

Simplifying management with a unified platform: down from 220 to 70 portals

The new online space provides services to the residents of Guipuzcoa and more than 5,500 employees and partners

Summary

The aim of Guipuzcoa's IT services company (Sociedad Foral de Servicios Informaticos de la Diputacion de Guipuzcoa, IZFE), is to develop and deploy IT solutions for government and all other public entities within the region. Using Liferay, IZFE has created a comprehensive online environment through a single, standardized platform.

Gipuzkoa.eus

At a Glance

SECTOR:

Public Administration

COUNTRY:

Spain

APPLICATION:

Public websites

FEATURES:

Portal infrastructure based on Open Source, Single Sign On, Advanced CMS, Integration, Multi-device, Enterprise Subscription model



Liferay has an excellent market positioning which makes us confident that its scalability is proven.

Francisco Javier Ruiz Céspedes
IZFE Project Manager

Challenges

- Finding a tool that could help refine and standardize websites managed by the entity
- Enhancing communication with both residents and companies
- Internally optimizing content management and updates (public entities and authorities)
- Standardizing the corporate, organizational and procedural image
- Integration with existing applications

Resultados



AN INTEGRATED AND MODERN PLATFORM

that provides an enhanced user experience.



QUICK AND EASY CONTENT MANAGEMENT

High usability and ease of use.



STANDARDIZATION AND UNIFICATION

Going from 220 websites on different platforms to less than 70 on a single standardized management platform.

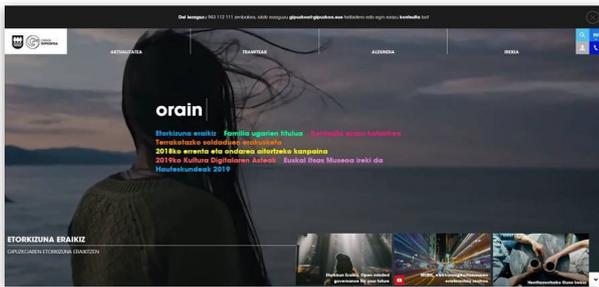


ENHANCED COMMUNICATION

for government workers, residents and companies.

Public Services for Citizens

IZFE, a public entity with more than 150 employees and which currently offers services to more than 100 provincial and municipal entities, aims to provide IT services that guarantee the success of its strategic focus area of Technology. Its mission is to develop and implement ITC solutions for the provincial government as well as for all other agencies and entities within the local public sector in order to optimize their operation and the services they provide to citizens.



As the main tool for communication with its employees, collaborating companies and local citizens, IZFE has a number of websites—some with public access and others restricted to specific users. For some time, the growth of online activity had reflected a need to search for a tool that would help refine and standardize all its public web sites, and equip them with a responsive design and other features to improve the user experience for all of these communities.

The Challenges

The first and most important challenge facing IZFE was to create a single platform through which access would be provided to public information and services made available to citizens and local companies. Furthermore, the platform would have to include other existing applications and technologies seamlessly through a single, unified platform in addition to enabling Single Sign On access.

Thus, the entity needed to enhance communication as well as making content generation and updating more flexible. Standardizing the corporate image,

internal organization and procedural management were other challenges that needed to be addressed.

In addition to all of this, they needed to meet more demanding requirements in terms of performance, usability, accessibility and user experience. In short, the idea was to integrate all public services (including some legacy services) within a single portal in a smarter, more modern way.

The Solution

After analyzing different solutions, IZFE eventually chose Liferay technology “due to its excellent market positioning, which made us confident that its scalability was proven,” explains Francisco Javier Ruiz, IZFE Project Manager.

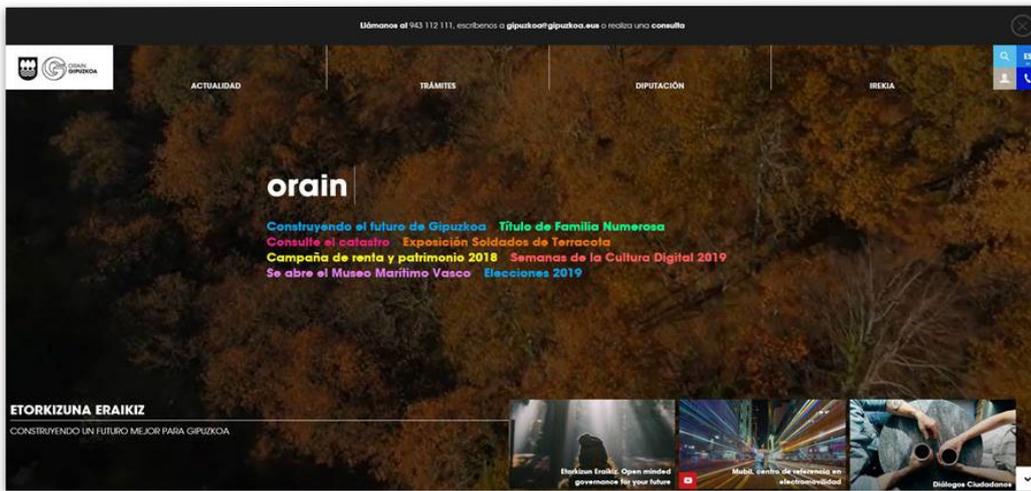
The solutions implemented through Liferay have been used for the all-new [Gipuzkoa.eus](https://www.gipuzkoa.eus) portal, which now includes all of the provincial government’s websites. In total, they have gone from 220 websites with more than 4,000 pages on different platforms to less than 70 on a centrally-managed and standardized platform.

The all-new portal benefits most of the provincial government’s stakeholders: employees, subcontractors, in addition to other related entities, as well as the Town Halls that have decided to adopt this tailored solution.

Single Sign On features provide an integrated authentication system for the various modules (citizen services, enterprise services, documents, agenda, certifications, etc.) while the responsive design optimizes access independently of the device being used.

Benefits

“From a purely functional point of view, the Liferay platform perfectly met IZFE’s expectations,” explains Ruiz. “We’re very satisfied with the results we’ve seen following implementation. Unifying website management under a single platform has helped standardize the image and procedures which means we hope to continue



working with Liferay technology for future projects and updates,” he says.

Francisco Javier Ruiz also highlights how easy it is now to find nearby suppliers with the technical experience, as well as the quality of the Enterprise version of the platform which complements the

technology with high-level support. The next major step for IZFE is to migrate to the new version of the platform to be able to take full advantage of the enhanced Customer Experience features (for citizens, in this case) and to further develop online relations between platform users and the entity.