How Compass supports OVO's commitment to the planet
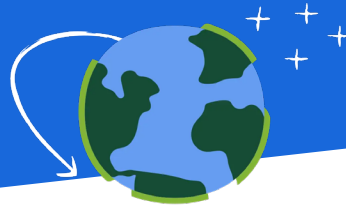
The power of democratizing data with an internal developer platform

OVO energy | **▪ Compass**

Founded in 2009, OVO Energy remains a major energy supplier across the UK. Considered one of the Big Six of the UK's energy suppliers, OVO is also dedicated to green energy and climate action.

Recently, OVO's Service Operations Manager, Liz Watkins, sat down with Atlassian during a Team '24 session to discuss how Compass has helped OVO operate more efficiently so that it can better continue its **"unique mission of supplying energy and saving it."**

Liz Watkins
SERVICE OPERATIONS
MANAGER, OVO

OVO before Compass

OVO made a series of acquisitions that brought in an array of great industry talent, but on the flip side, that also meant a proliferation of tools and services. Each acquired company had its own unique systems and toolkits leading to data and assets being prone to silos.

From "big clunky systems" to dense spreadsheets, finding information for a project usually involved a spree of Slack conversations trying to track down assets. The lack of a single source of truth added cognitive load and led to developer friction.

Liz and her team realized they had to unite all of these systems and make information about microservices, libraries, and APIS easily accessible across all teams.

Compass evaluation process

Liz's first step involved speaking with stakeholders across the company, including vendors, to see what mattered within a solution to the tool sprawl they were experiencing. The short answer was "everything."

First and foremost, they needed to democratize their service data to everyone who needed it. Liz knew they needed to make sure that "the right service data is available to the right people with the right access."

Knowing that "spreadsheets were not going to cut it," Liz and her team knew they would need a diverse set of tools that unifies a set of data, such as through the Compass software component catalog.

Luckily, OVO already had an Atlassian Cloud license which could meet these needs. After exploring OVO's use cases they realized that Compass, which was included with their Cloud license, could handle the challenges resulting from developer friction.

Liz found Compass "really powerful" because it integrates across the Atlassian Cloud platform, offering them a single source of truth while alleviating friction and preventing time wasted looking for data.

OVO on Compass
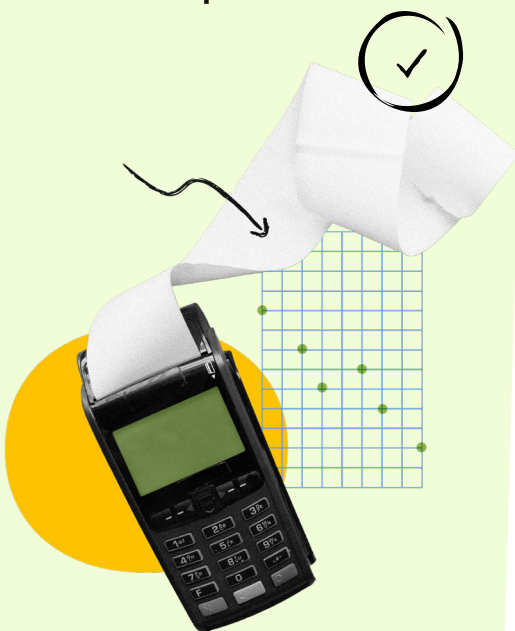
Since building out their Cloud instance and embracing Compass's component catalog, Liz found that it has created

"one place for people to go to reduce cognitive load, save time, energy, and waste–it has made the whole experience 'quite joyful' unlike spreadsheets."

With Compass' component catalog, developers have access to everything they need even if it's spread across different services, documentation, and owners. For Compass users, it's quick and easy to find the components they need by just using the component catalog.

Liz applauds the ability to hook in data across the Atlassian platform from solutions like Statuspage and Opsgenie. She also finds that teams are logging in on their own accord and adding data: "It really shows how passionate people get about having these options."
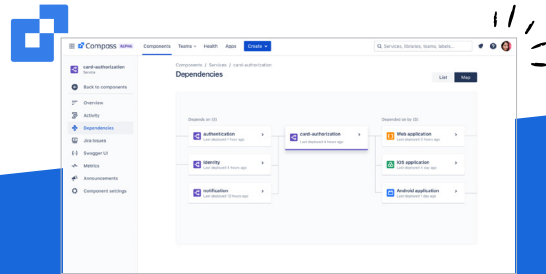
What's next for OVO?

Liz is excited to explore how her teams want to "own their own data and how to help them maintain it themselves," a strategy that resonates with reducing developer friction and enhancing developer experience.

Currently, developers have all the information they need in their software component catalog which dramatically reduces content switching. These developers remain "always in the flow" through their ability to hook Compass into other Atlassian Cloud products to have a centralized component catalog.

This democratization of data also empowers OVO's AI capabilities. One goal of OVO is to leverage AI to help answer larger-scale questions such as

How do we cut down on our customers' carbon footprint?

Liz sees a much more efficient future for OVO on the Atlassian platform where they can continue to work with their product team while also referring to AI to help customers and help the planet.
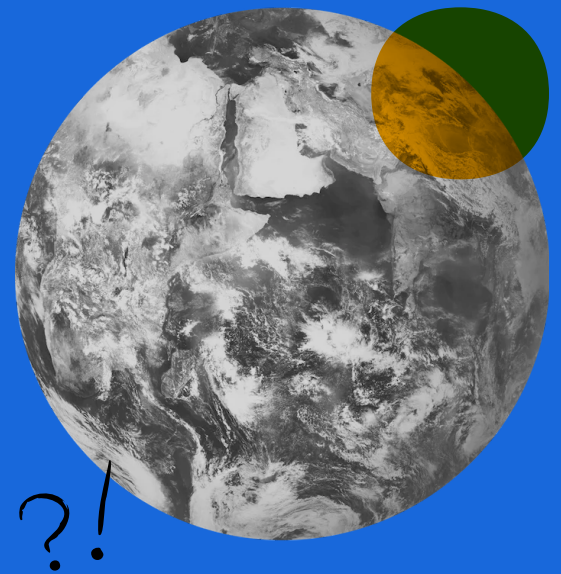
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