



Industry

Government and Public Sector

Customer

Swiss Parliament

Business Challenges

- Reduce the amount of time and effort required for managing Web content
- Eliminate inconsistencies in the Web page layout and design
- Provide Web site visitors with an easy to navigate interface

Business Solution

Livelink WCM Server

- In-house server and Web content management
- Fast and simple content updates
- No HTML expertise required
- Support for multilingual functionalities
- Filter, search and sort functions make the Web site easy to navigate
- Dynamic generation of press releases

Swiss Parliament—Keeping citizens informed

In order to keep information and layout consistent on their Web site, the Swiss Parliamentary Services turned to Livelink® WCM Server, the Open Text™ Web content management solution. Now, Web authors can update the content with minimum time and effort and thousands of visitors a day can easily navigate the Web site.

Organization

Since 1995, the Swiss Parliament Web site has provided information about the parliament, including debate records and a database of parliamentary proceedings. 5,000 Web pages provide clearly laid out, networked information about the Parliament's members, business and activities. Interested citizens can find out about individual Assembly members' careers, initiatives, speaking requests and even assigned seating in German, English, French and Italian. This unique Web service has proved extremely popular: around 5,500 visitors a day use it for an average of 25 minutes.

“Working with the Open Text solution is a real pleasure. It's easy to maintain and makes managing our Web site a quick and transparent exercise — even without any HTML knowledge.”

Daniel Schweizer, Head of the Internet department, Swiss Parliament

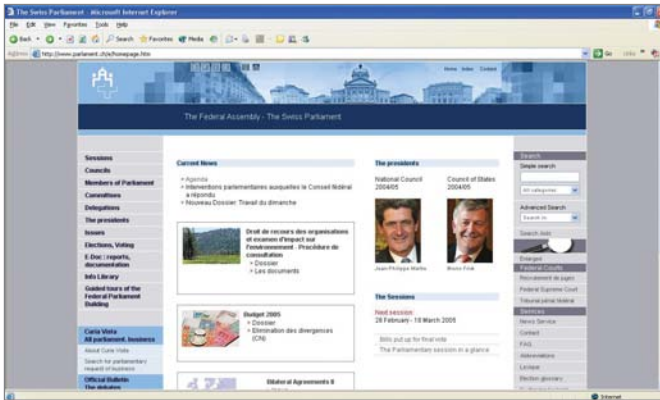
Situation

Manual Web content management can be very time-consuming and monotonous work that can consume all available Web service resources, as the Swiss Parliamentary Services found out first-hand. When the time came to modify the file-based system, the revision proved to be a colossal task, which required close to six months for completion. It also inevitably led to inconsistencies in the layout and design of the different language versions. Maintaining the incoherent interfaces created a substantial amount of extra work for the Webmaster. It was clear that a state-of-the-art content management solution was needed to replace the old system.

Solution

The Swiss Parliamentary Services tested various products from different content management system vendors and eventually decided on Livelink WCM Server, a Web content management solution from Open Text. Livelink WCM Server was chosen because it offered easy data management capabilities and supported the incorporation of multilingual Web sites.

The solution's modular construction allows the assignment of different permissions for managing individual modules. Workflow technology streamlines authorship, permissions and publication. In addition, the system treats all content, functions, and templates as single objects. All objects are held in a database and published dynamically — wherever, whenever and in whatever form they are needed. Livelink WCM Server also supports a number of different server platforms.



One of the highlights of the Open Text solution is the press release application. It imports XML files from the public relations department, formats them and publishes the text directly to the Web, enabling press releases to be generated dynamically.

Filter, search and sort functions enable visitors to easily navigate the Web site. Despite the wealth of functions and content, the pages load surprisingly fast. “The performance of the new solution is good and the system is stable and reliable,” confirms Robert Ming, the project’s technical manager.

All expectations of Livelink WCM Server have been completely fulfilled for the Swiss Parliamentary Services. Ming concurs, “The multilingual presentation and the easy user administration and data management are absolute highlights that we could no longer do without.”

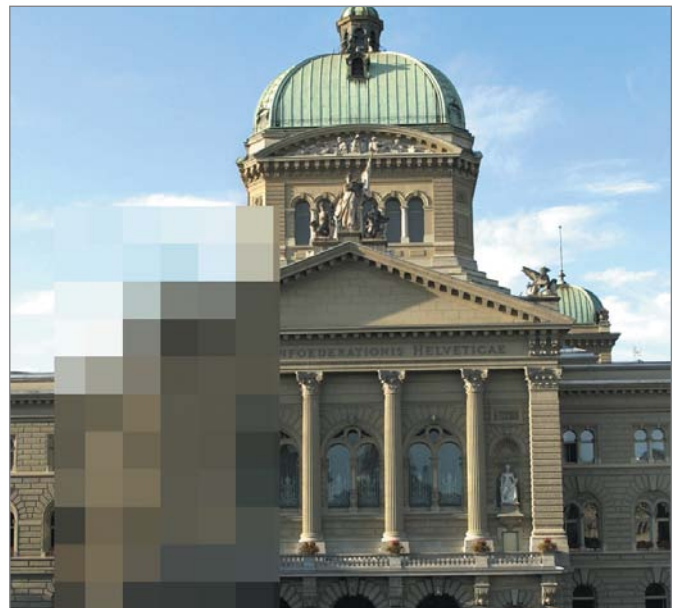
In the first phase of the Open Text solution implementation, Parliamentary Services migrated the Intranet pages to Livelink WCM Server. Because of the Intranet’s less public presence, this initial migration was used as an internal test run in order to gather the necessary experience. The test run proved successful, thereby giving the green light for the migration of the Web site.

Livelink WCM Server can be deployed in a very short time — the Swiss Parliamentary Services were able to complete the migration and design of the new Web pages in only six months.

Benefits

Today, Parliamentary Services can complete their updates with minimum effort. “Working with the Open Text solution is a real pleasure. It’s easy to maintain and makes managing our Web site a quick and transparent exercise — even without any HTML knowledge,” says Daniel Schweizer, Head of the Internet department at Swiss Parliament.

The Swiss Parliamentary Services can now manage the Web server and all Web content in-house. The organization has also been able to create standard design templates, layout and technical architecture.



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