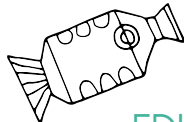
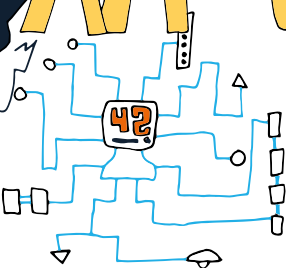


THE HITCHHIKER'S GUIDE

TO THE

ATLASSIAN APP-GALAXY

- JIRA -



EDITION 2024

CONTENT

OUT-OF-THIS-WORLD INTEGRATION APPS.....	6
Backbone Issue Sync for Jira (K15t)	6
Element Connect (formerly nFeed) - External Data in Custom Fields (Elements)	8
Refined for Jira and Confluence (Refined)	12
Microsoft 365 for Jira (yasoon)	16
Jira Issue Sync (Exalate)	22
Report Building Service (Actonic)	26
Feature Bundle and Customer Details for JSM & Hubspot CRM Integration for Jira (Appsvio)	30
Single Sign-on and User Sync for Employee Onboarding (re:solution)	32
Exalate Jira Issue Sync (Exalate)	34
Epic Sum Up - Lean Project Management & Bulk Editing in Jira (Aptis)	39
Power BI Connector for Jira (Alpha Serve)	42
Out of Office Assistant for Jira (re:solution)	44
Canned Responses Pro Templates for Jira (Appfire)	48
ROCKET-POWERED DEVOPS.....	52
Test Management for Jira (Smartbear)	52
Powerful Incident Management Solution in Jira Service Desk (Appsvio)	56

WBS Gantt-Chart for Jira (Ricksoft)	61
Admin Toolbox for Jira (Decadis)	64
Jira Command Line Interface (CLI) (Appfire)	66
Tempo Timesheet and Tempo Planner (Tempo)	69
Jira Workflow Toolbox (Decadis)	74
Smart Attachments for Jira (Stiltsoft)	78
BigPicture for Jira (Appfire)	82
Jira at Scale Needs Structure (ALM Works)	86
TeamRhythm (Easy Agile)	89
Projectrak – Project Tracking for Jira (Deiser)	91
Jira Service Management Apps (Deviniti)	96
Dashboard Hub for Jira (Appfire)	100
MASTERING A GALAXY OF CONTENT.....	103
Effective Attachment Management Solution in Jira (Stiltsoft)	103
CREDITS: MEET THE VENDORS.....	108
IMPRINT.....	117

INTRO

BUCKLE UP FOR A JOURNEY THROUGH THE JIRA UNIVERSE

Welcome aboard, cosmic explorers! Prepare to launch into the Jira Universe, a realm where collaboration knows no bounds, and efficiency is the name of the game. Just like the vast cosmos, the world of Jira apps is ever-expanding, brimming with solutions that turn daunting tasks into seamless operations. But fear not, for you're not navigating this universe alone. The Hitchhiker's Guide to the Atlassian App Galaxy is your trusted compass, pointing you to the brightest stars in the Jira sky.

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

Our first destination? The realm of integration, where the gravitational pull between Jira and other celestial bodies is stronger than ever. Here, cutting-edge apps have propelled organizations into new dimensions of efficiency, saving their teams an astronomical two days per week. This is the kind of cosmic shortcut that turns time into your ally, letting you invest in innovation rather than administrative black holes.

ROCKET-POWERED DEVOPS

Next up, the rocket-powered DevOps sector, where speed and agility fuel the engines of progress. In this quadrant, Jira apps



are the turbo boosters that propel teams towards unprecedented innovation. Facing integration black holes or nebulous workflows? Fear not. Our guide illuminates pathways to seamless integration and automations, ensuring your missions are completed at warp speed.

MASTERING A GALAXY OF CONTENT

Finally, we'll explore the sprawling galaxies of content that dwell within Jira. Here, the challenge isn't discovering new worlds, but charting and managing the ones you've created. Our guide maps out the cosmos, ensuring no vital piece of knowledge is lost in space, and every team member can navigate the content cosmos with ease.

EXPLORE THE JIRA ATLASSIAN GALAXY WITH CONFIDENCE

The Atlassian Jira 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!

BACKBONE ISSUE SYNC FOR JIRA

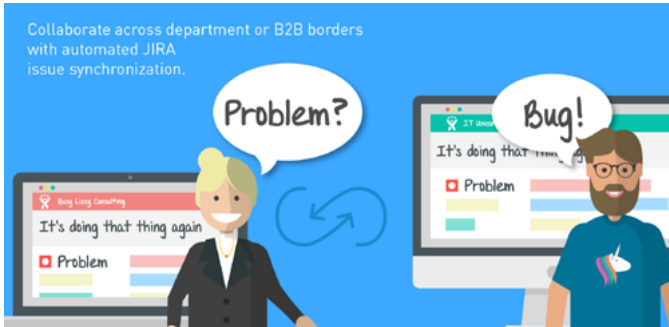
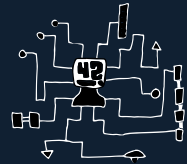
K15T

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

Using Backbone Issue Sync, the partners can automatically synchronize issues between their instances, meaning that when an issue is created or changed in one instance, Back-

bone automatically applies the same update in the partner instance. Users can now work on equivalent issues without needing to copy-paste issue data between Jira systems – reducing overhead and keeping all stakeholders on the same page. Even connecting Jira instances from behind enterprise firewalls is no problem, thanks to Backbone’s ability to transmit issue data via file exchanges.

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



them to set aliases, rather than offer the actual field and status names, giving them total control over which configuration data is shared with or hidden from the partner. Furthermore, thanks to Backbone's ability to synchronize with remote instances without installing the app, the organization can also successfully synchronize with any partner, even those with especially tight security demands.

From the moment they synchronized their first issue, these companies have been successfully relying on Backbone to keep their teams in sync. Even within remote Jira instances – and despite occasional challenging conditions – they have been able to streamline their collaboration processes, letting them work better together.

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

ELEMENTS, A VALIANTYS COMPANY

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

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

Realizing the impact of opportunity qualification, Open-

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

The challenge: organizing the opportunity qualification process

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

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

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

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

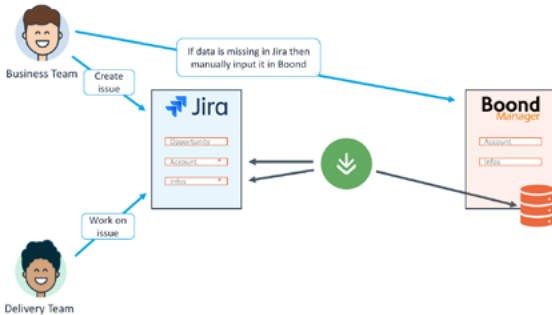
Rather than recreating the wheel, they turned to Jira to optimize the opportunity qualification process. As the company is already managing their ITSM processes on Jira and the team's adoption of the platform was

solid, extending the power of Jira to better manage opportunities seemed logical. That's where Elements Connect (formerly nFeed) comes into play.

Bringing data from the ERP into Jira

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

Here's how it works. When users configure a new process in Jira to track opportunities, the data from Boond Manager is made available in Jira via Elements Connect. It will then populate various fields regarding the prospect's background. This process is built internally, with a Elements' Atlassian-certified consultant assisting the configuration of Elements Connect.



For each opportunity, account managers select the customer and their requirement. The custom Elements Connect fields are connected to the ERP database. Users can also define a dependency between the “Customer” field and the “Requirement” field. By customizing Elements Connect fields display via HTML and a scripting app, users can view the account’s information from the ERP in read-only mode.

Centralizing information in Jira to facilitate interactions between stakeholders

Once the opportunity ticket

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

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

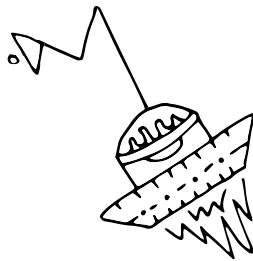
You can customize the way you display this information to your users, which is a real bonus as using industry jargon within issues strengthens the adoption of Jira overall.”

Leveraging Elements Connect even more

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

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

Visit the marketplace to learn more about Elements Connect and start your free trial today.



REFINED FOR JIRA AND CONFLUENCE

REFINED

**“Warning! Threat detected!
Immediate action required!”**

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

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

A Real-World Crisis

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

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

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

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

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

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

Unavoidable Silos

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

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

This clearly wasn't an ideal situation, especially when employees were going to work remotely across the globe.

That was when Box's IT Systems Engineer, Micheal Cyr, decided to build a portal that could bring all users from all

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

One Portal to Bridge Them All

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

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

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

Box's main site. According to Cyr, he was very much familiar with Refined at the point, so he knew instantly that both

apps could help him set up the portal in a short amount of time.

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

-Michael Cyr, BOX IT systems engineer

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

1. Identifying the types of important content that had to surface the portal as the pandemic unraveled;
2. Positioning this content at the top of the page to maintain ease of navigation;

3. Continuously evaluate users' needs to maintain engagement and freshness of content.

Ready for Takeoff

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



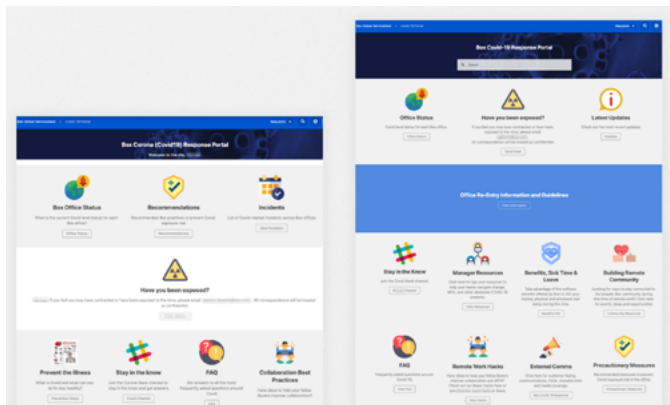
A blank template that Michael Cyr used to build the portal.

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

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

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

At a time when things were highly uncertain, unstable and scary, Box made sure that its employees are kept in



The first iteration of Box's Refined crisis portal (Left); The final portal, days later (Right).

the know constantly and consistently by delivering up-to-date information through the portal. Bottom line is, mana-

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

MICROSOFT 365 FOR JIRA

YASOON

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

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

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

However, they are typically not as digitized as your other

crew members on board as they have different work requirements and are accustomed to basic technology processes. Whether it's in space or on earth, this circumstance remains.

Digitizing the Firstline Workforce

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

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

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

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

However, they have been using Microsoft 365 tools and relying on Office applications

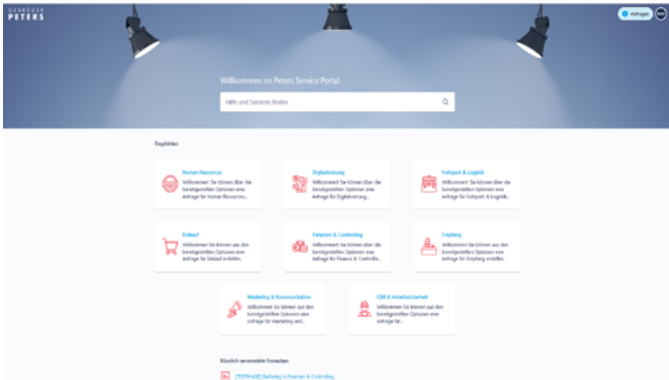
for on-site operations – which really works for them.

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

Bridging the Silos between Two Worlds.

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

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



The company's Digital Project Manager, Lisa Maria Creuso and Chief Digital Officer, Matthias Ortner began searching the market for solutions, but they already had a sound vendor choice in mind: yaseon. Both had experienced the effectiveness of yaseon's integration tools in their previous

respective companies and knew that the Atlassian vendor would be able to tailor a solution for Gebrüder Peters. They began rolling it out in 2020 and has since then evolved to leveraging a more fully featured solution:

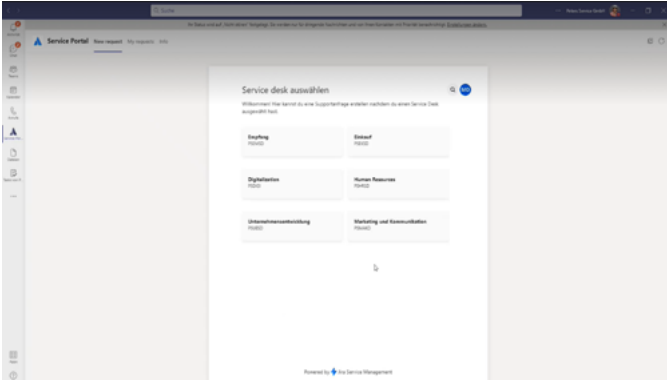
Microsoft 365 for Jira.

The Best of Both Worlds

“yaseon’s solutions let our internal customers use any channel of their choice to open tickets.” - Matthias Ortner, Chief Digital Officer

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

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



Direct Ticketing via Microsoft Teams

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

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

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

Direct Ticketing via Microsoft Outlook

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

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

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

Seamless Communication between Internal Customers and Service Agents

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

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

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

Individual Task Planning via Microsoft To Do

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

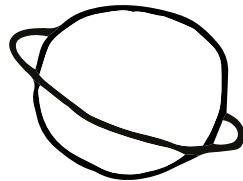
This feature allows service agents to have a clear overview of all their tasks and better organize their work

without having to switch back and forth between tools.

Surfing Through the Galaxy without Silos

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

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



EXALATE JIRA ISSUE SYNC, AUTOMATION & MORE

EXALATE

The journey through the Milky Way is far from a smooth ride. Your spacecraft will run into space debris and randomly distributed pockets of asteroids. And if you don't have the right gear to evade these obstacles, your spacecraft will spiral into an Interstellar vortex.

Believe it or not, you are close to these disaster levels if your crews are not sharing information between themselves.

Alarm bells go off.

Interoperability is a common issue for companies using disparate systems and work management platforms. This stifles knowledge transfer and breeds more siloes, leading to operational inefficiency. This was the exact situation for Gantner, one of the pioneers and leading developers in contact solutions for fitness, attraction, corporate, and education markets, focusing on locker solutions, access control, and cashless payments.



Initially, Gantner opted for adding another ticketing system to the stack. But this was problematic because it didn't solve their information transfer problem. So, they ended up having to manage two Jira instances.

An Asteroid Belt of Challenges

During our communication, the company rep highlighted the following challenges:

- They believed in developing everything in-house assuming it was cheaper and better.
- They wanted to transition the existing in-house developed ticketing software to Jira Service Management, then to the Jira Cloud.
- Transition all internal departments to the new ticketing system.
- The customer service platform is needed to enable smoother collaboration between the internal teams and the prospective external ones.

Clearing out the Obstacles

With time, money, and mission-critical information on the line, the team established the core goals of the project:

- Access to ticket history and archives
- Platform flexibility and custom scripting
- The ability to synchronize their tickets between the systems
- The possibility of both internal and cross-company integration
- Faster ticketing for expanding workloads and customer incidents
- Airtight integration security and full control over incoming and outgoing tickets

Having no time to build an integration for this transition, Gantner opted for third-party apps. According to the company's representative, Exalate stood out because it offers seamless integration between Jira instances. It also gave each side full autonomy over what was shared and how it was shared.

And the cherry on top, it came with a custom scripting engine that allowed infinite synchronization possibilities.

"We can now handle around 500 customer incidents per week, thanks to Exalate, which is a very good result regarding the number of products we're dealing with. It synchronizes 45x faster than our previous solution. Nowadays our Jira setup is also easier to manage since all the complexity related to the sync is done by Exalate's po-

werful scripting capabilities and hence there's no need for extra add-ons" - Christof Cuypers Gantner

A Treasure Trove of Gems

Using Exalate helped the company unify its ticketing system and create a seamless transition to Jira Cloud. To save time, they also used a script runner to automatically "exalate" all subtasks simultaneously.

This also eliminated the silos between teams and helped them integrate all mission-essential data into one system.

Thanks to uncompromising integration security, Gantner could entrust Exalate with synchronizing the ticketing systems.

"Next to the fact that we want to be in control of our Jira en-



environment, which is hosted in one of our data centers, we also want to be in control of what data will be synced and exposed to our customers. As an ISO27001 certified company, Security is key in our organization and Exalate meets our expectations” - Christof Cuyper Gartner

To a Future of Seamless Missions

Keeping your systems integrated is a tough task as you navigate the rough terrain of interoperability

and cross-company collaborations.

That’s why you need an integration solution that gives you autonomous control over your side. You can use this to dictate what you want to share and what you want to keep in-house.

As your journey through the Atlassian Galaxy continues, watch out for siloes and incompatible platforms and ticketing systems. We wish you smooth sailing.

CUSTOM JIRA REPORTS THAT LEAD TO THE STARS

ACTONIC

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

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

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

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

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

Track Mission Progress with Report Builder

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

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

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

With a customized Jira report to success, Kristof Männel, the team lead for Application Technology, sought advice from the IT Management. They soon came up with the idea of using Report Builder from Actonic, an extremely versatile Jira app with numerous pre-built report templates to optimize their processes. The app alone was a tremen-

dous help to the chemical company’s team. However, BÜFA had a specific request to accurately visualize and track the desired date as well as the workload and goal of an order. It should be possible to precisely display at which time an issue changes status and enters the completion phase.

The solution to the problem

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

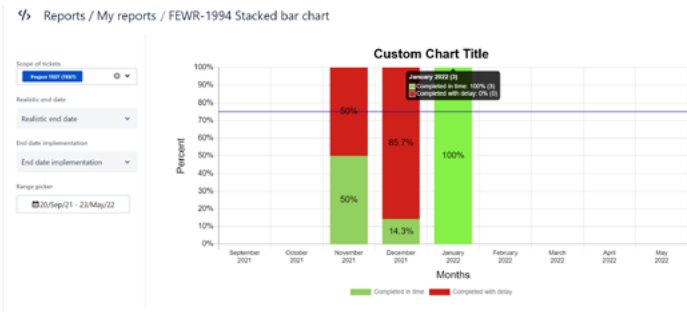
In this service, after a detailed requirements analysis, an individual report is created that is precisely the solution to their defined problem. In a lively exchange, a requirements analysis took place and Actonic developed exactly the report that BÜFA wanted.

This is what the customized Jira report looks like

BÜFA wanted a bar chart of delivery date accuracy that always updates automatically. A realistic end date of an issue is defined in the Jira ticket as a target value and compared with the actual value. If the implementation of an issue is faster than the

realistic end date, the bar is displayed in green, if it takes longer, in red. What is also an absolute added value for BÜFA: When clicking on the bars, the team is directed to the linked Jira tickets.

Using sample data from Ac-
tonic's developer team, the Jira report looks like this:



This Jira report has been used at BÜFA for several months now. The team around Mr. Männel started with a target of 75 percent on-time delivery. And despite environmental resource deficiencies, the

Application Technology team was able to raise the bar by quite a bit thanks to the process revolution provided by its Report Builder report. Now, 80 percent on-time delivery is considered the standard.

“Truly outstanding”: Report Building Service from Actonic

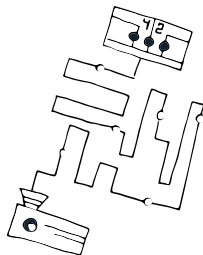
“Truly outstanding,” says Mr. Männel about the solution Actonic’s Report Building Service delivered him. “This report updates itself. We were able to throw the Excel spreadsheet overboard and all of our colleagues are happy.”

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

Accelerate Success to Warp Speed with the Report Building Service

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

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



FEATURE BUNDLE, CUSTOMER & ORGANIZATION MANAGEMENT FOR JIRA SERVICE MANAGEMENT & HUBSPOT CRM INTEGRATION FOR JIRA

APPSVIO

To escape the clutches of gravity, every spacecraft requires tremendous propulsion from the boosters attached to it. Similarly, for your customer service to ascend to the next level, you need three “boosters”—supplementary apps to your Jira instance.

Booster #1: Customer & Organization Management for Jira Service Management

Customer Details collects additional data about customers and organizations on Jira Service Management. You can design a form specifying the exact kind of data to collect, which agents and customers can fill out on their own. No more stuck agents due to a lack of other

information about the reporting incident. Many companies save time with it – and as we all know, time is money.

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

Booster #2: Feature Bundle for Jira Service Management

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

change their requests, and update them on your rules.

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

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

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

Booster #3:

Hubspot CRM Integration for Jira

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

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

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

SINGLE SIGN-ON AND USER SYNC FOR EMPLOYEE ONBOARDING

RE:SOLUTION

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

The Fortune 500 insurance conglomerate ran an HR portal on Confluence supporting over twenty thousand employees. In theory, employees would submit tickets to the HR portal for support via

email. These support tickets were stored and managed in Jira Service Management (JSM). The problem was that as soon as someone sent their first email to the HR portal, a JSM account would automatically be created. In which case, employees wouldn't know the password to their JSM accounts for future access.

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

Issue 1: Connecting their main database to Atlassian

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

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

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

The insurance corporation already managed their comrades with AD FS, so resolution could easily integrate with their SSO. This allowed auto-

matic authentication for HR portal access, so that users could be automatically provisioned or deprovisioned.

re:solution helped the customer to create:

- More secure and compliant security standards with centralized user management
- More efficient use of IT personnel and budget
- Automatic user provisioning and deprovisioning
- More efficient process for employee onboarding: via User Sync, a Jira task is assigned to an employee before they activate their account in Jira. When the employee starts, they are guided by a list of Jira Tasks, which helps them complete the most essential activities to get started.

JIRA ISSUE SYNC

EXALATE

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

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

Requests being sent back and forth simply makes it impossible for your crews to operate

effectively. Even worse, they can't access information easily because data isn't synchronized across your crews' spaceships. How do you expect them to survive the mission?

Trouble in the Real World

Disintegrated systems and siloed teams are proving to be a common enemy to operational excellence.

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

Firstly, they had a core system which was developed by a

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

Blockers along the Way

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

- They had to rely heavily on their supplier for software development and improvement efforts.
- Modifying their supplier's Jira to meet changing requirements was pretty much impossible.
- They were not able to store any archives of their tickets; if they nee-

ded to access ticket history, they had to issue a request to the supplier.

- Apart from the core system, they were also using CRM and web development tools which were not integrated.
- They did not have full control over their ticketing system or the shared data between all systems.

Tackling All Blockers for Smooth Sailing

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

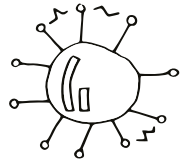
- Ability to synchronize their tickets between the systems
- Have control over how tickets were sent out and received
- Autonomous navigation over their tickets and their history

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

Exalate was a top contender. The solution offers a seamless integration between Jira instances and other internal systems, so it just had to be tested out. Sure enough, the solution proved to be a great fit for the company. At the core of it all, Exalate allowed them to gain full control over

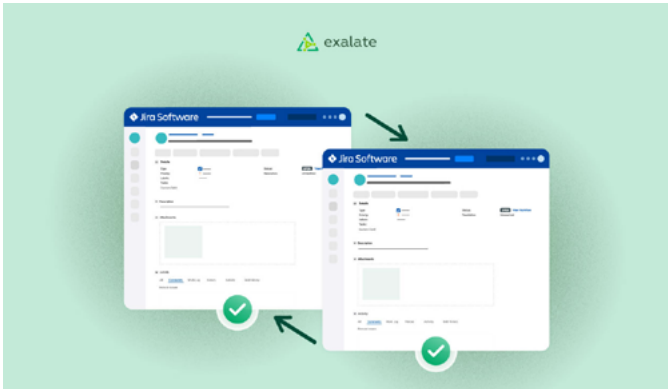
the data that they share and how it's shared. They were able to sync between their own core system and the supplier's flexibly and autonomously.

Integration between multiple Jira instances and other internal systems were also established seamlessly. On top of that, the support system offered was very reliable.



“Flexibility along with autonomy is for sure the most outstanding feature in Exalate. We are integrating with our supplier's Jira, and in the meantime, I can manage some internal tickets in the same project. It's now our decision which ticket needs to be handled internally or should go out to our supplier. All we need to do is push a button. It's amazing how flexible and easy it is to use Exalate.”

Onuralp Öznalbant,
Türkiye Sigorta IT Information Security Officer



More Feats than Expected

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

Now that all the Jira instances are well-integrated, data management has become

significantly more efficient.

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

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

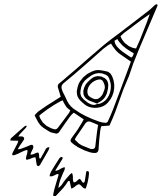
Onuralp Öznalbant,
Türkiye Sigorta IT Information Security Officer

Greater Missions Await

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

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

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



EPIC SUM UP - LEAN PROJECT MANAGEMENT & BULK EDITING IN JIRA

APTIS

Adacel is a leading global architect of air traffic management and simulation & training solutions.

They are a publicly traded company with customers worldwide. Their work on virtual reality and bringing it to Air Traffic Control training and simulations is nothing less than impressive. They have even developed Aero-Scene - a new Image Generator (IG) solution built on Epic Games powerful Unreal game rendering engine.

Unfortunately, they face the daunting task of harnessing data from the Jira Cloud to create reports tailored to the needs of diverse roles within the company.

Adacels' Galactic Project Management Challenge

Sonia Mina leads the team through the software development process. Her mission: to furnish program managers and executives with weekly status updates on projects and products as well as to meet projects' deadlines within established budgets.

Yet, each role within the company wants a different view of the data. While program managers require more granular data, executives prefer a high-level overview. To accommodate these different needs, she needs to generate reports quickly and efficiently, especially if she is required to produce them more frequently.

The process previously relied heavily on manual efforts, and only a few people were able to extract the necessary information from Jira. This created numerous bottlenecks, leading to prolonged periods without accurate and timely reports. Reports consumed significant time and effort, especially due to the constant evolution of the data.

Fostering Galactic Harmony: Overcoming Challenges With Epic Sum Up

Here, Epic Sum Up comes into play amidst the chaos.

The Detail View Editor allowed Sonia to define the required data for export with columns and save the columns as layouts corresponding to certain roles within the company.

Then, getting the data in Excel is a matter of two clicks in the app. Also, saved layouts have made it convenient to quickly

navigate between different data sets for different roles.

“With the streamlined reporting and easier data extraction provided by Epic Sum Up, we were able to save approximately two days per week for each team. This translates to potential time savings of up to 40%, allowing us to allocate more time and resources toward other critical tasks and objectives.” – Sonia Mina, Software Engineering Manager, Adacel

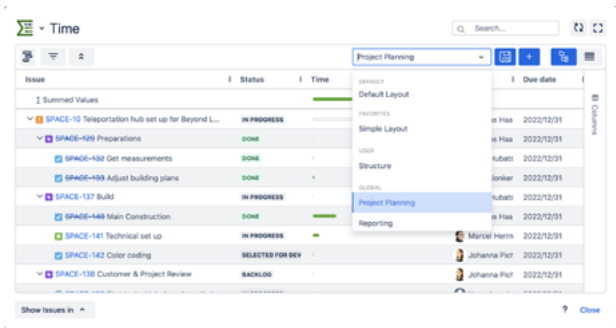
Achieving a New Era of Productivity

In the wake of Epic Sum Up’s intervention, the landscape of Adacel’s project management has undergone a profound transformation.

Since Epic Sum Up seamlessly integrates into Jira’s workflow, with a simple installation process and easy

setup, they were able to start using it right away. Onboarding them was easy and the team was impressed. Sonia didn't lose time creating long manuals on how Epic Sum Up works. She just created 1 Confluence page in 15 minutes.

Generating reports, once an arduous mission, has become efficient. With Epic Sum Up seamlessly integrated into the cosmic fabric of Jira's workflow, Sonia and her team embark on a new era of productivity and enlightenment right away.



POWER BI CONNECTOR FOR JIRA

ALPHA SERVE

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

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

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

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

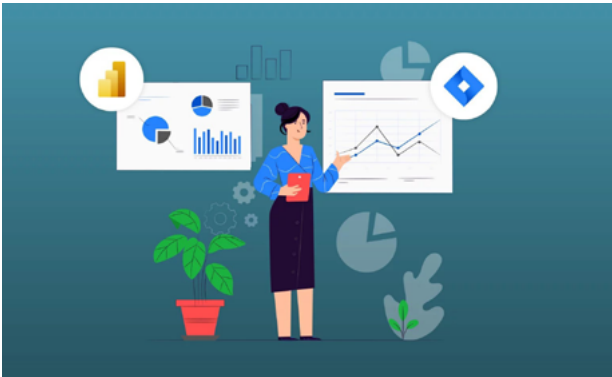
The decision was made to analyze data using the advanced features of the Power BI analytical tool. However, for this solution to work, it required seamless data transfer between Power BI and Jira.

After extensive market research and evaluation of all pros and cons, it was clear that a Jira/BI connector was needed.

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

esn't require any technical skills to configure and implement.

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



OUT OF OFFICE ASSISTANT FOR JIRA

RE:SOLUTION

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

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

There is only one thing every galactic traveler has in common: hibernation. No matter how experienced,

ambitious, or addicted to star dandruff – everyone has to hibernate lest they want to succumb to hyperspeed.

But alas! Not all travelers can hibernate simultaneously.

Jira tasks for ship maintenance, route control and weapon upgrades are received from headquarters. They must be taken off the hibernator's shoulders and assigned to a deputy. Being a coverer, as deputies are known in hyper-travel jargon, is the highest honor for any traveler.

The screenshot displays the 'Out-Of-Office User Administration' page in Jira Software. The page includes a search bar, filters for 'All Projects' and 'All users', and a '10 per page' dropdown. The main content is a table with the following data:

Users	Rules defined	Out of Office	Time period	Covers
Slartibartfast	3	✓	14/Sep - 23/Sep 19/Oct - 31/Oct	Multiple covers
Marvin The Paranoid Android	1		01/Feb - 01/Aug	Trillian
Random Dent	2		30/Sep - 13/Oct 20/Oct	Slartibartfast
Zaphod Beeblebrox	1		03/Nov - 07/Nov	Marvin The Paranoid Android

And thus a powerful marketplace app is silently expanding its tentacles, installed in instances all over the Atlassian galaxy. One that allows to maximize hibernation time without impeding efficient transportation. One that allows coverers to stand out as the dreaded banners of their race. Out of Office Assistant for Jira Cloud is its name. resolution its maker.

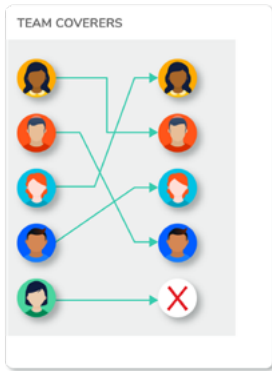
Every race has to answer 5 questions when setting up Out of Office. Here are the answers of the software team for internal applications at a car manufacturer.

How are rules activated?

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

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





How are coverers appointed?

What's possible: Out of Office allows to create multiple coverers for the same leave. Other galactic travelers operate with JQLs that reassign work based on which component it belongs to, or which planet does the customer come from.

How does the car manufacturer do it: A simpler structure. Each software traveler has always the same coverer and is always the coverer for the same comrade. Ideally, nobody covers for more than one person.

How is time off scheduled?

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

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

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

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

How is ownership defined?

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

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



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

Are any issues not reassigned?

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

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

CANNED RESPONSES PRO TEMPLATES FOR JIRA

APPFIRE

In the expansive universe of Heritage Christian Services, a beacon of inclusion and equity shines brightly, guiding over 3,700 employees as they provide unparalleled support to individuals with intellectual and developmental disabilities.

At the helm of this interstellar journey, Janeese Stevenson and her help desk crew work tirelessly to ensure that every member of their team is equipped with the tools and tech needed to provide exceptional service and support to the individuals they serve.

Day in and day out, Janeese faces tons of tickets, from tech troubleshooting to equipping new crew members for their missions.

The Conundrum of Countless Tickets

Janeese and her stellar support team found themselves caught in a gravitational pull of redundant queries and tickets, a black hole that devoured precious time and energy. Their mission: to answer questions in a more timely manner by developing and implementing a library of reusable responses to common questions.

“A lot of the time, we’ll get a ticket with a basic note saying, ‘This person is starting on this date, we need a laptop ready for them.’ But we need very specific details to know what apps need to go on the laptop, and what systems and software the new hire needs access to. It was important to have available a canned response saying, ‘This is our

policy on how we process new hire requests. These are the questions we need to be answered. Please respond and send this form back.' Having to write out all of that manually each time we receive a request — oh my, that's just carpal tunnel syndrome waiting to happen!" – Janeese Stevenson, Help Desk Technician, Heritage Christian Services

Their previous issue management solution was like aging satellites, only equipped with basic response mechanisms but lacking the ability to adapt and evolve. When her team migrated their issue management to Jira, Janeese learned that Jira had no native canned responses feature. After some searching, she found exactly what she was looking for with the Canned Responses Pro Templates for Jira app from Appfire.

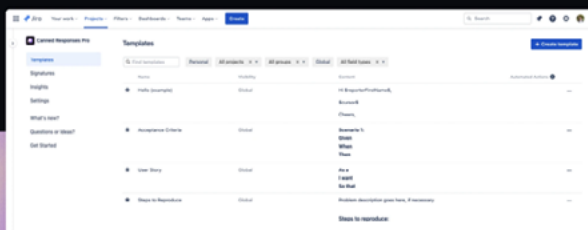
Charting a New Course with Canned Responses Pro Templates

The Canned Responses Pro Templates app was like a wormhole to efficiency. It enabled Janeese and her crew to easily set up several reusable responses, and add important Confluence links when needed.

"If you've ever used a word processor, you can't go wrong. It's intuitive. Initially, I had been the one creating all the templates. Then I created a short tutorial to share with my team to go over how it works. Since then, the entire team has been using it." – Janeese Stevenson, Help Desk Technician, Heritage Christian Services

Her team uses Canned Responses to establish a library of reusable responses to common tickets they receive. A key feature of the Canned Responses app is the ana-

Manage all of your Canned Responses Pro templates in one handy place.



lytics for each response. Janeese can see how many team members are using which responses.

This helps her understand which responses are the most popular, and helps the team become effective and efficient. For example, password reset requests are common tickets that come across the help desk. Previously, the team was spending more than five hours per month tending to these tickets. Using Canned Responses reduced that time to

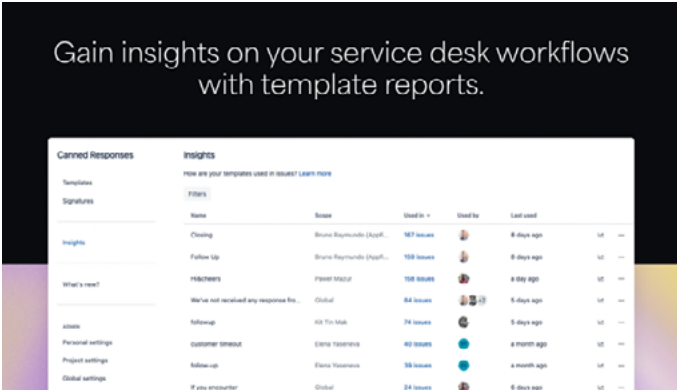
just 23 minutes per month for the team!

“Using Canned Responses to be able to effectively and efficiently handle routine tickets has been a lifesaver for us, giving us more time to do more in-depth troubleshooting for more complex tickets, and do it a lot faster. Canned Responses allows us to provide a standard of quality in our communication, services, and support, consistently.” – Janeese Stevenson, Help Desk Technician, Heritage Christian Services

Stellar Time Savings

The transformation was astronomical: a 93% decrease in time spent responding to tickets and five hours saved per month. Through the power of Canned Responses, the help desk at Heritage Christian

Services has been able to re-direct their focus towards navigating more complex galaxies of tech support, ensuring that their mission of fostering an inclusive and equitable universe continues at warp speed.



“If there were a major agency-wide IT issue it would be like Armageddon. Without Canned Responses, IT’s response times would be significantly longer, which would lead to staff calling, emailing, and stopping by the Help Desk and would overwhelm the team who are in the middle of troubleshooting that issue.”
– Janeese Stevenson, Help Desk Technician, Heritage Christian Services

ROCKET-POWERED DEVOPS

TEST MANAGEMENT FOR JIRA

SMARTBEAR (FORM. ADAPTAVIST APP)

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

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

For a large enterprise like Loblaw, it can be challenging to run every test case through hundreds of permutations for

different browsers, languages, devices and user agents. Add to this the fact that the TE team had just one tester for every ten developers, and you have a very strong case for automation.

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



the business, and enable us to scale testing to meet the demands of large-scale Agile development.”

Loblaw Digital identified four key requirements for the solution:

1. The ability to assign tests to a user. “That might seem ridiculous, but not many plugins offer it. It’s important to have complete clarity on what our team is working on.”
2. An extensible API that would allow Loblaw Digital to use test data in other systems and integrate other systems with the test management solution.
3. Clear visibility of what was going on at any given time, particularly visibility of the status or ‘health’ of

any given sprint or targeted release on any given day.

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

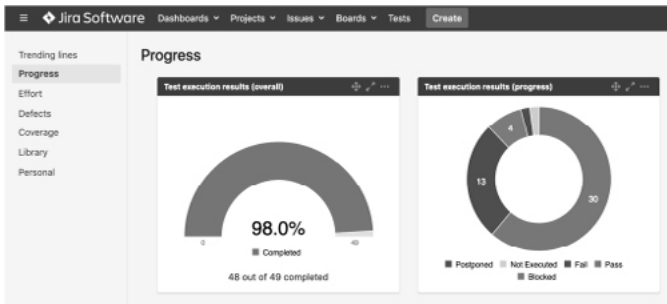
The company reviewed Jira-compatible test management apps for nearly two years, but failed to find a solution that met its needs. Until it found Test Management for Jira.

Built for Enterprise users, the test management app seamlessly integrates with Jira’s user interface to provide a complete testing control centre directly within Jira. The app met all of Loblaw Digital’s initial criteria. Plus, it gave them a solution where de-

velopers and test engineers alike were able to view and manage tests.

The API provided the automation the team needed, enabling test results to be uploaded and stored programmatically without human intervention. “If I want to run a login

test,” explained Watts, “and I want to say I have one hundred percent coverage, we only need to write that test once and save it once. It has just one set of steps, and we can use environments to see how that test is running in all 366 permutations.”



Test Management for Jira has helped increase the quality of work produced by Loblaw Digital in a number of ways:

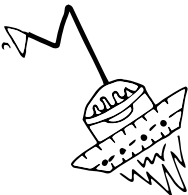
- Results are uploaded in real-time, meaning issues can be detected more quickly.
- Coverage is more comprehensive, so more issues come to light.
- Developers and testers can closely collaborate over the course of feature implementation, allowing for continuous adjustments and improvements, resulting in higher quality code.
- The traceability provided by the app’s reporting engine ensures that no untested ticket ever goes out and nothing gets missed.

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

“We could finally say okay here’s a sprint of twenty tickets – we don’t have tests for these three – someone needs to ensure that they have tests,”

said Watts. “And as we’re going through the week, we can start to see whether or not the tests are being executed and how they are trending as we start to gear up for release. We can start really having a look at the quality of the tickets and the tests.”

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



POWERFUL INCIDENT MANAGEMENT SOLUTION IN JIRA SERVICE DESK

APPSVIO

In the ever-evolving cosmos of IT service management, mastering the art of incident management is akin to navigating through asteroid fields with precision and agility.

Here, we chart a course through the Jira Service Desk galaxy, unveiling four apps and five strategies that empower agents to elevate customer satisfaction (CSAT) and streamline issue resolution.

These tactics are your warp drive, propelling you towards operational excellence at the speed of light.

Fly Through a Meteor Shower of Requests

Imagine a universe where customer reports don't turn

into a meteor shower clogging your communication channels.

By employing automatic merging via Issue Merger app, similar incidents reported through the Jira customer portal coalesce into a singular, manageable entity. This consolidation ensures all relevant intel—requests and reporter data—is housed in one centralized space hub, enabling support agents to maneuver more efficiently.

Customize Your Command Portal for Incident Alerts

Upon detecting a major incident, it's crucial to adjust your command portal's signals using the Feature Bundle app.

Deploying a special banner

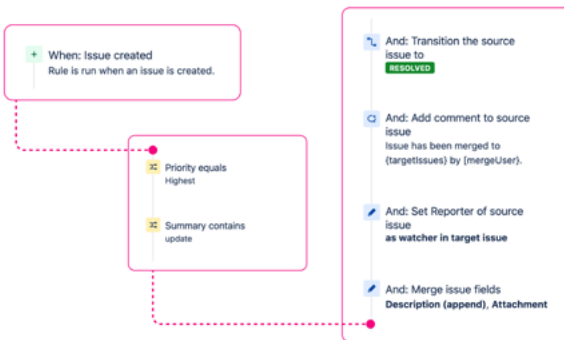
for the affected request type can inform your spacers that you're already on the case, reducing the influx of distress alerts. For those hit hardest, an escalation process with request editing capabilities ensures their issues are fast-tracked to priority resolution.

"The banner manager allows multiple portal and request view announcements to be managed independently and unpublished upon resolution of a rela-

ted issue (e.g. an incident causing an outage)." – Rick Earl, Co-Founder and Principal Consultant, Elegance Group

"This plugin made it very simple to gather required information from Servicedesk customers after initial creation. It saves us lots of time, decreases errors and avoids ticket ping-pong." – Fabian Dengel, Atlassian Expert, catworkx

Equip Your Crew with Timely Customer Insights

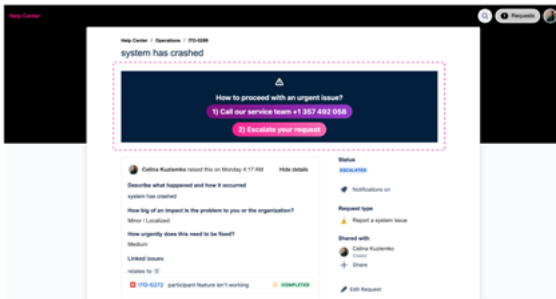


Step 1: Issue Merger

Arm your agents with the power to see beyond the stars using the help of Customer and Organization Management app.

With comprehensive intel on every reporter right at their

fingertips, they can swiftly resolve escalated incidents without the need for additional data. This direct access to data ensures no time is wasted in unnecessary communication loops.

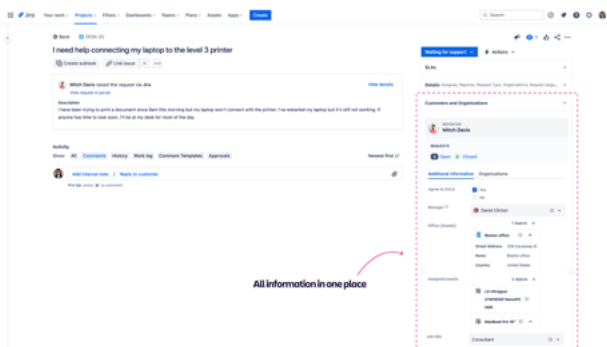


Step 2: Feature Bundle

“Helps us to better organize our service desk team’s daily work and save enormous amounts of manual work to configure the system.” – Anna Momkova, Project Manager, feratel media technologies AG

Monitor the Service Desk Metrics

Metrics don’t lie, so start using them. Leverage the ITSM Reports app to monitor the request distribution over time metrics.



Step 3: Customer Organization Management

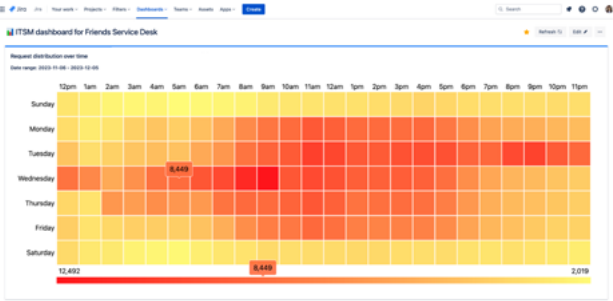
Mission control can then identify patterns in the cosmic chaos—spotting recurrent incidents and optimizing crew allocation based on demand spikes. This foresight not only enhances incident prevention but also ensures your team’s readiness for whatever the universe throws their way.

Broadcasting Across the Universe: Unified Reporter Management

Once peace is restored, it’s

critical to signal all affected sectors of your victory. Modifying the incident status and dispatching a bulk message to all reporters can be as simple as flipping a switch, thanks to the ability to manage communications en masse. This efficiency closes the loop on incidents, ensuring all spacefarers are informed and satisfied.

All this is possible with the Issue Merger app.

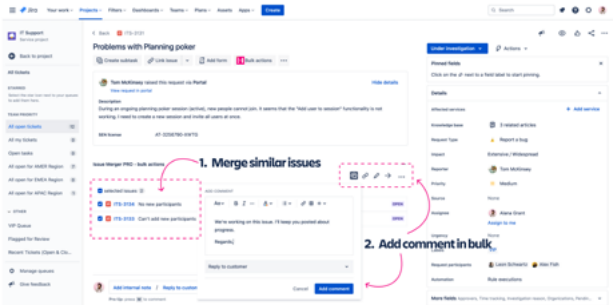


Step 4: ITSM Reports

Power Up Your Incident Management Crew

Adopting these four apps and five strategies transforms your support team into a high-velocity force, capable

of navigating the most turbulent cosmic storms. Elevated CSAT scores and streamlined operations are just the beginning.



Step 5: Issue Merger

You're not just resolving issues faster; you're enhancing the harmony of the cosmos, where both customers and crew thrive in satisfaction and performance. Let these strategies be the guiding stars to a powerful IT service management journey.



WBS GANTT-CHART FOR JIRA

RICKSOFT

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

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

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

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

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

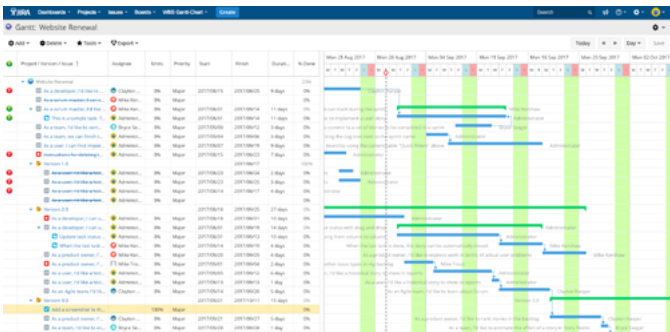
Yahoo! JAPAN had three requirements for the solution:

1. An easy-to-use Gantt chart tool with all the basic functions. Getting users to adopt a new tool is never easy. The team wanted an app that was intuitive and, at a minimum, able to do everything that could be done in Excel.
2. Full integration with Jira. "However easy to use Excel was for internal users, we knew that if we could find a new tool that brought maximum convenience and time-savings by linking with Jira, then it would be superior to Excel in every respect."
3. Combined support and helpdesk. "We have used other plug-ins in the past. Often compatibility with the main platform is quite limited, and there are issues with integration. Support capabilities are the key requirement for us when implementing a plug-in, especially when rolling it out across the whole company."

After evaluating solutions, Yahoo! JAPAN selected the WBS Gantt-Chart app developed by Ricksoft, and deployed it across the company. WBS Gantt-Chart is fully integrated with Jira. That means you

don't need to manage the app and Jira separately. If you modify a project or its progress status in WBS Gantt-Chart, the changes are automatically reflected in Jira, and vice versa for changes in Jira.

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



ADMIN TOOLBOX FOR JIRA

DECADIS

In the ever-changing Atlasian cosmos, everyone is always looking for a bigger and better ship and is upgrading their Server shuttles to bigger Data Center cruisers or sleek Cloud yachts. But no one wants to get slowed down by all the configuration debris they collected during their years of travel.

That's why the admin team at a world market-leading manufacturer in prosthetic and comprehensive healthcare solutions for mobility aids decided to do some comprehensive housekeeping when they switched from Server to Data Center so that the instance could start the new journey without any legacy issues.

One of the biggest challenges was replacing an old custom-developed workflow app with the Data Center-certified pro-

fessional solution Jira Workflow Toolbox—a daunting task for Jira admins.

A New Dawn with Admin Toolbox for Jira

Enter Admin Toolbox for Jira. The advanced search and improved filters seamlessly integrated into nearly all configuration item pages made navigating the complex Jira administration a breeze for the admins.

Added drag-and-drop-sorting let them bring new order to statuses and resolutions and the simple bulk delete feature made unused custom fields or inactive schemes disappear in a blink.

But the elephant in the cargo hold was the workflows and the old workflow app they wanted to replace. Luckily, workflow management is

JIRA COMMAND LINE INTERFACE (CLI)

APPFIRE

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

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

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

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

Automating user management

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

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

Merging Jira instances

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

long time and could lead to costly errors.

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

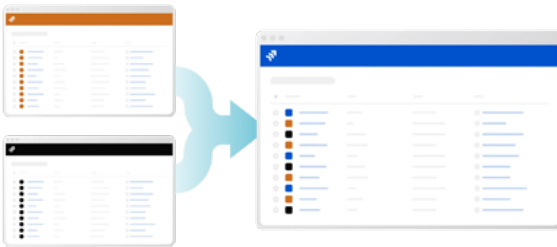
Starting with instance B migration, Jira CLI allowed Peter to rerun the build of the shell every day, progressively getting to the point where he could start the data import. This process allowed him to thoroughly test the 130 projects that would be migrated from instance B to destination instance A.

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

migration, Jira CLI assured Peter during the whole migration process. The ability to rerun the migration many times before committing to the final build guaranteed there were no surprises, and Peter could execute the migration confidently.

Saving hours of manual work

While this was a complex



„The whole migration was done in my spare time, which means I can relax and deploy things as quickly/slowly as I need. I don't think I could even estimate the massive amount of time I saved by using Jira CLI. Just the build of a single project shell manually would take days. With Jira CLI, I rebuild my projects every day in just 2 hours.”

Peter Macdonald, Jira Systems Administrator

TEMPO TIMESHEETS AND TEMPO PLANNER

TEMPO

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

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

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

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

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

Identifying the Problems

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

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

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

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

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

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

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

Starting Off with Tempo Timesheets

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

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

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

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

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

- Helped save time when logging work
- Offered project managers meaningful information through detailed time logs
- Generated reports quickly and hassle-free
- Enabled tracking of billable hours
- Accepted quickly by team members
- Favored for its customer-friendly user interface

A Helping Hand from Tempo Accounts

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

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

Gearing Up with Tempo Planner

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

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

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

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

In fact, through the capacity reporting function of Tempo Planner, Paradine could avoid the practice of overbooking, as project managers now have a complete view of team

members' availability. There's greater transparency as well, so team culture can be nurtured from that point onwards.

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

Making the Most Out of Tempo Apps

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

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

According to Reinagl, both apps come with a range of

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

Travelling Further into the Galaxy

Paradine found themselves running their operations more efficiently after leveraging Tempo's apps – it has been years now and the com-

pany is still maintaining its dynamics.

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

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

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

Denise Reinagl, IT Project Manager and Jira Admin at Paradine



JIRA WORKFLOW TOOLBOX

DECADIS

In the vast universe of workspace galaxies, onboarding new crew members efficiently is paramount. No commander wants their newest astronaut spending their initial orbits just floating around, waiting for the necessary clearance to fully engage with their tasks. But this process is often tangled in a web of manual tasks spread across multiple departments, leading to slow progress, data entry mishaps, and inconsistencies.

This challenge was all too familiar to FES - Germany's oldest political foundation, which champions pluralistic social dialogue through research, events, and education. This foundation faces a steady stream of new re-

searchers, working students, and academics requiring a streamlined and efficient onboarding procedure to their mission.

Where it began: Excel-like spreadsheet without business logic

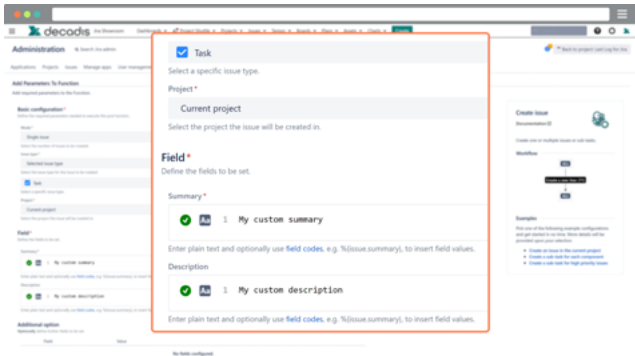
The starting point was an internally developed solution based on Oracle Forms, which could best be compared to a simple spreadsheet without any actual business logic. This came with significant limitations, like missing a proper workflow, task assignment and ownership, proper field or process validation, notifications, etc.

„We knew that our onboarding process was simply no longer up to date. We were

looking for a solution that would allow us to standardize the process in-house and automate it as much as possible to avoid potential sources of mistakes.” – Martin Herkenrath, IT Project Manager from FES.

Their search for a solution quickly led them to Jira, which already covered many of the aspects they were looking for, like an underlying workflow, assi-

gnment of responsibilities, or notifications of changes. However, while Jira offers some rudimentary options to extend workflows, these were not enough to automate the process as far as they wished. Therefore, they decided to use the Jira Workflow Toolbox (JWT), which offers almost unlimited possibilities for workflow automation with flexible conditions, validators and post-functions.



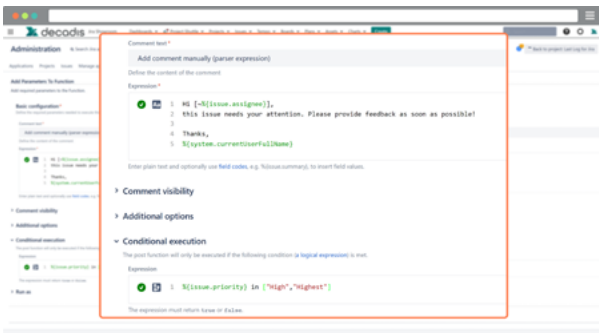
But what exactly does the solution look like?

In general, a new employee is represented by a Jira issue following a highly automated Jira workflow.

The first improvement was using JWT right at the issue creation to significantly improve data quality with several checks on the data points collected and entered by the HR department and creating a standardized summary based on that data.

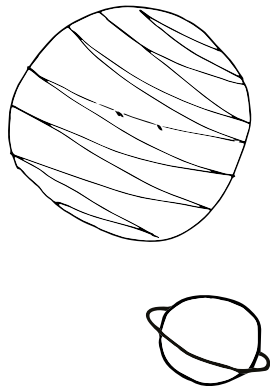
The HR department then forwards the issue to the business department for further processing which is notified by email. They enter all the relevant information - like which devices and accesses the new employee will need - and move the issue along.

As the second big improvement, various issues are then automatically created for Facility Management, IT, and other departments based on the new issue information.



But that's not all - some of these automated tasks are dependent on each other - e.g. most of the IT department's tasks first require the internal directory account name to be set.

These dependencies are built into the workflow and the assignees of the dependent issues are notified when they can proceed. In addition, once all those additional issues have been completed, the initial onboarding issue they originated from is automatically completed.



SMART ATTACHMENTS FOR JIRA

STILTSOFT

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

This is the problem Intergalactic Bank faced. The bank uses Jira for tracking daily employee activities, cooperation with customers, and developing new projects and initiatives. Their Jira issues undergo various multi-step workflows. At each step of any workflow, users add files and documents. So you can

imagine that the attachment section soon becomes a pile of files. Additionally, the documents can have several revisions and different levels of security. That's why Intergalactic Bank started to look for an effective solution for attachment management in the Atlassian App-Galaxy.

The key problems they needed to solve

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

- Revision control. Each stage of the bank workflow underlines the high feasibility of document edits. Multiple users work on the same document, and they need to be sure that they locate the latest document revision. This becomes difficult with several files with the same name and requires additional effort and attention.
- Locking the documents against changes. After the multi-step validation process, Intergalactic Bank files must stay protected against changes so that users don't change anything by mistake. At the same time, edits of some documents should remain possible for separate Jira users.
- Validation of attachments upon issue creation and at each workflow step. Many bank activities require specific files to be present before the issue is created or transitioned. If the files are

missing, the project process fails or delays.

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

The solution

Intergalactic Bank headed to the Atlassian Marketplace for an easy-to-use solution for their use case. They wanted an effective attachment management tool with an intuitive interface for inexperienced users. Smart Attachments for Jira from Stiltsoft satisfied their requirements.

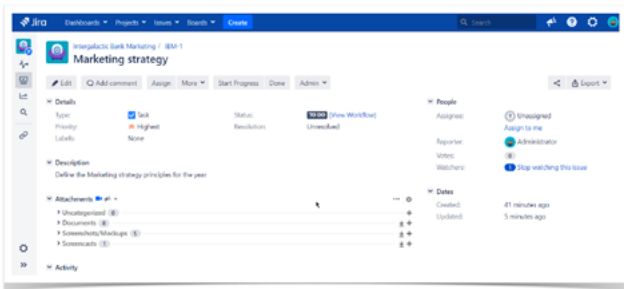
This app streamlines document management by enabling the creation of custom categories for organizing documents within issues. You can structure attachments according to your needs into

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

Using the Smart Attachments app, Intergalactic Bank creates a multi-step workflow for its projects. A series of document categories correla-

te with the processes of the bank departments and allow users to keep their attachments structured. Now their Jira files are divided into document types. Users can bulk upload, update, and delete

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



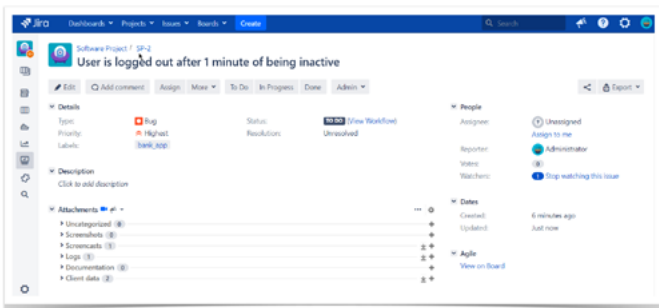
te with the processes of the bank departments and allow users to keep their attachments structured. Now their Jira files are divided into document types. Users can bulk upload, update, and delete

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

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

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

“The app is a ready-to-go solution for document management in Jira with which you keep your attachments safe and structured.”



You can try the same for your Jira Data Center or Cloud on the Atlassian Marketplace.

BIGPICTURE FOR JIRA

APPFIRE

Navigating the vast universe of game development, Creative Assembly, the architects behind the monumental Total War series and the spine-chilling Alien Isolation, wanted to streamline their sprint planning and road-mapping.

With a crew of over 850 people in four studios in the UK and Bulgaria, coordinating their interstellar missions required a tool as dynamic and expansive as the cosmos itself.

Enter BigPicture for Jira, the navigational beacon that guided their journey towards harmonized development process, better long-term planning, and clarity to their intricate projects.

Precision in Planning and Customer Service

There are multiple project teams at Creative Assembly and within those teams, multiple discipline-specific teams.

The Total War Core Technology team is one of the latter and one of the major beneficiaries of BigPicture. They are responsible for the engine and infrastructure on which the Total War games are based.

“At Creative Assembly, BigPicture is mostly used by game producers. Teams that rely on BigPicture usually work in Scrum and SAFe® methodologies, specifically, their Sprint planning and road mapping are now done with the use of this software.

We've been using Jira for a few years before implementing BigPicture. Jira does not have a long-term planning mechanism that would suit our needs, so this is something we really appreciated when acquiring BigPicture. This software allows us to move long-term planning to Jira, using tasks and epics we would have to put there anyway and saving our team extra work.

The biggest challenge for us was pushing estimates from BigPicture to Jira when enabling the sync. Fortunately, the Support Team has always been quite helpful in tackling it.” – Roberto Geroli, Senior Development Manager.

Navigating Agile Galaxies: Scrum and SAFe®

In the quest to adapt and thrive in the ever-evolving game development universe, Creative Assembly leveraged two critical agile frameworks: Scrum and SAFe®.

Scrum, with its flexible framework, empowered their teams to generate value for complex challenges through adaptive solutions and collective intelligence. Without any detailed instructions, the Scrum framework guided Creative Assembly's relationships and interactions. Meanwhile, SAFe® offered a galaxy-wide view, aligning collaboration and delivery across numerous agile teams

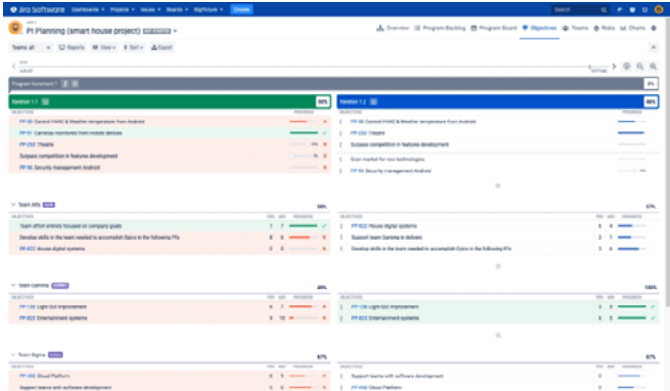


with its structured guidance on roles, responsibilities, and values.

The BigPicture app supports all leading agile, classic, and hybrid management frameworks, which makes it a go-to solution for organizations with diverse portfolios of initiatives (e.g. undergoing agile transformation).

Illuminate the Development Path: Enhanced Clarity and Collaboration

The introduction of BigPicture into Creative Assembly’s universe illuminated the intricacies of sprint planning and road mapping, offering a clearer path through the development cosmos.



“It is still a bit tricky to read the Gantt chart that comes out of tasks and epics for people who are not ‘insiders’ or don’t work with Gantt daily. We are also using other tools to present a more easily digestible view of the Gantt chart.” – Roberto Geroli, Senior Development Manager.

BigPicture's Agile Advantage in Game Development
Embarking on the creation of AAA titles is a journey through time and space, demanding not just creativity but also a disciplined approach to navigating the vastness of game development.

Through the agile lens of Scrum and SAFe®, Creative Assembly discovered the power of iterative exploration, breaking down cosmic-sized projects into manageable sprints. Each sprint cycle revealed new worlds of potential while ensuring the spacecraft—be it a physics engine or AI

intelligence—was built for interstellar endurance.

The saga of Total War: WARHAMMER III, the trilogy's epic finale, stands as a testament to the prowess of Creative Assembly's pioneering spirit, enhanced by the strategic capabilities of BigPicture. As they set their sights on new galaxies to conquer, the lessons learned and the tools wielded in their current ventures promise to propel them to even greater cosmic triumphs.

JIRA AT SCALE NEEDS STRUCTURE

ALM WORKS

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

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

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

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

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



Archimedes' Project Management Challenges

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

- Labor cost tracking – 60% of the Archimedes project budget is labor. They needed precise tracking, excellent labor reports, and universal buy-in. All work tracking needed to be in the new tool.
- Managing material procurement – The other 40% of project budgets? Materials. With more than 500 procurements per project, a smooth procurement process and perfect expense tracking was a must.
- Approval process – Large purchases needed approval, and it had to be dead-simple to prevent project delays.
- Comprehensive reporting – Tracking materials and man-hours would do no

good if reporting wasn't highly visible and configurable. Flexible reporting by project, project part, and portfolio was a requirement.

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

The Solution – Jira Software + Structure

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

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

Now the Archimedes team sees Structure as indispensable.

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

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

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

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

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

EASY AGILE TEAMRHYTHM HELPS BOOST LYFT VELOCITY

EASY AGILE

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

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

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

For every customer journey

at Lyft, there are dozens of teams managing different touchpoints behind the scenes. These teams manage multiple customers and deliver a different experience for each.

Lyft relies on Atlassian's Jira to manage this work, prioritize actions, and ensure teams are achieving optimal flow. However, the challenge for Lyft lay in finding a way to keep teams focused on the same end goal while working on different touchpoints and across different locations.

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

Easy Agile TeamRhythm supports sprint and version planning, backlog refinement, user story mapping, and team retrospectives, so you're always getting better at what you do, and delivering software that your customers want to use all within Jira.

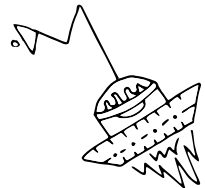
"Because we use Atlassian Jira and Easy Agile is built on that, it was natural to our ecosystem and easy to roll it out," said John. "It was super easy to onboard ourselves because it was incredibly intuitive. You just add the plugin and it works."

For Lyft, the key measure of success came down to whether they could deliver more value to both riders and drivers in cities using these tools.

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

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

"Easy Agile brings the user story front and centre to our developers, to our product managers, to our data scientists, and across the board - everyone now has that shared story, or what we call the backbone," says John.



PROJECTRAK - PROJECT TRACKING FOR JIRA

DEISER

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

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

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

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

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

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

Finally, they managed to unify all their projects and tasks into the X-men and "Xavier Institute for Higher Learning" standards, and even include more information with a few Projectrak fields, which Jira by itself was not possible to provide.

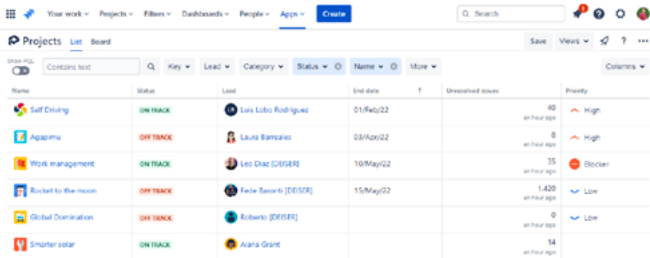
With the abilities that Projectrak provided, they standardized essential information common to all X-men, which allowed them to trace different work routes taking into account the different skills each mutant could bring to the game, prioritizing and assigning projects to roles depending on the structure of the team, assigning the proper support when a team was off-duty, and having all the information need about their tools and vehicles. And all this information could be easily shared for better reporting and excellent tracking.

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

1. Centralized information from different departments (Project navigator list)
2. Collaboration between the different teams around the projects (board)
3. More accurate information and a better follow-up (notifications & formula fields)
4. Control and monitoring of the information (Gadget)

How did they make it possible?

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



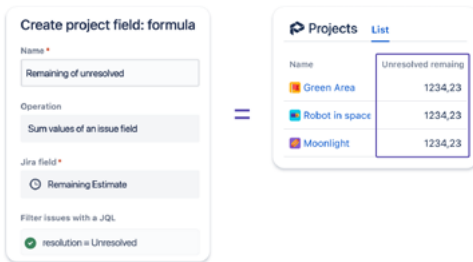
Name	Status	Lead	End date	Unresolved issues	Priority
Self Driving	ON TRACK	Levi Lobo Rodriguez	01/Feb/22	40 an hour ago	High
Apapims	OFF TRACK	Laura Barrios	08/Apr/22	8 an hour ago	High
Work management	ON TRACK	Leo Diaz [DISER]	10/May/22	35 an hour ago	Blocker
Rocket to the moon	OFF TRACK	Felix Saez [DISER]	15/May/22	1,420 an hour ago	Low
Global Domination	OFF TRACK	Roberto [DISER]		0 an hour ago	Low
Smarter solar	ON TRACK	Aiana Grant		14 an hour ago	

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

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

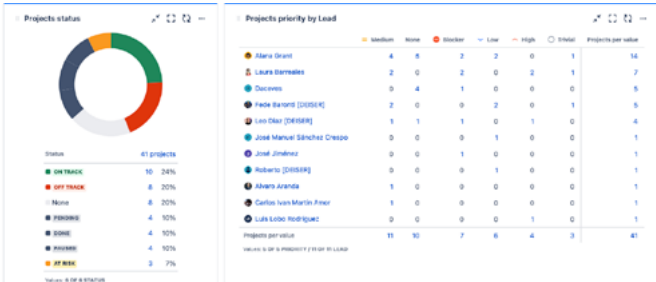
3. They acquired great precision in their data results, which showed them the estimated time and budgets for their projects more accurately. These fields started being automatically calculated with the incorporation of formula fields, which thanks to a custom configuration could obtain the level of costs, time, and other critical project data. Professor X could not spend time entering Jira to get in-

formation, so the rest of the superheroes decided that it would be good for him to receive emails with the most important project's progress and changes, so they began to use Projectrak notifications offering the possibility to be up-to-date on the situation of the projects. Neither Professor X nor the team will lose the traceability of the projects again.



4. During the project, monitoring the data was vital to performing different control actions and information on the scope of the objectives they set, to understand what they

had done, where they wanted to go, and how they could improve. They realized how easy it was for Projectrak to return this data using Projectrak gadgets.



The team achieved exponential growth at a transversal level, and everyone in the X-men team and subteams could be up-to-date and aligned with their progress, and communication reached a higher level.

After a few months of this implementation, Professor X assembled the teams to assess the situation they had reached and notified them

that it was extremely positive. And as expected, the rest of the market began to look at this growth as one of the best practices carried out in recent years.

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

JIRA SERVICE MANAGEMENT APPS

DEVINITI

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

MetLife: Customize Jira Service Management to Unify IT Service Management

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

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

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

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

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

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

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

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

- Joanna Czochara, Computer Support Supervisor at MetLife

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

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

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

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

Deviniti came to rescue, once again.

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

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

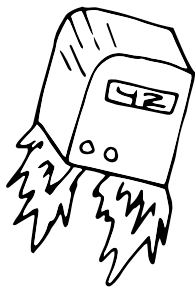
And above all, **Queues for Jira Service Management** helped them to transform their IT support environment. Sharing his experience with the app, Artur Karpisz, Alior Bank's IT Project Manager, said: *"We have 38 service management projects, so administrators have various responsibilities in various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

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

cross-project queue creation, including both service management and software projects. With it, Alior Bank can now manage all the tickets

within a single place. Moreover, well-defined filters and auto-refresh functions ensure that the requests are constantly updated or uploaded.

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



DASHBOARD HUB FOR JIRA

APPFIRE

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

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

Success Solutions helps organizations improve the quality and efficiency of their HR processes by offering comprehensive technology so-

lutions. As a partner of SAP SuccessFactors, Success Solutions implements consults and offers support and development for the SuccessFactors HCM Suite. They serve a wide range of customers across many industries including banking, insurance, automotive, and telco.

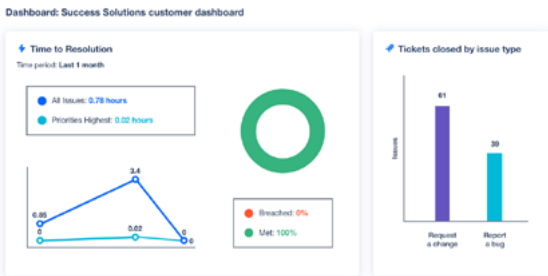
Erika Nemcokova heads the support team at Success Solutions and is responsible for ensuring her team handles tickets effectively and timely. Their team uses Jira Service Management to capture and service tickets from their customers. "Two of my primary needs from a support ticket tool is for my team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

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

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

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

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



Partial recreation of Success Solutions customer dashboard (Sample data)

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

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

Erika - Support Manager

Most importantly, customers could now access the information they needed and export it themselves. Erika

could now share dashboard reports on the Customer Portal with a simple link, empowering customers to work with their own data according to their unique requirements.

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



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

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

MASTERING A GALAXY OF CONTENT

EFFECTIVE ATTACHMENT MANAGEMENT SOLUTION IN JIRA

STILTSOFT

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

That is the problem Intergalactic Bank faced. The bank uses Jira to track daily employee activities, cooperate with customers, and develop new projects and initiatives.

Their Jira issues undergo various multi-step workflows. At each step of any workflow, users add files and documents. So, you can imagine that the attachment section soon becomes a pile of files. Additionally, the documents can have several revisions and different levels of security.

That's why Intergalactic Bank started looking for an effective attachment management solution in the Atlassian App-Galaxy.

Attachment Chaos They Needed to Solve

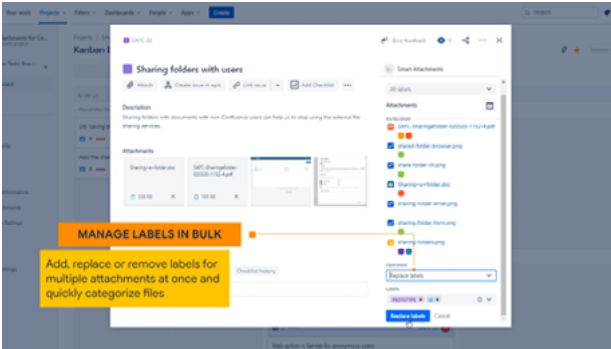
1. Time-consuming browsing through the list of attachments. Bank employees actively use Jira as a single resource for their projects. They avoid switching between different services and keep their attachments directly in Jira. With that being done, looking for a specific attachment in the long list under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

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

3. Bulk operations on attachments. Documents attached to Jira issues may become unnecessary as time goes by. Managers need tools to delete them in bulks to avoid routine operations.

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

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



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

A Solution for Stellar Attachment Management

Intergalactic Bank headed to the Atlassian Marketplace for an easy-to-use solution for their use case. They wanted an effective

attachment management tool with an intuitive interface for inexperienced users.

Smart Attachments for Jira from Stiltssoft satisfied their requirements.

This app streamlines document management by enabling the creation of custom categories for organizing documents within issues. Attachments can be structured according to needs into separate categories. It also simplifies

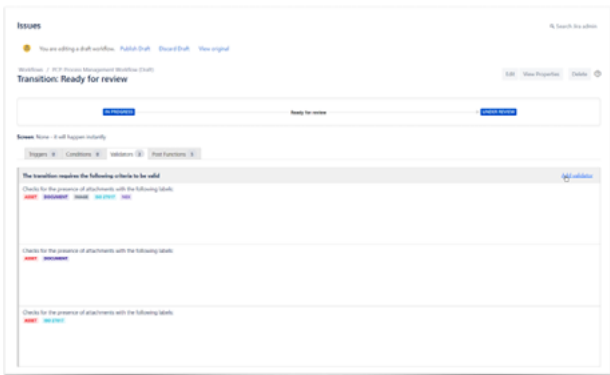
the editing process by allowing users to comment on files and create separate document revisions.

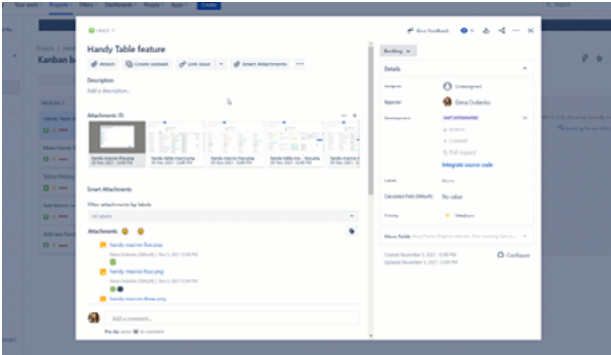
Available workflow automation allows the use of Jira conditions, validators, and post-functions to validate file uploads and automate routine functions. Whenever an issue is created, the app validates the presence of required files; otherwise, the issue cannot be created.

Using the app, Intergalactic Bank creates a multi-step workflow for its projects.

A series of document categories correlate with the processes of the bank departments and allow users to keep their attachments structured. Now, their Jira files are divided into document types. Users can bulk upload, update, and delete their attachments. They locate the required documents faster too.

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





loyees. At the same time, post-functions allow bank employees to send attachments to their clients without leaving Jira.

For cases when multiple documents attached to different Jira issues require actions, the Smart Attachments app has bulk operations. Users can delete or download many files simultaneously, whether in the same Jira issue or different ones.

Securely Managing the Attachment Cosmos

Intergalactic Bank has successfully engineered a robust and secure system for managing attachments in Jira. Embark on your own journey to streamline attachment management in your Jira instance today. „I strongly recommend Smart Attachments to Jira users. The app is a ready-to-go solution for document management in Jira with which you keep your attachments safe and structured.“ – Intergalactic Bank Jira Administrator.

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

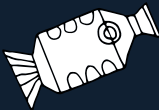
ALM Works develops specialized project management solutions for Jira that empower portfolio managers who oversee multiple projects. Founded in 2004, ALM Works was an early contributor to the Atlassian ecosystem. Today, our flagship product — Structure for Jira — is used by more than 4,000 Atlassian customers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





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 Atlasian 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..

STILTSoft

StiltSoft is a team of experts committed to making a better experience with Atlassian products. Our primary focus is app development. We deliver new functionality for Atlassian tools

by developing handy apps and extensions. And since we are passionate Atlassian software users, we know exactly how to reveal its full potential.

STILTSoft

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





Communardo Products GmbH
Kleiststrasse 10A • 01129 Dresden • Germany
www.communardo.com

BECOME PART OF THE NEXT HITCHHIKER'S GUIDE

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

© 2024

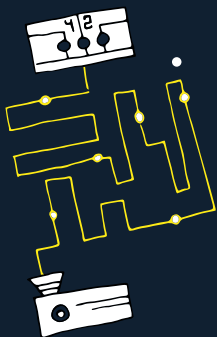
The design and content of this publication are protected by copyright. Publication or reprinting, in whole or in part, is strictly prohibited and only possible with the explicit written permission of Communardo Products GmbH and the featured vendors.

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

www.brighttail.com



DON'T PANIC!



POWERED BY COMMUNARDO