COMMUNARDO

THE HITCHHIKER'S GUIDE TO THE ATLASSIAN APP-GALAXY

EDITION 2023

CONTENT

Welcome, Earthman (or woman), to the exciting and ever-expanding galaxy of Atlassian apps. This is a place where innovators rule, and collaboration is found everywhere. But so are obstacles, pitfalls, and challenges of all shapes and sizes.

Navigating this ecosystem can be confusing for newcomers and old-timers alike. The star charts are constantly changing with new Atlassian tools, apps and use cases emerging seemingly out of nowhere – and age-old problems disappearing just as suddenly.

On your own, it can be easy to get lost in this galaxy. Fortunately, there are plenty of experienced guides (Solutions Partners and Marketplace Partners) who have explored the farthest reaches of innovation and come back to share their insights.

This Hitchhiker's Guide is a collection of their harrowing stories. Read on to learn about some of the most exciting apps in the Atlassian galaxy and discover how other intergalactic travelers have used them to overcome their challenges.

OUT-OF-THIS-WORLD INTEGRATION APPS

As hard as it is to imagine, Atlassian is just one galaxy out of many in the universe of possibilities. There are other large galaxies like Microsoft, IBM and Google, as well

as hundreds of smaller ones ranging from Asana to Zendesk. Unfortunately, not everyone is lucky enough to reside in the Atlassian galaxy. In fact, you may have colleagues or partners who are forced to operate in less advanced galaxies. Collaborating with these poor souls can require archaic tools like email and spreadsheets. This is no way to work in the Twenty-First Century. That's where integration apps come in. There are a number of integrations out there that allow you to connect Atlassian tools to other systems, enabling modern workflows and faster, simpler collaboration.

Communardo's User Profiles for Confluence is a great example. This app bridges the gap between Confluence and Microsoft's Active Directory, enabling administrators to easily create robust user profiles that are always up-to-date.

Another great example is K15t's Backbone Issue Sync for Jira. Built for Jira-to-Jira integration, this app allows business teams and partners to seamlessly collaborate across internal and external Jira Cloud, Data Center, Service Management, and even firewall-protected instances. Even better, connect the multiverse of team without friction through yasoon's Outlook Email for Jira. Far out, right?

INTERGALACTIC INTRANETS

Out of the box, Confluence is the best intranet platform in

the universe. You don't need to be a rocket scientist to use it. It's lightweight, yet incredibly powerful. And there are thousands of apps available to extend its capabilities.

In the second section of this guide, we explore some of the most interesting apps available. In it, you'll discover very simple solutions to everyday problems, like creating blog post templates (bitvoodoo). As well as more sophisticated implementations, such as how enterprises use apps like RefinedTheme (from Refined-Wiki) and Enterprise Theme (from bitvoodoo) to manage the thousands of spaces, pages and blog posts generated by their employees; create simpler, more efficient information architectures; and design custom user interfaces that support their brands and employee collaboration.

We searched near and far to find some of the most extraordinary uses for Confluence apps. Some of them were closer to home than others. You'll learn how Communardo's customers combine our User Profiles for Confluence and Metadata for Confluence apps to create personalized dashboards and newsfeeds for their employees. We also visited one of the stranger places on the planet, New York City, to discover how an Atlassian Solution Partner uses a constellation of apps to implement Customer and Partner Relationship Management (CRM/PRM) in their Confluence instance.

ROCKET-POWERED DEVOPS

Do you feel a need for speed? Well, strap on your helmet and fasten your seatbelt. In the third section of our guide,

we turn our attention to Jira apps built for agile enterprises.

If your business is like others, you likely began by deploying Jira for your software development teams. Then, once your developers started shipping better products and innovating at the speed of agile, someone asked, "How do we get the rest of the business to do the same?" Great question, clearly from a highly sentient being. And we've got the answer: Jira, with apps built to automate and optimize your workflows.

Take test engineering, for example. Is your TE team struggling to keep up with the demands of continuous integration and deployment? Well, there's an app for that. It's called Test Management for Jira by SmartBear. In this guide, you'll learn how one of Canada's largest retailers uses this app to manage and automate tests, enabling it to innovate faster and deliver more value to its customers. While it's not easy to keep up with the customer demands, leveraging Jira Service Management (JSM) can give your TE team a significant boost. Learn how Devinti helped its customers power up JSM with Extension, Active Directory Attributes Sync, Translation, Queues, and Actions for Jira Service Management to resolve all tickets at speed while ensuring seamless customer support.

We also take a fresh look at an old project management tool that's been reinvented for Jira: Gantt charts. Discover how a Japanese internet company uses WBS Gantt-Chart for Jira, from Ricksoft, to successfully manage large, complex projects that span multiple teams and involve a dizzying number of depen-

dencies. Then, take cross-functional projects to the next level with Profields for Jira, an app by DEISER that lets you consolidate data from all the projects to monitor and optimize performance at scale.

MASTERING A GALAXY OF CONTENT

Confluence and Jira are amazing collaboration tools. The only problem is that once people find out how great they are, you can quickly be overwhelmed by the number of spaces, pages, documents, and blog posts they create.

Mastering this content is essential to ensuring that your users can find the information they need to do their jobs and effectively collaborate with each other. In the final section of this guide, we explore a variety of apps that enable you to filter complex tables (StiltSoft), visualize processes with Lucidchart Diagrams (Lucidchart), create an enterprise-class documentation management system (K15t), structure attachments in Jira (StiltSoft), unlock the power of your metadata and easily streamline your wiki navigation (Communardo).

Read all about these apps to get expert tips and best practices for managing your Atlassian instance from businesses just like yours.

EXPLORE THE ATLASSIAN GALAXY WITH CONFIDENCE

The Atlassian galaxy is huge. Luckily, you're not alone. There's a vast network of Atlassian Solution Partners and Marketplace Vendors waiting to help you get where you need to go.

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Contact Communardo or any of the other Atlassian Vendors in this guide to learn more about the apps featured inside or to get expert help optimizing your Atlassian toolkit.

HAPPY EXPLORING!
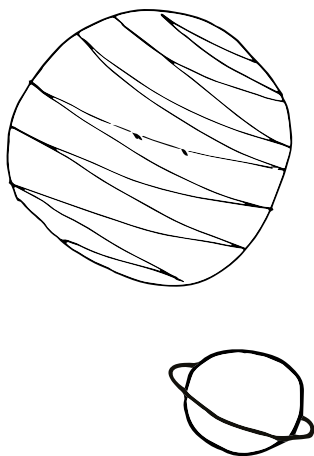
BACKBONE ISSUE SYNC FOR JIRA

K15T

When a leading German industrial company started collaborating with a world-renowned automaker, both sides were using Jira to track issues and often needed to collaborate on the same issue – but neither partner's users could log into the other's instance. This meant manually creating and updating equivalent issues in each instance which proved to be both inefficient and time-consuming.

Using Backbone Issue Sync, the partners can automatically synchronize issues between their instances, meaning that when an issue is created or changed in one instance, Back-bone automatically applies the same update in the partner instance. Users can now work on equivalent issues without needing to copy-paste issue data between Jira systems – reducing overhead and keeping all stakeholders on the same page. Even connecting Jira instances from behind enterprise firewalls is no problem, thanks to Backbone's ability to transmit issue data via file exchanges.

Over time, one of the organizations introduced a new privacy requirement to hide certain field names and workflow states from their partner, while still keeping everything in sync. Backbone's robust privacy settings now allows

Collaborate across department or B2B borders with automated JIRA issue synchronization.
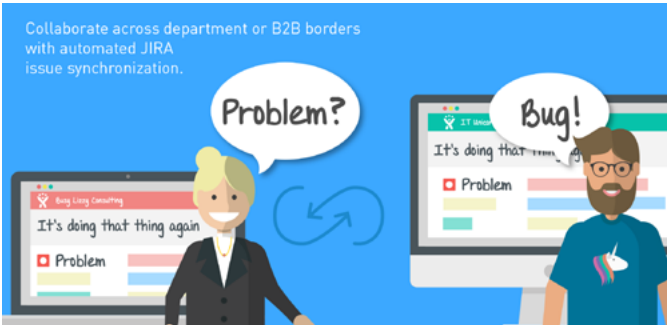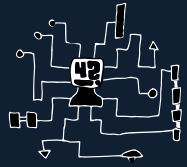
them to set aliases, rather than offer the actual field and status names, giving them total control over which configuration data is shared with or hidden from the partner. Furthermore, thanks to Backbone's ability to synchronize with remote instances without installing the app, the organization can also successfully synchronize with any partner, even those with especially tight security demands. From the moment they synchronized their first issue, these companies have been successfully relying on Backbone to keep their teams in sync. Even within remote Jira instances – and despite occasional challenging conditions – they have been able to streamline their collaboration processes, letting them work better together.

ELEMENTS CONNECT (FORMERLY NFEED) – EXTERNAL DATA IN CUSTOM FIELDS

ELEMENTS, A VALIANTYS COMPANY

In sales, the fine line between success and failure is often measured in how well opportunities are qualified. Is the prospect likely to buy? Is it worth the effort or should you disqualify them, right then and there? These aren't straight-forward questions, but insight-based prospecting can make a turbulent sales journey a bit more predictable.

Openminded is one of the leading independent pure-players in cybersecurity in France. Its services entail tailor-made security and network activities, from defining defense strategy to technical implementation and operations management.

Realizing the impact of opportunity qualification, Openminded used Jira with Elements Connect integration to manage the qualifying process. The app allows Openminded to fetch data from an external ERP (Enterprise Resource Planning) system into Jira, and seamlessly connect the operational teams and support function teams throughout the prospecting pipeline.

The challenge: organizing the opportunity qualification process

Before using Jira and Elements Connect, Openminded relied solely on Boond Manager. The tool's fundamental limitations, especially the missing custom fields, make it difficult to validate critical prospect data in the system. It also lacks workflow configuration for progress

tracking, which means poor visibility of responsible individuals for each prospect as well as lead statuses.

Account managers and business developers sometimes failed to close deals simply because the quality of data in the ERP wasn't as good as it should be.

"We knew we needed to move away from Boond Manager at some point," says Tsuyoshi Shimabukuro, CTO at Openminded. "We looked for a solution that would allow us to capitalize data so we can improve the quality of data in Boond Manager before migrating to another ERP."

Rather than recreating the wheel, they turned to Jira to optimize the opportunity qualification process. As the company is already managing their ITSM processes on Jira and the team's adoption of the platform was solid, extending the power of Jira to better manage opportunities seemed logical. That's where Elements Connect (formerly nFeed) comes into play.

Bringing data from the ERP into Jira

After some research, Shimabukuro decided to use Elements Connect (formerly nFeed) to simultaneously enforce the opportunity qualification process and enrich the ERP database.

Here's how it works. When users configure a new process in Jira to track opportunities, the data from Boond Manager is made available in Jira via Elements Connect. It will then populate various fields regarding the prospect's background. This process is built internally, with a Elements' Atlassiancertified consultant assisting the configuration of Elements Connect.
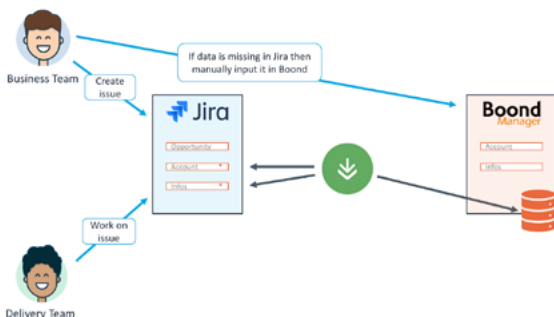
For each opportunity, account managers select the customer and their requirement. The custom Elements Connect fields are connected to the ERP database. Users can also define a dependency between the "Customer" field and the "Requirement" field. By customizing Elements Connect fields display via HTML and a scripting app, users can view the account's information from the ERP in read-only mode.

Centralizing information in Jira to facilitate interactions between stakeholders

Once the opportunity ticket is created, it becomes the single source of truth where business teams qualify customer data and operational teams manage tasks. Both teams will have a 360° view of the opportunity. Users do not need to toggle between tools or different modules in the same tool.

All the required information is made available from within Jira thanks to Elements Connect. "nFeed is a versatile app," says Tsuyoshi Shimabukuro. "One of the product's key strengths is the ability to manipulate data from several sources to enrich Jira issues.

You can customize the way you display this information to your users, which is a real bonus as using industry jargon within issues strengthen the adoption of Jira overall."

Leveraging Elements Connect even more
Feedback from management and users has been very positive for Openminded. They also enjoyed increased productivity and higher quality of data in the ERP. This encourages Tsuyoshi Shimabukuro and his team to hone data quality improvement initiatives as part of the migration from the legacy ERP to a new one in the future.

Openminded has more plans for Elements Connect. They want to leverage the versatility of the app to enrich issue tracking for security incidents, with information from in-house databases and indicators of compromise (IoC) data sources.

Visit the marketplace to learn more about Elements Connect and start your free trial today.
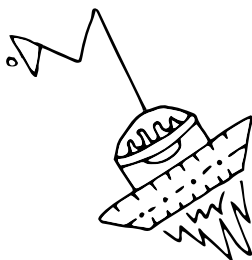
REFINED FOR JIRA AND CONFLUENCE
REFINED

"Warning! Threat detected! Immediate action required!"

Your mother ship's operating system detects a lethal virus that's fast approaching. Your crew members are on the edge of their seats as they're waiting for your next move – you have to be swift!

Building an escape portal is the only way to get everyone to safety but there's a blocker! Your crew members are operating in silos, as different platforms are used across the ship. Time's running out – what's your plan?

A Real-World Crisis

Much like in space adventures, a lot of unpredictable things can happen to businesses in the real world. The current pandemic is a prime example of that.

Box, a cloud content management and file sharing solution provider with about 2,000 employees, had to quickly find a way to deliver COVID information, policies, and organizational updates in real-time as employees commenced remote working in the middle of March 2020.

The company's senior executives had two clear goals in mind:

- Making sure that all employees were well aware that Box's offices were closed indefinitely;
- All employees had access to health and safety guidelines.

Delivery and accessibility of content were key to this crisis management plan, and the idea was to build a site to host

all the content. However, integration was an issue standing in the way.

Unavoidable Silos

Here's the thing, Box was transitioning between intranets at the time, so the company couldn't simply add a page to its company-wide site and call it a day.

Jira, Confluence, and Box Notes were at the center of the business functions, and different types of information were hosted across these three platforms. With tech ops and engineers preferring Confluence, product and support teams favoring Jira, and Box Notes storing a good amount of key documentation, silos were pretty evident.

This clearly wasn't an ideal situation, especially when employees were going to work remotely across the globe. That was when Box's IT Systems Engineer, Micheal Cyr, decided to build a portal that could bring all users from all

the platforms together. To make it possible, Refined for Jira and Refined for Confluence were brought into the picture.

One Portal to Bridge Them All

Refined offers Atlassian users the capability to make content clear, accessible, and actionable through its site-building product, which is integrated with Jira and Confluence. In simpler terms, if you want to build Confluence and Jira content onto your own site, Refined offers the infrastructure to do so.

Cyr had leveraged Refined solutions to build 15 sites enterprise-wide. Based on the success rate Box had had with Refined, it was only sensible for them to collaborate again to build this crisis management portal.

The main idea here was to have the portal up on both Jira and Confluence, hosting content and resources from

Box's main site. According to Cyr, he was very much familiar with Refined at the point, so he knew instantly that both apps could help him set up the portal in a short amount of time.

"Within the same page you're able to link to all these different content sources across two different platforms in order to get the content easily accessible to the people looking for it on a platform we're already heavily using for people requesting help and information."

-Michael Cyr, BOX IT systems engineer

Understanding the requirements was key to building the portal. Cyr had three considerations while working on the portal with Refined:

1. Identifying the types of important content that had to surface the portal as the pandemic unraveled;
2. Positioning this content at the top of the page to maintain ease of navigation;
3. Continuously evaluate users' needs to maintain engagement and freshness of content.

Ready for Takeoff

The portal was built almost instantly! With the help of internal customers, Cyr even had time to make a few quick iterations. In fact, it was ready right before remote working arrangements commenced.
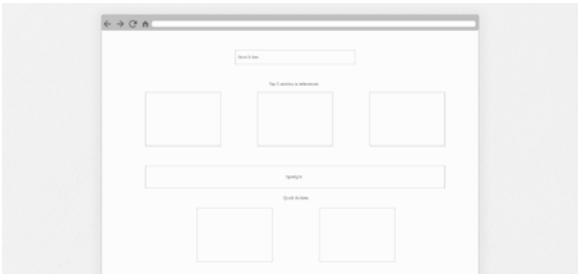
A blank template that Michael Cyr used to build the portal.

Cyr used templates to get the portal up and running quickly. He used a wireframe to help internal customers envision and build their own sites.

Once everything was ready for launch, Box's Chief People Officer, Jessica Swank, revealed the establishment of the portal in a company-wide email. It was used to support the announcement of the work-from-anywhere policy.

In the first week alone, more than 500 users visited the portal. Box also reported that traffic has remained high throughout the pandemic. Sure enough, that spelled success.

At a time when things were highly uncertain, unstable and scary, Box made sure that its employees are kept in
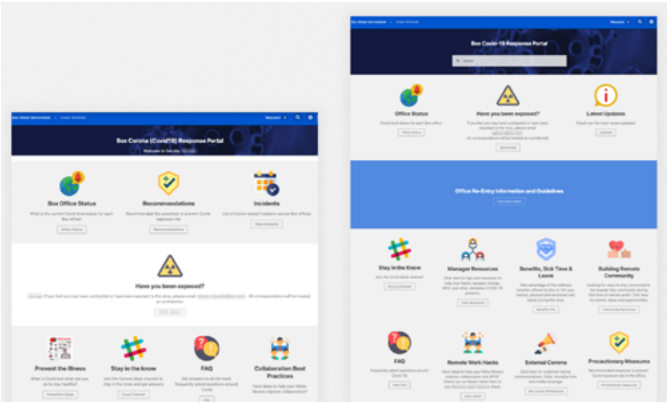
The first iteration of Box's Refined crisis portal (Left); The final portal, days later (Right).

the know constantly and consistently by delivering up-to-date information through the portal. Bottom line is, managing a crisis is never a walk in the park, but with the right partner you can even take on the galaxy.

During your space travels, whenever you locate a new planet or habitat, it's a protocol that your firstline crew members be the ones to dip their feet and test the waters.

Only when they have verified that the grounds are safe and threat-free you and the rest of your desk-facing crew members can follow suit. Your firstline crew members are also the ones to run spaceship maintenance routines because they know the ship best.

In short, they are – as the name suggests – the first in line to deal with organizational operations as they are usually on the ground.

However, they are typically not as digitized as your other crew members on board as they have different work requirements and are accustomed to basic technology processes. Whether it's in space or on earth, this circumstance remains.

Digitizing the Firstline Workforce

Gebrüder Peters GmbH, a household name in the construction industry, was facing a similar dilemma. Founded in 1903, the company is a large-scale service provider for building services equipment: from single-family homes to large-scale public sector projects. It has long proven its expertise in electrical engineering, supply technology, solar technology, building management, steel construction, and CAD software solutions.

As Gebrüder Peters embraced the modern-day work environment, they realized the need to digitize their operations – even across the firstline workforce.

What they needed was an in-house service desk to help facilitate cooperation across teams and hierarchies, which led them to leverage Jira Service Management (JSM) – one of the most proficient ITSM solutions in the market.

But here's the thing, the environment that the firstline workers are in and the demanding working conditions mean that they don't have the capacity to get acquainted with the ticketing systems or go through various screens just to communicate with the organization.

However, they have been using Microsoft 365 tools and relying on Office applications for on-site operations – which really works for them.

So, the issue here was that there are teams residing in JSM and teams residing in Microsoft, which of course, stunted integration efforts and resulted in silos.

Bridging the Silos between Two Worlds.
For any organization to be digitally empowered, they must first make sure that the processes are simplified enough to facilitate effective collaboration across teams.

In this case, Gebrüder Peters needed to find a way to simplify ticketing processes for firstline workers and service desk admins. More importantly, they needed capabilities that could make employees' lives as easy as possible despite the use of two different platforms.

The company's Digital Project Manager, Lisa Maria Creuso and Chief Digital Officer, Matthias Ortner began searching the market for solutions, but
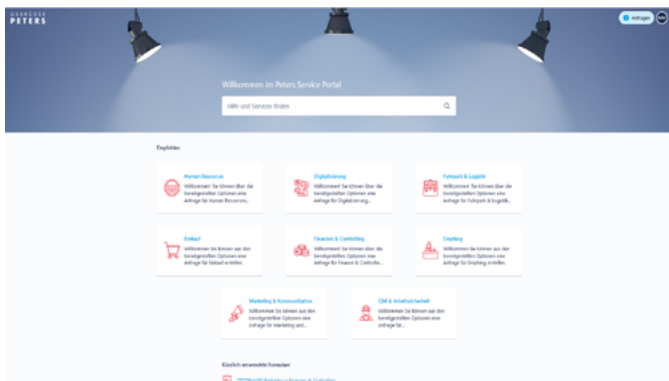
they already had a sound vendor choice in mind: yasoon. Both had experienced the effectiveness of yasoon's integration tools in their previous respective companies and knew that the Atlassian vendor would be able to tailor a solution for Gebrüder Peters. They began rolling it out in 2020 and has since then evolved to leveraging a more fully featured solution: **[Microsoft 365 for Jira.](#)**

The Best of Both Worlds

"yasoon's solutions let our internal customers use any channel of their choice to open tickets." - Matthias Ortner, Chief Digital Officer

Below are some of the key capabilities that are enabled by the integration solution.

Every ticketing need can be found in Microsoft Teams, on any device, thanks to the
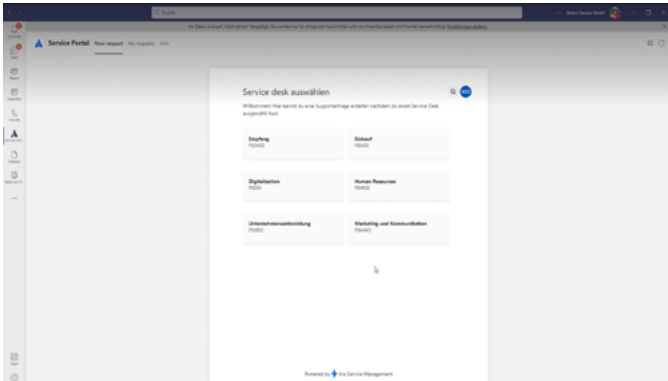
Direct Ticketing via Microsoft Teams

Since the issue here was the accessibility of JSM by firstline workforce, Ortner decided that the best resolution would be to embed the service portal in Microsoft Teams. That way, firstliners will no longer need to remember a Jira URL or password.

Single-Sign-On feature. This eliminates waiting time, reduces the number of screens, and makes workers' lives easier during on-site construction work.

The best part? Microsoft Teams users can directly open service tickets without waiting for a service agent.

Direct Ticketing via Microsoft Outlook

Creuso and Ortner also integrated Outlook and JSM which was a strategic move because now, service agents can turn a standard email from firstline workers into a Jira ticket.

This eliminates errors when copy-pasting information and saves them a lot of time.

A more prominent feature here is users can add a ticket-specific comment from Outlook and mention colleagues directly in that comment, without having to add them in Jira.

Seamless Communication between Internal Customers and Service Agents

Ortner also wanted to facilitate communication processes between Microsoft and JSM users. So, after a discussion with yasoon's Tech Lead, To-

bias, the team developed a feature where users can start a conversation with the relevant stakeholders in a Microsoft Teams Channel/Chat directly from a Jira ticket.

This not only helps everyone stay on the same page, it also enables effective communication across teams.

Individual Task Planning via Microsoft To Do

Gebrüder Peters also integrated JSM with Microsoft To Do to help employees easily plan and manage their individual tasks. Users can now combine tasks from marked emails, Planner, their Jira Service Management tickets and individual assignments.

This feature allows service agents to have a clear overview of all their tasks and better organize their work

without having to switch back and forth between tools.

Surfing Through the Galaxy without Silos

Mutual understanding of business needs was what allowed Gebrüder Peters and yasoon to unite all the teams across the organization successfully.

Currently, over 200 Gebrüder Peters GmbH employees use Microsoft 365 for Jira for their daily operations. The integrated system has also handled about 2,000 tickets since it was deployed, and efficiency has been the main currency for the company ever since.
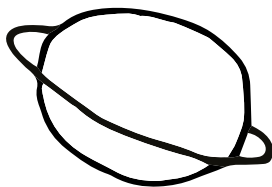
CUSTOM JIRA REPORTS THAT LEAD TO THE STARS

ACTONIC

As the chief medical officer of your starship, you've been tasked with a critical mission. Transport life-saving medications to the planet Zog that's three light years away!

To accomplish this mission, you first need to catalog all the medications and plot the course for your journey. As you input the data, an alarm wails. Your technology is outdated and it's draining all of the ship's power. How will you complete the mission on time?

You need an update... fast! Something that will help you get your task done, accurately set your course, and power your ship back up to warp speed so you

can save Zog's inhabitants. Chemical company BÜFA was facing a similar issue. Find out how Actonic brought their mission to success!

"Truly outstanding [....] all colleagues are happy." Everyone likes to hear these galactic good words. But this situation was not always like this at BÜFA, a major German chemical company. What steered them in the right direction?

Track Mission Progress with Report Builder

BÜFA is an independent chemical company that manufactures over 1000 different chemical products. In addition to the production of innovative chemicals of the highest quality standards, there is also the "just-in-

time" delivery for customers. Therefore, reliable tools for internal processes and self-optimization are essential.

The Application Technology team realized that Excel was no help there to track and improve the delivery time. They used an Excel spreadsheet to display which work package was currently located where, but a target-actual comparison was not available. Furthermore, this sheet had to be updated manually daily.

With a customized Jira report to success, Kristof Männel, the team lead for Application Technology, sought advice from the IT Management. They soon came up with the idea of using Report Builder from Actonic, an extremely versatile Jira app with numerous pre-built report templates to optimize their processes. The app alone was a tremendous help to the chemical company's team. However, BÜFA had a specific request to accurately visualize and track the desired date as well as the workload and goal of an order. It should be possible to precisely display at which time an issue changes status and enters the completion phase.

The solution to the problem
That's when BÜFA contacted Actonic Report Building Service. Whenever customers have special requirements for report creation, they can turn to the Report Building Service.

In this service, after a detailed requirements analysis, an individual report is created that is precisely the solution to their defined problem.

In a lively exchange, a requirements analysis took place and Actonic developed exactly the report that BÜFA wanted.

This is what the customized Jira report looks like

BÜFA wanted a bar chart of delivery date accuracy that always updates automatically. A realistic end date of an issue is defined in the Jira ticket as a target value and compared with the actual value. If the implementation of an issue is faster than the realistic end date, the bar is displayed in green, if it takes longer, in red. What is also an absolute added value for BÜFA: When clicking on the bars, the team is directed to the linked Jira tickets.

Using sample data from Actonic's developer team, the Jira report looks like this:
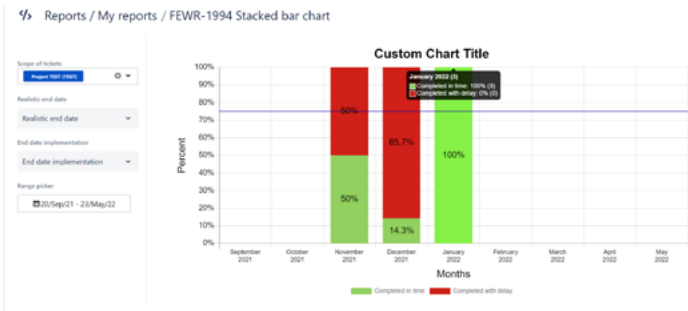
This Jira report has been used at BÜFA for several months now. The team around Mr. Männel started with a target of 75 percent on-time delivery. And despite environmental resource deficiencies, the Application Technology team was able to raise the bar by quite a bit thanks to the process revolution provided by its Report Builder report. Now, 80 percent on-time delivery is considered the standard.

"Truly outstanding": Report Building Service from Actonic

"Truly outstanding," says Mr. Männel about the solution Actonic's Report Building Service delivered him. "This report updates itself. We were able to throw the Excel spreadsheet overboard and all of our colleagues are happy."

Daily updated data, transparent visualizations and the link to Jira issues are a "win win win" for the satisfied team. Now, capacities can be managed much better in comparison to the "out of the box" Jira reports alone (and we don't even want to mention Excel at this point). The whole team benefits from the visual overview of the achieved performance. But also, the team lead sees an incredible benefit in the quick analysis.

Accelerate Success to Warp Speed with the Report Building Service

A Jira report that can solve all your problems? Report Builder makes it possible. As you just read, thanks to the Report Building Service, specific customer requests can be tackled.

Actonic creates any imaginable report a customer wants and is not satisfied until the customer is pleased. Whatever your team is missing to reach for the stars in the Atlassian galaxy, Actonic will work with you to find the individual solution to your problem!

To escape the clutches of gravity, every spacecraft requires tremendous propulsion from the boosters attached to it. Similarly, for your customer service to ascend to the next level, you need three "boosters"—supplementary apps to your Jira instance.
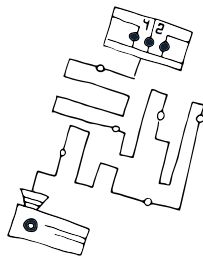
Booster #1:
Customer & Organization Management for Jira Service Management

Customer Details collects additional data about customers and organizations on Jira Service Management. You can design a form specifying the exact kind of data to collect, which agents and customers can fill out on their own. No more stuck agents due to a lack of other information about the reporting incident. Many companies save time with it – and as we all know, time is money.

„Customer & Organization Management is saving my clients precious time as they fill out our Service Desk forms. All of my clients have said they are very happy now that they don't have to fill out the same information each time they submit a ticket." - Katherine from Compliance Systems

Booster #2:
Feature Bundle for Jira Service Management

Delegation is key to effective project management, and it's not limited to your customer service agents. You can now put requests in customers' hands, allow them to

change their requests, and update them on your rules.

„Feature Bundle for JSM Cloud allows us to easily modify fields from the user portal and by the user himself" Rafael from Izertis

Communication is also essential. If your agents don't receive clear orders, chaos is imminent. So, you should keep everybody well-informed and make sure they all receive important announcements. Feature Bundle has an expanded portal banners editor that allows you to do so – you can create many announcement banners and customize them as needed.

„The announcement banner capability is really good, since it allows the scheduling of announcements and much customization if an especially important announcement needs to be very prominent to get the service desk customers' attention." - Betsy from Appfire

Booster #3:
Hubspot CRM Integration for Jira

The Hubspot CRM integration is the final way to boost your Jira Service Management . That way, your Jira-based teams (support and DevOps) and Hubspot-based teams (marketing & sales) can collaborate even more tightly than before.

By embedding HubSpot data within the Jira issue, your team members no longer have to alternate between tools. Instead, users can link issues with the HubSpot object, integrate the needed data, and still search for the issues they need with JQL. It supports custom fields as well, which keeps everyone up to date.

Using it „will end up delivering massive value to our support staff leveraging Jira Service Desk" – Kaiser from Eldermark

SINGLE SIGN-ON AND USER SYNC FOR EMPLOYEE ONBOARDING

RE:SOLUTION

Managing an armada of applications in your Atlassian Galaxy can be overwhelming. Sometimes, these Atlassian apps lack the essential components for your brigades to reach full velocity. Cue: resolution. Something both Spock and Kirk agree on is security compliance. That's why, when a leading insurance firm needed their comrades to access a massive internal HR portal, they went to the galaxy leader for authentication and provisioning software.

The Fortune 500 insurance conglomerate ran an HR portal on Confluence supporting over twenty thousand employees. In theory, employees would submit tickets to the HR portal for support via email. These support tickets were stored and managed in Jira Service Management (JSM). The problem was that as soon as someone sent their first email to the HR portal, a JSM account would automatically be created. In which case, employees wouldn't know the password to their JSM accounts for future access.

For the risk assessment team, the HR portal was the key component in guiding new recruits through basic training. Onboarding **could** be done seamlessly through the creation of Jira tasks once the new hire created their account. Keyword: could.

Issue 1: Connecting their main database to Atlassian

apps to provision new recruits would trigger the creation of the basic training regimen, also referred to as onboarding.

Issue 2: Their 20,000+ strong battalion was only using the portal once or twice per annum and either forgot how to access it or forgot the password. This put unnecessary stress on IT staff while also creating barriers for employees to request basic HR support, eg. scheduling their vacations.

re:solution heeded the distress calls and answered with a solution: **SAML Single Sign-on** with provisioning done by their User Sync.

The insurance corporation already managed their comrades with AD FS, so resolution could easily integrate with their SSO. This allowed automatic authentication for HR portal access, so that users could be automatically provisioned or deprovisioned.

re:solution helped the customer to create:

- More secure and compliant security standards with centralized user management

- More efficient use of IT personnel and budget

- Automatic user provisioning and deprovisioning

- More efficient process for employee onboarding: via User Sync, a Jira task is assigned to an employee before they activate their account in Jira. When the employee starts, they are guided by a list of Jira Tasks, which helps them complete the most essential activities to get started.

EXALATE JIRA ISSUE SYNC
IDALKO

A lot of unexpected things can happen during your space travel across the Atlassian galaxy – and you might not always be ready for it. Some of your biggest obstacles may make you realize that your crews are working in silos and your spaceships' technology doesn't support your journey toward mission-critical goals.

Let's say that you sent multiple ships on a quest to explore a foreign planet in the galaxy, but your crews encountered a problem upon arrival because they could not perform any critical action without approval from the mothership.

Requests being sent back and forth simply makes it impossible for your crews to operate effectively. Even worse, they can't access information easily because data isn't synchronized across your crews' spaceships. How do you expect them to survive the mission?

Trouble in the Real World
Disintegrated systems and siloed teams are proving to be a common enemy to operational excellence.

Turkey's biggest pension and life insurance company was in a similar situation. Despite being a leader in the industry, the company had a pretty disintegrated internal system which made it hard for them to operate; especially with nearly 3000 agencies.
Firstly, they had a core system which was developed by a

supplier. Secondly, they didn't have in-house/SDSS software which forced them to use their supplier's Jira instance. This was already limiting their capabilities and control over their own operations. More importantly, they couldn't integrate data between teams seamlessly because the Jira wasn't their own.

Blockers along the Way

According to their information security officer, they also faced the following challenges:

- They had to rely heavily on their supplier for software development and improvement efforts.
- Modifying their supplier's Jira to meet changing requirements was pretty much impossible.
- They were not able to store any archives of their tickets; if they needed to access ticket history, they had to issue a request to the supplier.
- Apart from the core system, they were also using CRM and web development tools which were not integrated.
- They did not have full control over their ticketing system or the shared data between all systems.

Tackling All Blockers for Smooth Sailing

The company knew they had to act fast. Because they had a niche use case, the team had a few goals in mind:

- Ability to synchronize their tickets between the systems
- Have control over how tickets were sent out and received
- Autonomous navigation over their tickets and their history

They considered developing their own in-house solution and were researching third party apps that could help resolve their issues.

Exalate was a top contender. The solution offers a seamless integration between Jira instances and other internal systems, so it just had to be tested out. Sure enough, the solution proved to be a great fit for the company. At the core of it all, Exalate allowed them to gain full control over the data that they share and how it's shared. They were able to sync between their own core system and the supplier's flexibly and autonomously.

Integration between multiple Jira instances and other internal systems were also established seamlessly. On top of that, the support system offered was very reliable.
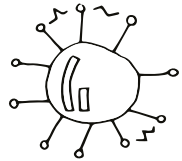
"Flexibility along with autonomy is for sure the most outstanding feature in Exalate. We are integrating with our supplier's Jira, and in the meantime, I can manage some internal tickets in the same project. It's now our decision which ticket needs to be handled internally or should go out to our supplier. All we need to do is push a button. It's amazing how flexible and easy it is to use Exalate."

Onuralp Öznalbant,
Türkiye Sigorta IT Information Security Officer
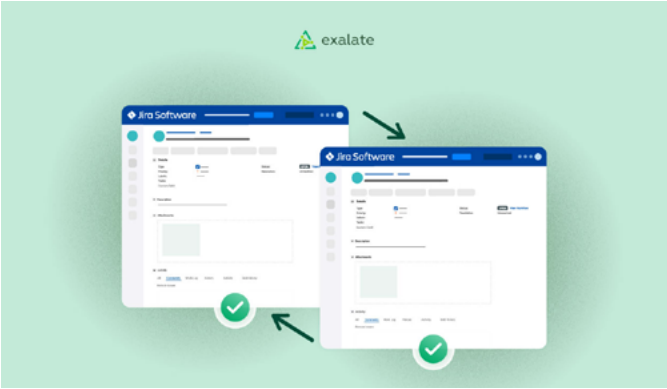
More Feats than Expected

Adopting Exalate not only solved the issues, but it also helped them be more productive and saved a lot of time since they no longer need to manage two siloed systems.

Now that all the Jira instances are well-integrated, data management has become significantly more efficient.

Looking at how Exalate has enabled them to be more digitally connected, they're looking forward to leveraging the solution to help them integrate the different systems they use to manage and the pension and life insurance departments' functions.

"It was very important for us to assess the solution's flexibility to see if we could improve or develop a better sync with our supplier. Exalate met all our requirements and during the past four years, it has even been supporting us in many other ways. There have also been a lot of bugs and problems in the systems that were resolved thanks to the Exalate support."

Onuralp Öznalbant,
Türkiye Sigorta IT Information Security Officer

Greater Missions Await
While it's key that you adopt different systems to support different teams' needs, it's also critical that you have autonomous control over them so that every department can work as a unit.

Ensuring that your systems are well-integrated is not always the easiest task, so it's key that you choose the best solution to meet your requirements.

Start analyzing the silos in your organization today and get ahead of your blockers for smooth sailing across the Atlassian galaxy.
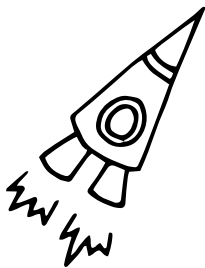
OUTLOOK CALENDARS FOR CONFLUENCE

YASOON

Weird things can happen in outer space due to gravitational forces. For example, you could end up like Matthew McConaughey in Interstellar, who landed on a planet experiencing extreme dilation and later found out that an hour spent there equaled seven years on Earth. The time slippage didn't affect his career too much (he was a farmer), but what if he was running his own business instead? His company would probably have gone bust with his absence.

Hypothetically, had he had access to his Earth calendar, he would have gotten updates every other minute and realized something was amiss with the planet's time flow. Unfortunately, he probably had access to a different calendar (Outlook) than the one his Earth company was using (Confluence), and any updates made by his staff were only visible to the Confluence calendar.

While businesses won't have to worry about supermassive black holes or time dilation anytime soon, one problem they do face is poor calendar management. For example, businesses working in the Microsoft 365 and Atlassian environment often use both Outlook and Confluence Calendars, which can lead to inefficient redundancies. Team members need to maintain and update multiple calendars separately, which is time-consuming and annoying.

Is there a more efficient way to manage your calendars?

Say Hello To [Outlook Calendars for Confluence](#)

Say hello to Outlook Calendars for Confluence. Based on Microsoft 365, it stores all of your calendar data in a single location and is fully integrated with all your Office products— i.e, Microsoft Teams. It also reliably updates your data in real time. Let's see how smoothly your Confluence calendars can support you and your team in your daily work.

Applying For Vacation Leave Is A Breeze

Let's say you're working at Matthew McConaughey's hypothetical company. He's been absent for 14 days and you're wanting to apply for vacation leave. However, the vacation calendar is centrally managed by him in a separate data silo, so you aren't sure who is off during the time and whether it's a good time to apply or not.

If Matthew were using Outlook Calendars for Conflu-ence, he could have added Outlook Calendar data to the relevant project-specific Confluence pages. All he had to do was add the calendar macro, choose the relevant holiday calendars in Outlook, and then give your team access to the holiday calendar in Confluence. The dates are neatly displayed, and you can easily plan your leave accordingly.

Better Service and Support

Say that you're the Head of Customer Support in Matthew McConaughey's hypothetical company. How do you ensure that the wheels don't fall off the cart in his absence? The key is better time management. What is your team's current workload? Are there any support tickets waiting to be assigned ? Are there support tickets with upcoming, critical due dates? All those dates are usually saved in Jira. Meanwhile, you almost exclusively use Outlook to communicate with customers and colleagues, and organize schedules and appointments,

just like any other companies and teams do. But then again, this means different data silos and sources of information (Jira and Outlook).

Outlook Calendars for Confluence lets you combine the data and share everything in one team calendar.

Combining Jira issue dates and Outlook calendar information is the game-changer you need. It saves time by showing what is most important and which team members can solve the issue fastest.

Guess who's getting promoted when Matthew gets back?

Improved IT Project Planning
Let's say Matthew McConaughey is also Head of IT in his hypothetical company.

Before leaving on his intergalactic mission, he could have used Outlook Calendars for Confluence to ensure his IT management team would be able to run smoothly in his absence.

Confluence calendars already do a great job of translating abstract planning dates into a neat visual overview. By adding accurate Microsoft 365-based calendar data, the existing Confluence pages in his company can now reveal potential dependencies, give individuals clarity on how they can plan their activities, and show how and when things can be built.

Calendars synced across tools using other apps are not always up-to-date because the data is not exchanged in real time. Especially in IT project planning, reliable data is needed to plan efficiently. Now, his team members don't have to switch between programs or even copy and paste information from one tool to the other, which means no information is lost on the way, and he can go gallivanting across the universe in peace.

Manage Your Calendars The Smart Way

Outlook Calendars for Confluence can benefit your business in many ways, even if you aren't planning any intergalactic travels anytime soon. Applying for leaves is easier, as is IT project planning. All calendar data is visible in Confluence, in real-time and without duplicate calendar management. Your team now has full visibility of all project-related appointments in Confluence. This helps them to stay on track, even if their manager is halfway across the galaxy!

Bonus: You can also embed your Microsoft Teams calendars in Confluence. Now, you can create Teams-native calendars and add them as a macro to any page or space with just a few clicks. A centrally managed calendar in Microsoft Teams makes collaborating across teams very easy because you don't have to add people to meetings and appointments separately.

POWER BI CONNECTOR FOR JIRA

ALPHA SERVE

Putting an astronaut in space requires flawless project management and execution. Every aspect of the launch, ranging from the astronaut's health to the structural integrity of the spacecraft to the weather conditions, must be fully accounted for. Similarly, a client of Alpha Serve, a technological research and consulting firm with over 5000 employees based in the United States, required an equal if not greater level of project management quality to operate successfully.

Even though the company is currently using Jira for project management, they were managing a large number of projects that involve different departments with a large number of employees.

As a result, and considering the limitations in native Jira reporting, they struggled to keep track of complex project management and lacked custom reports to make sense of all the data generated.

The client addressed the Alpha Serve team with the following requests. Project leads were required to know how many tasks the team completed in each Sprint, the Project Manager to see how many team requests were managed by him, and the Project Administrator to track the status of each project across Jira.

The decision was made to analyze data using the advanced features of the Power BI analytical tool. However, for this solution to work, it requi-

red seamless data transfer between Power BI and Jira. After extensive market research and evaluation of all pros and cons, it was clear that a Jira/BI connector was needed.

In this case, the aptly-named Power BI Connector for Jira was just what the doctor ordered. As a ready-to-use solution for effortless Jira Power BI integration, it provides a flexible approach to creating custom reports based on multiple data sources in mi-

nutes. In addition, it doesn't require any technical skills to configure and implement.

With Power BI Connector for Jira by Alpha Serve, the team was able to track the progress during the Sprint and review the Sprint in retrospect. It also provided a comprehensive view of all the tasks associated with a sprint and their current status. For Alpha Serve's client, Project management just got a lot simpler and more efficient!
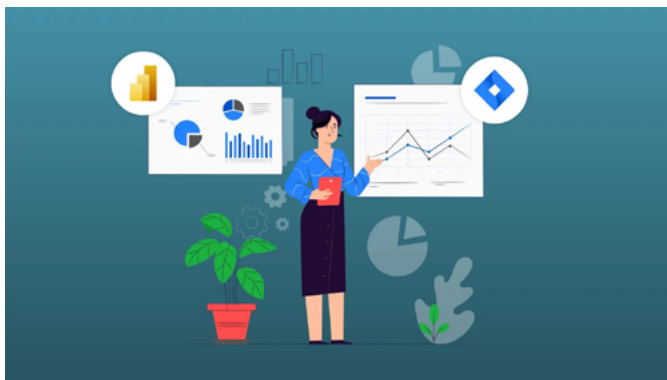
OUT OF OFFICE ASSISTANT FOR JIRA

RE:SOLUTION

Numerous races compete in the Atlassian galaxy. The gregarious DevOpticons. The Agilists and their ceremonies. The Waterfallians and the Service Management Troopers.

All of them have different software creeds and product specializations, making peace unimaginable.

There is only one thing every galactic traveler has in common: hibernation. No matter how experienced, ambitious, or addicted to star dandruff – everyone has to hibernate lest they want to succumb to hyperspeed.

But alas! Not all travelers can hibernate simultaneously. Jira tasks for ship maintenance, route control and weapon upgrades are received from headquarters. They must be taken off the hibernator's shoulders and assigned to a deputy. Being a coverer, as deputies are known in hypertravel jargon, is the highest honor for any traveler.
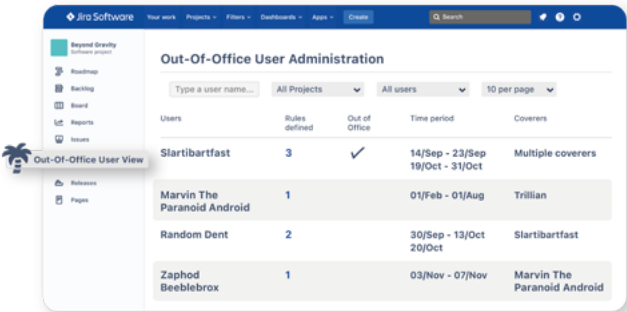
And thus a powerful marketplace app is silently expanding its tentacles, installed in instances all over the Atlassian galaxy. One that allows to maximize hibernation time without impeding efficient transportation. One that allows coverers to stand out as the dreaded banners of their race. Out of Office Assistant for Jira Cloud is its name. resolution its maker.

Every race has to answer 5 questions when setting up Out of Office. Here are the answers of the software team for internal applications at a car manufacturer.

How are rules activated?

What's possible: Out of Office rules can be triggered from within Jira, from Slack, or from hundreds of other apps via Zapier – including Outlook and Google Calendar.

How does the car manufacturer do it: Each user's Google Calendar is connected to Out of Office with Zapier. This tends to happen on mobile devices for shorter requests for time off to hibernate. New Out of Office events in Google Calendar show up in Jira with the delegation parameters set up for each user in Zapier. Once active, coverers start receiving reassigned work.

TEAM COVERERS
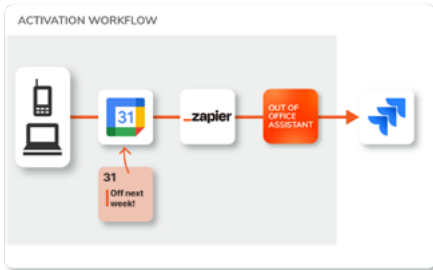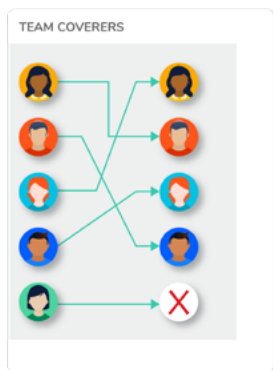
How are coverers appointed?
What's possible: Out of Office allows to create multiple coverers for the same leave. Other galactic travelers operate with JQLs that reassign work based on which component it belongs to, or which planet does the customer come from.
How does the car manufacturer do it: A simpler structure. Each software traveler has always the same coverer and is always the coverer for the same comrade. Ideally, nobody covers for more than one person.

How is time off scheduled?
What's possible: In Out of Office, travelers can schedule their hibernation for themselves. But they can also rely on Jira admins and project admins to create rules for them.

How does the car manufacturer do it: Each traveler can decide when they want to hibernate as long as the mission is not at risk.

However, it's mandatory to coordinate with coverers. Rules are then created by each user for themselves.

In the case of longer absences like maternity leaves or sabbaticals, coverers can be appointed on a project basis.

How is ownership defined?
What's possible: How coverers work on issues that have been reassigned to them can vary a lot. Reassigning

them to the most suitable specialist based on the case, working on urgent issues only, or owning every issue – these are all viable approaches.

How does the car manufacturer do it: Coverers proudly own delegated tasks. However, it's common for workload to exceed capacity (particularly when engaging in landing maneuvers). In that case, tasks may go through the prioritization process again to ensure that the most important work is delivered and the right trade-offs are discussed.

Are any issues not reassigned?

What's possible: Out of Office can reassign new issues in every project – but that's just the default. Which projects, issue types, and users are involved is entirely flexible.

How does the car manufacturer do it: When a traveler hibernates for a short time (for example due to sick leaves or a long weekend), larger tasks that are already in process are not delegated to coverers. Some members of the crew have a unique skillset that can't be replaced. It's the case of an hologram producer and some of the most experienced magnetic shield engineers. Their issues are not reassigned. Instead, delays are accounted and planned for. Alternative missions that rely on other skillsets are then executed.

VIEWTRACKER - ANALYTICS FOR CONFLUENCE

BITVOODOO

Imagine you're the technical writer documenting the construction of the second Death Star. You're probably worried: Is the written documentation clear enough? Will they fortify the exhaust vent leading straight to the reactor core? Are the Stormtroopers reading my content? The stakes aren't that high for Sergey Rodin, a former Senior Writer at Ninja Van, but technical writers generally share the same concerns no matter the organization. The app Viewtracker - Analytics for Confluence provides Sergey with the actual numbers to take some of the guesswork away.

Ninja Van is a warehouse logistics provider in Southeast Asia whose technical department relies heavily on Confluence for internal documentation. Sergey Rodin, their Senior Writer, was responsible for ensuring that Ninja Van developers adhere to the guidelines and processes put in place by him and his team. However, he lacks visibility on the performance of his content since technical writing rarely receives any direct user feedback.

Enter Viewtracker - Analytics for Confluence

Using Viewtracker, Sergey now has full access to the analytics of pages that are particularly important to him, like the coding style guide. The data provided him with clear actionable insights - he found out that many developers weren't actively using the style guide, so he actively promoted it, and the number of page views spiked.

The data is also great for stakeholder management. By sharing the relevant page and space usage metrics from Viewtracker, he also found it much easier to get stakeholder buy-in for his new content ideas. For example, by using Viewtracker's Search Report, he can create new content covering frequently searched terms that currently get no search results.

Beyond the helpful qualitative data, using Viewtracker also had some intangible benefits, most notably the improved internal conversation quality. From the list of best-performing pages with the most views, technical writers could now dive deeper into which ones were most helpful and what could be further improved.

Technical writers crave confirmation that their work positively affects the target audience. Viewtracker takes the guesswork out and puts them in a position for greater success!

DATA PRIVACY FOR CONFLUENCE AND JIRA

ACTONIC

The universe is a dangerous place. Space pirates have been stealing the identity of crew members, so security is on high alert. Ever since the evil Zaxobrax hacked into the high commander's Rocket Chocolates account, stole his plutonium card number, and bought a missile, all spaceships — from exploration to merchant ships — need to change how they handle crew members' data. How can ship captains and engineers navigate these changes?

Guiding yourself through the expanding universe of data privacy laws can be quite a challenge. Actonic has developed an app to help you stay privacy compliant in Jira and Confluence. Even one of the largest development banks in the world is convinced and

can only work privacy-compliant thanks to this app.

Earmarking, user anonymization, or user agreements: Since 2018, the European Union's General Data Protection Regulation (GDPR) has dominated the privacy policy galaxy. Numerous companies have faced major challenges since then. Especially high data protection guidelines are set in the banking sector.

The challenge for KfW
KfW is one of the world's largest development banks and has been working to improve economic, social, and ecological living conditions worldwide since 1948. KfW processes the personal data of its employees, which are subject to special retention and deletion periods due to the regulated industry.

Depending on the case and purpose, the creator of an issue must be anonymized after a period of one or two years. With more than 6700 employees worldwide, this is a very time-consuming task. Wouldn't it be great if there was a tool that could do these tiresome tasks completely automatically in a short time?

The guide through the data security galaxy

KfW asked itself this question and performed a market survey, including a request for proposals. The result was that the powerful Confluence software from Atlassian is ideally suited for documentation and knowledge transfer in companies. There was only one problem: Data protection compliance was not included. Therefore, KfW was looking for an add-on for Confluence in this call for proposals, which would enable data privacy-compliant use according to the EU-GDPR. This is where our Atlassian partner Scolution comes into play.

Navigating the universe with partners

As an external service provider, Scolution advised KfW comprehensively and proposed the GDPR extension we had developed. Intensive analysis showed that only Data Protection and Security Toolkit would make Confluence usable for KfW. No other add-on in the Atlassian Marketplace can optimize Confluence in accordance with data protection. During individual training sessions, Scolution and KfW were taught how to use the developed features and the software. At any time, all parties were in active and communicative exchange with each other to develop solutions together quickly and pragmatically. Thus, the

implementation of the plug-in was also a short and uncomplicated process, which helps KfW in its sustainable business.

"The additional value for our workflow is essential."

Confluence with our Data Protection add-on has been in use by KfW since May 2021. Users benefit from an incomparable added value. The handling is straightforward, intuitive, and efficient. Volker Helmer, Expoert Requirements & Functional Design of KfW states: "Thanks to Actonic's <Data Protection and Security Toolkit for Confluence> extension, we, as one of the largest development banks in the world, are able to design our services and processes in compliance with EU data protection requirements and offer them to our customers. The additional value for our workflow is essential. Many thanks for the quick Confluence integration and continuous further development of the add-on according to our individual requirements!"

Your reliable star map for data security

And the best comes here: We developed this app not only for Confluence but also for Jira. Anonymize users, customize announcement banners, get consent or manage statistics. All this and more is possible with Data Protection and Security Toolkit for Confluence. One of the world's leading development banks trusts it. What about you?

STRUCTURE AND THEME CONFLUENCE

REFINED

With the digital universe doubling in size every two years, users often struggle to navigate content and find the information they need. This is what drove Comalatech, a platinum vendor in the Atlassian ecosystem to revamp their product documentation wiki to ensure information about their apps is visual, accessible and easy to navigate.

Comalatech leveraged Refined to give their public wiki documentation on Confluence Server a makeover. Having a fresh information design makes the wiki easier to navigate while keeping the company's corporate identity consistent across all digital properties.

Comalatech customers can now easily search and access the documentation they need.

Visually powerful: How Refined improved Comalatech's Confluence wiki
Redesigning Comalatech's Confluence space with Refined was a straightforward process, which included the following three steps:

1. Navigation Improvements: Reorganization of spaces to improve navigation.

2. Corporate identity alignment: Rework of the theme to match the Comalatech brand

3. New site home: Rework of the site home layout (landing page)

Navigation improvements

Comalatech's old wiki featured all of their products at the top-level navigation bar. As they continued to grow the product portfolio, the menu was also extended. This led to the need to reorganize the categories, keeping the main navigation at just four categories. Refined enabled them to set 'subcategory' pages, structured into columns in the drop-down menu as in the image below.

A new look that matches the Comalatech corporate identity

Refined's built-in theme editor offered a simple way to customize the Confluence wiki to match Comalatech's corporate identity, giving the homepage a modern look and feel.
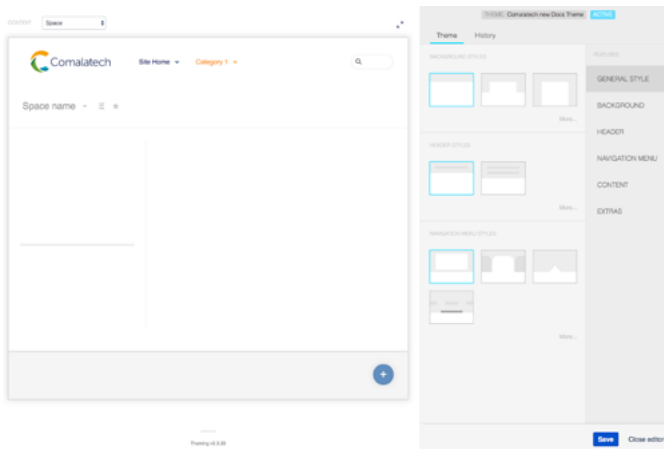
It's extremely simple to upload a banner image to match with their website and synchronize the theme across all pages. For example, here is the new look of the same theme on a space home:
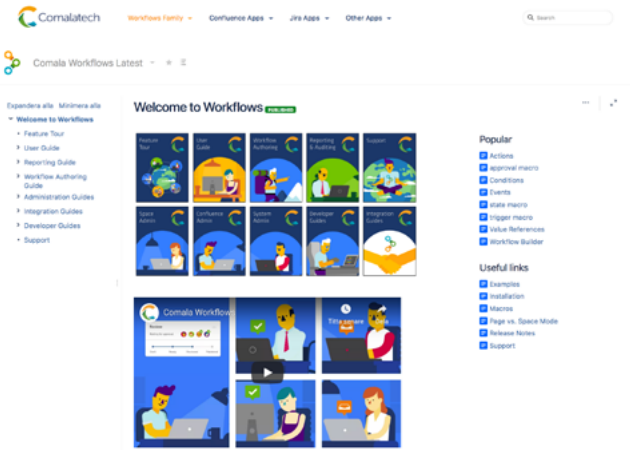
Reworking the documentation site home

Updating the layout and the look of the landing page was a large part of the page design improvement. With Refined's dynamic layout editor, Comalatech was able to customize the wiki home-page with no code required.

Refined for Confluence also comes with the capability to custo-mize the footer of Confluence, allowing Comalatech to add all the necessary links to the bottom of the page. They are looking to extend this design to the Comalatech support portal with Re-fined for Jira Service Management.

CUSTOMER AND PARTNER RELATIONSHIP MANAGEMENT IN CONFLUENCE

MULTIPLE VENDORS

Travel around the Atlassian galaxy long enough, and you'll find that there are nearly as many uses for Confluence as there are stars. With hundreds of Solution Partners, thousands of Marketplace apps, and tens of thousands of organizations using Atlassian software, there's no shortage of innovation or use cases.

We recently travelled to one of the strangest places in the galaxy to discover how one company uses Confluence for customer and partner relationship management (CRM & PRM). Below we describe the unique constellation of apps a US Atlassian Partner employs

for CRM/PRM in Confluence. They use Confluence as their own knowledge base and team collaboration tool. And over the years they have developed a number of best practices and innovative use cases, including CRM/PRM.

As a fast-growing business, this company recognized the need for customer and partner relationship management. They needed an overview of their customers, prospects and partners to help build strong and sustainable relationships with them. For most organizations, such visibility is essential for continued success and growth of a business.

They used four apps to extend their Confluence wiki:

- **Google Apps Connector** by M20 Technology – to connect Confluence with the company's Google Apps account to retrieve contact details

- **Reporting and Scaffolding** by ServiceRocket – for building a table with contacts of customers and partners on a Confluence page

- **Table Filter and Charts for Confluence** by StiltSoft – to dynamically filter the contacts table (e.g. search for a specific contact), find all contacts of a certain type (customer, prospect, or partner) or within a given location, and hide columns irrelevant for a current session

This constellation of apps enables the company to create a table with contacts similar to the one below:

This example contacts table includes:

- 6 columns that are automatically populated with data from a linked Google Apps account: **Name, Company, Email, City, State, Phone**

- the **Type column**, which has a predefined list of options a maintainer of a contacts table needs to manually choose from (customer, prospect, partner)

- the **Notes column**, where you can enter any additional contact related information.

Columns can easily be added (e.g. contact status, job title, LinkedIn profile, lead source) or deleted from the contacts table as needed.

Filtering and finding contacts

The Atlassian Partner uses the Table Filter and Charts for Confluence app to easily search, filter, and analyze contact reports. Some common filters are:

- Global filter to search in all columns of a table

- 'Company' free text filter for search by Company name

- 'Type' drop-down filter to filter by contact type, e.g. to see only prospects

- Hide columns filter to select what columns are not important for your current goals and should be hidden

Filters can be added and changed on the fly in the filtration panel. The contacts report is dynamically updated when the filters are applied. This company likes this solution because it also enables them to create pivot tables and illustrative charts to get a quick summary of the contacts table and analyze the contacts list.

It's incredibly convenient to manage your contacts in the platform where your collaboration happens. This is just one of many interesting use cases for Confluence. Keep reading to see some of the other amazing ways businesses of all shapes and sizes are using Atlassian software.
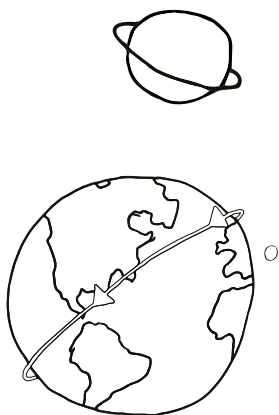
METADATA, USER PROFILES FOR CONFLUENCE & SCROLL TRANSLATIONS

COMMUNARDO & K15T

A long time ago in a galaxy far, far away, organizations displayed all of the company news on one page that was visible to all employees regardless of language, location or role. Productivity was lost, and so were employees as they scrolled through headline after headline in search of relevance. But then, hope emerged in the form of personalized newsfeeds developed by a small group of forward-thinking IT leaders. This is their story.

The Challenge

In today's international enterprises, employees can be overwhelmed by the number of announcements, blog posts, and other content that appears on the intranet homepage every day. The problem is that much of this information is specific to a specific location or team. Meaning organizations have had to choose between either publishing everything (and risk overwhelming employees with information) or creating restrictive communications policies that limit what's published to the intranet homepage.

This is the problem that Physik Instrumente, a leading manufacturer of nanopositioning technology, grappled with. Headquartered in Karlsruhe, Germany, the company has locations across Europe, America and

Asia. Michael Sauer, the company's Head of Collaboration and Intranet, wanted a way to create personalized newsfeeds based on an employee's language, location and role. He used a special blend of Marketplace apps (Metadata, User Profiles and Scroll Translations for Confluence) to solve this problem and deliver a powerful new user experience.

The Apps
Metadata for Confluence. Built by Communardo, this app lets you define metadata tags to create a consistent, well-structured wiki.

User Profiles for Confluence. Also developed by Communardo, this app allows the creation of custom profile fields and synchronizes user profiles with the Active Directory to ensure that they're always up-to-date.

Scroll Translations. Built by K15t, this app makes it easy for enterprises to manage, deliver and translate content directly in Confluence.

Creating Personalized Newsfeeds
Using these three apps, it was relatively easy to create personalized newsfeeds within Confluence.

First, Sauer employed User Profiles for Confluence to create custom fields for the location at which each employee works, the language he speaks and his role in the company. He then synchronized this information with the Active Directory to ensure that it is always up-to-date, even if the employee changes locations or roles. The app also allows permissions to be maintained automatically, reducing administrative overhead.

Sauer needed a way to tag news articles based on location and role. He used Metadata for Confluence to ensure that all articles are automatically delivered to the right audiences when they are published.

The configurability and associated possibilities of metadata go beyond the standard page properties in Confluence. Metadata fields/sets can be prepared and allocated for the entire wiki, selected spaces or individual templates. The queried fields can be predefined, for example as dropdown or radio buttons. Predefined fields ensure consistent spel-ling of metadata throughout the wiki, eliminating all the headaches associated with free text entries. Now, when employees visit the intra-net homepage, they only see news that is relevant to their location and role. Thus, an employee at the Karlsru-he location can see that the company party at headquar-ters is imminent, while – for example – a sales employee in Singapore does not.

Lastly, Sauer used the Scroll Translation app to ensure that news is displayed in each employee's preferred langua-ge, as defined in their user profiles.
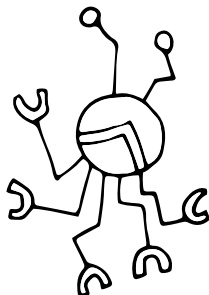
USER PROFILE FOR CONFLUENCE AND STRUCTURE AND THEME

COMMUNARDO & REFINED

Intergalactic travel isn't always easy. At some point on the route towards Digital Transformation, many employees experience a sense of disconnection. Suddenly, they find that most of their workplace interactions are online, and, if you're not careful, they can easily get lost in cyberspace.

In digital workplaces, most employees "meet" each other for the first time online. The problem is that many businesses struggle to keep their user profiles up to date. Pictures are missing. Titles and positions are out of date. Even reporting structures are obsolete. This can make it easy for people to get lost between the ones and zeros. And it's one of the reasons that 72% of employees say they can't find the information they need to do their jobs (Deloitte).

This is the problem that SAXOPRINT, one of the largest online printing companies in Europe, struggled with. Previously, all employee contact information, reporting structures, and organization charts were stored as Excel files and maintained by the HR department. If anyone was looking for a colleague's contact information, they were dependent on Outlook or information from the HR department, which in turn meant additional effort and manual maintenance of these lists.

SAXOPRINT took a big step forward when the company deployed Confluence. Using the Structure and Themeapp from Refined, project manager Jane Markert and her colleagues in the HR department were able to set up a modern intranet – fitting for an online-company – with the help of templates in just a few simple steps and thus creating a platform for exchange and social collaboration for the whole company.

Next, SAXOPRINT activated User Profiles for Confluence to automatically synchronize employee information with the company's Active Directory. Now, essential information such as name, telephone number, supervisor, email address, and position are always up-to-date. Additionally, the employees of SAXOPRINT were able to fill in custom fields for information like responsibilities and work location HR might not even keep trace of easily.

User Profiles for Confluence includes several helpful macros that extend the power of employee information. With the Profile Macro, the responsible contact persons for specific topics can now be stored directly on individual wiki pages. Additionally, the Organization Chart macro allows individual departments to easily create their own overviews showing the structure of their teams and departments.

Employees no longer need to contact HR every time they need user information. With User Profiles for Confluence, they can easily search within the People Directory, quickly filter results, and contact colleagues via phone or Skype with a simple click. Or they simply get in touch with them via @mention in comments, directly at the wiki-page. This relieves the HR department from having to manually manage this data, and it eliminates a key speed bump in the road to collaboration.

"The introduction of a well-organized intranet has greatly simplified collaboration," explained Markert. "With additional information such as profile pictures and employee responsibilities, it is now even easier to find and contact colleagues. Moreover, the synchronization of employee information with Active Directory and powerful capabilities offered by the built-in macros save time and manual effort for administrators, HR and employees alike."
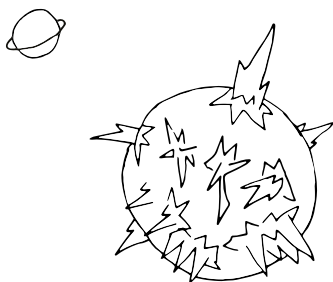
SCROLL VIEWPORT FOR CONFLUENCE

[K15T](K15T)

There's something weird happening in the Atlassian universe. Public-facing content on Confluence Cloud behaves as if it's from a different planet to Server.

This was observed by the newly formed subsidiary of a successful software company. They were unable to maintain the parent company's Server installations where they had been able to customize their product documentation on Confluence Server using apps they had built. Their apps unfortunately didn't work on Cloud. This derailed their mission to migrate to Atlassian Cloud. They needed a solution fast, as all other systems had already launched to the Cloud.

The Issues with Confluence Cloud

The new, smaller team wanted to migrate from Atlassian Server to the Cloud for better installation and content maintenance.

However, there was one problem with the migration process. Confluence Cloud lacked the powerful customization features available through apps they'd built to be compatible with Confluence Server. So, customizing the appearance of public-facing documentation was out of the picture. The team also didn't want to be forced into using the standard Confluence theme.

So, they ended up staying with Confluence Server a bit longer, even though their other systems had already migrated to Atlassian Cloud.

Making Confluence Customizable and Discoverable with K15t

Finally, hope came in the form of K15t's Scroll Viewport for Confluence. It's an app that instantly publishes Confluence Cloud content as a public-facing, customizable help center. Exactly what was needed by the team!

From Confluence to Help Center

After deploying the app, the team moved their Confluence Server content to Confluence Cloud, organizing different app's content into separate spaces so that users would easily be able to locate each product's documentation with ease.

Coding-Free Customization

The team was able to customize their help center via Scroll Viewport's theme editor. From the look and feel
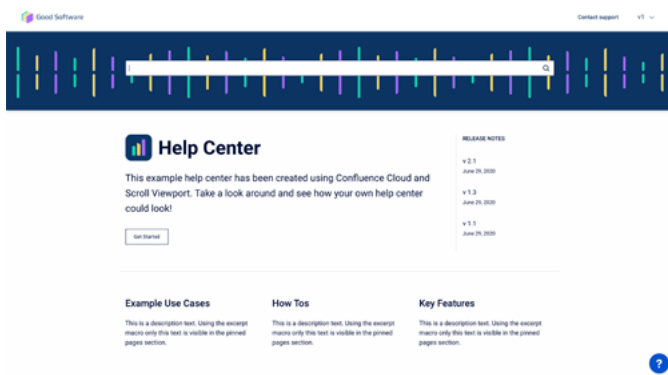
of the help center to adding a custom domain, everything was on brand. They could also format individual pages and hide content that was not relevant to users.

The end result was a help center that was an extension of their main website. This created a seamless online help experience for their customers. The best part? None of this required any coding!

Expanded Help Center Functionalities

The team's brand-new help center could now moonlight as a customer support portal, thanks to Scroll Viewport's customer support integration. Even if customers were unable to locate necessary information from the help center, getting their issues solved was only a click away.

Using Scroll Viewport allowed the team to use Confluence Cloud in the way they needed. Their help center allows for powerful collaboration amongst the team and for their users to easily locate the product information they need.
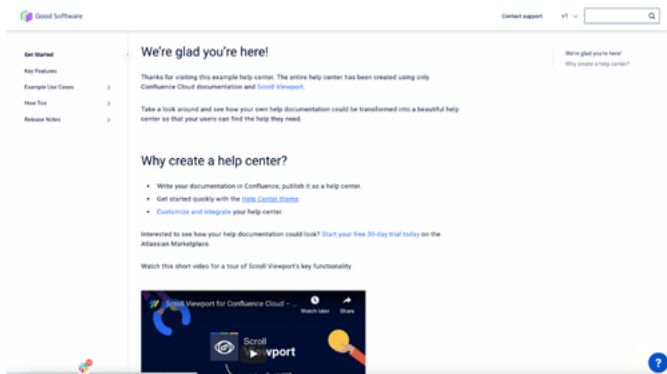
ENTERPRISE THEME FOR CONFLUENCE

BITVOODOO

Multiple brands and subsidiaries, tens of thousands of employees, and all the challenges that come with meeting their diverse needs. Today's large, multinational enterprises can be just as complex as the Atlassian galaxy. Fortunately, the Atlassian ecosystem gives technical leaders plenty of tools for bringing it all together into one powerful collaboration platform.

Hotelplan Group is a large holding company for several international hotel brands, including Hotelplan Suisse, Hotelplan UK, bta first travel, bedfinder, and the Holiday Home Division with the brands Interhome and Interchalet. Like many multinational enterprises, Hotelplan Group was looking for a way to bring all of its business units together on a central collaboration platform, while also providing the flexibility and tools each team needed to run its separate business unit.

Hotelplan Group was first introduced to the Atlassian ecosystem when the company integrated Interhome's web development team into its IT department. Interhome had been using Confluence for corporate communications and documentation (linked to Jira and Bamboo). Subse-

quently, Hotelplan Group deployed Confluence across its business units.

Hotelplan Group needed a way to give a logical structure to Confluence, yet the company also wanted to provide its business units with a way to represent the brands their associated brands and customize Confluence to their needs. Interhome was already using the Enterprise Theme from bitvoodoo to meet these requirements, so Hotelplan Group decided to implement it across the company.

The Enterprise Theme app is designed to make it easy for businesses to build intranets around their corporate identity, customize navigation and layout, and easily deploy personalized dashboards with various macros for favorites, top stories, most liked articles and more.

"Enterprise Theme brought more structure to our Confluence, which made it much more user friendly," commented Heini Kalt, CTO at Hotelplan Group. "The ability to customize branding and design gives us a lot more options in terms of how we structure Confluence. And with our new menus, users don't have to worry about getting lost when they move through spaces, because there's always an appropriate menu structure even when the branding has changed. Personally, one of the features I appreciate most is having a Favorites dashboard on my homepage. I use this about 90% of the time to navigate within Confluence."

Enterprise Theme is one of many apps in the Atlassian Galaxy that helps businesses customize Confluence to their needs, increase productivity and collaboration, and unleash the full potential of their teams. Keep reading to discover other powerful solutions to common challenges.
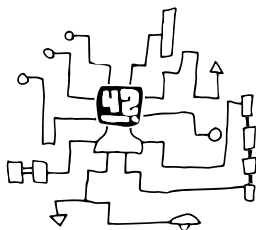
TEST MANAGEMENT FOR JIRA
SMARTBEAR (FORM. ADAPTAVIST APP)

Thanks to the incredible power of Jira, software development teams have been able to shift into warp speed. They're developing more features, sprinting faster, and releasing more code than ever. This is great for everyone, except test engineering.

If your test engineering (TE) team is like Loblaw Digital's – the software lab for Canada's leading food and pharmacy retailer – they may be struggling to keep up with the testing demands of continuous integration and delivery (CI/CD).

For a large enterprise like Loblaw, it can be challenging to run every test case through hundreds of permutations for different browsers, languages, devices and user agents. Add to this the fact that the TE team had just one tester for every ten developers, and you have a very strong case for automation.

"Managing so many high-traffic digital properties with numerous updates per week presented a resource intense challenge for the test engineering team," explained Justin Watts, Senior Manager of Engineering Productivity at Loblaw Digital. "This require systems and processes that are able to manage, automate and interpret the test results. We needed a solution that would work for the smallest

and largest projects, provide visibility of results across the business, and enable us to scale testing to meet the demands of large-scale Agile development."

Loblaw Digital identified four key requirements for the solution:

1. The ability to assign tests to a user. "That might seem ridiculous, but not many plugins offer it. It's important to have complete clarity on what our team is working on."

2. An extensible API that would allow Loblaw Digital to use test data in other systems and integrate other systems with the test management solution.

3. Clear visibility of what was going on at any given time, particularly visibility of the status or 'health' of any given sprint or targeted release on any given day.

4. The ability to execute tests and immediately generate traceable artefacts (bugs/reports/logs) that are easily actionable by anyone on the TE/Development teams.

The company reviewed Jira-compatible test management apps for nearly two years, but failed to find a solution that met its needs. Until it found Test Management for Jira.

Built for Enterprise users, the test management app seamlessly integrates with Jira's user interface to provide a complete testing control centre directly within Jira. The

app met all of Loblaw Digital's initial criteria. Plus, it gave them a solution where developers and test engineers alike were able to view and manage tests.

The API provided the automation the team needed, enabling test results to be uploaded and stored programmatically without human intervention. "If I want to run a login test," explained Watts, "and I want to say I have one hundred percent coverage, we only need to write that test once and save it once. It has just one set of steps, and we can use environments to see how that test is running in all 366 permutations."
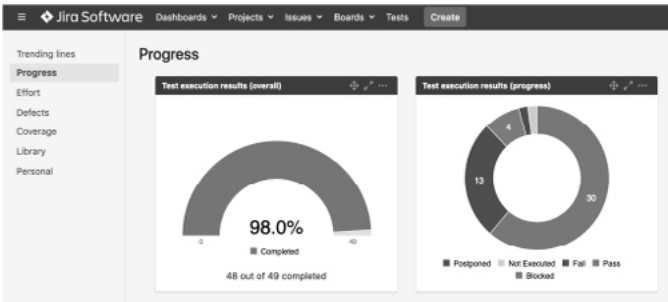
Test Management for Jira has helped increase the quality of work produced by Loblaw Digital in a number of ways:

- Results are uploaded in real-time, meaning issues can be detected more quickly.

- Coverage is more comprehensive, so more issues come to light.

- Developers and testers can closely collaborate over the course of feature implementation, allowing for continuous adjustments and improvements,

resulting in higher quality code.

- The traceability provided by the app's reporting engine ensures that no untested ticket ever goes out and nothing gets missed.

Loblaw Digital is now able to deliver higher quality software at higher speeds than possible before. Test Management for Jira gives the team complete visibility into sprint performance, plus traceability and increased coverage.

"We could finally say okay here's a sprint of twenty tickets – we don't have tests for these three – someone needs to ensure that they have tests," said Watts. "And as we're going through the week, we can start to see whether or not the tests are being executed and how they are trending as we start to gear up for release. We can start really having a look at the quality of the tickets and the tests."

With automated test management, Loblaw Digital is able to innovate faster and deliver more value to its customers in a fast-moving world.

WBS GANTT-CHART FOR JIRA

RICKSOFT

Big projects, multiple teams, a variety of dependencies. If you're a project manager in an agile enterprise, it can be difficult managing all of the details – and resources – needed to successfully accomplish your mission. That's where Gantt charts come in.

Gantt charts aren't new. In fact, they're over a century old. But they're no less important today—even in agile organizations—than they were 100 years ago. Especially in large enterprises, where projects can span multiple teams using a variety of development methodologies. Gantt charts give project managers an easy way to see how all of the details and dependencies rollup to the big picture.

Yahoo! JAPAN had long relied on Excel and Gantt charts to manage its many IT development projects. In 2015, the company rolled out Jira in its development department and, after seeing how effective it was, subsequently expanded Jira to the rest of the 10,000-employee company to handle all business functions, from accounting to sales and marketing.

"Once you're accustomed to using Jira," the team explained, "you won't want to go back to using email or Excel to deal with bugs. With Jira, we always know what bugs we are dealing with, how many of them there are, who is responsible for fixing each bug, what the deadline and the current status are, and so on."

It's not surprising that the team soon became frustrated with having to use Excel to create Gantt charts. Project managers complained that Gantt charts were time-consuming to create, files would get corrupted from too many users, and version control was a nightmare. Additionally, using Excel with Jira meant manually transferring data back and forth between the software, causing further headaches and inefficiencies. "The more we used Jira," commented the team, "the more frustrated and annoyed we became with this issue. That's why we decided to use a Jira plugin to resolve this."

Yahoo! JAPAN had three requirements for the solution:

1. An easy-to-use Gantt chart tool with all the basic functions. Getting users to adopt a new tool is never easy. The team wanted an app that was intuitive and, at a minimum, able to do everything that could be done in Excel.

2. Full integration with Jira. "However easy to use Excel was for internal users, we knew that if we could find a new tool that brought maximum convenience and time-savings by linking with Jira, then it would be superior to Excel in every respect."

3. Combined support and helpdesk. "We have used other plug-ins in the past. Often compatibility with the main platform is quite limited, and there are issues with integration. Support capabilities are the key requirement for us when implementing a plug-in, especially when rolling it out across the whole company."

After evaluating solutions, Yahoo! JAPAN selected the WBS Gantt-Chart app developed by Ricksoft, and deployed it across the company. WBS Gantt-Chart is fully integrated with Jira. That means you don't need to manage the app and Jira separately. If you modify a project or its progress status in WBS Gantt-Chart, the changes are automatically reflected in Jira, and vice versa for changes in Jira.

"Introducing WBS Gantt-Chart means that Jira's project management capacity in our company has been greatly expanded. WBS Gantt-Chart has met all of our expectations for ease of use, functionality and Jira integration. Moreover, when I use it, I'm always struck by how convenient it is, particularly functions like sharing progress with other project members with just one URL notification, or the fact that everything is automatically rewritten in WBS Gantt-Chart once it's entered in Jira. Other functions such as templates, progress display and resource display are also useful."
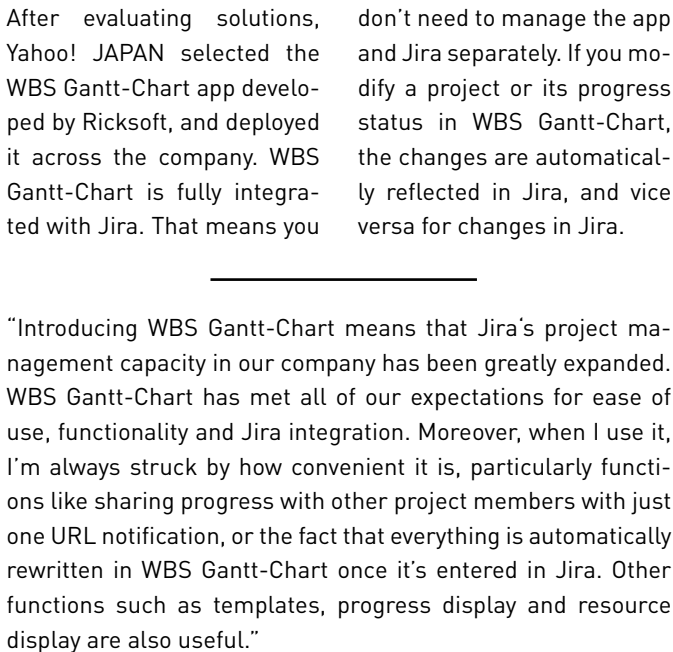
JIRA COMMAND LINE INTERFACE (CLI)

APPFIRE

Being the lead engineer on starship Jira is a challenging position. Resources are scarce on the outskirts of the Atlassian galaxy, and managing countless sub-engineers while dealing with laborious tasks is a constant struggle.

However, you refuse to let anything hold you back. You are determined to find a solution, and that solution is automation. Relying on manual processes is unfeasible. You are just one person, and it is impossible to oversee your duties without errors. By implementing automation, you could streamline tedious tasks and minimize mistakes. With this in mind, you set out to revolutionize starship Jira's operations, confident in your ability to succeed.

Managing several Jira instances with hundreds of users and projects can be daunting. Save hours of manual work by automating routine tasks and perform migrations confidently by conducting thorough tests before the migration day.

Peter Macdonald is a Jira Systems Administrator at a government agency. He and his team are responsible for several critical operations, including overseeing the day-to-day maintenance and management of several large Jira instances with hundreds of users and projects. As a busy admin within a large organization, Peter knew he needed to automate tedious, repetitive tasks to save time and scale the agency's critical processes.

Automating user management

One of those repetitive tasks was a complex user authorization process that Peter's team had to complete manually each time a team member needed access to Jira.

To automate this, Peter created user groups with specific permissions and, leveraging Jira CLI and Run CLI Actions in Jira, he built automations that now automatically assign new users to appropriate groups. This approach took a repetitive task off the team's plate, freeing up bandwidth for higher-impact projects.

Merging Jira instances

Peter also leaned on Jira CLI when his agency needed to merge two Jira instances (B and C) and their 270+ projects into another existing Jira instance (A). Manually merging

the instances would take a long time and could lead to costly errors.

Peter looked into other solutions to automate this migration but ultimately chose Jira CLI since he appreciated the app's ease of use. Instead of taking days to build out project configurations manually, with Jira CLI Peter created empty project configurations in the destination instance A within 1-2 hours, effectively preparing the instance to receive the data from instances B and C.

Starting with instance B migration, Jira CLI allowed Peter to rerun the build of the shell every day, progressively getting to the point where he could start the data import. This process allowed him to thoroughly test the 130 projects that would be migrated

from instance B to destination instance A.

Once Peter was happy with the build's state, he applied it to instance A and imported instance B's project data. He repeated the process to merge instance C into instance A, completing the migration successfully.

Saving hours of manual work
While this was a complex migration, Jira CLI assured Peter during the whole migration process. The ability to rerun the migration many times before committing to the final build guaranteed there were no surprises, and Peter could execute the migration confidently.
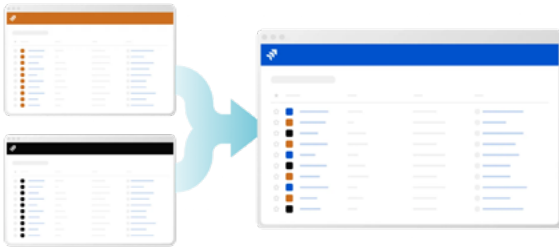
„The whole migration was done in my spare time, which means I can relax and deploy things as quickly/slowly as I need. I don't think I could even estimate the massive amount of time I saved by using Jira CLI. Just the build of a single project shell manually would take days. With Jira CLI, I rebuild my projects every day in just 2 hours."

Peter Macdonald, Jira Systems Administrator

[TEMPO TIMESHEET](#) AND [TEMPO PLANNER](#)

TEMPO

Navigating multiple space-ships across the galaxy at once is a challenging task. Your success depends on the availability of your resources and the capacity of your crew members to take on work, so how can you ensure both?

The answer is through optimal planning. But plenty of travelers miss the mark. One miscalculation or planning error will not only cost travelers their resources, but also disrupt the experiences of your crew members.

In the real world, operational gaps in workload management and resource planning are quite common. A lot of companies don't realize that they are not distributing workloads equally among teams.

There are also those who don't properly track how their tools, supplies, equipment, materials, time and talent are being used for a project, and may be running at a loss.

A 2020 study revealed that employees' perception of workload balance influences their satisfaction. If these issues are left unaddressed, team culture, dynamics, and retention rate can be severely impacted.

Identifying the Problems
Sometimes, businesses are not aware that their processes are inefficient. In the context of project management, this could mean they lack insight into the project life cycle and may not have all the right data to support pricing.

Paradine, a global leader among consulting, services, and software companies in product-master data management, was in a similar situation.

Logging work was cumbersome for Paradine's staff. They initially had to make-do with an ERP system's plugin that only allowed them to log the amount of time each of them spent on a project.

Then, the project manager would need to export the data to Excel and do further calculations and analysis. It was clear that the plugin's capabilities were strictly limited.

The ERP system also presented some issues with planning; team members did not have proper visibility into their workload or the ability to prepare themselves for the upcoming project development phase since it was not integrated with Jira.

A project manager would need to send their plans to the teams via a pivoted Excel spreadsheet screenshot, which was highly inconvenient for everyone involved.

With offices in Austria, Romania and Ukraine, and a reliance on Jira to manage workflow, Paradine needed a more integrated and comprehensive way to log work. Not only that, Paradine also needed to gain insights into how time was spent on each project and what was established – so reporting was a key element.

Starting Off with Tempo Timesheets
That's when Denise Reinagl, IT Project Manager and Jira Admin at Paradine, found Tempo Timesheets.

The app allows Paradine's staff to log work directly from Jira and eliminate manual processes from workload management through its

reporting function – a total game changer for the multi-national company.

Reinagl said that Tempo's reporting capabilities, which include filters and sorting options, allowed project managers to really work with the data. As a result, they get a clear overview on what was accomplished by their teams.

Here are other benefits Tempo Timesheet has offered Paradine ever since its implementation in 2014:

- Helped save time when logging work

- Offered project managers meaningful information through detailed time logs

- Generated reports quickly and hassle-free

- Enabled tracking of billable hours

- Accepted quickly by team members

- Favored for its customer-friendly user interface

A Helping Hand from Tempo Accounts

Paradine also leveraged Tempo Accounts, another Tempo app that offers the ability to track time across multiple teams and multiple projects. It connected Paradine's accounts to specific projects so that work logs can be assigned to accounts to provide data for reporting and book-keeping.

With both Tempo apps onboard, Paradine gained significant insights into their time logs and the data captured was much more granular, which meant that project managers had a much more holistic view of the work that was put in.

Gearing Up with Tempo Planner

Once its workload management issues were resolved, Paradine was keen to address the shortcomings of its resource planning.

Reinagl wanted a solution that could enable Paradine to streamline planning of teams and resources with Jira so that everything was hosted on one platform. It was also key that the solution could maximize resource utilization across multiple projects and allow project managers to quickly find available team members to take on work.

Thankfully, Reinagl found it all – and more – in Tempo Planner.

The use of Tempo Planner improved communication between team members and project managers. If any of them were overbooked or had more time on their hands, they would inform project managers so that changes could be made promptly.

In fact, through the capacity reporting function of Tempo Planner, Paradine could avoid the practice of overbooking, as project managers now have a complete view of team members' availability. There's greater transparency as well, so team culture can be nurtured from that point onwards.

The report also provides Paradine with crucial information on how resources are allocated for the long run, which is crucial in helping it attain company goals.

Making the Most Out of Tempo Apps

One of the greatest things about Tempo Timesheets and Tempo Planner is the Planned vs. Actual report function.

It pulls data from both resource planning and time logs to offer greater visibility into how much work was accomplished compared to what was planned. Project managers can easily estimate the time required for projects and determine the average margin of error for estimation.

According to Reinagl, both apps come with a range of

features, but they're not hard to use so leveraging them was actually enjoyable.

Travelling Further into the Galaxy

Paradine found themselves running their operations more efficiently after leveraging Tempo's apps – it has been years now and the company is still maintaining its dynamics.

As a business, once you're able to optimize planning and improve workload management, you will end up making better decisions and grow your capacity to take up more projects. Sometimes, all it takes is the right solution.

"If you use Jira to manage your everyday work, to manage your tasks, and to manage your implementations, then Tempo Timesheets and Tempo Planner bring a real benefit, because you track time and plan right where you're working.

You don't have to change anything, you don't have to go anywhere else, you just log or plan your time with the push of a button and that's it."

Denise Reinagl, IT Project Manager and Jira Admin at Paradine
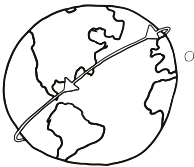
SMART ATTACHMENTS FOR JIRA

STILTSOFT

Have you ever wondered where your Jira attachment is? Or how to boost routine operations with files? And how to keep sensitive documents safe in Jira? Jira offers a variety of functions for project management and workflow automation. Yet attachments look like they are being lost in the space of your instance. They are chaotically moving in the Jira universe while you struggle to organize them.

This is the problem Intergalactic Bank faced. The bank uses Jira for tracking daily employee activities, cooperation with customers, and developing new projects and initiatives. Their Jira issues undergo various multi-step workflows. At each step of any workflow, users add files and documents. So you can imagine that the attachment section soon becomes a pile of files. Additionally, the documents can have several revisions and different levels of security. That's why Intergalactic Bank started to look for an effective solution for attachment management in the Atlassian App-Galaxy.

The key problems they needed to solve

- Time-consuming browsing through the list of attachments. Bank employees actively use Jira as a single resource for their projects. They avoid switching between different services and keep their attachments directly in Jira. With that being done, looking for a specific attachment in the long list under each issue becomes a waste of time.

- Revision control. Each stage of the bank workflow underlines the high feasibility of document edits. Multiple users work on the same document, and they need to be sure that they locate the latest document revision. This becomes difficult with several files with the same name and requires additional effort and attention.

- Locking the documents against changes. After the multi-step validation process, Intergalactic Bank files must stay protected against changes so that users don't change anything by mistake. At the same time, edits of some documents should remain possible for separate Jira users.

- Validation of attachments upon issue creation and at each workflow step. Many bank activities require specific files to be present before the issue is created or transitioned. If the files are missing, the project process fails or delays.

- Restricted visibility for sensitive documents. Some attachments in the Intergalactic Bank Jira issues contain customer data or other sensitive information. They are required for certain employees but need to remain unavailable for others.

The solution
Intergalactic Bank headed to the Atlassian Marketplace for an easy-to-use solution for their use case. They wanted an effective attachment management tool with an intuitive interface for inexperienced users. Smart Attachments for Jira from Stiltsoft satisfied their requirements.
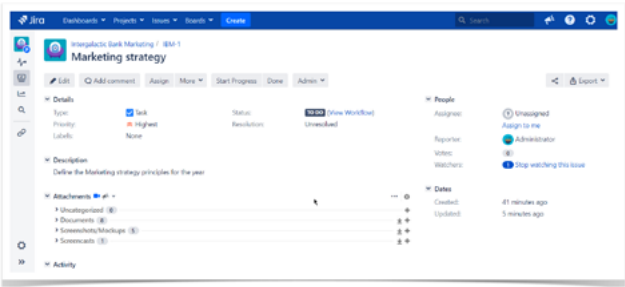
This app streamlines document management by enabling the creation of custom categories for organizing documents within issues. You can structure attachments according to your needs into

separate categories It also simplifies the editing process by allowing users to comment on files and create separate document revisions. Available workflow automation allows the use of Jira conditions, validators, and post-functions to validate file uploads and automate routine functions.

Using the Smart Attachments app, Intergalactic Bank creates a multi-step workflow for its projects. A series of document categories correlate with the processes of the bank departments and allow users to keep their attachments structured. Now their Jira files are divided into document types. Users can bulk upload, update, and delete their attachments. They locate the required documents faster.

Not all projects and issue types require the same categories. With Smart Attachments, Intergalactic Bank defines specific categories based on the issue type and workflow stage. So the attachment section looks concise having only the requirements for a particular issue type and development stage categories.

The app also allows Jira administrators to apply access restrictions for specific users, groups, and roles. Now the team can keep private documents secure and visible only to certain employees.

To automate routine operations, Intergalactic Bank added workflow automation using validators and post-functions. Whenever an issue is created, the app validates the presence of required files; otherwise, the issue cannot be created. At other steps, it validates the availability of files with specific file names. Post-functions allow bank employees to send attachments to their clients without leaving Jira.

Intergalactic Bank has created the attachment management system in Jira. "I strongly recommend Smart Attachments to Jira users," Intergalactic Bank Jira Administrator said.

"The app is a ready-to-go solution for document management in Jira with which you keep your attachments safe and structured."
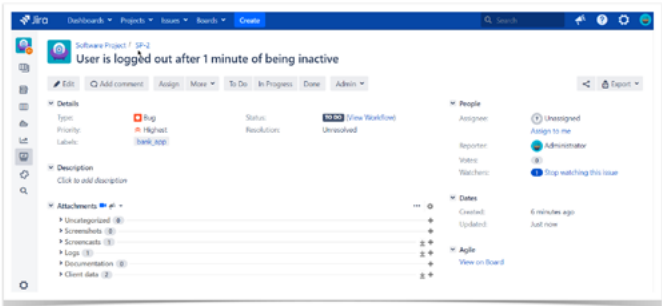
You can try the same for your Jira Data Center or Cloud on the Atlassian Marketplace.

JIRA AT SCALE NEEDS STRUCTURE
ALM WORKS

Archimedes Exhibitions is a "one-stop shop" for innovative experiences. From brand spaces to high-tech interactive installations, their creative output travels from the company's headquarters in Berlin, spanning the globe to reach millions of people.

For example, their Max Planck Science Tunnel has toured the world since 2000. Archimedes also built Felix the Robot (pictured above) – an emotionally intelligent robot developed by a 20-person team in just 3 months. They once built an exhibit that involved shipping 12 railroad cars from Germany to India, where it was viewed by 7 million people. (No big deal.)

In other words, this is next-level project management.

Even more impressive? The entire project life cycle is in-house – from creative to engineering, from fabrication to deployment. Their team of 50 can quickly scale to 100 members, based on project needs. And they run it all – from planning to procurement to installation – on the Atlassian suite.

But it wasn't always this way. For years, all they had to manage the chaos were out-of-control email threads and outdated spreadsheets. They knew they needed a new approach that could keep up with change and provide the mission-critical data they lacked.

Archimedes' Project Management Challenges

With several cross-functional teams working on up to 50 projects at a time, there are many critical challenges their new tool needs to solve.

- Labor cost tracking – 60% of the Archimedes project budget is labor. They needed precise tracking, excellent labor reports, and universal buy-in. All work tracking needed to be in the new tool.

- Managing material procurement – The other 40% of project budgets? Materials. With more than 500 procurements per project, a smooth procurement process and perfect expense tracking was a must.

- Approval process – Large purchases needed approval, and it had to be dead-simple to prevent project delays.

- Comprehensive reporting – Tracking materials and man-hours would do no good if reporting wasn't highly visible and configurable. Flexible reporting by project, project part, and portfolio was a requirement.

Simply stated, their goal was to work with live project data, leading to better transparency and more accurate forecasting. A tall order for such a complex, cross-functional team.

The Solution – Jira Software + Structure

Archimedes wouldn't have considered the Atlassian Suite for broad-scale project management if their software team wasn't already achieving great results with Jira. They evaluated and realized that Jira could be much more than a software development tool. With a few key apps like Structure, from ALM Works, Jira would become more flexible and more scalable.

Structure quickly became a mission-critical component of Archimedes' successful Jira deployment. It allowed thousands of issues to become organized and crystal-clear. Custom views could be created, shared, and edited in a snap.

Now the Archimedes team sees Structure as indispensable.

"Since virtually all aspects of the projects are managed in Jira, this results in a large number of related issues and pages, which would be impossible to manage without the Structure app. It allows all members of the team to create all kinds of project perspectives and see very specific data, organized in a convenient way."

—Stephan Spenling, CTO and Chief Science Officer, Archimedes Exhibitions

The teams loved their new tool so much, they achieved a 99% adoption rate. This was only possible because the system was mapped to fit the culture, not the other way around.

Today, Archimedes uses Structure and the optional Structure.Gantt extension from ALM Works to plan and track tens of thousands of ongoing activities across up to 50 simultaneous large projects. Now that's scalability.

Need to scale your Jira projects like Archimedes? Speak with your Communardo representative to learn how Structure for Jira can help your organization by requesting a custom demo today. Their Jira and Structure specialists will be happy to show you the ropes.

EASY AGILE TEAMRHYTHM HELPS BOOST LYFT VELOCITY

EASY AGILE

The mothership has sent out 15 exploration teams in space shuttles on a lengthy mission to explore a cluster of planets in the sector. Some are looking for signs of life, some are collecting rock specimens, and others studying known alien species.

With all the teams in varied environments with different tasks, they start to lose touch with the mothership and the home crew's core mission.

How can you, as the mothership captain, show these explorers that they're not forgotten and keep them connected to their teammates on the ship?

Take an example from Lyft! For every customer journey at Lyft, there are dozens of teams managing different touchpoints behind the scenes. These teams manage multiple customers and deliver a different experience for each. Lyft relies on Atlassian's Jira to manage this work, prioritize actions, and ensure teams are achieving optimal flow.

The challenge for Lyft lay in finding a way to keep teams focused on the same end goal while working on different touchpoints and across different locations.

Enter Easy Agile TeamRhythm. Lyft uses Easy Agile TeamRhythm to help share one story and align work priorities for teams across the business.

"Since rolling out Easy Agile User Story Maps (now Team-Rhythm), we've seen a 20% increase across all our velocity metrics," says John Walpole - Principal Technical Project Manager, Lyft.

"This has happened internally across developer metrics and externally with things like call center volume, help, and support tickets, as well as people being stuck and feeling frustrated".
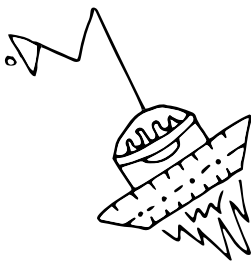
PROJECTRAK – PROJECT TRACKING FOR JIRA

DEISER

When a change is proposed at an organizational level, or changes need to be made simply to follow up on projects, we must consider many variables that have to be considered for different reasons.

X-men was a big team for a long time before they realized they were not aware of the situations other teams in the organization were working on. They kept battling different external threads, but they couldn't establish a standardized way to execute the different tasks. Some threads needed a longer time to be completed than others, some needed bigger vehicles (which were reflected in the budget), and some needed to know who was providing support at the Mansion when things got a bit ugly.

It was then that Charles "Professor X" Xavier decided to make some organizational changes to be able to manage the "Xavier Institute for Higher Learning" and an ever-growing list of external threads with better control. After analyzing other organizations like "Avengers", Professor X realized that they needed to grow to remain relevant in the market, too. This required the organization to define their requirements (a difficult job due to the situation of their environment) and decided that all X-men should be grouped around the same objective, drawing up a change plan.

After long research, the mutants decided to adopt Jira as the main way to work and organize themselves. Each one took command of their teams

and internally got down to work, but when they needed to review project information to get to work, they realized that the information was not organized, making them lose visibility within each of their projects. Thanks to Professor X's research, they found Projectrak, which would help them organize around the same objective, have better visibility for tracking processes and workflows, and be able to consolidate and audit different projects. And all of this at the same time.

Once this project management change was implemented, mutants had more time left in their hands, so they decided to draw up a plan to defend everything they had fought for after so much effort, so they implemented a Change management project (to plan, document and notify big changes) with the help of Projectrak, too.

Finally, they managed to unify all their projects and tasks into the X-men and "Xavier Institute for Higher Learning" standards, and even include more information with a few Projectrak fields, which Jira by itself was not possible to provide.
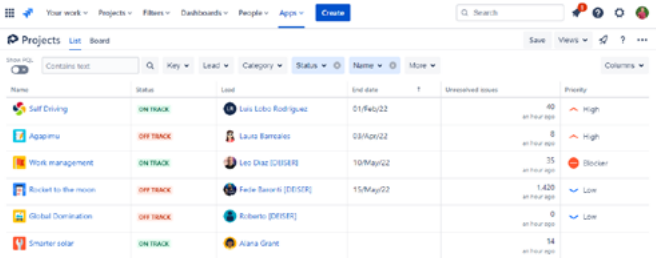
With the abilities that Projectrak provided, they standardized essential information common to all X-men, which allowed them to trace different work routes taking into account the different skills each mutant could bring to the game, prioritizing and assigning projects to roles depending on the structure of the team, assigning the proper support when a team was off-duty, and having all the information need about their tools and vehicles. And all this information could be easily shared for better reporting and excellent tracking.

What did they get with Projectrak that helped them achieve their objectives?

1. Centralized information from different departments (Project navigator list)

2. Collaboration between the different teams around the projects (board)

3. More accurate information and a better follow-up (notifications & formula fields)

4. Control and monitoring of the information (Gadget)

How did they make it possible?

1. To centralize the information of the different teams they started to manage their workload with Projectrak using the Project navigator list, which was intended to be common to all departments. Without this app, they would not be able to have a general overview or identify situation points.

2. It was the first time that all departments collaborated in a unified way, and they didn't know how to share their progress until they started using the Projectrak board view in their meetings. At that point, they could see all their progress organized and understandable for everyone.

They discovered the interaction that can be given to the board view during their meetings, arranging their projects according to their status, priority, or even skills.

3. They acquired great precision in their data results, which showed them the estimated time and budgets for their projects more accurately. These fields started being automatically calculated with the incorporation of formula fields, which thanks to a custom configuration could obtain the level of costs, time, and other critical project data. Professor X could not spend time entering Jira to get information, so the rest of the superheroes decided that it would be good for him to receive emails with the most important project's progress and changes, so they began to use Projectrak notifications offering the possibility to be up-to-date on the situation of the projects. Neither Professor X nor the team will lose the traceability of the projects again.

4. During the project, monitoring the data was vital to performing different control actions and information on the scope of the objectives they set, to understand what they had done, where they wanted to go, and how they could improve. They realized how easy it was for Projectrak to return this data using Projectrak gadgets.
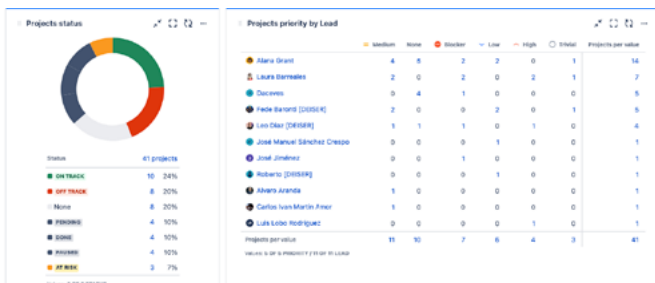
The team achieved exponential growth at a transversal level, and everyone in the X-men team and subteams could be up-to-date and aligned with their progress, and communication reached a higher level.

After a few months of this implementation, Professor X assembled the teams to assess the situation they had reached and notified them that it was extremely positive. And as expected, the rest of the market began to look at this growth as one of the best practices carried out in recent years.

Is your company thinking about leaping in quality? The Professor X online community created its own knowledge space on a direct route to make it accessible to everyone.

Finding the right ITSM solution for enterprise needs is like searching for a livable planet in a vast solar system. There are as many user requirements as the biodiversity of species, so you have to consider various factors when inhabiting a new ITSM space. That was the case of two customers that came to Deviniti for Jira Service Management customization.

MetLife: Customize Jira Service Management to Unify IT Service Management

For a long time, MetLife had to rely on several unconnected systems and processes, from paperwork to custom-developed software, to manage internal IT requests. This resulted in too many possibilities to file a ticket and no clear way to transfer them between systems.

Realizing the productivity loss due to inefficient workflows, the company started to search for a unified and fully integrated solution that is cost-effective, customizable, and easily configurable. Jira Service Management (Server version) met that need.

As soon as the testing instance was live, MetLife came to Deviniti for custom functionalities that aren't available out-of-the-box to further support their use case. The list of features included dynamic request forms, request type visibility, representation requests, and enhanced Active Directory integration.

Deviniti had successfully delivered multiple custom features for MetLife to extend the capabilities of native Jira Service Management (JSM).

Due to the high volume of requests, these apps later became available on the Atlassian Marketplace to serve more JSM users.

With **Extension for Jira Service Management**, one of Deviniti's top-selling apps, MetLife was able to create dynamic forms with more fine-grained visibility options. They also leveraged a similar app, **Dynamic Forms for Jira**, to create intuitive and responsive Create Issue screens in their Jira Software instance. And thanks to **Active Directory Attributes Sync**, it became easier to collect insights about their users, as well as basic contact details of their agents.

On top of that, Deviniti also developed two fully custom apps that enabled MetLife to automate access management within their network catalogs and applications. These solutions completed their goal of having a unified IT service tool.

"Thanks to two custom apps, 25% of access management tickets are now resolved automatically. We can also solve the accumulation of unaccepted tickets by setting up recurring notifications on pending issues. Representation requests enable delegating permissions in the acceptance chain, which helps us get rid of paperwork. Last but not least, dynamic forms and request type security adjust the Customer Portal to our clients' needs, as well as ours."
- Joanna Czochara, Computer Support Supervisor at MetLife

Alior Bank: Choosing the right ITSM solution for internal IT support

Alior Bank, one of the biggest universal banks in Poland, was facing a similar challenge. Their previous solution had large license limitations, making it impossible for service management agents to edit, validate, or check important information. Worse,

the costs of activating these functionalities were greater than the benefits the solution would actually offer. Even then, there would still be a lack of customization capabilities to improve the platform.

Everything changed when Jira Service Management Server came into the picture. Despite some missing features that were critical to their IT support role, the extensibility and flexibility of Jira Service Management turned out to be the make-or-break factor for the final decision.

Deviniti came to rescue, once again.

The bank needed to optimize their request forms, while setting permissions for some elements within the Customer Portal to a specific user group. Also, they wanted to have more information about their users from Active Directory. Most importantly, cross-project queue configuration was a must-have.

In addition to the Dynamic Forms and Visibility features from **Extension for Jira Service Management** and **Active Directory Attribute Sync**, Alior Bank also installed **Actions for Jira Service Management** to automate repetitive tasks. As for international customer support, **Translation for Jira Service Management** allowed them to enable a multilingual Customer Portal.

And above all, **Queues for Jira Service Management** helped them to transform their IT support environment. Sharing his experience with the app, Artur Karpisz, Alior Bank's IT Project Manager, said: *"We have 38 service management projects, so administrators have various responsibilities in various areas and support cases. Switching between queues can be daunting, and the quality of work would be affected."*

Queues for Jira Service Management is the optimum solution. The app enables

cross-project queue creation, including both service management and software projects. With it, Alior Bank can now manage all the tickets within a single place. Moreover, well-defined filters and auto-refresh functions ensure that the requests are constantly updated or uploaded.

"To be honest, I don't think Jira Service Management implementation would be successful without these apps. Since the functionalities off the shelf are very limited, we wouldn't be able to achieve the desired comfort of work," said Karpisz. _"Furthermore, we noticed a significant improvement in the users' satisfaction. We were able to optimize IT operations, which helped us process more work, automate multiple tasks, and integrate our service management with various systems, not only those from Atlassian."_
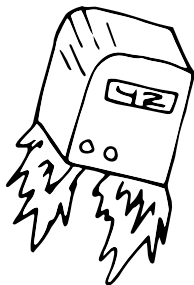
DASHBOARD HUB FOR JIRA
APPFIRE

The governor of planet Jira-9 has assigned you the role of sentinel. Your task is to protect the planet's inhabitants, ensuring their safety and security, while also responding to their e-queries and providing support where needed.

However, you soon realize that the sheer volume of data pouring in from the planet's billion-strong inhabitants is overwhelming, making it difficult to keep track of everything and respond in a timely manner. If only you had some sort of dashboard that could generate reports, streamline processes, and analyze data! That was the dilemma that Success Solutions was in.

Success Solutions helps organizations improve the quality and efficiency of their HR processes by offering comprehensive technology solutions. As a partner of SAP SuccessFactors, Success Solutions implements consults and offers support and development for the SuccessFactors HCM Suite. They serve a wide range of customers across many industries including banking, insurance, automotive, and telco.

Erika Nemcokova heads the support team at Success Solutions and is responsible for ensuring her team handles tickets effectively and timely. Their team uses Jira Service Management to capture and service tickets from their customers. "Two of my primary needs from a support ticket tool is for my team to be able to view detailed ticket information easily and for our customers to have detailed reports of the SLA contracts," said Nemcokova. Her team was facing two challenges.

First, with the out-of-the-box customer portal in Jira Service Management, they could only see when a ticket was created, its topic, and the assignee. She quickly found she needed more flexibility and customization options for visualizing reports.

And second, if a customer wanted to track the progress of their open tickets, they had to contact the Success Solutions' support team and request a manually created export of the data, then send it by email. This took at least 3 hours to complete for each customer, which accounts for more than 150 hours per year.

Upon finding and installing Dashboard Hub, Success Solutions began to see their administrative work decrease. Nemcokova can build customized reports to display important data and easily share them with customers using Dashboard Hub, creating transparency and reducing manual work for her team." Sharing reports with Dashboard Hub saved my team 39 hours of manual work per quarter, which is difficult to put a price tag on."

Rather than rely solely on numbers and tables, Erika could now easily visualize her data through pie charts and

Partial recreation of Success Solutions customer dashboard (Sample data)

bar charts. Her team could select and display any type of data they wanted and customize it to their required view.

"I can play with any type of information and display it in any type of pie chart and bar chart. It's nice to build it the way you want it yourself."

Erika - Support Manager

Most importantly, customers could now access the information they needed and export it themselves. Erika could now share dashboard reports on the Customer Portal with a simple link, empowering customers to work with their own data according to their unique requirements.

Dashboard Hub solved the need for better visualization of complex data and customer transparency around their tickets, adding up to 150 hours saved per year of manual work and timely and responsive customer support.

Partial recreation of a Success Solutions support team dashboard (Sample data)

If you're interested in creating and sharing custom dashboards and reports for support and service management in Jira like Success Solutions did, try Dashboard Hub for free today!

TABLE FILTER AND CHARTS APP
STILTSOFT

More data, more problems. Eventually, just about every enterprise discovers that the large amount of data used for collaborative knowledge sharing in Confluence can become unmanageable and requires proper organization.

But navigating and managing your Confluence instance can be challenging. Out-of-the-box Confluence features might not always provide you with all the tools to achieve the desired result. That's why companies use the Table Filter and Charts for Confluence app developed by Stiltsoft, an Atlassian Platinum Marketplace Partner and Silver Solution Partner. This app ma-

kes it easy to filter complex Confluence tables, aggregate data in pivot table reports, build dynamic Confluence charts on the fly, repurpose tabular data on different pages, or use spreadsheets with pre-defined formulas.
Combined with native Confluence features, the app gives you plenty of opportunities for table customization, data analysis, and visualization.

DGSI combined Table Filter and Charts with other third-party macros and apps to create a powerful solution for filtering and reporting data.

Filtering Confluence tables
Filtration is a vital part of managing data in large tables.

With Table Filer and Charts for Confluence, you can apply filters to your table columns in one click. Automatically, the most relevant type of filter is applied after you add the macro.

The design and the source of tables may vary, but you can use Table Filter and Charts on any of them. Here are just a few examples of the tables you can filter:

• Regular Confluence tables of any size and design. These include tables with merged or missing cells, tables containing statuses, and generally any custom transformations.

• Macro-generated tables. You can use the Page Properties and Page Properties Report macros to gather data from various tables in one place. Or maybe your team tracks tasks in Jira while you output this data in Confluence with the Jira macro for further usage. Or you might reuse the whole table multiple times with Table Filter and Charts' Table Excerpt and Table Excerpt Include macros. Whatever the source table is, you can get exactly what you need from it.

• Tables derived from files. You can attach the CSV or JSON file to your page and depict the table with the

help of the Table from CSV or Table from JSON macros provided by Table Filter and Charts for Confluence. Next, choose the filters to apply to its columns.

• Tables generated by third-party apps. Even if you use multiple apps in your Confluence instance, you can still achieve the desired result with Table Filter and Charts.

Apart from filtration, you can aggregate and analyze tabular data or turn it into a dynamic chart.

Creating powerful dashboards

If you want a comprehensive overlook of your data or need to share insights, you can build a dashboard. Using just one table, you can analyze it from various perspectives by creating multiple charts and pivot tables. Moreover, if you update the source table, the dashboard will update too. It becomes possible with the help of the Table Excerpt and Table Excerpt Include macros.
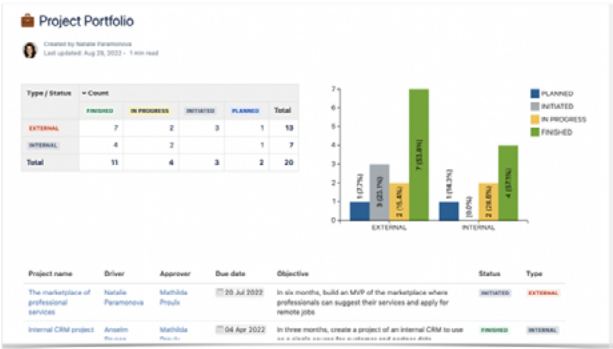
Working with spreadsheets in Confluence

Even though the functionality of Confluence tables enhanced by Table Filter and Charts is enough to achieve any desired result, many users still miss the abilities and the interface of Excel tables. If you also want access to all of the Excel features while working in Confluence, use the Table Spreadsheet macro. It allows you to embed a spreadsheet onto your Confluence page and keep working with it both in the edit and the view mode. These spreadsheets are e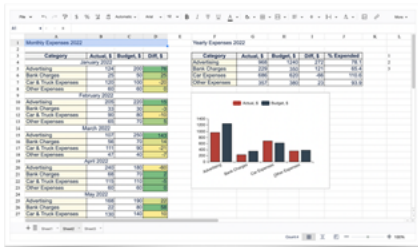asy to customize and have an extensive array of tools. You can choose settings for the text and data, use pre-defined formulas and conditional formatting, perform simple calculations and create charts and graphs.

Why use Table Filter and Charts

Here are just a few reasons why you might want to try Table Filter and Charts for Confluence:

• To enhance native Confluence features and accomplish more in no time.

• To organize, reuse and analyze table data.

• To discover a new approach to managing Confluence tables.

• To replace some of your favorite Excel or Google Sheets features.

You can find Table Filter and Charts for Confluence Cloud or Data Center on Atlassian Marketplace.

PROCESS MANAGEMENT FOR CONFLUENCE

COMMUNARDO

The digitization of business models and products is transforming the economy and companies at the speed of light! That's why quickly adapting business processes (and their quality) to changing market trends and company requirements is critical.

This is where a wiki-based Quality Management Solution (QMS) comes into play. It provides a blueprint for establishing efficient, agile process management across the organization.

Legacy Documentation System Posed Galaxy-Sized Challenges
However, setting up an integrated wiki-based QMS can be challenging. That's exactly what Ines Masopust, the Quality Management Representative at the IT company Kiwigrid – faced. Not only did she have to establish a QMS, but the system also had to work with the existing communication and knowledge management tools. And prior to her search for the best solution, she had to handle everything – from channeling knowledge to managing the buildup of documentation liabilities – with paper! So, she searched high and low for a solution that could manage their process documentation. Her breakthrough came with Communardo's Process Management Suite for Confluence.

Process Management Suite for Confluence brings process documentation to life with a wiki-based, ISO 9001:2015-compliant QMS that empowers teams to shape the processes they use to do their work. Guided work-

flows, process templates, feedback capturing and clear audit trails enable a structured, collaborative approach to process documentation and management.

Meanwhile, meeting ISO 9001 requirements is a breeze as the solution effortlessly complies with the seven principles of QM. These include the integration of everyone involved in the processes, continuous improvement, and a high level of customer orientation.

The merging of Confluence's powerful collaborative editing tools and the app's process management capabilities enables an accessible and living QMS. Masopust found that getting started on processes is easy, since the app provides predefined blueprints for simplified creation of a process management system using global Metadata sets and fields. The ability to use and customize the existing process types, processes, and sub processes or creating new ones is especially useful for them. Multistage documentation reviews ensure that the quality of work is always maintained. Besides that, the solution automatically generates personalized dashboard for clearer responsibilities and coordinated work. The provided workspaces will support your process team in defining tasks to improve your process and in managing user feedback. As a result, all of Kiwigrid's employees can now collaborate on equal footing.

If a wiki system is already available and accepted in the company, this app is the best solution to set up a quality management system according to any standard.

"With Process Management for Confluence, we found the right solution for our integrated management system. It covers all our requirements of a non-producing company for such a system."

SCROLL DOCUMENTS FOR CONFLUENCE

K15T

As your Confluence instance grows, it can be a challenge to organize and track Confluence content in a structured and efficient way.
K15t's Scroll Documents for Confluence allows you to turn multiple Confluence pages into a single document and manage them together – save versions, track progress, and manage document workflows effortlessly.

Whether it's documentation, manuals, user guides, or other documents, Scroll Documents for Confluence allows you to define multiple pages as one unit of content and publish them with flexibility and ease.

Control access by structuring, editing, and managing documents or documentation in your private Confluence space, and make them available to your readers by publishing to a public space upon release. With versioning flexibility and customization options, it's a powerful tool to build a knowledge repository for both internal and external accessibility.

Your users or readers can browse up-to-date documentation intuitively, and features like versioning, exporting, and status labels help you track the progress of your documentation as it's written.

How ThinkTilt manages documentation with Scroll Documents

ThinkTilt was the Atlassian vendor behind ProForma,

a custom form builder that empowers Jira users to collect structured information.

ThinkTilt authors and maintains ProForma's documentation in Confluence with Scroll Documents. The app enables them to save and manage versions for every release and deliver a better help experience to their users via a public library on Confluence Cloud.

Keep pace with agile documentation

Scale your organizational agility with Scroll Documents by iterating on your documentation with these key features:

- **Save and manage versions**

  Save versions of your documentation or snapshots of your documentation across multiple Confluence pages. Proactively work on the next iteration of the documentation during the development phase, and even reference past versions to see how the documentation progresses over multiple releases.

- **Compare versions and track changes**

  As your product evolves, use the documents comparison feature to track
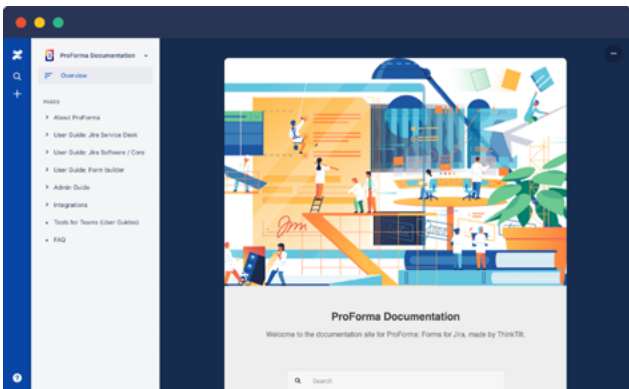
new information or changes between versions, and establish a relationship between each release and its documentation. Cut your review process down to just a few minutes and catch mistakes or make updates before your documentation goes live.

- **Export to create static documentation**

    If publishing your documentation online isn't enough, Scroll Documents also integrates with Scroll PDF and Word Exporter for Confluence. This integration enables you to create styled PDF and Word exports of your documentation to deliver static formats to your audience.

Elevate Confluence capabilities with Scroll Documents to manage your documents and documentation like never before.
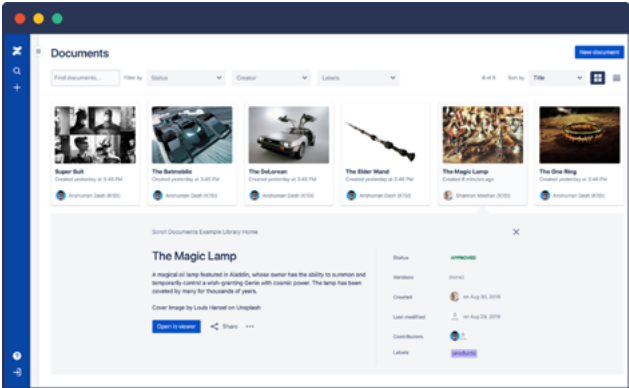
METADATA FOR CONFLUENCE

COMMUNARDO

If you've ever explored an uncharted star system, you know what it can be like navigating an internal network full of information silos. Everywhere you look, there can be all kinds of great information, on every topic under the sun. But finding the specific content you need can feel a lot like searching for a needle in a haystack ...on the darkside of a dwarf moon... during an eclipse.

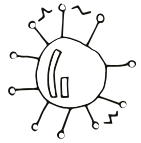You get the point. Finding information in Confluence especially at large enterprises – can be difficult. "Wait," you ask, "but what about metadata?"

Well, metadata is great, if everyone uses it the same way. The problem is that with free-text metadata fields, employees end up using different terms and spellings, which means your metadata ends up "all over the place." And so do your employees.

This is the problem that the German Aerospace Center(DLR) encountered. For years, DLR had relied on email and other traditional document management systems.

Under the leadership of André Pliewischkies, Knowledge Manager at DLR, the company introduced Confluence to reduce information silos and bring more transparency to the internal network using

Confluence as a signpost to relevant information that can be enriched with additional remarks and expert advices.

With Confluence as its collaboration platform, DLR is able to take knowledge sharing out of closed channels like email and personal networks – and instead bring it out into the open, where everyone is able to contribute.

Confluence facilitates social collaboration. Employees are encouraged to document their knowledge in the wiki and invite others to add to and edit it. Making transparent who works on which

topics fosters dialogues and makes knowledge accessible. Since Confluence provides clear visibility into page contributors, both experts and expertise can be identified much more easily.

However, finding this information was difficult with unstructured metadata, especially for new employees who were not familiar with terms and processes commonly used. Any metadata within standard Confluence such as

page properties cannot be used for filtering by a certain value – except labels, which are unfortunately unstructured. DLR needed a solution to bring consistency to metadata, structure to its wiki and greater efficiency to knowledge management. Thus, DLR installed the Metadata for Confluence Cloud app to achieve these objectives. The app simplifies wiki management by allowing space administrators to define which metadata has to be filled in at page creation. Predefined metadata fields, Content Categories and connected to those templates avoid all the problems with error-prone, manual entries – helping you keep your wiki clean and organized. All these predefinable metadata fields will help you to create a powerful context-oriented filter which allows embedding relevant content from multiple pages within your content. You can also use the Metadata for Confluence Cloud for the va-

rious use cases like creating Quality Management process documentation or IT documentation etc...

Plus, Metadata for Confluence includes macros that let you quickly generate overviews of wiki content, build knowledge bases, create personalized dashboards and more. This gives you deeper insight into the data that lies at the heart of your instance. It also makes it much easier for new colleagues to naviga-

te the wiki, or for anyone working in Confluence to find the information they're looking for. With „Display Metadata" macro, you can choose to display all the metadata you've assigned to the page or select and display only the metadata you need. The "Metadata Report" macro displays a table of pages belonging to a selected Content Category. The filters will help you to display the pages based on the specific metadata fields values.

"It offers an incredibly high potential for processing and sorting information," commented André Pliewischkies.

"What I like about it is the bandwidth of content lists that I can create with the actual Metadata Overview macro, because it also includes existing page metadata like excerpts of the pages."
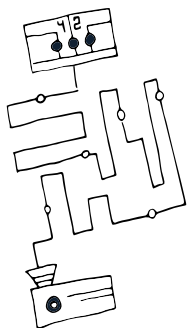
SUBSPACE NAVIGATION FOR CONFLUENCE
COMMUNARDO

"One size fits all" works great for socks and space helmets. But wiki navigation? Not exactly. No two companies are alike, and neither are their Confluence instances. One of the simplest things businesses can do to improve productivity and the user experience is to provide a custom, easy-to-use top-level menu built to help their teams find the content they need to do their jobs.

A leading microprocessor IP company recently adopted Confluence to improve collaboration and knowledge sharing amongst its teams. Although excited about the promises of Confluence, their teams were not satisfied with the out-of-the-box navigation experience. The team found it difficult to locate the information and resources they needed, using navigation by space directories and categories alone. The technical service group was challenged to provide a top-level menu that would improve navigation and the overall user experience in the newly introduced Confluence instance.

After investigating solutions, the team selected the Subspace Navigation for Confluence app from Communardo. This app gives administrators a simple, yet effective way to quickly arrange wiki content – spaces, pages, folders and more – into a centralized navigation menu. It offers drag-and-drop simplicity, allowing administrators to quickly arrange navigation elements

into any order, and add or delete them with a simple mouse click.

Subspace Navigation also includes powerful personalization options: Personal dashboards displaying recent page interactions, favorites and other relevant content can be created using simple CQL queries, making it easier than ever for users to find the content they need.

Using Subspace Navigation, the technical service group was easily able to create a central navigation menu that gives Confluence users quick and easy access to relevant spaces, groups and subgroups.

Additionally, they now have the ability to provide space admins with permissions to organize the parent and child pages in their own spaces, thereby increasing the usability of pages that fall underneath the new central navigation structure. Lastly, the team was able to take advantage of the personalization options in the app to include favorites and last-visited pages in the central navigation menu.

Subspace Navigation has improved usability and adoption of the new Confluence instance at the company. Now, users can turn to Confluence as their first source of information. And even for new colleagues, the intuitive navigation allows them to find their way through the wiki and get up to speed quickly, which is an important benefit at an innovation-driven company.
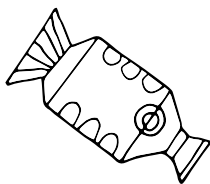
COMPLIANT QUALITY MANAGEMENT SYSTEM IN CONFLUENCE

MULTIPLE VENDORS

Think the Atlassian galaxy is home to only modern software-driven enterprises? You will be surprised that even teams from the most-regulated industries like automotive, aerospace, or medical devices can grow on this soil. These companies are ofte challenged by strict regulatory requirements under ISO, CE, or the FDA. Confluence enables them to strike the perfect balance between compliance management and a collaborative work environment within the vast project management space.

The answer to compliance challenges lies in a Confluence-based Quality Management System (QMS). At its core, a QMS documents organization-wide processes, procedures, results, and duties. Traditional paper-based systems can't cut it anymore. The evolving modern workplace demands a solid QMS where teams, internal members and external auditors alike, can access information and collaborate in real-time.

Each industry has standard criteria for compliance. In general, the major bottlenecks in using a traditional QMS include:

- Documents must be persistent and easily accessible

- Documents must show verified approvals

- A complete archive of all documentation must remain available

Confluence offers an intuitive

platform for project managers to control documents. Coupled with powerful apps available in the Atlassian Marketplace, businesses can extend Confluence to implement a compliant QMS. For example, medical device software companies adhere to rigid standard procedures through the Comala Document Management and SoftComply eQMS apps.

Comala Document Management Adds Verified Approvals and Access Control

Comala Document Management can helpteams stay compliant with FDA and ISO requirements by implementing reviews and approvals in Confluence. Using Document Management, managers can track the documents throughout mandatory review phases, as well as role-based approvals.

Being able to grant access permissions is the first critical step to compliance, including restrictions on permanent deletion of documents and decommissioning of records in a workflow. In addition to these controls, the app also maintains the validation procedures by keeping the archived QMS documents associated with audit trails for as long as needed. It makes this possible by adjusting page permissions when necessary while logging all approval and review information inside the Confluence Audit Log.

SoftComply eQMS Jumpstarts QMS Implementation

Medical device software providers use Comala Document Management in combination with SoftComply eQMS to bring their teams up to speed. With fully customizable space and prefilled document templates based on ISO 13485, IEC 62304 & 21 CFR 820, SoftComply offers an optimal QMS for medical devices following industry best practices. It fulfills the following qualities:

- Simple - Maintain a limited number of procedures and templates to ensure compliance without excessive paperwork overburdening a company. The FDA refers to this as the "least burdensome approach," and quality over-quantity.

- Usable - Procedures are written to be understood by average users, meaning no regulatory jargon. The documents in the SoftComply eQMS were created with day to-day use in mind.

- Embedded - It's best to use a QMS that integrates nicely with existing IT infrastructure, like how Confluence integrates with Jira.

With a scalable Quality Management System in Confluence, teams can seamlessly maneuver complex standard operating procedures and replicate technical templates across multiple pages. Developers can then copy the required templates to any product development project space within Confluence and customize them for individual project specifications.

The integration of regulatory compliance into software development is not only desirable but, in many cases, mandatory. Atlassian tools provide a valuable link between the rapid software development environment and the exoplanet of regulatory compliance. Supported by a cornucopia of apps available on the Atlassian Marketplace, Confluence is undoubtedly a popular choice for quality management purposes in the healthcare, software, and finance spaces, to name a few.

LUCIDCHART DIAGRAMS

LUCIDCHART

It isn't always easy to navigate complex business processes without a visual guide. Fortunately, you can integrate Lucidchart diagrams with Confluence, Jira, and dozens of other solutions to shape ideas and simplify processes and workflows, so your teams can accomplish great work together.

What's worse than not having guidance is losing it when you're already in the middle of the process. That was the case for Alberto Calva, Go-to-Market Manager, and his team at Western Union. Alberto was in the middle of documenting processes for a global product launch using Microsoft Visio, only to be informed by his management that the software had been canceled.

Even before this happened, Alberto had identified limitations with Visio. Teams still had to email launch process diagrams back and forth, making it difficult to keep track of the correct version. Alberto's priority was to find an alternative diagram tool that avoided potential workflow breakdowns and bottlenecks.

"The collaboration feature saves our company a great deal of time. With Visio, we were constantly emailing diagrams back and forth," said Alberto, "it was easy for things to get lost in translation, and inefficient workflows delayed the project."

Guiding product launches with process diagrams at Western Union
Coordinating a product launch with geographically

dispersed teams is no easy feat. Alberto needed to ensure that everyone understood their roles and responsibilities to sync up on the project deliverables. More importantly, he needed a clear and compelling product plan to get management buy-in and move the project forward.

That's where Lucidchart came in.

The transition to Lucidchart was seamless. Alberto managed to recreate his Visio process diagrams in Lucidchart in a flash. His teams were able to navigate the app with zero learning curve and get up to speed faster, as compared to Visio.

Lucidchart's swimlane diagrams add clarity and transparency to project workflows. With the intuitive drag-and-drop interface, Alberto can delineate each team's roles and responsibilities effectively.

Instead of emailing diagrams back and forth, all team members have access to the same diagram. Lucidchart's commenting feature also enables real-time collaboration, helping teams resolve issues without ever leaving the workspace. Once a diagram is completed, they are able to simply export the document to share with management for project approval and kick-off.

"I love that you have the option to invite any team member to collaborate on the diagram, regardless of where they are. You can raise questions on a specific part of the process and assign someone to answer directly in the product. Everything happens in real-time to avoid version conflicts. This helps us solve our problems and finish our diagrams faster."

- Alberto Calva, Go-to-Market Manager

ACTONIC

At Actonic, we don't just see ourselves as an IT company, we see IT as a solution to a wide range of daily problems in companies. With customized solutions, we inspire and empower people so that they have more time for their core tasks. A worldwide team of individual talents ensures that our customers are allowed to experience maximum performance in the digital transformation through consulting, training, development as well as support. We also offer an innovative product range that focuses on data security, time management and teamwork. For every conceivable use case, we will find a solution with ultimate added value. Also for you!

ALM WORKS

ALM Works develops specialized project management solutions for Jira that empower portfolio managers who oversee multiple projects. Founded in 2004, ALM Works was an early contributor to the Atlassian ecosystem. Today, our flagship product — Structure for Jira — is used by more than 4,000 Atlassian customers to visualize, track and manage multiple projects.

ALPHA SERVE

Alpha Serve is a software development company that develops enterprise-grade solutions and BI connectors to help companies from all over the world increase their performance and optimize business processes. We contribute reliable and large-scale tools for leading products on multiple platforms, including e-Commerce. There is a great list of products developed for Atlassian, ServiceNow, Zendesk, Shopify, and monday.com. Our main goal is to become the leading multi-platform app developer for professional enterprise software.

APPFIRE

Appfire is an enterprise collaboration software company that enables teams to plan and deliver their best work. Since launching in 2005 as one of the original Atlassian ecosystem partners, Appfire has built a portfolio of top-selling apps for more than 30,000 customers — including 55% of Fortune 500 companies. As a product-led company, Appfire identifies gaps in industries serving developers and client support teams and then builds solutions that drive productivity and efficiency.

APPSVIO

Appsvio creates apps with passion. By working closely together and collecting customer feedback, they are fully committed to developing products that aspire to be at the top of the Atlassian Marketplace. From the very beginning, they focus on the area in which they are experts: Jira Service Management. Extensions developed by Appsvio have reached over 200,000 cloud users so far. Among them are Feature Bundle, Customer & Organization Management, Issue Merger, and HubSpot CRM Integration.

BITVOODOO

bitvoodoo is an Enterprise Expert, Atlassian Platinum and Silver Marketplace Partner based in Zurich. Their team strives to develop apps that make the daily work in Confluence and Jira much easier. Their flagship app is Viewtracker - Analytics for Confluence, which provides users with detailed statistics of what is going on in their Confluence instance.

COMMUNARDO

Communardo builds products for smarter enterprise collaboration - we strive to make collaboration effective, fast, and fun. We are an Atlassian Platinum Solution Partner, an Atlassian Gold Marketplace Partner, as well as a Microsoft Gold Certified Partner. At Communardo, we take the problems that keep cropping up over and over again and develop apps that solve these brilliantly, making Atlassian and Microsoft solutions even better. With over 4,000 customers in 90 countries, we help some of the world's largest companies to bring their employees, platforms, and data together in powerful new ways.

DEISER

DEISER is an Atlassian Platinum Solution Partner Enterprise and software/services company from Spain. Their top-selling app, Profields, allows to track Jira projects and transforming them from issue containers into entities that comply with project management. They also have other apps, besides customized Atlassian products licenses management, and a 360º implementation and consultancy services with more than eleven years in the business.

DEVINITI

Deviniti is your guide to the universe of digital transformation and enterprise software. Our key mission is delivering technology-driven business results to help our clients boost their operations. In the Atlassian galaxy, we are a Platinum Enterprise Solution Partner and a Marketplace Partner, which means we both provide expert services and create dedicated apps on the Atlassian Marketplace. So far, our apps and implementations have helped over 5000 organizations, including Ferrari, Warner Bros, SONY, Apple, and NASA.

EASY AGILE

Easy Agile helps software development teams be agile. We deliver solutions in Jira that help teams align with the needs of their customers and collaborate to ship software that users value most. We help remote, co-located, and hybrid teams to implement and scale agile best practices, such as sprint planning, user story mapping, backlog refinement, agile product roadmapping, PI Planning, and more. With Easy Agile applications, all of this can be achieved inside Jira, so your team doesn't need to duplicate or replicate their work.

ELEMENTS

Since 2010, Elements has enhanced Jira and Confluence with amazing apps which facilitate teams to work faster and smarter. With Connect (formerly nFeed), Copy & Sync, Checklist and Spreadsheet, we've helped over 3,500 enterprises extend their Jira and Confluence capabilities, including Airbus, Apple, BBC, Nike, Oracle, Walmart and Walt Disney. Elements is part of the Valiantys Group, a top Atlassian Platinum Solution Partner. You can find all of our apps on the Atlassian Marketplace. To find out more, visit elements-apps.com.

IDALKO

iDalko is a Platinum Atlassian Partner and app vendor in Belgium and France. With more than 15 years of experience, iDalko offers professional services and custom development around the Atlassian toolset.

The company's popular integration solution, Exalate, allows different work management systems like Jira, ServiceNow, Salesforce, etc to integrate with the least fuss possible while enabling users to experience a bidirectional and autonomous sync.

K15T

K15t's mission is to help a fast-growing list of over 5,000 organizations around the world to work better together using Atlassian tools.

The Scroll Apps for Confluence help teams modernize how they author and manage content and documentation, while Backbone Issue Sync for Jira enables project collaboration across departmental and B2B boundaries.

What's more, K15t's Atlassian Platinum and Enterprise Solution Partner services help clients get the most from Atlassian products for over 300,000 users worldwide.

LUCIDCHART

Lucidchart is a visual workspace that combines diagramming, data visualization, and collaboration to accelerate understanding and drive innovation. With this intuitive, cloud-based solution, everyone can work visually and collaborate in real time while building flowcharts, mockups, UML diagrams, and more. Lucidchart is utilized in over 180 countries by more than 20 million users, from sales managers mapping out target organizations to IT directors visualizing their network infrastructure. Ninety-six percent of the Fortune 500 use Lucidchart, and customers include Google, GE, NBC Universal, and Johnson & Johnson. Lucidchart is based in Salt Lake City, United States and has more than 600 employees who support our customers. Since the company's founding in 2010, it has received numerous awards for its business and workplace culture.

REFINED

Refined is a site-building tool that turns Confluence and Jira into themed, engaging and easy-to-use intranets, service desks, knowledge bases, help centers and more. Admins can create infinite unique sites from a single instance—each with its own design, navigation, structure, user base, and purpose.

Refined's most popular apps include Refined for Confluence and Refined for Jira (both are available on Cloud, Server and DC). Refined Toolkit for Confluence Cloud is another popular app offering a suite of customizable macros and layouts for improved UI.

RE:SOLUTION

re:solution is a Marketplace Partner with over 20 years of expertise in network security and software development. Led by SAML Single Sign On, we have a suite of apps, themed around user management and authentication.

Thousands of customers integrate their Server and Data Center products with their existing identity sources using our Apps. Being feature rich but easy to install and configure is a challenge we've learned to master and our ongoing customer satisfaction of 4.9 out of 5.0 inspires our team every day.

RICKSOFT

Ricksoft is one of the top Atlassian Platinum Solution Partners in Japan. One of the few Atlassian-certified Enterprise Partners in Japan, Ricksoft provides expert training, a full suite of services, and high-quality products to companies all over the world. The company's popular WBS Gantt-Chart for Jira app enables project managers to harness the power of Jira to effectively manage large projects and teams and maximize productivity.

SMARTBEAR

It's hard to imagine our lives without software. It touches nearly everything we experience. We expect it to work. Perfectly. Every time. But you know it's not that simple. You understand how critical quality is when you bring those experiences to life. You make sure it works. And SmartBear is there to help you. Perfect experiences require smart tools that build, test, and monitor great software, faster. You rely on innovative tools backed by a passionate team to make it all happen. Always. No matter what. Those tools are SmartBear tools. That team is SmartBear. SmartBear is the company behind great software tools including Zephyr, Swagger, SoapUI, Cucumber, CrossBrowserTesting, TestComplete, etc..

STILTSOFT

StiltSoft is a team of experts committed to making a better experience with Atlassian products. Our primary focus is app development. We deliver new functionality for Atlassian tools by developing handy apps and extensions. And since we are passionate Atlassian software users, we know exactly how to reveal its full potential.

As an Atlassian Platinum Marketplace Partner, Stiltsoft today has 12,000+ customers from more than 80 countries worldwide. The company's most popular apps are Smart Attachments for Jira, Table Filter and Charts for Confluence, Handy Macros for Confluence, and izi - LMS for Confluence.

SOFTCOMPLY

SoftComply helps safety-critical companies be compliant and get their innovative products to market faster and cheaper by speeding up the CE-marking and FDA approval process.

We do not only automate regulatory compliance, we integrate it into Jira and Confluence! SoftComply offers a compliant Quality Management System for medical device companies as an app for Confluence & risk management solutions required in safety-critical industry as apps for Jira.
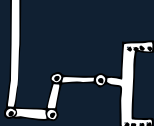
TEMPO

At Tempo, a global SaaS company, we offer integrated time tracking, resource planning and budget management solutions for Jira that ensure companies can apply best-in-class time management and productivity tools to drive their success. Tempo is proud to offer the #1 time tracking app for Jira since 2010. With Tempo solutions, it's easy for customers to track and understand their most constrained resource. Tempo has built a network of more than 20,000 customers across a range of industries all over the world. Learn more at https://www.tempo.io

YASOON

At yasoon, we develop advanced apps that connect Microsoft and Atlassian applications to make your digital work easier, more productive and more transparent.

COMMUNARDO

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You'd like to share your experiences with Atlassian apps with other users? Or you as a vendor'd love to be featured with a success story? Contact us:
productmarketing@communardo.de

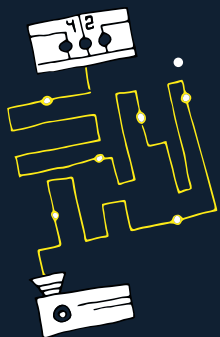This guide was developed in partnership with Brighttail, a digital marketing agency focused on the Atlassian ecosystem and other high-tech B2B companies.

www.brighttail.com

DON'T PANIC!