CASE STUDIES

Aspose.Words Case Study

xpand it

Xpand IT

Using ASPOSE.WORDS to create value for Xporter Plugin for JIRA

Paulo Lopes, Xpand IT - Partner, 23th November 2012>>

About Xpand IT

With several customers across the world, we provide the top IT knowledge for our customers, so they can focus on their core business and still have the best IT resources for their company needs, seamlessly integrated into their business processes. We identify ourselves as a Team with Passion for Excellence, and we differentiate our services by having the best people with the best expertise in the following areas: Business Intelligence, Business Process & Integration, Enterprise Mobility, IT Systems and Enterprise Applications. For more information, please visit: www.xpand-it.com

Problem

Xpand IT has been an Atlassian Partner since 2006 and has recently developed a plugin – Xporter – that allows JIRA users to export content using Word templates and specific tags, into Microsoft Word or PDF documents. This plugin is available in the Atlassian Marketplace.

Internally, Xporter plugin has a specific module that is responsible for managing all the input and output documents. Until now, Xpand IT has been using an opensource framework to do this integration, but unfortunately this choice was limiting the evolution of the product and some issues were being reported by our customers.

The main problems were:

- PDF's Exporter very limited (several incompatible formats);
- Some plugin bugs using "Mapping" and "Custom Fields";
- Operational inefficiencies in Xpand IT, because we've been spending a lot of time with our customers to solve issues that are not our core business;
- Product evolution compromised due to the import/export framework maturity.

Solution

Xpand IT chose Aspose.Words because it is a reference product that can bring benefits to the Xporter Plugin for JIRA. The integration of these two technologies will allow us to make a real data export tool! Previously we used an open source framework to do the conversion to PDF documents generated but the solution was very limited and didn't favor the end users. Aspose is now used as the processor engine inside the Xporter for JIRA Plugin. It is responsible for reading docx templates, transforming the templates into final documents, and converting in the output format (PDF, ODT, PNG and many others).
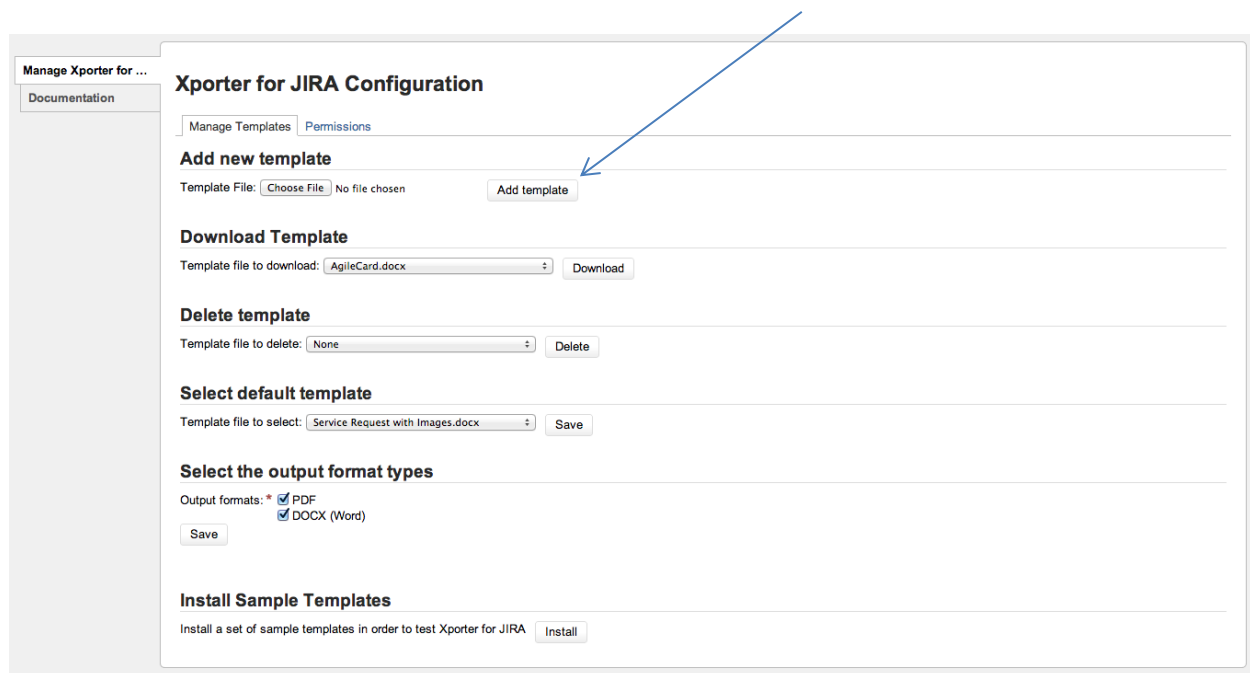

Figure 1: Template Management with Xporter Plugin for JIRA

Xporter for JIRA templates are managed in JIRA Administration and allow us to manage templates (upload/remove templates) and set templates permissions (which templates to be displayed for a project, issue type, user, etc...). Before using the Aspose.words we only supported formats DOCX, DOCM, DOTM and DOCTX. Now Xporter can also provide support for ODT and RFT. Another problem solved was the mapping options and custom fields: now the bugs identified in these fields are completely solved.

After this component integration, the users will have many other options to export documents, not limited to PDF and DOCX. Actually Xporter Plugin for JIRA offers the ability

to export data along with a customization component, all in an extremely simple and effective way.

JIRA users can now export issues and thus create your custom reports in seconds. By using Aspose.Words component, it is now possible to export more formats such as: EPUB, XPS, SVG, PNG and many others. See the next screenshot:
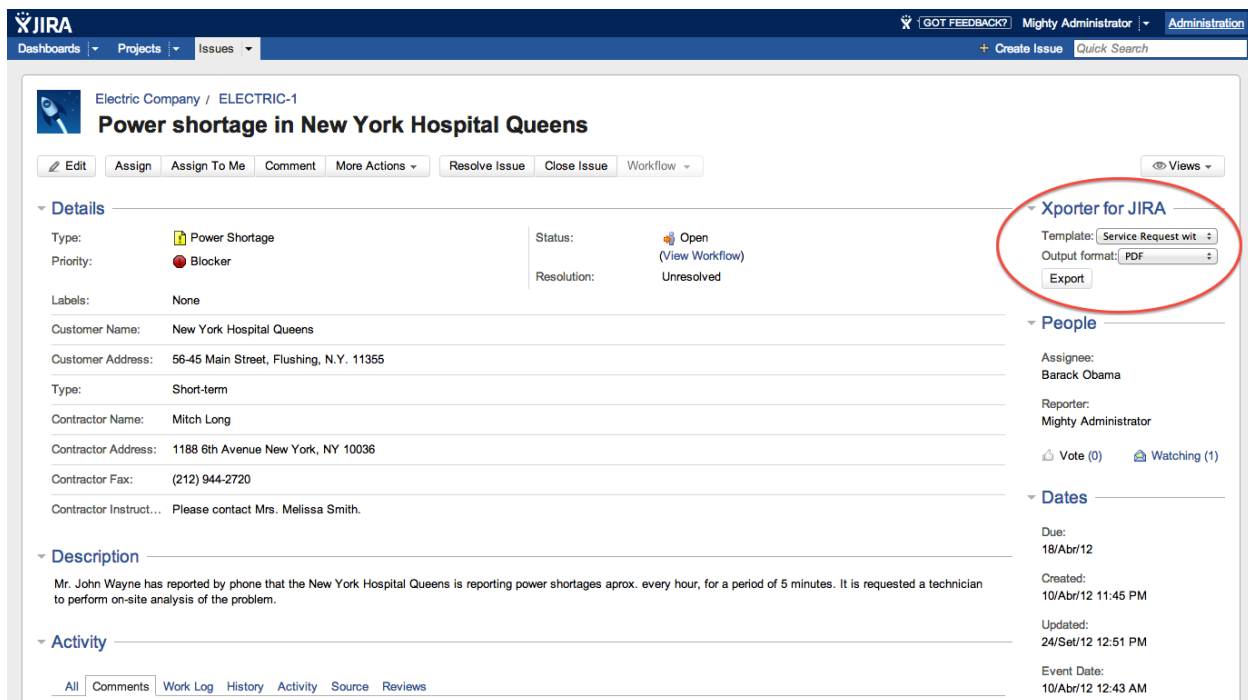

Figure 2:– Exporting Data with XPorters Plugin for JIRA

Experience

Finding a solution:

Before using Aspose, Xporter for JIRA was using the Docx4Java framework, which is an open source engine for dealing with docx documents. After making some searches in the internet, we discovered that Aspose was being positively referenced by several customers. After performing a simple prototype using the trial version, we realized that Aspose could help us improve significantly the functionality provided by Xporter for JIRA. When we acquired Aspose.Words, we chose the option USD, OEM - (deployment unlimited), support for 1 year for bug fixing.

Aspose.Words Case Study

Implementation: The implementation took 1 week to do with the plugin support DOC, DOCX, ODT and RFT as templates and still allow the export to DOCX, PDF, EPUB, XPS, SVG and PNG. The Aspose technical support was fantastic and very helpful and all Xpand IT members believe that Aspose.words is the best solution that we could have found for this case. This product has created added value to our plugin and increased our business agility. At this moment, all the team believes that Aspose was the best solution for our product.

Outcome: The implementation achieved extraordinary results. The Aspose integrated into Xporter Plugin for JIRA works perfectly and the customer's feedback could not be better. With this component, we solved the bugs we had identified and offer a greater variety of formats to import and export issues. This implementation also had a strong impact on the work of all Company members because now we are focused in Xporter core functionalities and we don't need to spend a lot of time with specific document process issues.

Next Steps

Now that the initial problem has been solved, we have a roadmap for using Aspose in other products, like for example our Mobile Digital Publishing Service – Leafshelf (www.leafshelf.com). The objective is to use Aspose in an automatic conversion process taking docx documents as input and exporting them to PDF. This will allow out customer to directly upload Microsoft Word Documents into our platform.

Summary

Our overall experience with Aspose products could not be better. This component increased business value to Xpand IT products - Xporter Plugin for JIRA, allowing us to develop a reference solution for data export. The Aspose.Words Component is extremely complete and was very important to solving the main problems identified by our customers. The main benefits we achieved were: i) eliminating bugs in mapping functions and custom fields, ii) making the plugin accepts a wider variety of formats for import template (DOC, DOCX, ODT and RFT) and iii) export of issues (DOCX, PDF, EPUB, XPS, SVG and PNG). In addition to these benefits, this component also allowed advantages in terms of processes of the organization. With Aspose.Words was increased efficiency at the organizational processes because we reduce the time spent in technical support activities. Now we can say that we are only focused on our core business. Xpand IT is very satisfied with the Aspose. Words

performance and we will implement this component of their other products. We sincerely recommend Aspose because this component offers many capabilities to create business a real business value.