ATLASSIAN

Extending Atlassian Compass with Forge: A ServiceRocket success story

How ServiceRocket built a world-class software developer experience with Compass and grew it with Atlassian Forge

This is a session recap based on the Atlassian TEAM ‘25 session, “Extending Atlassian Compass with Forge: A ServiceRocket success story” led by Rob Castaneda, Founder/CEO of ServiceRocket.

ServiceRocket before Compass

ServiceRocket is an Atlassian Marketplace Partner that helps teams explore, optimize, and implement Atlassian solutions.

Improving developer experience became a top priority for ServiceRocket as they scaled their engineering function from a singular team to an organization of nearly 40 engineers. As they increased production and rapidly expanded their software catalog, their system of ad hoc information management, primarily consisting of team-specific READMEs, became unmanageable. Without a standardized way to organize component information, teams relied on outdated information when troubleshooting or building new components, which impacted engineering efficiency and slowed incident response.

> “When I had a single engineering team, things were pretty easy to manage. But as we grew, it became important to track who was in which team and what software they were responsible for.”
>
> **Jonathan Appel**
> *Director of Engineering at ServiceRocket*

As different teams formed to handle a growing number of distinct projects, a lack of shared best practices led to inconsistent processes and knowledge silos. Engineering managers sought to establish policy alignment and provide a sense of progress by creating checklists to document processes with positive outcomes for their individual teams. Without a unified source of truth to promote knowledge sharing, however, developers had to search for information buried across team-specific documentation – increasing the cognitive load required to ensure compliance.

Further, while ServiceRocket developers had access to performance data, metrics were tracked across disparate tools. Teams had to constantly switch contexts in order to keep tabs on their components, making it difficult to understand overall system health.

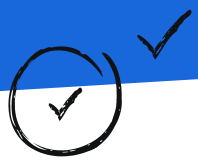
How Compass improves DevEx at ServiceRocket

With Compass, teams can quickly and easily find the chat channels, source reports, and Jira projects they need to collaborate effectively using the Compass catalog as their unified source of truth. Disjointed checklists have been transformed into universal scorecards, which protect team autonomy while aligning teams to the same standards across every component in their catalog.

Scorecards also empower teams to think about system reliability more proactively, as it directs their attention to the components that need their attention most.

Additionally, Compass' extensible platform provides a unified view of key software performance metrics, offering insights for continuous improvement and accelerating developer productivity. Out-of-the-box metrics give ServiceRocket fast insight into key data points, and custom metrics make it easy for teams to collect new data points on new applications.

> "Now that all our teams can see the same checklist across our entire catalog, we can see which components of our infrastructure are being neglected."
>
> **Jonathan Appel**
> *Director of Engineering at ServiceRocket*



Expanding on Atlassian Marketplace with Forge

ServiceRocket has further simplified performance tracking for new applications launched on Atlassian Marketplace with Forge. While a script can be used to ping the Atlassian Marketplace API and determine the curl commands necessary to store values in Compass, this approach still requires developers to update the script in order to maintain component mappings as new applications are launched. By using Forge to launch new apps, developers can quickly find and link components and automatically populate metrics in Compass without needing to update a mapping file. The process is made even more straightforward with Atlassian's growing ecosystem of plug-and-play integrations, which enable teams to launch new applications without even needing to write Forge functions.

Ready to up-level your team's DevEx? Try Compass today for free.

ATLASSIAN