HyperVelocity + CAPITAL GROUP®

Customer Success Story

The Customer

Capital Group is a well-established investment management corporation with a long history of innovation. Based in Los Angeles, California, Capital Group manages over $2 trillion of assets for a global customer base.

Feeling the Pain

Financial services and investment management companies are highly regulated. The SEC mandates auditing the actions of certain users with 'fiduciary responsibility' as they use various software tools in their daily activities. At Capital Group, internal teams used Jira and Confluence for much of their day-to-day collaborative work, including change, workflow, and knowledge management. Additionally, they wanted to invite external contractors with whom they were collaborating into the system. Unfortunately, the Audit Compliance teams were not comfortable with the auditing traceability that Jira and Confluence provided natively. Therefore, they were forced to close off access to these tools until they could budget for and implement the necessary auditing capabilities.

Capital Group came to us with a clear desired outcome: open Jira and Confluence to all staff and contractors. To satisfy the Audit Compliance needs, all user actions needed to be sent to a third-party audit 'data vault.'

After attempting to do this internally, they realized that they needed help. During our initial discovery process, other obstacles became obvious which led to a larger set of requirements:

- **3rd-party Marketplace app support.** Not only did actions performed within Jira and Confluence need to be audited, but also actions performed across all Marketplace apps. These apps usually did not provide any audit trail, which required our developers to really get under the hood with all apps to make sure we were tracking all their events as well.

- **Code coverage.** There would need to be a plan for upgrades so they could pre-test against all known use cases before going live with any future upgrades.

- **Coordinating Requirements from multiple stakeholders.** Capital Group not only had to ensure that the engagement resulted in customizations that their engineering development team could manage moving forward, but they also had to ensure that the right information was put into a vault managed by their corporate compliance team. A third group of stakeholders—the users—just wanted to give access to their external contractors. No single stakeholder group could speak for everyone.

> "HyperVelocity Consulting was innovative in solving problems. The overall goal seemed simple, but so many different factors and events affected system behavior, and they had to account for all this complexity. That's the difference between real subject matter experts versus general developers."
>
> *Shailendra Bhadauria, Technology Engineer, Capital Group*

What We Delivered

We began working with Capital Group in May of 2020, shortly after the pandemic had hit, which made initial planning a little tricky. However, we were able to initiate a 3-4 week process of discovery and requirements capture, then begin custom development. The process was collaborative and iterative, with multiple code drops. Within four months, we achieved:

- ☑ The development of a system that fully met their compliance, control and traceability needs related to SOC and other security requirements. Without this, they could never have let those resources in.

- ☑ Auditing of all registered users throughout the Atlassian stack and including Marketplace apps.

- ☑ All auditing information stored in the required vault managed by Capital Group's compliance team.

- ☑ 90% code coverage for unit tests cases and integration tests supported by JUnit and Arquillian, automated through Atlassian Bamboo.

- ☑ Upgrade review plan to help with future issues like failure of unit test coverage and how to resolve them.

- ☑ Custom documentation that incorporated links to 3rd-party knowledge-bases such as Arquillian's developer notes.

Technologies Supported:

- Jira Data Center
- Confluence Data Center
- Bitbucket Data Center
- Bamboo
- Jira Advanced Roadmaps
- Adaptavist ScriptRunner for JIRA
- Zephyr for Jira
- Configuration Manager
- eaZyBI
- structure
- Easy Agile
- JUnit 5
- arquillian

"I was impressed with HyperVelocity Consulting's level of commitment. Many companies approach problems by adding people. HyperVelocity took a different approach by bringing in industry-leading subject matter experts who could really analyze the situation and provide the best solution possible. And they were as invested in our success as we were motivated to deliver for our internal customers. HyperVelocity Consulting owned it!"

Ari Flechner, Manager of Developer Engineering, Capital Group

---

HyperVelocity

ATLASSIAN **Platinum Solution Partner** ENTERPRISE

Questions? Get in touch:

📱 866.250.4117

✉️ hello@hypervelocityconsulting.com

🌐 hypervelocityconsulting.com