



# AI-accelerated SDLC

## Transform software delivery with Atlassian + AI

Nagarro is an Atlassian Enterprise Platinum Solution Partner, delivering integrated solutions for software and IT teams across agile project management, DevOps, and IT service management (ITSM).

We also help accelerate business teams like Sales, HR, and QA through work process optimization and effective collaboration.

With our Fluidic Intelligence vision, we can help you not only create a holistic Atlassian ecosystem but also power your AI and Data-led success!

## Why the status quo is failing

- **Information silos:** Critical context is buried across SharePoint, Confluence, and Jira.
- **Cognitive overload:** Developers spend ~45% of their time on non-coding work.
- **Context switching:** Every tool switch costs up to 20 minutes of productivity.

Modern software teams aren't slow because of talent.

They're slow because their systems don't work together.

## The Nagarro advantage

Nagarro embeds **Conversational AI**, **Generative AI**, and **Agentic workflows** across your Atlassian ecosystem, transforming your SDLC into a predictive, automated, insight-driven system.



Meet us at **Booth #317** for a live demo

## AI across the SDLC



### Build smarter software with AI embedded at every stage

#### Plan & align

- AI-generated user stories and service requests
- Intelligent backlog and demand prioritization
- Automated requirement and ticket quality checks

#### Build & deliver

- AI-assisted code planning and development
- Automated PR creation and smart code review
- Predictive release planning and risk insights

#### Test & assure

- AI-driven test case generation
- End-to-end traceability (Req → Test → Defect → Incident)
- Intelligent regression & impact analysis

#### Operate & support

- Automated resolution summaries and knowledge capture
- Predictive incident detection and faster resolution
- Improved SLA adherence and service quality

Drop us a note at: [atlassian@nagarro.com](mailto:atlassian@nagarro.com)

## The Nagarro edge



**Atlassian Platinum Solution Partner**



**Deep expertise across SDLC + ITSM transformation**



**AI engineering capabilities (custom agents, secure workflows)**



**Global scale with enterprise delivery experience**

### About Nagarro

Nagarro helps future-proof your business through a forward-thinking, fluidic, and CARING mindset. We excel at digital engineering and help our clients become human-centric, digital-first organizations, augmenting their ability to be responsive, efficient, intimate, creative, and sustainable. Today, we are 18,000 experts across 38 countries, forming a Nation of Nagarrians, ready to help our customers succeed.

## Our 3-phase AI transformation model

### 1. AI Readiness & Maturity Audit (3–10 Days)

Evaluate your Atlassian ecosystem and identify AI opportunities, quick wins, and transformation priorities.

**Outcome:** A clear AI adoption roadmap aligned to business value.

### 2. Intelligent Core Setup (7–50 Days)

Deploy a secure AI-enabled Atlassian Cloud foundation: Jira | Confluence | Bitbucket | Xray | Jira Service Management

**Outcome:** A governed, scalable, enterprise-ready platform.

### 3. Agentic AI Expansion (Ongoing)

Extend intelligence across your workflows with:

- Custom Rovo agents
- AI-powered workflow automation
- Continuous optimization & governance

**Outcome:** Move from automation → autonomous delivery.

## Measurable business outcomes

- Faster time-to-market
- 20–30% Productivity gains
- Higher release stability
- Improved service experience and SLA performance
- Better data quality and reporting
- Reduced engineering and support costs

## Our Success Story: AI-Driven ITSM Transformation at Scale

A leading U.S. maritime logistics enterprise enhanced ITSM by embedding AI in Jira and Confluence, enabling smarter workflows, better knowledge management, and more efficient service delivery.

### Challenge

Inefficient ITSM processes driven by inconsistent resolution notes, high manual effort in ticket handling, delayed closures, poor knowledge reuse, and inaccurate reporting due to inconsistent categorization.

### Solution

AI-powered ITSM agents (Rovo-enabled) were integrated directly into workflows to automate and enhance service operations.

Key capabilities included:

- Resolution Note Automation: Structured, consistent summaries generated during ticket closure
- Intelligent Ticket Classification: Automated categorization for improved reporting accuracy
- Automated Knowledge Creation: Seamless conversion of tickets into Confluence articles to boost knowledge reuse

### Outcome

The AI-driven transformation delivered measurable business value:

- 50%+ reduction in manual documentation effort
- Faster ticket resolution and improved MTTR
- Higher consistency and quality of resolution notes
- Increased adoption of the knowledge base
- More accurate and actionable reporting