Background

Evolve wanted to improve how they manage test cases when working with their offshore testing partners. To improve communication, they had chosen to add the Zephyr for JIRA test management add-on into their toolset.

Additionally, as long time users of the Atlassian product suite, Evolve wanted to improve their usage and understanding of the advanced features of the products, specifically around time estimation and complex project planning with Atlassian Portfolio.

Finally, they wanted a solution to manage holiday requests within the company. This was important to improve visibility of when staff would not be available for project work and was to be based on JIRA Service Desk. This would to be a pathfinder for other types of process within the company involving approvals which could be handled in a similar way.

Solution

Working closely with Evolve we delivered a series of customised training sessions to bring them up to speed on the time estimation features within Atlassian JIRA, the capabilities of Atlassian Portfolio and Zephyr for JIRA.

Based on their approval requirements, a portal with customized workflow, approvals and notifications was configured, so relevant managers got alerts and could review requests, whilst approved holidays were automatically displayed in Confluence Calendars for clear visibility.

Outcome

"Working with BDQ was pleasurable and effortless. They did a really great job of demystifying areas of the products. We would still be scratching our heads and going down rabbit holes. We were very impressed and would certainly work with BDQ again."

Patrik McCormack, Senior Project Manager, Evolve

evolve
listen transform enrich

About **Evolve**

Evolve is a multi-award winning, software development company based in Leicestershire, UK.

Founded in 2007, they have a wealth of experience delivering innovative software solutions that have saved their customer millions of pounds in process efficiency, countless hours of time-saving, increased revenue recognition and reduced audit fees.

The company designs, builds and implements software solutions which include e-Bate, a Rebate Management Platform, and Pro-evaluate, an Audit and Compliance Tool.

Alongside delivering these products or fully bespoke solutions they offer a comprehensive suite of professional services, including assisting clients making strategic investments in 3rd party software applications such as ERP replacements.

www.evolve-consultants.co.uk

BDQ helps customers make Atlassian work for them, whether they are just starting, expanding or customising their use of the products. We specialise in the full software lifecycle, test management with Zephyr, project management and reporting with JIRA and Portfolio, and our ITIL certified staff deliver JIRA Service Desk projects.

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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