



Case Study

Enabling controlled and secure information sharing with business partners using Confluence



About 2iC

Egham-based 2iC Limited is an award-winning, agile company that makes innovative software to securely and flexibly connect and control disparate old and new digital systems where previously it was too difficult, too expensive or too slow. 2iC's products are optimised for technology lean environments such as industrial field operations, the battlefield or front-line emergency services.

2iC enables organisations with distributed platforms to cost effectively and rapidly enhance their current and future capabilities; link the 'last mile' to the enterprise and achieve maximum flexibility and speed to deploy coordinated behaviour across distributed devices.

Proven by the UK Ministry of Defence, 2iC is currently working to introduce the technology to emergency services and security, transport, energy and Internet of Things (IoT) markets and is actively researching the rapidly growing renewable energy, smart grids, telehealth and emergency first sectors.

<http://www.2icworld.com>

Background

2iC use Confluence extensively for communications between internal and external developers, and to provide product documentation and a knowledge base for customers. Security is critical and must ensure that information is only visible or editable to the correct users. 2iC had two separate instances of Confluence, one for internal users and one for customers, but this separation made moving information between the two cumbersome and time consuming.

Additionally, 2iC started using Atlassian JIRA about 6 years ago and since that time the product has evolved considerably. In particular, the issue management workflows they were using came from the superseded GreenHopper product which has been replaced by Atlassian. 2iC wanted to switch to using the more modern Agile workflows from JIRA Software to ensure that they are using the current best practices to support their immediate development efforts and form a solid foundation moving into the future. Also, over time they had set up a number of different JIRA instances, one for internal use and others for working with partners, and

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wanted to consolidate to a single instance to simplify administration and avoiding copying issue contents across systems.

Solution

BDQ combined the two old instances and rationalised the number of spaces. Working closely with 2iC to understand their security requirements, a detailed security scheme based on groups was developed and documented. 2iC now has a way of securely sharing information through Confluence and the scheme configured by BDQ makes management of user access easier and more transparent. The process of developing documentation internally and then sharing it with customers later is much easier, saving the users a considerable amount of time.

Also, BDQ developed a migration plan to combine 2iC's JIRA instances and carried out a series of dry runs to ensure that when cutting over the work could be completed in a single

day to minimise disruption and downtime for the users. To smooth adoption of the new issue management workflows, a training workshop was held with the developers to make them familiar with how the modern Agile workflows worked.

Outcome

"The new instances set up and configured by BDQ have delivered exactly what I wanted. We have confidence in how the permissions scheme has been configured in Confluence and the JIRA workflow will support our development efforts going forward.

Our secondary objective was to form a relationship with an Atlassian Expert who has the expertise available to help us going forward. BDQ understand our needs and we are comfortable they will be able to fill that need."

Graham Booth, Chief Executive Officer and Co-founder, 2iC



"Before the engagement with BDQ we had a problem. Now we no longer have that problem.

It is better for us to focus our efforts on revenue generating work and growing the business rather than becoming expert JIRA and Confluence administrators. We can rely on BDQ to be the Atlassian Experts for us."

Graham Booth, Chief Executive Officer and Co-founder, 2iC

About BDQ

BDQ helps customers make Atlassian products work for them. With licensing, hosting, set-up, training and customization, BDQ can help customers just starting out to seasoned users wanting to get the most from their investment. We have ITIL-certified staff to deliver JIRA Service Desk projects following industry best practices, and as a Zephyr Expert Partner, BDQ can help you with development processes, including QA and test automation.

BDQ are also a Crown Commercial Supplier through the GOV.UK G-Cloud digital marketplace, so we can provide software and services to UK public sector clients.

Is this case study similar to your requirements? Get in touch today and let us talk about how we can add value to your Atlassian or Zephyr projects.

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