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Fugro keeps focus on innovation with Atlassian's cloud products

FUGRO

INDUSTRY
Energy, Geomatics, Engineering

LOCATION
Leidschendam, Netherlands

NUMBER OF USERS
8,300

PRODUCTS
Atlassian Cloud
Jira Software
Trello
Bitbucket
Jira Service Desk
Atlassian Access

Fugro, the world's leading Geo-data specialists, exists at the cross-section of the inescapable forces of growth and the galvanizing pull of environmental responsibility. Population growth, rapidly changing technology, and climate change in particular all pose direct threats to power resources, and Fugro has the unique know-how needed to mitigate those risks. Their technology generates 3D models of power assets around the world, giving insight into circumstances that could result in safety hazards or power outages. The knowledge gleaned from that data is used to monitor and improve network conditions, saving money and, it's no exaggeration to say, saving lives.

Fugro's teams have been relying on Atlassian cloud products since 2011 to automate and manage the logistics of their work so they can focus on innovating their products and expanding their services, with the ultimate goal of enabling energy companies to temper the risk of devastating accidents and prepare for an uncertain future.

MINIMAL OVERHEAD FOR MAXIMUM PRODUCTIVITY

The Fugro team first adopted Atlassian tools to shoulder the burden of operational planning and software development, choosing the integrated toolset of Jira Software and Bitbucket so they could easily stay on top of their processes. Cloud was an obvious deployment choice, not just because of the cost savings, but also its hassle-free deployments and upgrades. Thanks to Atlassian cloud products, "our team can focus on innovation that serves our clients. This ultimately supports Fugro's vision to unlock insights from Geo-data for a safe and liveable world," says Scott Carpenter, Global Cloud Architect at Fugro.

A NEW DEFAULT FOR WORK

Before Fugro adopted Jira Software, information silos had emerged between technical and non-technical teams, which were using disparate and outmoded tools. The frustration of this fragmentation drove individuals to default to their preferred communication method: email, chat messages, post-it notes, hallway conversations... not a scalable collaboration model when agility and speed-to-market are your keys to success. But through word-of-mouth recommendations and grassroots adoption, Jira Software eventually beat out old working styles and became the new default for cross-functional collaboration, breaking down communication barriers and allowing for a seamless teamwork experience. The success of Jira Software led to adoption of Jira Service Desk, Bitbucket, Trello, and Atlassian Access by a number of teams across the organization.

> ❝ [Atlassian] cloud is agnostic and flexible about how teams run.
>
> **SCOTT CARPENTER**
> **Global Cloud Architect**

FLEXIBLE TOOLS HELP DELIVER LIFE-SAVING TECHNOLOGY

Fugro Roames' use of Atlassian's integrated toolset allows teams to choose the workflows and tools that work best for them while providing the context needed for cross-functional collaboration.

The Innovation Team uses Jira Software and Bitbucket to plan, schedule, develop, deliver, and maintain services. The tools' native integrations provide tight traceability from requirements in a Jira issue to source code in Bitbucket. "With the integration, it's possible to link each line of changed code back to a Jira issue, to understand not only what was changed, but why," explains Scott. In Bitbucket, developers can contribute to code reviews through pull requests from anywhere in the world, which enables them to grow their skills, learn from each other, drive consistent coding standards, and address defects before releasing to customers.

The Operational Teams use Jira Software to manage data processing and analytics so electrical utilities can identify and address risks and defects, such as vegetation growing too close to live power lines. They also track client requirements and define and execute standard processing steps, which are traced to an associated Jira issue for each activity. This standardization ensures consistency and repeatable processing to meet client quality requirements.

Members of the DevOps team use Jira Service Desk to enable ITSM and deliver prompt responses to incidents. Tickets generated for new features or to resolve a product defect link to a technical task in Jira Software, providing clear traceability so diverse teams can work together to resolve clients' issues.

You can't be on the cutting edge of technology if you aren't able to organize your revolutionary ideas, which is why Fugro's Innovation Team uses Trello. Its visual kanban board experience ensures that visionary ideas are captured, explored, prioritized, and brought to life, rather than languishing in an email inbox.

Not only does information flow freely through the integrated toolset, but it's also highly secure. Atlassian Access gives Fugro's admins the ability to centrally manage users as well as standardize security policies across the Atlassian products used so teams – from developers to customer delivery staff – can reach their full potential while maintaining compliance and safeguarding data for their business.

> **" Fugro has grown to 10,000 employees across 65 countries and Atlassian cloud products have continuously adapted to meet the needs of their modern, distributed teams.**

COST BENEFITS AND SAFETY WINS

Fugro's efficient, integrated way of working allows their staff to focus on building world-changing services instead of "the necessary overhead of upgrading or patching Jira Software server, or scratching our heads with intermittent issues like CPU spikes on a mission-critical server, impacting scores of end-users," says Scott.

Fugro has grown and adapted to meet the changing needs of clients and the world around them, openly committing to sustainable innovation and environmentally ethical development. From engaging with renewable energy initiatives to reducing their facilities' own carbon footprint, the company has demonstrated a clear commitment to earth-friendly solutions.

Meanwhile, they've grown to 10,000 employees across 65 countries, and Atlassian cloud products have continuously adapted to meet the needs of their modern, distributed teams. "[Atlassian] tools are agnostic and flexible about how teams run," says Scott.

Fugro's customers and those who rely on them for power have enjoyed the biggest benefit, though. With Fugro's technology, electrical utility customers have been able to save up to 40% on annual vegetation management costs and respond to faulty power lines within 24 hours. Atlassian is trusted as the platform to support an innovation culture, and when Fugro's teams are enabled, ideas flourish, their people do their best work, and their clients are empowered to provide for a safer world.

Save time and boost team productivity with Atlassian Cloud solutions. It's equipped with everything large and growing teams need without compromising on reliability, data privacy, or compliance requirements.

Pair with Atlassian Access for enterprise-grade scale, security and administration.

To start your free cloud trial, contact your Atlassian Solution Partner today.

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