaptavist plugins
- ✓ A tailored look-and-feel
- ✓ Custom plugins created to provide a user-personalised dashboard
- ✓ Technical expertise and support focused on delivering a solution not just an implementation

"Adaptavist helped deliver a solution that is simple, stylish, low cost and reliable"

*Dr. Chris Owens | Civil Pages Service*

### THE CHALLENGE

The client's main drivers for the project were the desire to replace the hard-copy 'Civil Service Directory' and an intranet that wasn't meeting user needs.

The Civil Service Directory lists everyone working in the Civil Service. Difficult and costly to maintain as a hard-copy document, the replacement had the broader goal of going beyond being a directory. The task was to create a tool that connected people across the Civil Service enabling them to work together. In order to become a collaboration tool and replace the existing intranet, the solution needed to be user-centred but also be capable of scaling to serve several hundred thousand people.

The National Archives is the UK government's official archive. Holding over 1,000 years of the UK's national records for people to discover and use, they also give detailed guidance to other government departments on information management.

### THE SOLUTION

The solution incorporated two instances of Confluence with customised functionality and look-and-feel. A number of Add-Ons were used including ThemeBuilder and Community Bubbles, allowing the intranet to offer users a personalised experience in terms of information and their own profile.

Adaptavist also provided consultancy, theme customisation, support and bespoke plugin development services. By extending the capabilities of the Confluence wiki, Adaptavist was able to help system users to access knowledge and collaborate with users right across the Civil Service. The new system which is hosted on AWS also introduces the concept of Communities into their intranet.

 The National Archives



## THE RESULTS

Over 18,000 users actively use the Civil Pages Service. Chris Owens from the National Archives notes that we helped to provide a solution that is “open and scalable” with a successful “economic model that means we don’t have to pay a license per user”. This has meant that the user base can be scaled up quickly without prohibitive increases in licence costs.

The custom plugins have provided a personalised dashboard and created a directory where you can find people either by their names or what they do. The solution does not burden the admin team and is easy to use with little requirement for training.

The Civil Pages Intranet serves approximately 500 employees in the National Archives based across three separate sites. It provides project-based collaboration areas along with useful information such as organisational charts, links, news and updates.

“It has been very successful for us,” said the client. “Adaptavist helped deliver a solution that is simple, stylish, low-cost and reliable. It delivers on the desire to connect the disparate sectors of a huge organisation.”



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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