ATLASSIAN + EDP

❝ Atlassian tools were the ideal match to support us in the rollout of an agile methodology. Without them it would have taken a lot more work and money to get to where we are today.

JOÃO SEPÚLVEDA MAIA
IT Head of Global Competence Centers at EDP

40%
reduction in project lead times

4,500
active users

200+
agile projects

EDP achieves agile transformation and reduces project lead times with Atlassian Jira and Confluence

By implementing Atlassian's Jira Software and Confluence, EDP has achieved agile transformation and significantly reduced project lead times.

◢ ATLASSIAN

EDP

EDP is a leading global utility company that specializes in the generation, distribution, and supply of electricity. Headquartered in Lisbon, Portugal, the company operates in multiple countries and has a diverse portfolio of energy sources, including hydro, wind, solar, and thermal power plants.

INDUSTRY
Energy and utilities

LOCATION
Lisbon, Portugal

NUMBER OF USERS
4,500

COMPANY SIZE
13,000+

ATLASSIAN PRODUCTS & APPS

Jira Software
Project and issue tracking

Confluence
Document collaboration

THE CHALLENGE

Before embracing Atlassian, EDP used a waterfall approach only that hindered their ability to respond to market needs. Recognizing the need for agility, EDP began implementing agile pilots in 2012.

THE SOLUTION

EDP implemented Atlassian tools, including Jira, Confluence, and later Bitbucket, to support its agile transformation. In 2016, they adopted a bimodal approach, combining agile and waterfall methodologies.

THE IMPACT

Since using Atlassian tools, EDP has adopted agile practices and seen a significant reduction in project lead times. They have since scaled the tools globally and experienced increased customer satisfaction.

A global energy company

EDP is a global utility company responsible for the entire energy lifecycle, from generation and distribution to customer solutions. With a focus on leading the green energy revolution, EDP invests heavily in renewable energy and digital transformation using wind, solar, and hydro energy.

The company is now a leading multinational corporation in the energy transition to renewables, with a presence in five continents, over 13,000 employees and more than nine million customers. They aim to be 100% green by 2030.

Greater collaboration

One of EDP's main drivers for using Atlassian tools was to roll out an agile methodology and overcome siloed ways of working, which were slowing down delivery. In order to do so, EDP needed a toolset that could allow a more collaborative approach, with a more transparent way to share knowledge and the status of each initiative.

EDP also needed a highly flexible toolset that could adapt to different needs, but that could provide the mechanisms to maintain good governance and provide a clear blueprint that could be deployed globally. Atlassian Jira and Confluence, being highly customizable and able to integrate with EDP's additional tools, allowed EDP to achieve these goals and ensure that global processes became as efficient, collaborative, and consistent as possible.

Providing employees and partners the same processes, methods, and tools allowed work to be shared with international colleagues instantly, accelerating their ability to deliver value.

Simple set up and scale

EDP has achieved numerous benefits by using Atlassian tools and found the setup process easy to manage.

> 66 One of the advantages of Atlassian tools is they are easy to use, well-known, and liked by members of the team. This was very important and made the rollout simple.

JOÃO SEPÚLVEDA MAIA
IT Head of Global Competence Centers

"The setup was very simple, and it was quite intuitive to start using the tool. Of course, when you scale to such a large number or users, teams, and geographies, there are challenges to overcome to ensure everything is aligned, but the toolset had the flexibility that allowed us to successfully find the right solution," EDP's IT Head of Global Competence Centers João Sepúlveda Maia says.

Now EDP employees across North America, Europe and Asia Pacific, as well as those logging in remotely, can benefit from the same toolset, methods, and processes. This makes it easier to share learnings across teams and accelerates project delivery.

"We wanted to give flexibility to the teams, but also to have this common backbone, which is important for setting global KPIs. So, Atlassian was clearly the best solution that we saw on the market," EDP's IT Head of Global Competence Centers João Sepúlveda Maia says.

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> IT Head of Global Competence Centers

Positive user experience

A key toolset requirement for EDP was the user experience. In order to have users engagement to the transformational change, the toolset should provide a great user experience for all users. Atlassian toolset allowed teams to have a much better experience than previously used tools, and the tool was adopted smoothly by teams.

"One of the advantages of Atlassian tools is they are easy to use, well-known, and liked by members of the team. This was very important and made the rollout simple."

With the Atlassian suite integrated within their ecosystem, EDP is better able to manage its data and finances.

Increased customer engagement

EDP's use of Atlassian has also created customer-related benefits and facilitated better feedback loops. Digital payments and interaction with the company's digital channels have increased, while its Net Promoter Score, which measures customer loyalty, has also improved.

"This is only possible because we have teams that work in an agile way, and have a very clear understanding of their priorities," says João.

He adds that Atlassian tools also support the development of their legacy systems, allowing EDP to have all their development supported in the same tool, which is key to achieve these results and improving customer experience.

Plans for future growth

EDP is transitioning their licensing model from server-based to data center-based, allowing the company to establish a more capable and robust infrastructure.

With a global client and user base, maintaining an infrastructure that has 24/7 availability is of utmost importance to EDP. Upgrades and other operational tasks pose a unique challenge due to the diverse geographic locations of their users.

EDP continues to actively pursue enterprise agility, integrating agile best practices across the organization, regardless of their teams' distribution, and is well-placed to map initiatives to business objectives.

Regarding their partnership with Atlassian—"It's a very transparent and close partnership. We're able to discuss the roadmap of the product and have been very happy with the support given to us," says João.

Your guide to digital transformation.
Learn why it's important and how to ensure a smooth journey for your team.

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