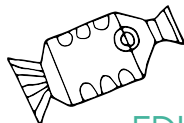
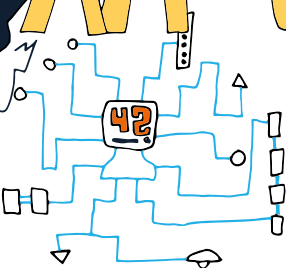


# THE HITCHHIKER'S GUIDE TO THE

# ATLASSIAN APP-GALAXY

- CONFLUENCE -



EDITION 2024

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# INTRO

## **Charting the Course Through the Confluence Cosmos**

Greetings, celestial navigators! Welcome to the boundless expanse of the Confluence Cosmos, where ideas flourish like stars in the night sky and collaboration spans across galaxies. The universe of Confluence apps is a constellation of tools designed to make your voyage through information and teamwork not just manageable, but extraordinary. With *The Hitchhiker's Guide to the Atlassian App Galaxy* as your star map, you're about to embark on an odyssey that reveals the most luminous solutions in the Confluence constellation.

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**

First on our trajectory, we explore the nebula of integration, where Confluence mingles with other galactic giants. Imagine the power of seamless data exchange and collaboration, no longer needing to teleport your data across platforms. Thanks to powerful integration apps, teams can visualize their project roadmaps and link information effortlessly, ensuring seamless interstellar travel between Confluence and other platforms.



## **INTERGALACTIC INTRANETS**

Diving deeper into the cosmos, we find the intergalactic intranets, where the fabric of your organization's knowledge is woven together. Here, advanced apps serve as beacons, ensuring that only star-approved documents light up the skies, guiding your team through the vast Confluence intranets with precision and security.

## **MASTERING A GALAXY OF CONTENT**

Our expedition concludes in the sprawling galaxies of content that make up the Confluence universe. Here, the challenge is to navigate and organize the multitude of spaces, pages, and documents. But fear not, for our guide shines a light on paths through the Confluence spaces, ensuring no piece of knowledge is lost in the void. Innovative apps transform the way we manage, visualize, and approve content, making collaboration not just possible, but boundless.

## **Explore the Confluence Galaxy with Confidence**

The Atlassian Confluence 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. 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!**

## OUTLOOK CALENDARS FOR CONFLUENCE

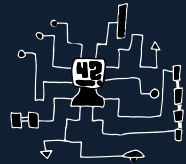
YASOON

**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 Confluence, 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.

## **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.



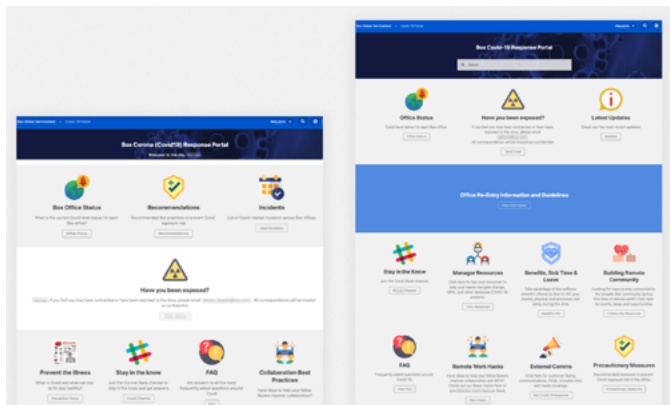
A blank template that Michael Cyr used to build the portal.

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, mana-

ging a crisis is never a walk in the park, but with the right partner you can even take on the galaxy.

## **VIEWTRACKER - ANALYTICS FOR CONFLUENCE**

BITV00D00

**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 regardless of 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 adhered 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

The screenshot shows the Confluence 'Content' page for a space. It features a search bar, filters, and a table of content items. The table has columns for Content Name, Views, Viewers, Contributors, Last viewed, and Last modified. Below the table, there are summary statistics: Number of content (9,543), Views (12,264), Unique viewers (216), and Contributors (56). A 'see all metrics' button is also visible.

Content Name	Views	Viewers	Contributors	Last viewed	Last modified	Actions
Walltime General Space	403	189	15	Feb 22, 2021 14:00	Mar 12, 2021 14:00	...
2021-07-06 Weekly News News	389	301	1	Mar 22, 2021 14:00	Mar 18, 2021 14:00	...
How to XYZ Knowledge Base	386	108	6	Mar 1, 2021 14:00	Feb 1, 2021 14:00	...
How to ABC Knowledge Base	352	167	12	Mar 4, 2021 14:00	Feb 22, 2021 14:00	...
CEO Talk June 2021 Executive Management	288	205	2	Feb 10, 2021 14:00	Mar 1, 2021 14:00	...
Team Hall Meeting 2020 Executive Management	202	145	3	Mar 21, 2021 14:00	Jan 22, 2021 14:00	...
Our Sales Team Sales Space	169	129	28	Feb 20, 2021 14:00	Dec 22, 2020 14:00	...
Product X - Technical Specification Products	116	59	35	Mar 22, 2021 14:00	Jan 28, 2021 14:00	...
Project Omega - Timeline Project Management	142	84	7	Feb 16, 2021 14:00	Jan 22, 2021 14:00	...
Our brand Marketing	120	89	9	Feb 25, 2021 14:00	Mar 24, 2021 14:00	...

Summary statistics:  
 Number of content: 9,543  
 Views: 12,264  
 Unique viewers: 216  
 Contributors: 56

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, Sergey also found it much easier to get stakeholder buy-in for his new content ideas. For example, using Viewtracker's Search Report, he could create new content covering frequently searched terms without existing search results.

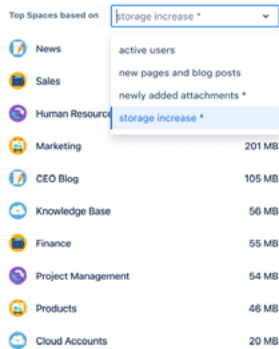
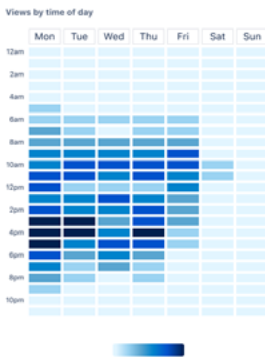
Next, two newly added reports make it easier to get oversight over what's going on in your Confluence. The new Space Status and Instance Report are the spaceship's command center, ensuring that defects are detected and the spaceship stays on course. This includes insights such as statistics of active vs. inactive users, making it possible to reuse unused licenses. A heatmap that indicates when Confluence use is the highest, showing when it's

best to post content. Top 10 statistics displaying spaces with the most activity, insights on how much storage capacity is used, and more.

Beyond the helpful qualitative data, using Viewtracker also has some intangible benefits, most notably the improved internal conversation quality. From the list of best-per-

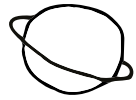
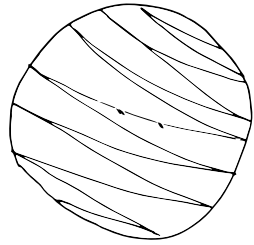
forming pages with the most views, technical writers could dive deeper into which ones were most helpful and what could be further improved.

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!



\* Only the file formats that are enabled for tracking are counted.





# INTERGALACTIC INTRANETS

## 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)

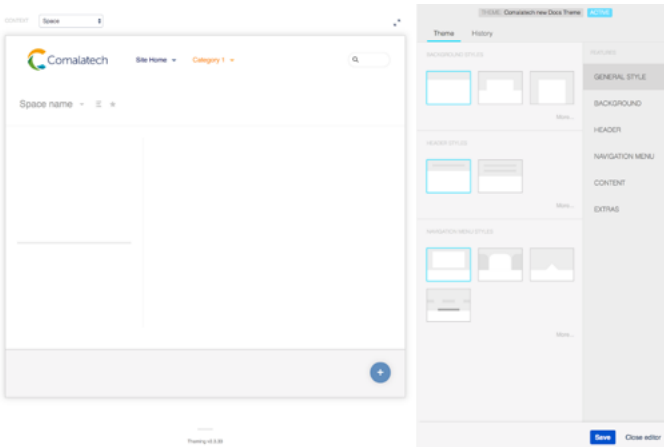


## Navigation improvements

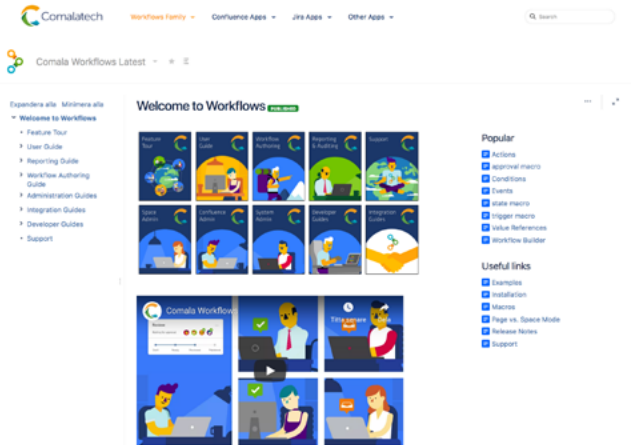
Comalatech's old wiki featured all of their products at the top-level navigation bar. As they continued to grow the product portfolio, the menu was also extended. This led to the need to reorganize the categories, keeping the main navigation at just four categories. Refined enabled them to set 'subcategory' 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 homepage with no code required.

Refined for Confluence also comes with the capability to customize 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 Refined 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:

Pages / Contact Manager Home

### Address Book

Created by Michael Kabeich, last modified by Katerina Kolina 27 minutes ago

Type: Click or start typing... Company: Start typing... Global filter: Start typing... Hide columns: Click or start typing...

Name	Company	Email	City	State	Phone	Type	Notes
Jessie Crynon	Osborne, Michelle M Esq	jessie@cox.net	Scranton	PA	673-308-8698	Prospect	Met at Allusion Summit 2010
Nichelle Meteor	Print Doctor	nichelle_meteor@meteor.com	Chicago	IL	773-307-2231	Customer	
Rikki Nayar	Targan & Kiewit Pa	riki@nayar.com	Miami	FL	305-978-2309	Customer	Contact on July 15
Shenika Seewald	East Coast Marketing	shenika@gmail.com	Van Nuys	CA	818-789-8800	Partner	TEF campaign
Glen Berry	Griswold, John R Esq	gberry@gmail.com	Des Moines	IA	515-372-1738	Prospect	
Dyan Otkroyd	International Eyewits Inc	dodyotd@aol.com	Ovenden Park	KS	913-685-8918	Customer	

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.

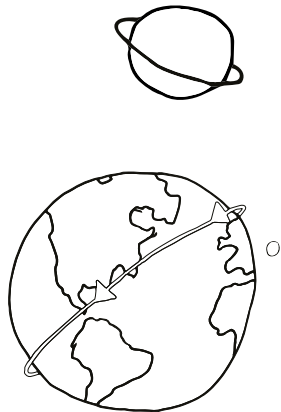
## **Filtering and finding contacts**

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 news-feeds 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.

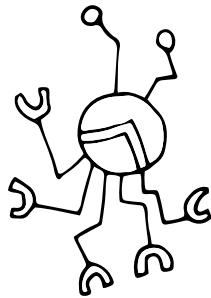
First, Sauer employed User Profiles for Confluence to create custom fields for the location at which each employee works, the language he speaks and his role in the company. He then synchronized this information with the Active Directory to ensure that it is always up-to-date, even if the employee changes 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 intranet homepage, they only see news that is relevant to their location and role. Thus, an employee at the Karlsruhe location can see that the company party at headquarters 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 language, as defined in their user profiles.



## **WORKFLOWS FOR CONFLUENCE**

APPFOX

**Before setting off on your interstellar mission, it's time to do some final safety checks. Are all the crew accounted for? Is the shuttle packed with all the supplies needed for the journey? Do you have the shuttle emergency instruction manual? Wait, which one is correct... they all look similar?! Has this been approved for use? Nobody knows...**

After months of planning, the mission is now in jeopardy!

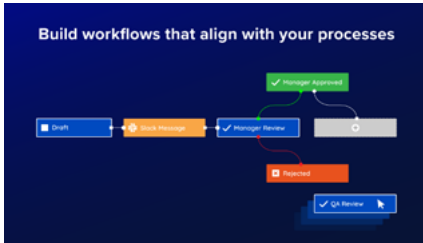
Whilst this example illustrates an extreme impact of poor document management and version control, it's something that can impact nearly every business on earth. After all, documentation is important.

### **Navigating the Document Universe: A MedTech Odyssey**

A company in the MedTech space needed an easy way to manage their documentation across multiple Confluence Cloud spaces and be confident that the right content was visible to the right people. In particular, ensuring only the content that had been reviewed and approved by specific individuals or teams was available for the broader organization to view.

Ultimately, they needed a way for their teams to see which version of a document was the most recent and whether it had been approved.

This is where Workflows for Confluence came to the rescue.



## Liftoff to Efficient Document Lifecycle Management

Workflows is an all-in-one document management solution for Confluence Cloud that helped the Med-Tech company easily manage documents throughout their entire lifecycle.

It provides a range of document controls, including cross-space publishing, content expirations, and multi-stage approval cycles, making the document management process easy for everyone involved.

## Orbiting the Sphere of Content Approval

Visibility is critical in document management, and

with Workflows, their teammates can quickly see a document's approval status at the top of the page.

A full version history of the document and its entire lifecycle are available at the click of a button, giving their team confidence that the document in front of them was correct.

## Engineering Custom Document Workflows

By using Workflows, they could easily build their company's unique, fully customized document workflows within Confluence.

It empowered them to build single or multi-stage ap-

proval workflows and route documents to the right individuals or teams for sign-off before they became visible to all.

### Managing Content across Confluence Spaces

With Workflows, the Med-Tech company managed content across multiple Confluence spaces. One of their spaces was used for “Work in Progress” documents and had limited access to their employees.

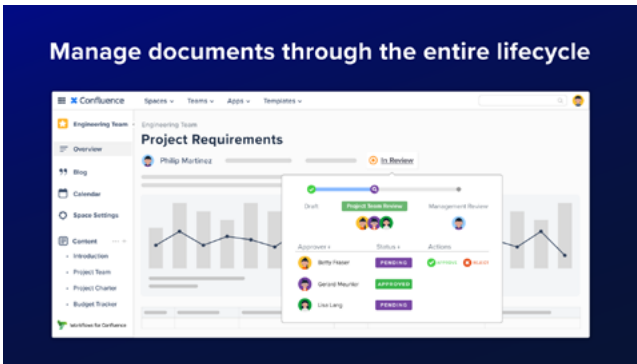
Once a document had been reviewed and approved, Workflows automatically

ly published it to another space of their choosing, where all employees could view it, ensuring only the approved version of documents was being used.

### Launching Your Document Management into Hyperdrive

Don’t let a lack of version control or robust document management jeopardize your mission.

Harness the power of Workflows and transform the way you manage content in Confluence for the better.



## **COMALA DOCUMENT MANAGEMENT FOR CONFLUENCE & COMALA PUBLISHING FOR CONFLUENCE**

APPFIRE

**In the bustling spaceport of the Port of Antwerp, where the cosmic flow of freight never ceases, the quest for a knowledge base to unite its 1600 crew members under a single stellar archive became paramount.**

This vast repository needed to be more than just a content storage unit; it must guide the team through software galaxies and instruction manuals with ease.

The Port set its coordinates for Confluence, bolstered by two supernova apps from Appfire, to manage their document approvals and publishing, creating a universe where knowledge was not just stored but thrived.

### **The Galactic Hub: Port of Antwerp**

Serving as a vital nexus in the universe of global supply chains, the Port of Antwerp pulsates with over 238 million tonnes of freight annually. Positioned 80 kilometers inland, its strategic location offers swift and sustainable voyages to the heart of Europe.

Innovation is the lifeblood of the Port, where smart devices, drones, and blockchain technologies navigate logistical mazes. With a bustling ecosystem of vessels, trains, and trucks, and a workforce of over 143,000 souls, orchestrating harmony among the stars requires a mastery of collaboration that only Confluence could provide.

## **Crafting the Knowledge Nebula with Confluence**

The Port of Antwerp, a cosmos teeming with documentation and internal wisdom, found sanctuary in Confluence. Here, manuals and instructions for navigating the tools of their trade—from Microsoft Office to IBM Maximo—had to be translated into languages both Dutch and digestible for the non-technical users.

This meant that the Port couldn't rely on documentation created by the software developers but had to write their own instructions. To organize this huge repository, the Port needed a platform that could deliver document creation, storage, and sharing all at once.

After trying other wiki modules that proved too basic, they settled on Atlassian's Confluence as their solution in 2013. But what began as a modest assembly of knowledge soon expanded. Its gravitational pull attracted various depart-

ments. Within two years, it evolved from a 100-user settlement to a 2000-user civilization, thriving with several hundred pages of shared wisdom.

## **Dual Dimensions of Content Creation and Discovery**

The knowledge base exists in two spaces, a draft space used for page creation and editing and a published space that is available to all employees.

Each software manual within the space has its own parent page, with child pages laying out various sub-topics and instructions. For example, in the manual for Confluence itself, there is a page with instructions on how to create a page and another on how to name a page.

The team separated these instructions out to make use of one of the other features of Confluence – integration with Jira Service Desk, Atlassian's customer service platform. The team can then use Jira





Service Desk to search the knowledge base and find precise answers to their questions.

The flexibility of this approach ensures that the knowledge workers can refine and evolve information with ease.

### Managing Content Creation and Distribution

As Confluence's influence spread, departments were

drawn to its light, not just as a content hub but as a command center for managing the very fabric of their work.

Amidst a universe of pages, the need for a celestial navigation system became evident. They needed a mechanism that ensured only the most current information was available in the Port's content hub.

The exploration led them to Comala Document Management and Comala Publishing. The former allows users to add customizable review and approval workflows to Confluence, while the latter provides the functionality to easily copy one space to another.

This cosmic dance of content, from inception through the ether to the annals of approved knowledge, ensured that the Port's wisdom was both guarded and universally accessible.

### **Drafting the Future, Publishing the Present**

In the Port's knowledge base, pages are created in the Draft Space, which is restricted to the small team of knowledge workers. Once a page has been approved, it is copied to the Published Space that is available to the entire company.

The knowledge base workflow starts when a page is

created and sets the page to a 'draft' state. Once the page creator has written the document, they have three options:

**Ready for Publication:** An intermediate state for the team to ask a subject expert to check the page before it is published. The expert can review the page and then publish it when ready.

**Published:** The page can be published right away if no further review is necessary. This automatically copies the document to the Published Space.

**Not to be Published:** The team can choose not to publish the page, which keeps it in the Draft Space for internal use. This is used for pages with guidelines for the knowledge workers themselves.

If a page is edited later on, the latest approved version remains in the Published Space, while the version in the Draft Space returns to the 'draft' state, ready for an-

other round of approvals. Finally, the workflow has a 1-year expiry timer, which prompts the team to review each page after a year and make sure it is still up-to-date.

### **The Celestial Outcome**

The Port's knowledge base, once a fledgling galaxy, now shines as a hub of managed, accessible, and current information.

Through the use of Comala Document Management, each page serves as a star, its status and trajectory defined by messages that guide the document through its approval jour-

ney—messages that vanish into the ether when the knowledge is shared beyond Confluence's domain.

With the vastness of the Port of Antwerp's operations mirrored in the depths of their Confluence-powered knowledge base, the Port has crafted a microcosm where information flows freely, yet remains meticulously updated.

This easy to navigate and ever-expanding knowledge hub ensures that every member of the Port's crew can harness the collective wisdom needed to propel the Port forward.

## **USER PROFILES 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.

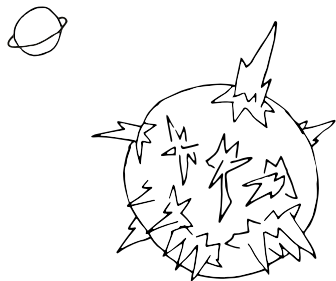
SAXOPRINT took a big step forward when the company deployed Confluence. Using the Structure and Themeapp from Refined, project manager Jane Markert and her colleagues in the HR department were able to set up a modern intranet – fitting for an online-company – with the help of templates in just a few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

**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**

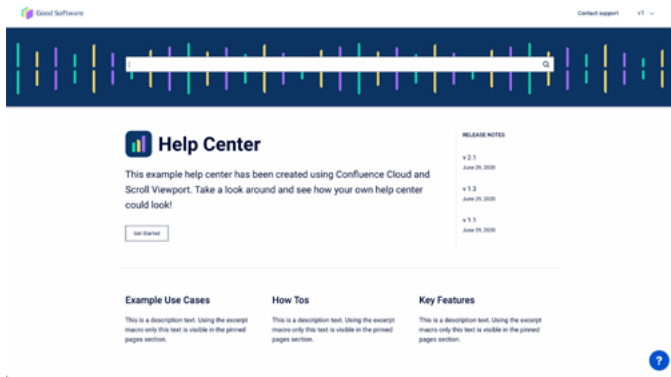
Finally, hope came in the form of K15t's Scroll Viewport for Confluence. It's an app that instantly publishes Confluence Cloud content as a public-facing, customizable help center. Exactly what was needed by the team!

### **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.

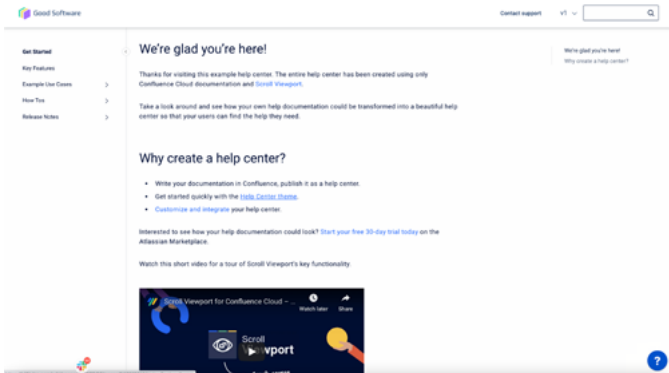
The end result was a help center that was an extension of their main website. This created a seamless online help experience for their customers. The best part? None of this required any coding!

## 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**

BITV00D00

**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. Per-

sonally, 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.



# MASTERING A GALAXY OF CONTENT

## TABLE FILTER, CHARTS & SPREADSHEETS FOR CONFLUENCE

STILTSOFT

**More data, more problems. Eventually, just about every enterprise discovers that the cosmic-sized 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.

### **Unleash Cosmic Clarity in Confluence**

That's why companies use the Table Filter, Charts & Spreadsheets for Confluence

app developed by Stiltsoft, an Atlassian Platinum Marketplace Partner and Silver Solution Partner.

This app makes 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 predefined formulas. Combined with native Confluence features, the app gives you plenty of opportunities for table customization, data analysis, and visualization.

### **Filtering Confluence Tables**

Filtration is a vital part of managing vast data in large

tables. With the app, you can apply filters to your table columns in one click. The most relevant type of filter will be automatically applied after

you add the macro. The design and the source of tables may vary, but you can use the app on any of them.

**Skills and Certification**  
Created by Natalia Paronova, last modified 13 minutes ago

Start **adding filters** in the filter tools menu.

Developer	JavaScript	Java	C++	C#	Python	Perl	Ruby	Employee Certification
Andy Miller	★	★	★	★	★	★	★	<input checked="" type="checkbox"/>
Ashley Stone	★	★	★	★	★	★	★	<input type="checkbox"/>
Den Stevens	★	★	★	★	★	★	★	<input checked="" type="checkbox"/>
Jack Brown	★	★	★	★	★	★	★	<input type="checkbox"/>
Jill Swensen	★	★	★	★	★	★	★	<input checked="" type="checkbox"/>
Manny Scouse	★	★	★	★	★	★	★	<input type="checkbox"/>
Mully Amberton	★	★	★	★	★	★	★	<input type="checkbox"/>
Peter Oliveira	★	★	★	★	★	★	★	<input checked="" type="checkbox"/>
Ted Wilson	★	★	★	★	★	★	★	<input type="checkbox"/>

Here are just a few examples of the tables you can filter using the app:

1. Regular Confluence tables of any size and design. These include tables with merged or missing cells, tables containing statuses, and generally any custom transformations.
2. 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 many times with the app's Table Excerpt and Table Excerpt Include macros. Whatever the source table is, you can get exactly what you need from it.
3. 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, Charts & Spreadsheets for Confluence. Next, choose the filters to apply to its columns.

4. Tables generated by third-party apps. Even if you use multiple apps in your Confluence instance, you can still achieve the desired result with the app.



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

### Creating Powerful Dashboards

If you want a comprehensive command center 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 the app is enough to achieve any desired result, many users still miss the abilities and the interface of Excel tables. So, use the Table Spreadsheet macro to access all of the Excel features while working in Confluence. It allows you to embed a spreadsheet onto your Confluence page and keep working with it both in the edit and the view mode.

Also turn any Confluence tables into spreadsheets and share bits of spreadsheet data across your Confluence instance. The spreadsheets are easy to customize and have an extensive array of tools. You can choose settings for the text and data, use predefined formulas and conditional formatting, perform calculations and create charts and graphs.

## **Explore Data Nebulas with Table Filter, Charts & Spreadsheets for Confluence**

Here are just a few reasons why you might want to try Table Filter, Charts & Spreadsheets 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.

Launch into a new era of data management and collaboration with Table Filter, Charts & Spreadsheets app. Prepare for a journey where every piece of data aligns like stars in the galaxy, enhancing your team's productivity and decision-making across the universe.



## **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. Multi-stage 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**

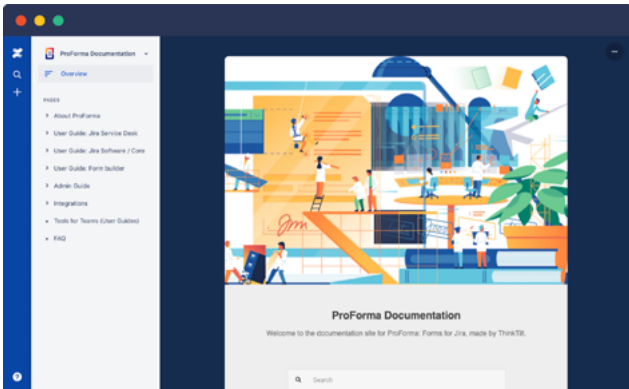
Scale your organizational agility with Scroll Documents by iterating on your documentation with these key features:

- **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



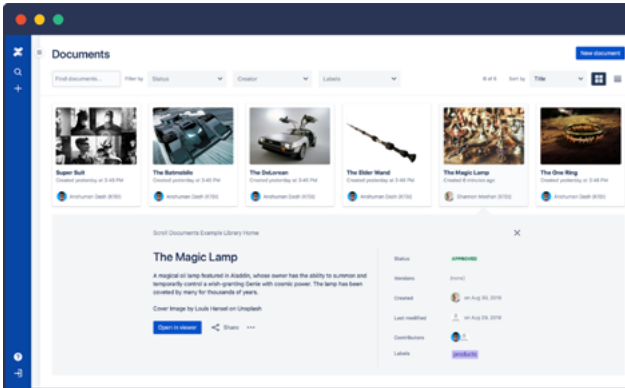
new information or changes between versions, and establish a relationship between each release and its documentation. Cut your review process down to just a few minutes and catch mistakes or make updates before your documentation goes live.

- **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.



# SPACE CONTENT MANAGER

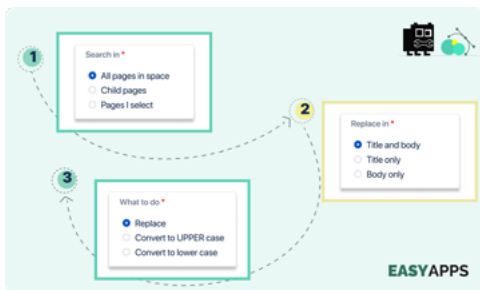
## EASY APPS

In the expansive universe of Confluence spaces, collaboration thrives, yielding fruitful productivity. However, like any celestial body, these spaces require diligent stewardship by administrators to ensure optimal performance.

Our esteemed client, deeply entrenched in the creation of video game scripts, relies on

Confluence as their content hub. They leveraged our versatile toolkit of Space Content Manager, a suite of bulk content editing features.

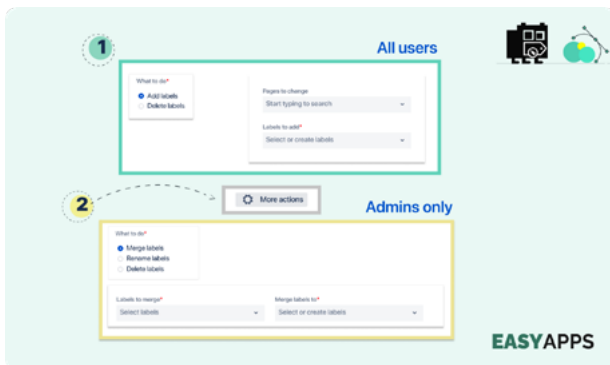
They now embark on a journey of efficient content management, paving the path for streamlined approvals and accelerated progress. Here are some ways they used the different features of the app.



### Find and Replace

In the ever-evolving narrative of video game scripts, characters' destinies often undergo cosmic shifts. When the central character's name

undergoes a change, our space administrator uses Find and Replace feature to update the name across dozens of pages.



## Labels

In the intricate realm of Confluence labels, cohesion is vital for efficient navigation. Yet, the introduction of a new label, “intro,” disrupts this delicate equilibrium. There is already an “introduction” label. To reinstate order, our space administrator utilizes the Label Manager feature, consolidating many labels and directing users towards a unified taxonomy.

### Title prefix/suffix

As pivotal chapters of the game unfold, clarity is critical. For example, there is confusion as to which pages are for chapter 1 and

which are for future chapters. So, our space administrator implements a strategic approach, appending a prefix ‘Chapter 1:’ to all the related pages so that users can easily navigate the extensive expanse of pages.

### Link Editor

When a user pastes in a link, Confluence turns it into a smart link. But game developers want to see the full URL for all links. The space administrator uses the Link Editor feature to bulk turn inline links to show the full URLs.

## **BETTER CONTENT ARCHIVING FOR CONFLUENCE**

MIDORI

**In the vast expanse of Confluence’s cosmos, a leading animation motion picture studio has been using the platform since its inception in May of 2004.**

Upon assuming oversight of the Confluence instance, Staphon Arnold was confronted with two decades of accumulated documentation and data. Search results were inundated with outdated pages, hindering productivity and progress.

To combat this, Staphon devised a meticulous plan to declutter Confluence and purge it of obsolete content.

### **The Confluence Expert at the Studio**

At the animation studio, Staphon plays a crucial role as the content and training

specialist. His primary responsibility is to ensure that everyone on campus utilizes Confluence effectively. Staphon is known as the go-to expert for Confluence-related queries and provides training to both new and seasoned users.

“My role is to help everybody around campus use Confluence. I make sure everybody has the training they need, especially new users, and assist them in documenting their work. Additionally, I provide training on our technical treatment team.” – Staphon Arnold, Content and Training Specialist.

### **The Problem: Cleaning Up Search and Documentation**

When Staphon started in his role, he identified a significant challenge at the com-



pany - a cluttered search and outdated documentation.

Midori's Better Content Archiving for Confluence was already installed, but it was underutilized due to a lack of expertise among the users. Consequently, search functionality suffered, making it difficult for employees to find relevant information.

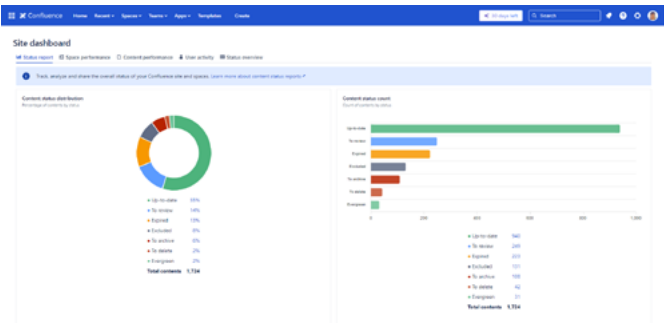
„Our search was horrendous. Nobody could find anything because there was so much old documentation. We needed to clean up our search and documentation to enhance productivity.”

## The Value Better Content Archiving Creates

Bernard explored various solutions but ultimately found no comparable alternatives.

„This app just works! So we haven't had to try to use anything else or even try to find anything else. There's just nothing even close. So, this is what we use.”

Implementing Better Content Archiving brought significant value to the animation studio. The app's primary benefit was cleaner search functionality. Employees could now easily locate relevant content and



identify outdated information that needed archiving.

„The value we get from using Better Content Archiving is a cleaner search. It allows us to find content quickly and easily identify what is out of date. As our Confluence instance dates back to 2004 archiving is crucial. We don't like deleting things so having an archive helps us reference past work while maintaining a clean search experience.“

### **Core Content Lifecycle Management Rules**

While Staphon's team doesn't have strict content lifecycle management rules, he advises users to follow certain principles. He likens Confluence to a community garden and encourages users to prune outdated content by archiving it, ensuring a thriving and organized knowledge base.

“Confluence is a community garden and everybody needs

to do their part to make sure the garden is thriving. I advise our users to avoid deleting things. Instead, archive content that is no longer actively used. Avoid making copies and prioritize a clean search experience.“

### **Staphon's Message to Fellow Confluence Dwellers**

He emphasizes the importance of archiving old documentation to maintain a clutter-free Confluence and enable future references.

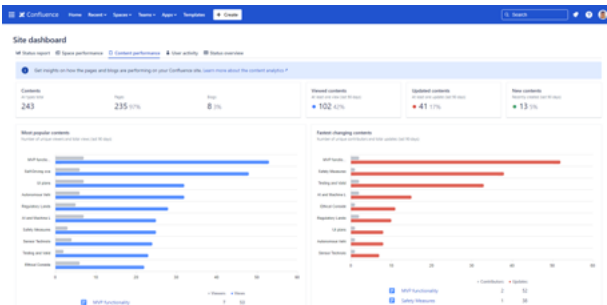
„If you haven't used this app yet, do it now! Archiving outdated content is crucial. You shouldn't have old documentation floating around. Deleting documentation may not be healthy in the long run. Having an archive is like putting it in deep storage, accessible when needed. Try out Better Content Archiving with your team and have peace of mind knowing you can always find what you need.“

## A Harmonious Confluence with Better Content Archiving

This leading animation studio, driven by the expertise of Staphon, successfully transformed their Confluence platform with Better Content Archiving. By implementing this powerful app, they cleaned up their search functionality, improved documentation management, and ensured a clutter-free knowledge base. Bernard's expert

guidance and the adoption of Better Content Archiving enabled the company to streamline its workflows and enhance productivity.

This serves as an inspiration for organizations seeking order in the Confluence chaos. If you're facing similar challenges with outdated documentation and inefficient search, follow in their footsteps and consider Better Content Archiving for Confluence.



# TALK - ADVANCED INLINE COMMENTS FOR CONFLUENCE

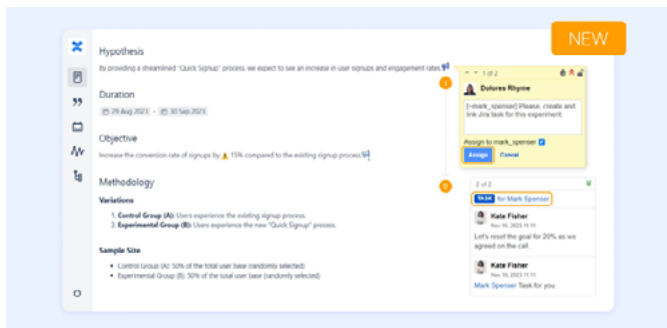
STILTSOFT

In the Confluence universe, inline comments provide a space for a crew to catch up. However, inline comments aren't just for chatter; they're often packed with crucial tasks and actionable items.

Think of the Talk Advanced Inline Comments app as your captain that helps to navigate and control actionable discussions to accelerate project execution. Here are the responsibilities of the inline comments captain.

## Task Management

For commanders, it's vital to stay on top of all discussions on a spacecraft to address the crew's queries and handle incoming tasks. They can clearly indicate which inline comments are tasks with the Talk Task feature. It helps to spot and address tasks in conversations and clarify task ownership, which brings you closer to completing a project. Prioritizing tasks is more than simply organizing your work. With the Talk Priority feature, leaders ensure that



the crew's projects with broader objectives and that the crew allocates resources effectively.

While delegating and prioritizing tasks is a significant component of any project or operation, the execution of these assignments is what truly delivers the impact.

The Talk Report feature empowers commanders to easily identify open tasks in discussions and engage with those responsible for completing them. Equipped with control over task resolution, they can influence a project's evolution.

### **Review Process**

While checking a document, a reviewer often captures the findings in the inline comments. Addressing the review findings helps to progress a document from the draft version to the pu-

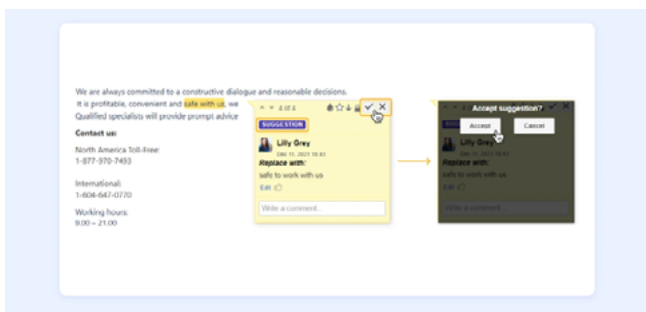
blished (final) state in Confluence.

Once the author and all the contributors get notifications about the Talk comments, they can start editing the document. With the Talk app, the team can do it in edit mode right away.

The Talk app also comes with a helpful tool called the Talk Suggestion feature. This tool automates the process of making changes to the page content. It's simple: if the author agrees with the proposed modifications, they accept them; these changes are then seamlessly applied to the text.

### **ISO Audit**

Spacecrafts that operate in highly regulated galaxies require formalized procedures for creating, editing, and publishing documents. In this process, the Talk



app is responsible for the accuracy of changes.

The Talk Archive feature is useful when you show an auditor the context for changes on specific document parts. Although the discussions are resolved, they remain accessible on a page.

When your partners or clients request access to your ISO documentation, apply visibility restrictions on the Talk comments. The Talk Permissions feature ensures you don't expose private information in talks.

A recommended practice for capturing edits in ISO is to make them by accepting Talk suggestions. This approach ensures that every change on a document is captured in the Talk Report, ensuring the traceability of changes for the review body.

### **Elevating Collaboration to Cosmic Heights**

Propel your team's collaborative journey to new galaxies with the Talk Advanced Inline Comments app for Confluence Data Center. It's not just about making conversations easier; it's about


ensuring every task, every review, and every compliance requirement is met

with precision, propelling your projects to stellar success.

**Pre-Employment Procedures**

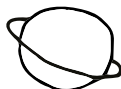
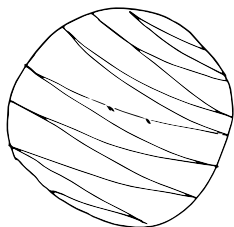
- **Offer Acceptance:** Confirm that John has accepted the offer for employment and signed the offer letter, acknowledging the terms and conditions of his employment.
- **Employment Contract:** Draft and finalize the employment contract for John, outlining his job title, responsibilities, compensation package, and start date.
- **Background Check:** Ensure that the necessary background checks have been completed in accordance with company policy and legal requirements.

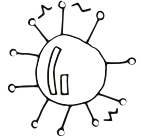
Archive and restore a talk to resume a discussion.



1

2





## **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 predefined 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-

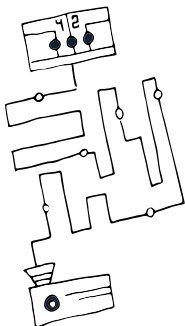
rious use cases like creating Quality Management process documentation or IT documentation etc...

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.

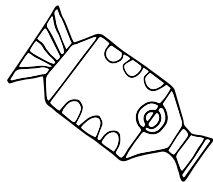
SubSpace Navigation also includes powerful personalization options: Personal dashboards displaying recent page interactions, favorites and other relevant content can be created using simple CQL queries, making it easier than ever for users to find the content they need.

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 sub-groups.

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 underne-

ath 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 often 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 help teams 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, inclu-

ding 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.

cedures 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.

With a scalable Quality Management System in Confluence, teams can seamlessly maneuver complex standard operating proce-

## **GANTT CHART PLANNER FOR CONFLUENCE**

RICKSOFT

**In the vast expanse of project management, visualizing your project plan is not just beneficial; it's critical. Without a clear map, managing a project can feel like an astronaut stranded in space, unsure of where to go next or how to reach their destination. A well-visualized project plan acts as your star map, guiding you through the project's lifecycle, ensuring every team member is aligned and every task is on track.**

The native Confluence road-map macro, while a starting point, often falls short, akin to navigating the stars without a telescope. Missing crucial features like critical path view, it leaves teams ill-equipped for detailed planning and anticipating delays.

### **Charting Your Project's Course with Gantt Chart Planner for Confluence**

Enter Gantt Chart Planner for Confluence.

The app brings your project to life, laying out tasks, resources, milestones, and dependencies. And it's embedded directly on your Confluence page like any standard macro.

Along with the work breakdown structure, you'll have the high-level timeline view, with each bar representing a task. It also indicates the task duration to aggregate the overall completion timeline for you.

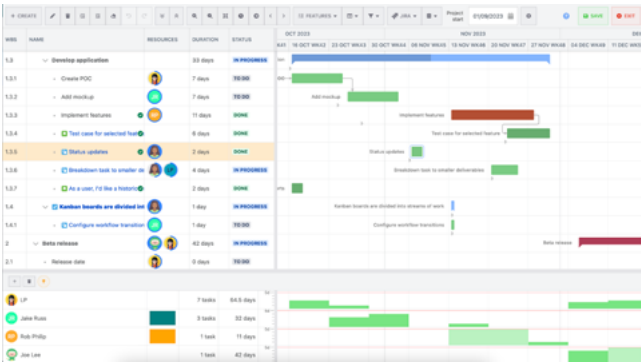
No more chasing deadlines or scrambling to meet last-mi-



nute changes. By enabling the critical path view, Gantt chart helps reveal potential bottlenecks before they arise, allowing you to adjust your plan proactively. You can even map out dependencies to prioritize the sequential order across all deliverables.

## Visualize Project Delivery with Jira Integration

The app also integrates seamlessly with Jira to enable cross-platform collaboration. It instantly syncs task duration from Jira so you can adapt your plan to actual delivery progress - there's no need to switch between Jira and Confluence platforms.



There are three methods to connect Jira issues:

- Insert existing Jira issue into the Gantt chart planner
- Link existing Jira issue to a task on your Gantt chart
- Create a new Jira task from Gantt chart

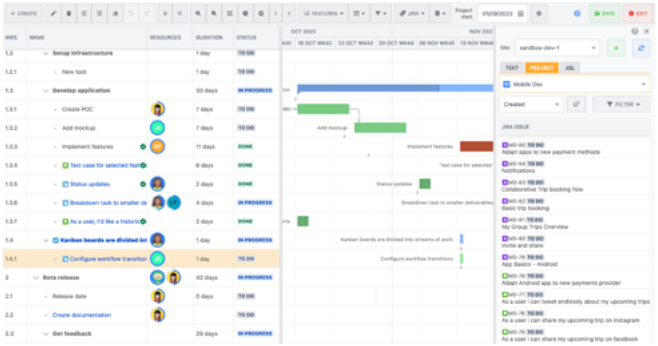
It can also accommodate portfolio-level planning by connecting the Gantt chart with multiple Jira sites or projects. You can use the app to visualize major project timelines across different teams, for instance, on a central project space.

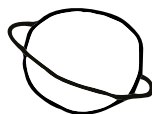
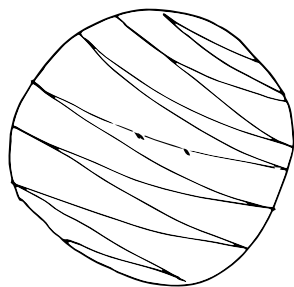
This is useful if you want to initiate a high-level yearly plan without necessarily committing to specific deliverables. At the same time, you can ensure that the progress is automatically updated as the team starts working on them.

### Steering Toward Success: The Impact of Clear Visualization

Now, the command deck is more organized than ever, with both Jira and non-Jira tasks plotted in a single, cohesive project plan.

The app's visual essence makes it quick and intuitive to track progress and adapt your plan, to ensure a smooth journey across all project deliverables.





## 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

## CREDITS: MEET THE VENDORS

### ACTONIC

At Actonic, we're not just an IT company – we're passionate innovators in problem-solving. Our main focus is on creating customized solutions that empower businesses and individuals to effectively address their daily challenges. With a global team of highly skilled professionals, our commitment is to provide top-notch Atlassian products for Jira and Confluence that fuel digital transformation and boost productivity. Whether it's Confluence table sorting or Jira reporting tools, our product lineup provides extensive solutions tailored specifically to your requirements. We are dedicated to finding valuable solutions for every possible scenario - including yours!



### 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.

## **APPFOX**



AppFox is a UK-based team that builds innovative apps to help you work smarter in Confluence and Jira. With over 3,000 customers worldwide, including some of the biggest brands, you can be confident our suite of powerful, integrated solutions will help level up your favorite software applications and make a real difference to you and your teams.

## **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.





## **APTIS**

APTIS is a German Atlassian Marketplace Vendor. The company's focus is to help organizations establish lean project management. The flagship product Epic Sum Up reflects that. It helps you manage your projects in a fast and intuitive way and is used by many teams in various industries all over the world.

## **BITVOODOO**

bitvoodoo is a leading Swiss Atlassian Platinum and Enterprise Solution Partner based in Zurich. Their experts love to develop apps to make daily work much easier. Combining their Enterprise Theme app with Metadata for Confluence allows creating a personalized news feed on your Confluence dashboard.



## **COMMUNARDO**



Communardo builds smart solutions for modern work. We strive to make collaboration effective, fast, and fun. We are an Atlassian Platinum Solution Partner as well as an Atlassian Platinum Marketplace 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 8,000 customers in 105 countries, we help some of the world's largest companies to bring their employees, platforms, and data together in powerful new ways.



## **DECADIS**



As an Atlassian Platinum Marketplace Partner, we focus on developing high-quality apps and services for the Atlassian Marketplace. With offices in Koblenz (Germany) and Seville (Spain), as well as numerous remote workers,

we reach more than 14 million users and the world's largest companies every day. Our commitment to innovation and customer satisfaction has made us one of the most trusted names in the industry, and our dedication to expanding our activities in the Atlassian world ensures that we remain at the forefront of the industry.

## **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 360° 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.

## **EASY APPS**

Apps for Confluence to bulk edit content. All build using Atlassian's Forge development platform. Backed by Atlassian Ventures.



**EASYAPPS**

## **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](https://elements-apps.com).



## **EXALATE**

We Are Exalate, where collaboration knows no boundaries. Don't Mind the Gap, Bridge it. At Exalate, we're not just powering integrations; we're building a worldwide network of connected companies.

## **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.



## **MIDORI**

Midori is one of the longest-standing Asian Marketplace Partners. Their solutions focus on Confluence content lifecycle management, Jira PDF and Excel reporting, as well as software developer efficiency and compliance.

## 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..

## **STILTISOFT**

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.

# STILTISOFT

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.



**SoftComply**

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.tempio.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.







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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](mailto:productmarketing@communardo.de)

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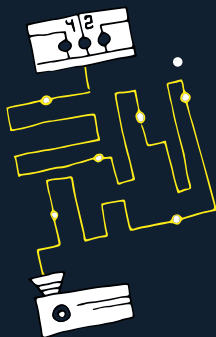
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This guide was developed in partnership with Brighttail, a digital marketing agency focused on the Atlassian ecosystem and other high-tech B2B companies.

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# DON'T PANIC!



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