

Delivered Efficiency

- Creating content with multiple levels of comments and review procedures
- 20% lesser turn around time required for introducing products to the market using unified web based system supporting different locales for authors from different continents
- Importing 16,000+ documents and pages, with automatic indexing and metadata creation
- Enabling both technical and non-technical staff to update content
- For the client staff, time is now spent on productive and creative activities as opposed to heavy admin duties

Facilitating better collaboration through content management system

This content provider from US had a team of content creators spread across the globe working from their respective locations. These content creators created documents in their preferred format and then used to send it through emails to the headquarter in New York.

At the headquarter, the workflow was adhoc in nature with a dedicated staff converting the documents into standard format and manually uploading them into the central repository as and when required by the team. Unfortunately this process had a lot of scope of error, due to mistakes in handling of files and misunderstanding of content.

All content had to be manually formatted and customized as per the need. This required duplication and re-entering of information in and out of various systems. The process was too tedious and redundant, resulting in several copies of the content being made and available .

Such practices caused their central repository to have inaccurate information, causing issues with quality, productivity and loss in business opportunity.

It was in this situation that the client partnered with Perennial Systems to build a content management system that

- Is easy to learn and use
- Eliminates most of their manual work
- Integrates data coming in different formats and exports it to required formats in an automated way

Challenges

BUILDING A WORKFLOW

Workflow is important to clearly define processes which perform specific functions, with various dependencies between them. The client previously had no formal system in place to take care of the content management. We had to start from ground zero, designing a process workflow that is efficient as well as adaptable.

EASE OF USE

Users may be skeptic to switch from the older way to the newer system. Our challenge was to make the transition as smooth as possible. An engaging, user friendly interface could help the management to help employees get over skepticism, by making the learning process less cumbersome.

CUSTOMIZATION

Custom systems lack in providing flexibility, scalability and efficiency. Every Content management system is different from the other in terms of features, capabilities and user engagements. Lot of effort in terms of time and money is required to tailor CMS to suit the particular needs of the customer.

“Perennial CMS has been a great investment for us. It has increased efficiency in our system by increasing collaboration, productivity and by decreasing redundancies. Today the system is vital for our organization.”
President, Atma Global Inc.

Client Side Technologies

- ASP.NET Ajax toolkit
- JavaScript library

Server Side Technologies

- ASP.NET 2
- DotNetNuke
- MSSQL server

Solution

With the new system built within less than nine week, Perennial delivered immediate savings to the client with the new CMS system. Using XML as standard compliant storage format our system provides transformation services and content validation along with the split between content, format and business logic. The ingredients of our successful delivery are

MODULAR DESIGN

Modular design ensured ability in the code to accept new features and modifications. This meant modules or plug-ins could be developed in-house and used by the CMS without extra effort from the developers.

SCALABLE AND EXPANDABLE SOLUTION

The CMS is hosted on the cloud to offer seamless storage and computing ability for the client. This allows archiving, indexing of documents without having to ado about storage. Also storage at multiple servers provides added advantage for fault tolerance and improved availability.

INTEGRATION

The system allows user to use information along with 3rd party web applications, such as analyzers and business intelligence tools. Data conversion allows users to publish or submit data in different format from the one used to publish data initially.

COMPLIANCE TO STANDARDS

Compliance with the internet standards published by the W3C such as HTML 4.01 and XHTML 1.0/1 allowed the CMS to generate code that is compliant with the Web Accessibility Initiative guidelines.

ABOUT PERENNIAL SYSTEMS

Perennial Systems is a business and technology services company delivering IT solutions, consulting, systems integration and outsourced development services. We create value by successfully integrating people, business and technology to create effective, sustainable and scalable business ecosystems.

Features of our Solution

- Plugins for export of content to different formats such as SCORM course, iPad, HTML output
- Localization and multi-language support for all documents and processes
- Features such as version control allow users to keep track of changes, while protecting them against overlapping changes by other users
- Roll back functionality gives the user a chance to return to a known working copy of data, which also makes it easy to compare changes over time
- Ability to comply with legal or regulatory purposes, long-term archiving and automation of retention and compliance policies such as accessibility
- Intuitive to use system
- Support for multiple document formats as learning objects
- Support for videos and multimedia assets
- Reports and analytics generation

For more information on how we can deliver efficiency to your business visit us on www.perennialsys.com email: contact@perennialsys.com