



Kiama Municipal Council

Technical Consulting – Content Manager Web & Intranet

December 2017 – May 2018

SNAPSHOT

Customer

Kiama Municipal Council (KMC)

Industry

NSW Local Government

Overview

Replace obsolete custom middleware deployed in the council intranet by providing a custom interface based on CM9 Webdrawer search interface to enable selective dynamic access to records stored in HPE Content Manager (CM9) via web browser from the organisation's Elcom CMS intranet.

Objectives

- Installation and configuration of the Webdrawer suitable for intranet-only access (no public access).
- Microsoft IIS webserver configuration to support windows integrated authentication, to provide the most seamless, secure experience for users of the solution who are using a browser which supports this integration architecture.
- Custom form and page design to emulate the look and feel of the intranet, designed to serve content based on shared save search criteria in the dataset.

Services Provided

- Implementation of a custom webdrawer
- Intranet integration with Webdrawer (CM9)

The Client

The Kiama Municipal Council is a local government organisation located in the Illawarra region of New South Wales, Australia. The area is situated south of Shellharbour and the City of Wollongong and is located adjacent to the Pacific Ocean, the Princes Highway and the South Coast railway line.

The Background

KMC upgraded from HP TRIM to HPE Content Manager. The Elcom CMS intranet used across the council has an iframe plugin function which is designed for the HP TRIM SOAP Webservice, and which is not viable for use with CM9. There is no off-the-shelf upgrade path for this plugin function. KMC had a requirement to achieve an immediate solution to replace the now obsolete Elcom webservice plugin function.

The Challenge

Rather than having this bespoke plugin rewritten, KMC sought technical advice from Information Proficiency to redesign the access to this document content and to eliminate third-party middleware, delivering a future-proof solution for document content to be accessed from links on the intranet.

The Information Proficiency Solution

Information Proficiency proposes that a more feature rich capability is available off-the-shelf using HPE Content Manager WebDrawer interface, and are offering to assist KMC with the customisation (look and feel) of that interface, and assistance and documentation to enable KMC to update intranet pages to effectively use the new interface.

Business Benefits

- More contemporary design
- Elimination of 3rd party middleware, simplifying future upgrades to either the CMS, or the EDRMS;
 - A more responsive UI for a wider range of devices;
 - Native contemporary functionality provided by the EDRMS solution (Content Manager);
 - Dynamic content support (via URL search query syntax);
 - Elimination of duplication of records content (caching on the intranet server), ensuring users always access the most current edition of any record.

Information Management and Technology Professionals



Providing a range of services focused within the Information Management and Technology industry. We work hard to understand our client's requirements.



We have experienced and certified professionals throughout Australia, who are continuously maintaining their knowledge on relevant legislation, standards, best practice, current trends and technologies.



We supply and support a range of EDRMS and Scanning software solutions



We develop our own range of productivity and connectivity tools to extend your existing investment in ABBYY, Kofax, Content Manager and Records Manager (TRIM).



We have a quality reputation with all of our work being referenceable. Our clients engage us for our experienced teams, effective delivery, project management and outsource capability.



We strive to build lasting relationships with our clients, ensuring that we support continuous improvement and maturity of processes and systems.



We are ready to assist your organisation; we have end to end capability in all areas of information management, including strategy development, business analysis, organisational change, business transformation, process design, managed services, consulting, solution development, deployment, training and support.

Quality is our Signature!