Velopy

One lean, flexible platform where IT and every business unit manage services, projects and actions – built in-house at Brisa.

The challenge

Brisa's project and service tool was used only by IT. Business units tracked shared work in separate systems, each team ran projects its own way, and duplicate, inconsistent records polluted the data. The tool was complex, and management had no single view of project steps, effort and budget.

The response

A six-person Digital Transformation team built Velopy in-house using vibe coding, an AI-assisted development approach. It unites a self-service portal, service management, change management, agile project management and cross-team planning in one platform aligned with Agile and ITIL, with workflows that teams design on screen, without code.

262 active users	**19** active workspaces	**7** departments, including non-IT units
6,000+ work items created	**35,000+** operations performed on the platform	**6** people in the in-house product team

April 2026 – September 2026

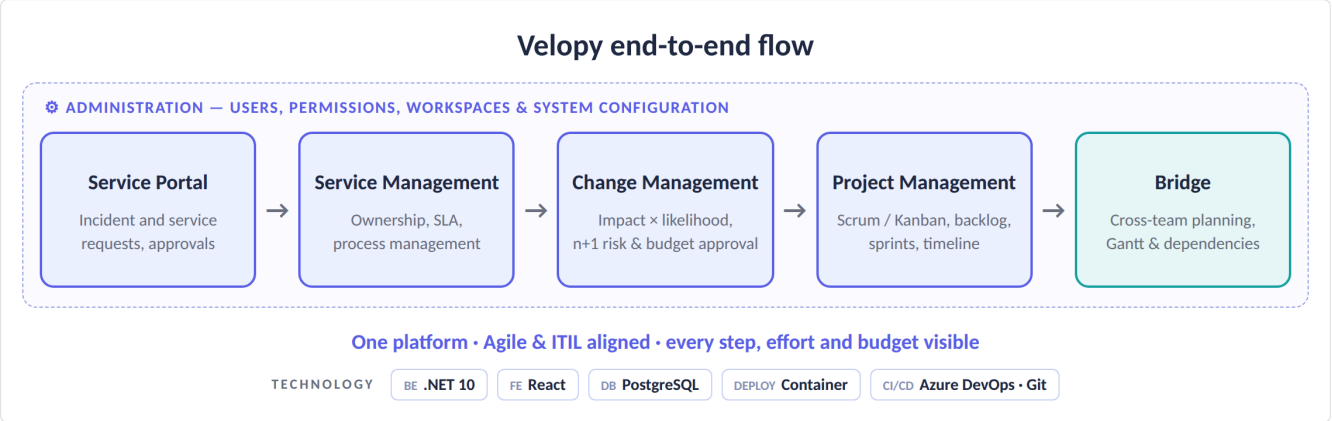
project timeline

Brisa (Bridgestone Sabancı Tire Manufacturing and Trading Inc.), Türkiye.

Platform overview

One flow from a user's request to a delivered change

Velopy connects the service desk portal, service management, project management and cross-team planning, all governed from one administration layer for users, permissions, workspaces and configuration.



Velopy end-to-end flow, administration layer and technology foundation.

Lean and flexible

One simple interface for everyone, instead of a complex tool that only IT could use.

Agile and ITIL aligned

Service, change and delivery follow one standard method, with SLAs, approvals and sprints in the same record trail.

Fully transparent

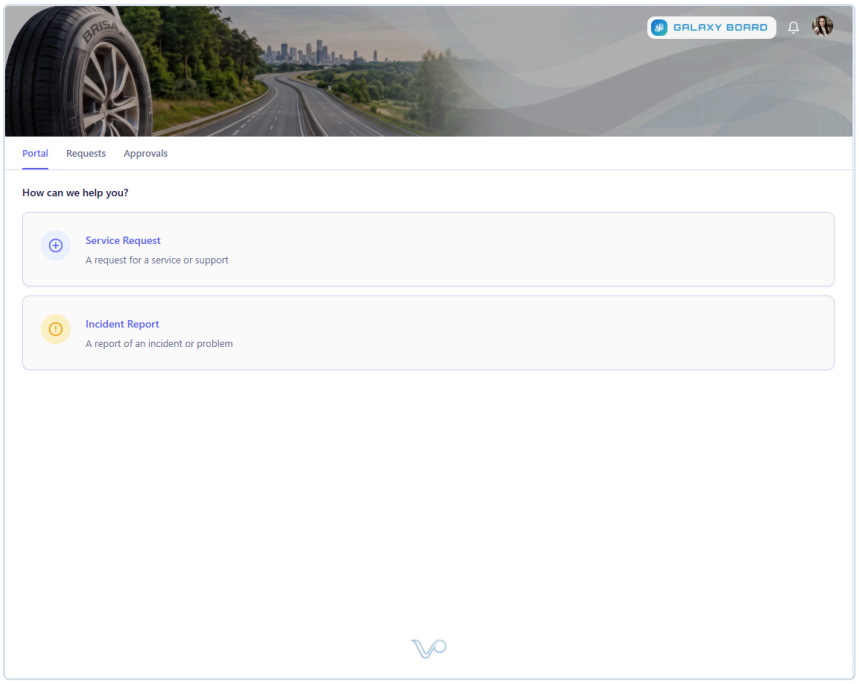
Every project step, effort spent and budget is visible to management on one screen.

> **Run and change work share one velocity: operational tasks done outside sprints are added to the sprint with story points, so capacity planning reflects the real workload.**

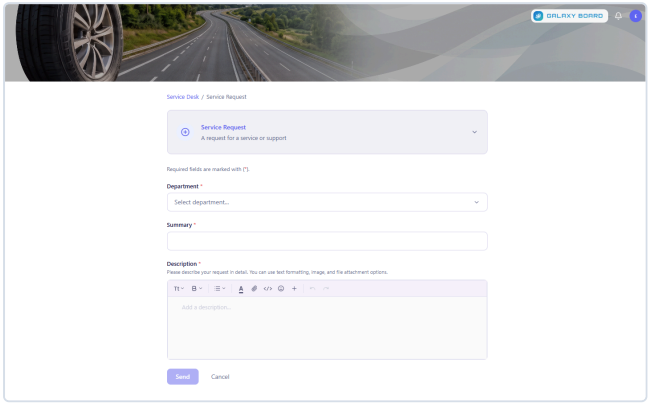
Self-service portal

One front door for every user

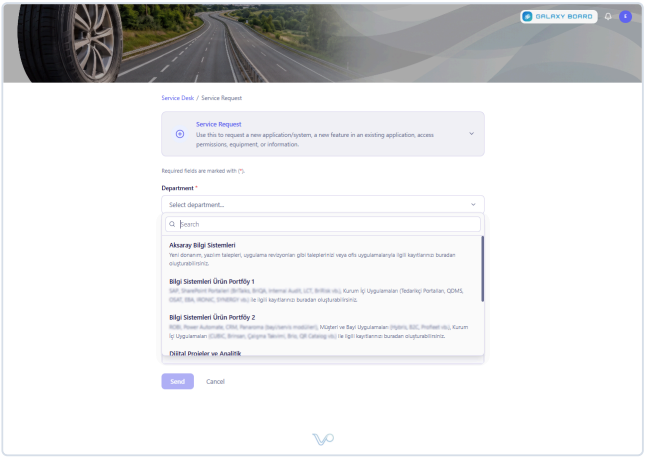
Users sign in with their corporate Microsoft account, choose between a service request and an incident report, and pick the department that owns the system. Each department lists its services, so requests reach the right team the first time.



Portal home: service request or incident report, with requests and approvals one tab away.



Service request form with department, summary and rich-text description.



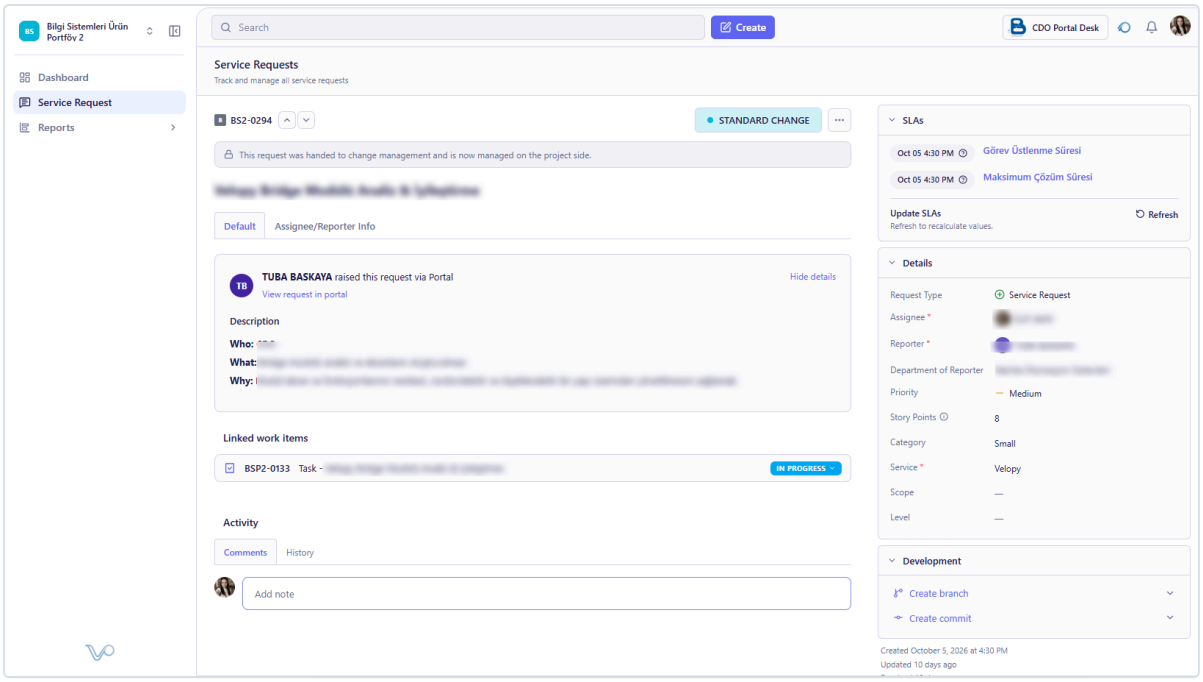
Guided department selection: each department lists the systems and services it owns.

> **262 active users raise and track requests in Turkish, English or Japanese, and approve test results from the same portal.**

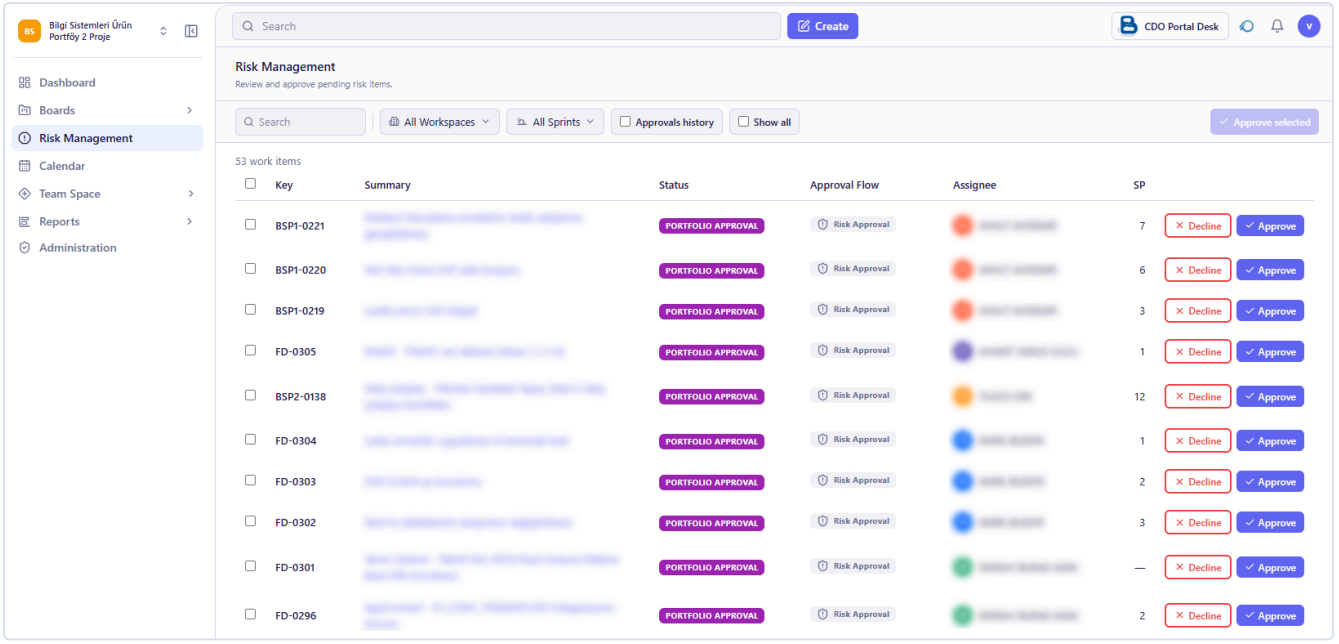
Service and change management

From request to governed change

Service teams own each record against SLA targets. When a request needs development, the assignee starts change management from the record: an impact × likelihood matrix classifies the change, cost and effort thresholds set the project category, and risk and budget approval goes to the n+1 manager.



Request detail with SLA targets, impact, priority and story points, linked to its delivery item on the project side.



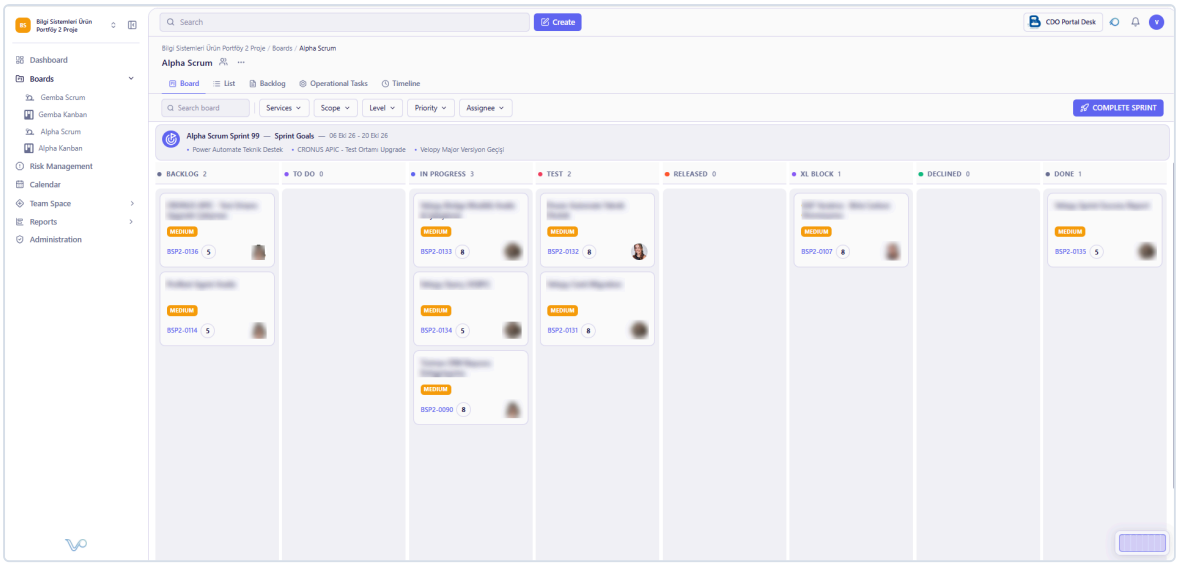
Risk and budget approvals: managers approve or decline items individually or in bulk.

> **Every change follows the same governed path, replacing case-by-case judgement with standard rules.**

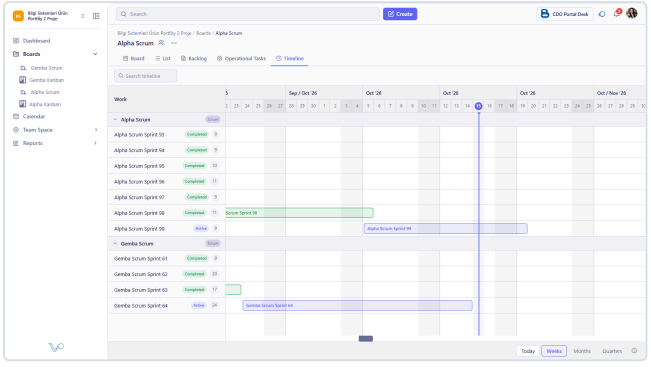
Agile delivery

Plan, deliver and review in one place

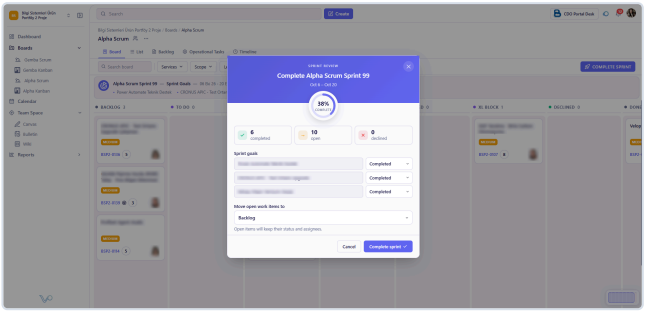
Teams run Scrum or Kanban boards with sprint goals, story points and priorities, plan from the backlog, follow sprints on a timeline and calendar synced with Outlook, and close each sprint with a structured review of its goals.



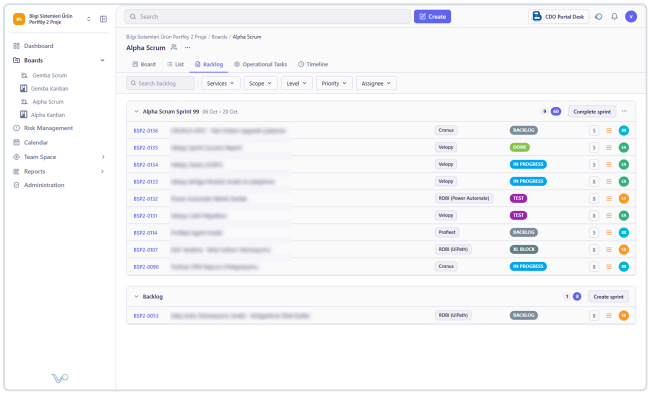
Scrum board with sprint goals, filtered by service, scope, level, priority and assignee.



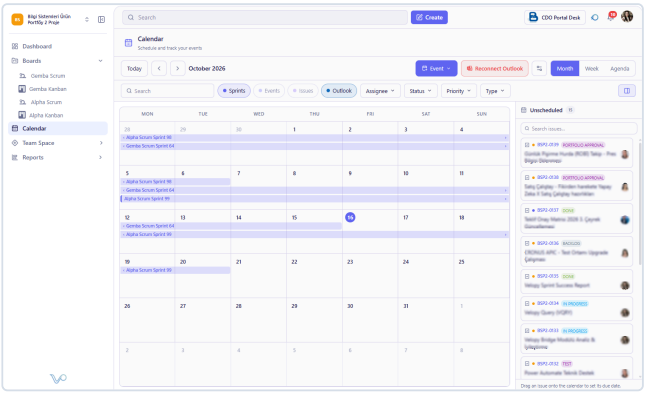
Gantt-style timeline of sprints across boards by week, month or quarter.



Sprint review: goal-by-goal assessment and controlled move of open items.



Backlog and sprint planning with story points, services and status.

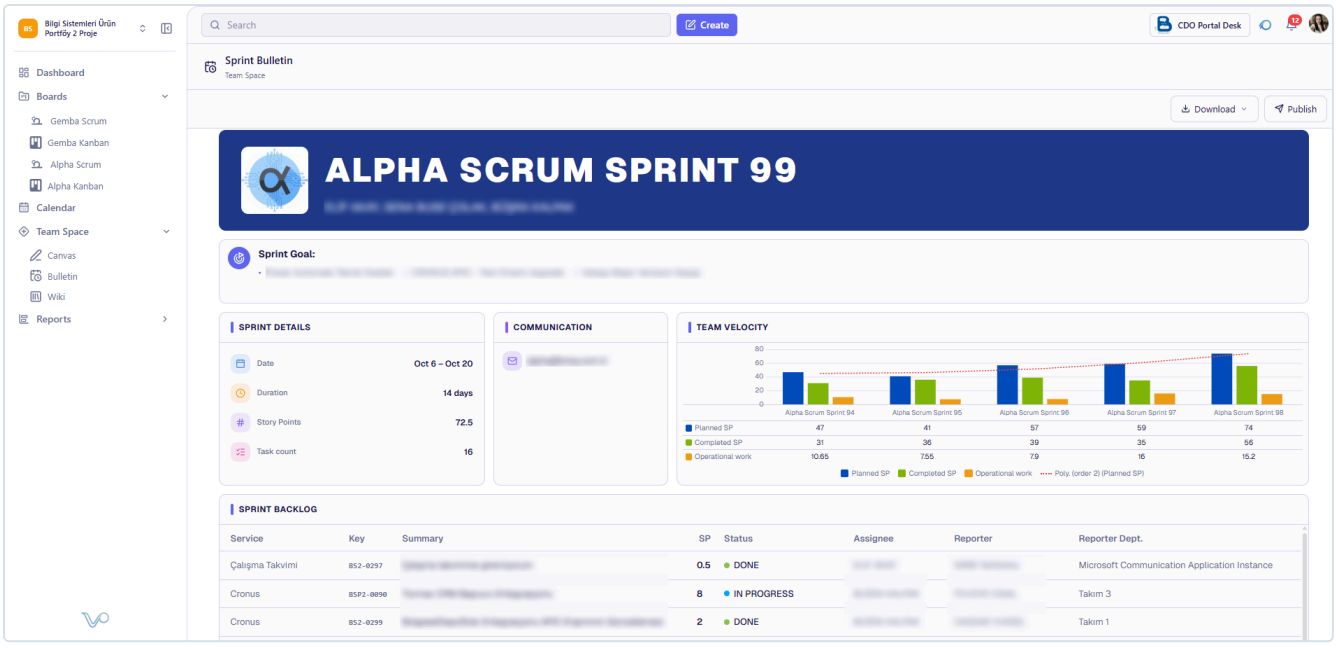


Calendar with sprints and Outlook events; unscheduled items can be dragged onto dates.

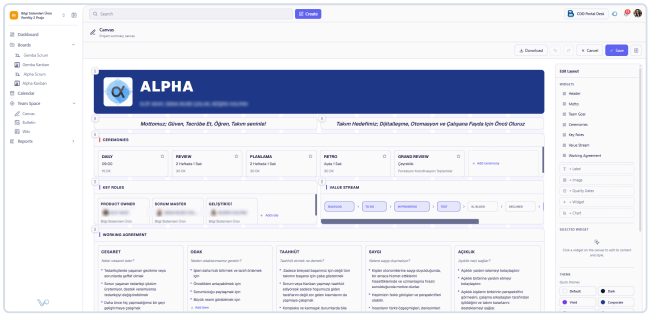
Team space and reporting

A lasting record of how teams deliver

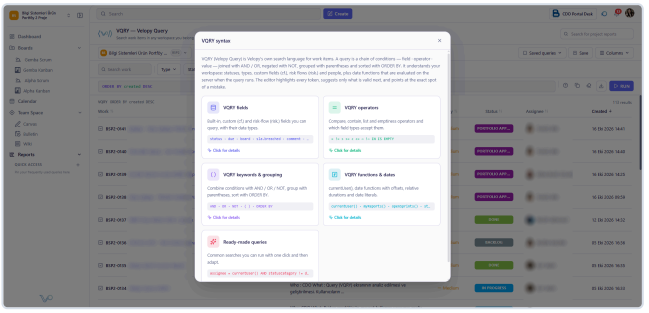
Every sprint is captured in a one-page Sprint Bulletin with goals, velocity and backlog, and each team describes how it works on its own team canvas. VQRY, Velopy's own query language, lets users search any workspace, and saved queries can run on a schedule and e-mail the results.



Sprint Bulletin with sprint details and team velocity over five sprints.



Team canvas: motto, goals, ceremonies, key roles, value stream and working agreement.

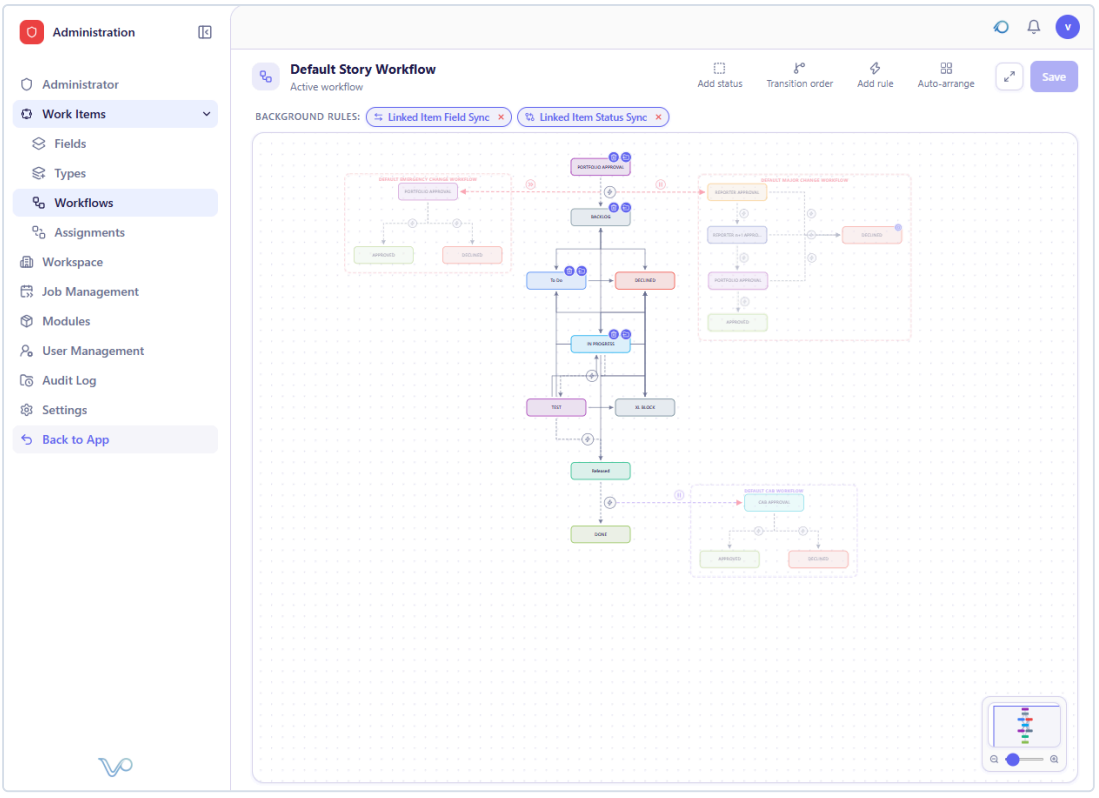


VQRY editor with fields, operators, functions and ready-made queries.

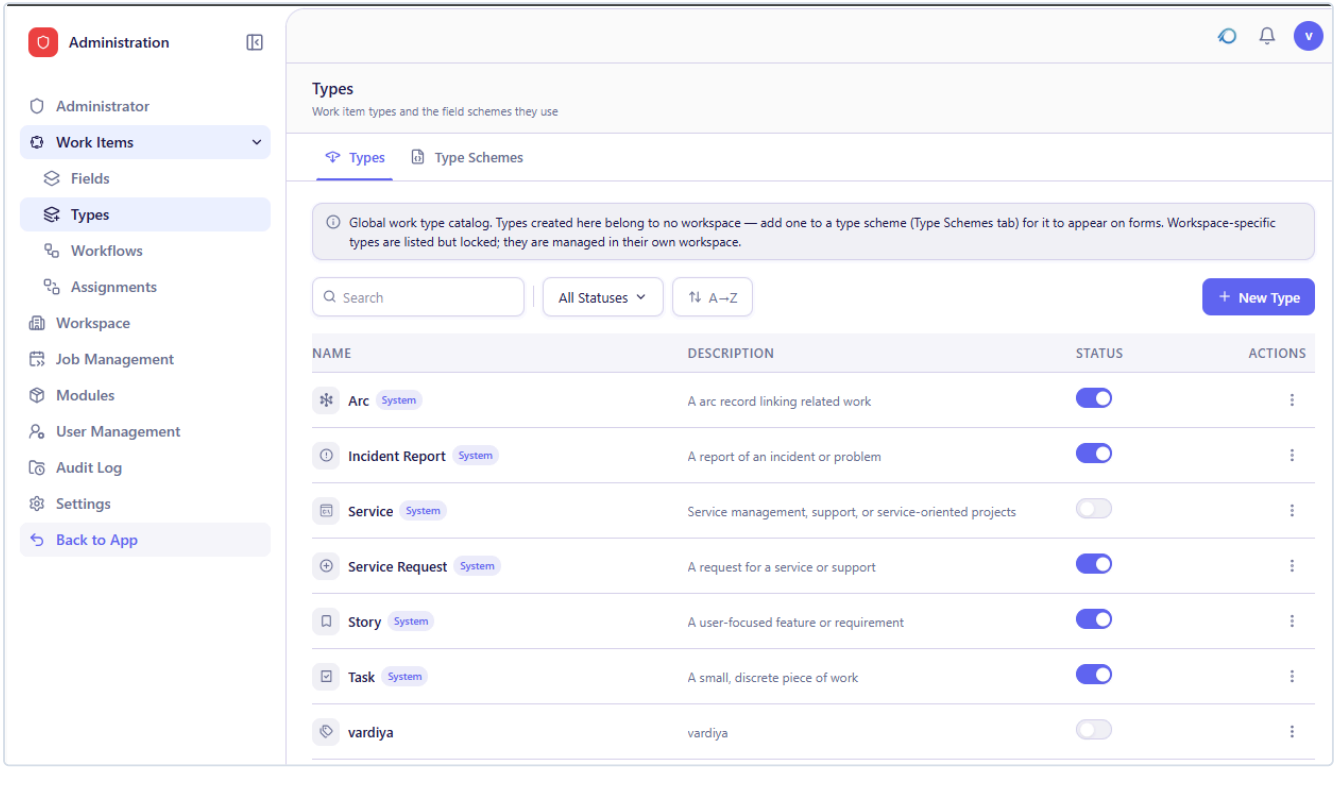
No-code, dynamic design

Teams design the system on screen

Record types, statuses, fields, transitions and board columns are configured visually, without code. This is how Velopy keeps a lean core while serving finance, HR, production and other business units, not only IT.



Visual workflow designer: statuses, transitions and rules, with linked approval flows for major, emergency and CAB changes.

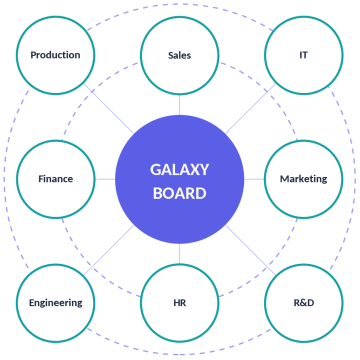


Work item types: teams add their own record types, such as incident reports or shift records, and attach them to workspaces.

Management visibility

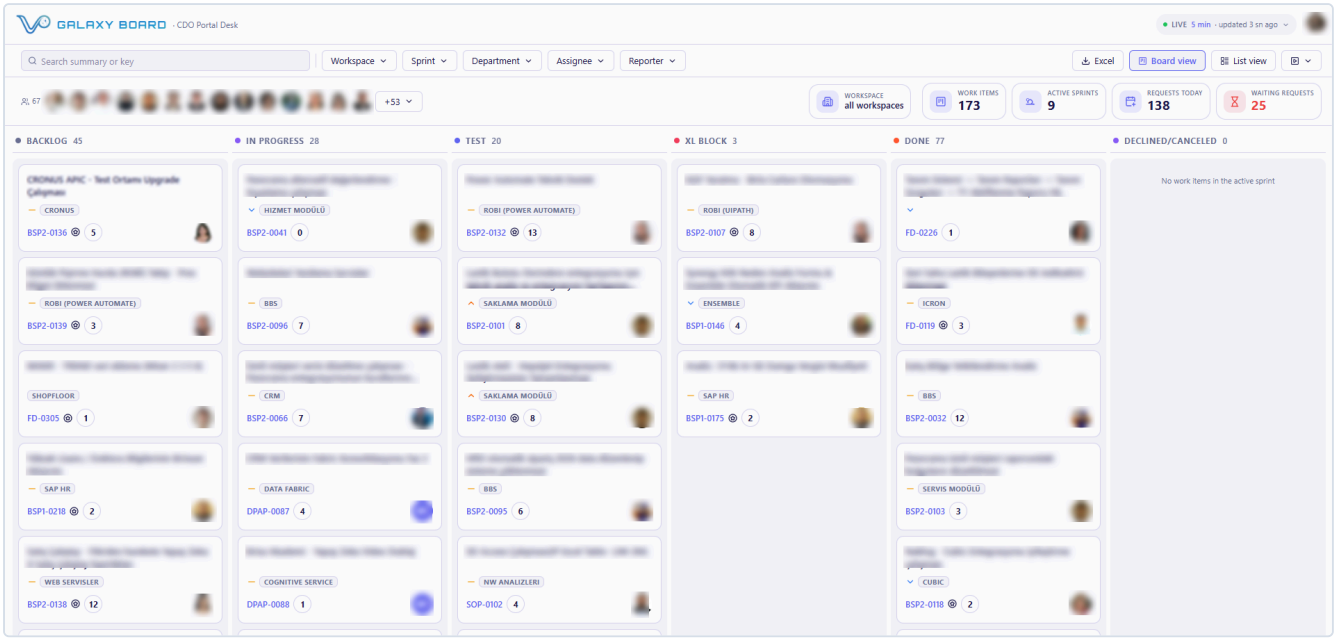
Galaxy Board: every unit in its own orbit, one shared centre

Each business unit keeps its own workspace and way of working, while Galaxy Board brings all units' active work onto one live board for management.



Cross-unit visibility · filtering by unit · live status tracking

One live board across all workspaces: 173 work items and 9 active sprints, filtered by workspace, sprint, department, assignee or reporter.

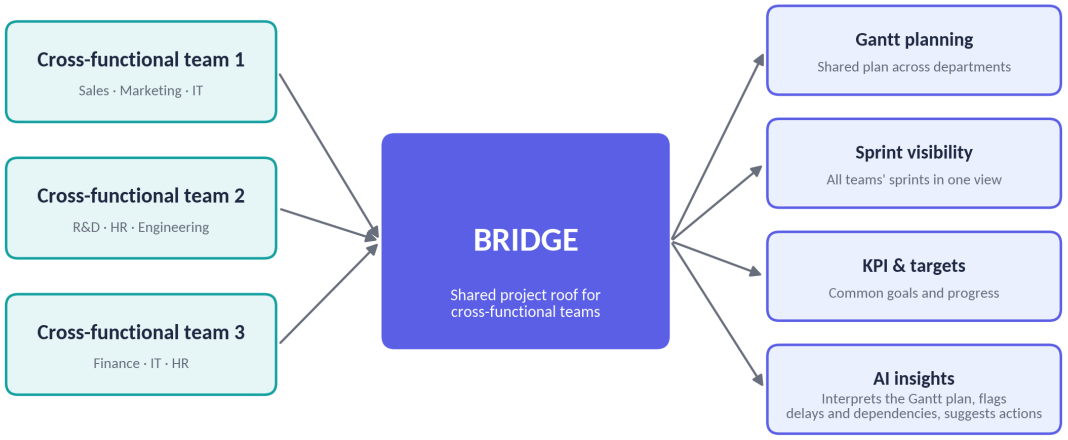


Galaxy Board, live view across all workspaces.

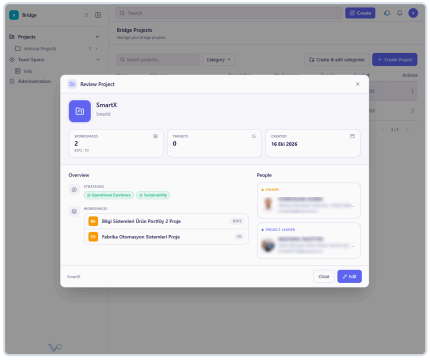
Cross-team planning and AI

Bridge connects departments; AI turns know-how into suggestions

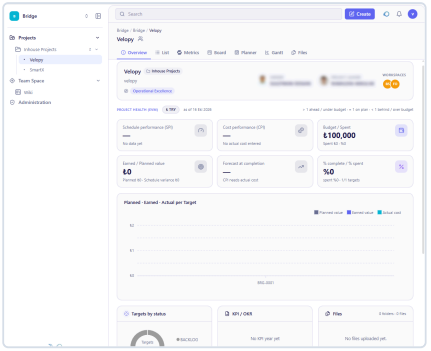
Bridge brings people from different departments under one project roof with shared targets, a Gantt plan, sprint visibility, earned-value project health and common KPIs. AI interprets the plan, flags delays and dependencies, and suggests actions. Incident analytics uses the record and resolution history in Velopy to suggest solutions for new records.



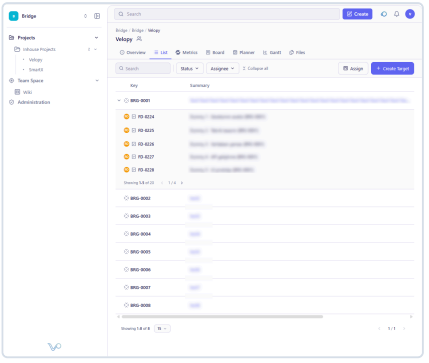
Bridge: cross-functional teams, one shared plan.



Bridge project: linked workspaces, strategies, targets and people.



Project health with earned value: schedule and cost performance, budget and spend.



Targets linked to work items across departments' workspaces.

> **Company know-how stays with the platform, not with individuals.**

How Velopy creates value

One platform connecting users, delivery teams and management

Users and business units

- One portal for incidents and service requests, in Turkish, English and Japanese
- Requests routed to the right department
- Status tracking and test approvals
- Own record types and workflows, without code
- Cross-department projects through Bridge

→

Velopy

- Dynamic, no-code workflow design
- Service, change and project management in one data model
- Agile and ITIL principles built in
- AI: Gantt interpretation, action and solution suggestions
- Single source of truth for all work

→

Delivery teams and management

- SLA-driven service queues
- Automatic change classification
- n+1 risk and budget approval
- Every step, effort and budget visible
- Galaxy Board, reports and sprint bulletins

Technology foundation

.NET 10, React and PostgreSQL on a container-based architecture, with CI/CD on Azure DevOps and Git.

Integration

Microsoft single sign-on, Outlook calendar, Git/Azure DevOps and an open integration layer for third-party enterprise systems.

Compliance

Built in line with ISO/IEC 27001, with role-based access and personal-data flags; ISO/IEC 42001 alignment on the roadmap.

> **Velopy is not a configured off-the-shelf tool: it joins ITSM and agile project management in one governed flow that commercial tools keep separate.**

Measurable impact

Evidence across scale, adoption, governance and quality

Scale	**262 active users · 19 workspaces · 7 departments** More than 6,000 work items created and more than 35,000 operations performed, with IT and business units each working in their own workspace and setup.
Adoption	**All CDO teams live since July 2026** Delivered between April and September 2026.
Standardisation	**One method for every change** Impact × likelihood classification, size categories and n+1 risk and budget approval apply to all changes.
Visibility	**Every step, effort and budget on one screen** Galaxy Board shows all units' active work live; reports and bulletins track delivery.
Data quality	**One source of truth** A single data source replaced parallel systems, reducing duplicate and inconsistent records.
Independence	**Data under Brisa's control** Reduced dependency on licence-based third-party tools, with the product roadmap owned in-house.

Execution, scale and replicability

Built fast by a small team, ready for the group

Implementation connected the product team, CDO delivery teams, business units and management, aligning process design, governance and user experience.

Product team
Six people in Brisa Digital Transformation, building with vibe coding.

CDO teams
First users and pilot group for the platform.

Business units
Own record types and workflows for non-IT work.

Management
Risk and budget approvals and company-wide visibility.

Challenges overcome

Transition from an established tool without stopping service or project work.

ITSM and agile delivery united in one data model aligned with ITIL and Agile.

Lean but configurable: every team designs its own workflows while the core stays simple.

Enterprise quality at speed: a small team delivering with AI-assisted development.

What remains and how it scales

Beyond the platform, the project built in-house product capability, AI-assisted development know-how and a single, clean data foundation for future AI use cases. Its flexible, multi-company design has been presented to the Sabancı Group, a group of 16 companies operating in many sectors, and can be licensed to group companies and adapted to companies in other geographies.

Velopy brings together no-code flexibility, Agile and ITIL governance, full project transparency and a replicable product – built in-house by six people.