Get the most out of your existing tech stack

Integrate your tools with Slack
We help Slack work better for you! By partnering with Slack and leveraging our knowledge of Atlassian, as well as our app building expertise, we can help you drive alignment and agility across your business by bringing your people, applications and data together.
How do you know your tech stack is actually being used?

If you’re an IT leader, you’ve probably spent some uncomfortable hours wondering if the tools you’ve invested in are the right ones for your teams. It’s a stressful situation to find yourself in, but it could be worse.

What if you invested in the right tools but your people just aren’t using them?

Here’s the thing. Whatever goal you’re trying to achieve with the help of technology (greater productivity or faster time-to-market, say), you’ll only succeed if your people can get the most out of the tools you give them as they collaborate to achieve these business goals.

Today, collaboration combines many elements. It’s about bringing your people together so they can communicate and share files easily. It’s about creating a central knowledge repository so teams can find what they need fast, instead of trawling through email inboxes.

And it’s about another really big thing: the collaboration hub as an integration layer where all your people’s most important work tools and software come together in one place, where work gets done.
The problem: work fragmentation

The challenge is clear enough. Enterprises use more apps than they can handle. The statistics vary, with some stating the average enterprise uses as many as 1,935 cloud services. You’ve probably seen the effects of this app proliferation yourself.

Your teams work across many apps every day but very few of those apps talk to each other. Instead of accessing information in one central place, your people are always context-switching (read: time-wasting). They’re jumping from one tab to another, logging in to a specific app to grab one piece of information, then logging out and switching back to another app to use or share that information. Over and over and over again.

Because your enterprise knowledge is fragmented and siloed, friction builds up in every process in every department and this friction is compounded when work crosses departments and apps.

The result? Fragmentation grows, collaboration breaks down and tool usage drops. Software becomes expensive shelfware, even as your teams struggle to perform the tasks the tools were bought for. Sound familiar? The good news is there’s a better away.
Apps let you bring in the software your people use most - including off-the-shelf integrations with popular software, and custom apps your people build that integrate with third-party or in-house developed software.
The solution: an adaptive collaboration hub that integrates work

To solve their fragmented work woes, enterprises are fundamentally rethinking collaboration, and recognising the critical role of integrations.

They’re establishing a single place where all their work apps come together, in a conversation interface that’s easy to use, searchable and optimised for mobile.

Why? Because that way, you’re using all your software investments - CRM, marketing automation, CI/CD, HR tools, and more - in the context of the work itself. You’re not just integrating apps - you’re improving them, and making it easier for your people to unlock their full value.
Bring together your people, data and apps in a single place with the help of Adaptavist. We can remove those collaboration gaps with easy to integrate, powerful, yet lightweight apps available within Slack to suit your business needs.
Use Cases

Adaptavist can help integrate existing Slack apps to solve just about every kind of work taking place within enterprise. But we can also develop apps and integrations to solve business problems unique to your needs. Here are five example areas where integrating tools in Slack can make the biggest impact.

Like this one
Or this one
You get the idea
Use Case 1

DevOps

Many teams start with Slack apps in a DevOps context, but that's usually just the beginning. Here are a few example use cases.

**Deploy more code**
Automate and monitor pull request management directly from your Slack project channel for faster, more reliable deployments, integrating with your chosen Git makes it happen.

**Keep projects moving forward**
Preview or open JIRA tickets directly in your channel, without having to find and share the URL. That way, your people can skip the busywork and focus on tasks that drive projects forward.

**Triage and escalate incidents**
Automate and monitor incident processing without leaving Slack, so the right people can resolve issues swiftly.

**Sample Integrations for DevOps**
Github, BitBucket, SubVersion, Visual Studio, JIRA, Jenkins, Trello, Pivotal Tracker, Asana, PagerDuty
Use Case 2

**Productivity**

Slack connects your people to the productivity tools that make working hard feel a little less like hard work.

**Easily share files**
And even edit user permissions from within the Slack interface. A Slack app that integrates with Box is a perfect example.

**Manage your calendar**
Schedule meetings and keep your team in the loop with calendar integrations.

**Jump on a call**
Slack makes it easier not just to organise and access calls, but to manage key information, recording and follow-up tasks. An integration with Webex makes the experience seamless.

**Sample Integrations for productivity**
Google Drive, OneDrive, Box, Dropbox, Asana, Google Calendar, Standuply, Meekan Scheduling, Zoom, Trello, Webex, Google + Hangouts
Use Case 3

HR and internal comms

There are plenty of organisation-wide use cases where Slack apps improve collaboration around core HR processes - like hiring, recruiting, benefits administration, internal comms and more.

**Track candidates**
Manage the whole candidate journey so you can deliver a seamless candidate experience and get offers to the best talent faster. Integrations with HR apps like Workday mean the hiring team can do it all from within Slack.

**Request and approve vacation**
It's much more efficient when you can enable self-service wherever possible, especially on HR and benefits-related tasks. (Note the action buttons for instant responses, again, within Slack).

**Poll your teams**
Get instant feedback and actionable insights on everything from employee engagement to catering. Slack integrates with all kinds of polling tools.

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**Sample integrations for HR and internal comms**
Workday, ADP, Ultimate Software, Lever2, Greenhouse, Zenefits, Donut, Bonusly, Google Drive, Google Calendar, TINYpulse, Zoom, Simple Poll
Use Case 4
Sales and marketing

Sales and marketing teams need to be able to grab insights and opportunities wherever they find them. Slack apps let your salespeople and marketers stay within Slack while they:

Monitor campaigns
Keep an eye on campaign performance and automate reporting from within the Slack interface.

Track deal stages
Keep tabs on the status of deals and update pipeline dashboards.

Sample integrations for sales and marketing
Marketo, HubSpot, Salesforce, Troops, Optimizely, Asana, Statsbot, Mailchimp, Mailjet, Hootsuite, Intercom

Danica Finnman
/ScriptRunner open opportunity in Salesforce

ScriptRunner for Jira APP
Open this opportunity in Salesforce

Name: SCR-IN8512 top
Stage: Shawn Sheep
Amount: Test Team - PROD - Sev13

Select a field to edit:

Stage

[Cancel] [Save]
Use Case 5

IT and customer support

IT teams can also integrate Slack with the various tools in their tech stack, to manage and secure Slack at scale.

Manage access
Use Okta for identity management and secure single sign-on via desktop, web and mobile.

Protect your data
Defend against loss or malicious attack by alerting your teams in the channel before harm is done.

Backup and archive
Make sure your content is backed up and archived for compliance, audits and easy e-discovery.

Sample integrations for IT and customer support
Okta, ADFS, Ping, Skyhigh, Netskope, Smarsh, Global Relay, Papertrail, Backupery, Zendesk, ServiceNow, Guru, Symantec
From simple to rich integrations
A Slack app can automatically post an alert from third-party software into a given Slack channel - and post a message back to the software.

But Slack apps can go much deeper than that, triggering interactive workflows that combine several different software tools into one process. That’s why we call it “adaptive collaboration”: it adapts to the ways your people work.

Support management  09:30 AM

Upgrade to paid team
Our organization would like to speak with a Slack rep about the details of upgrading our current plan to a paid tier. Specifically the security features and compliance integrations of these tiers.

Priority
Normal

Status
Pending

Customer info
Account Manager: Mick Jagger
Account ID: 1265
Plan: Free

Knowledge Base
2 possible solutions

Claim
The benefits

When you reduce work fragmentation and get more from your tech stack, you see benefits across the whole enterprise, at the individual, team and organisation levels:

**Individual**
Boosting autonomy, personal productivity and employee experience.

**Team**
Increasing responsiveness, effectiveness and efficiency.

**Organisation**
Enhancing alignment, transparency and agility.

And these in turn impact real business outcomes:

**Greater agility and responsiveness**
For faster, better decisions.

**Speed to market**
For new ideas, product, code and innovations.

**Less friction**
Across all processes and departments.

Of course, as the ones leading the adoption of this new form of collaboration, it’s only fair IT reaps the benefits too. When better integration unlocks more value from the tech stack, the IT teams get:

**One central place reducing admin overhead**
(for IT and for all teams).

**Simple OTS and custom apps**
Grabbing ready-made or building on-demand.

**Consistent UX across devices**
Both desktop and mobile devices.
There is a “circular relationship” between collaboration and autonomy: Collaboration with colleagues leads to more autonomous work being created, and autonomous initiatives often lead to meaningful work with colleagues.

Good collaboration, bad collaboration: A new report by Slack
How 21st Century Fox uses Slack to run a real-time coverage engine

In 2018, FOX Sports division was given a golden opportunity - covering the FIFA World Cup.

This sprawling live event demanded real-time collaboration between everyone involved, from producers to designers to on-air talent. With Slack at the heart of its collaboration ecosystem, the company was able to connect 847 apps so its 12,800+ users could do all their work without having to waste time switching between apps.

For example, by starting a call in Zoom, accepting a request from ServiceNow, or creating an action in Trello by typing simple slash commands.

Here are a few of the team channels 21st century Fox used to manage its mammoth operation:

- The #worldcup-digital Slack channel enabled continuous communication between on-site location scouts and the studio.
- The #production-triage channel gave users a platform to ask and answer urgent questions instantly.
- The #wc-worldcup-performance channel was used to track as many as 130 pieces of content a day.
- Thanks to a CrowdTangle integration, they could track how content was performing without leaving Slack.
- A Zoom integration allowed users to hold team standups within Slack.
Slack also simplified and accelerated the process of onboarding the 200 freelancers required to produce World Cup coverage.

A ServiceNow integration
Meaning that management could receive and approve requests from new team members.

Slack’s archive of past messages
Helping new team members get up to speed on ongoing projects.

Successful collaboration across four production teams in Russia, Los Angeles, NYC and Charlotte.

3k tweets posted

558M video views

204% achievement against engagement goals
“Slack can transform a live sporting event into a shared global moment across the business”

John Herbert, CIO, 21st Century Fox
The Adaptavist approach

Our Slack solutions

Quick start

Carefully tailored to match your business requirements and existing infrastructure, Adaptavist can quickly launch Slack within your business so your teams can hit the ground running with best practice from the start. Our expert-delivered consultancy analyses and acts on your business and technical needs in detail, ensuring tailored migration onboarding, launch and roll out services.

Bot development

Adaptavist develops some of the most innovative and popular apps in the Atlassian ecosystem. Our team can create custom chatbots to automate any ChatOps workflows gaps you may have. Providing easy to integrate, powerful, yet lightweight bots available right inside Slack. Tailored to suit your business needs and to help you get more done, faster.

Migration and integrations

Adaptavist has an enduring record of helping customers migrate to new platforms. Our team can help you migrate all your chat tools into one dynamic platform, Slack. Optimising your DevOps processes, and helping to deliver agility across your business.
Conclusion: multiply the value of your app estate

For collaboration, the myth of the big software suite that does everything is over: a central platform that integrates with the software your people use most is the way forward.

That’s why we’re dedicated to delivering for enterprises. Our unique placement as a Platinum Atlassian Solution and Vendor Partner and now Slack Partner - means we can offer a complete solution including strategic review, consulting, managed services and an array of best-in-class products and bespoke apps. All focused on delivering the most value from your Atlassian and Slack platform, we make application lifecycle management work for your organisation.

Users love it - they get the apps they love, with less time wasted switching between interfaces. The business wins - with greater productivity and faster, better decision-making.

And IT people love it too - it’s one secure platform for all teams that’s easy to manage and grow.
This is the way work is going. It’s a new kind of collaboration power that brings together the entire enterprise’s people, data and applications.
Learn more

Speak to our team about how we can help you leverage Slack to make great things happen in your enterprise.

- How to nurture a positive remote team culture with Slack
- Five pro tips to help make remote working work for you
- Six secrets for Slack success

Incident Management

- Easy ways to improve your Jira incident management
- Improving your triage for better incident management in Jira
- High speed issue linking in Jira Service Desk
- Automate creating new linked issues in Jira service desk
Adaptavist and Slack have formed a powerful partnership. Enabling our valued customers to tap into our award-winning expertise and innovation to deliver Slack solutions that bring people, data and processes together.

Who we are
We help organisations transform to continuous change being their business as usual. We do this by supplying technology, providing advice, and delivering change through modern, iterative approaches to development, deployment, and application lifecycle management.

Adaptavist is one of Atlassian’s leading global Platinum Solution Partners, supporting more than three-quarters of the Fortune 500 and now we are proud to be partnering with Slack too. We are uniquely placed to provide our experience, expertise, and insight to help your business.

Offering a complete solution including strategic review, consulting, managed services and an array of best-in-class products all focussed on delivering the most value from your Atlassian and Slack platform, we make application lifecycle management work for your organisation.