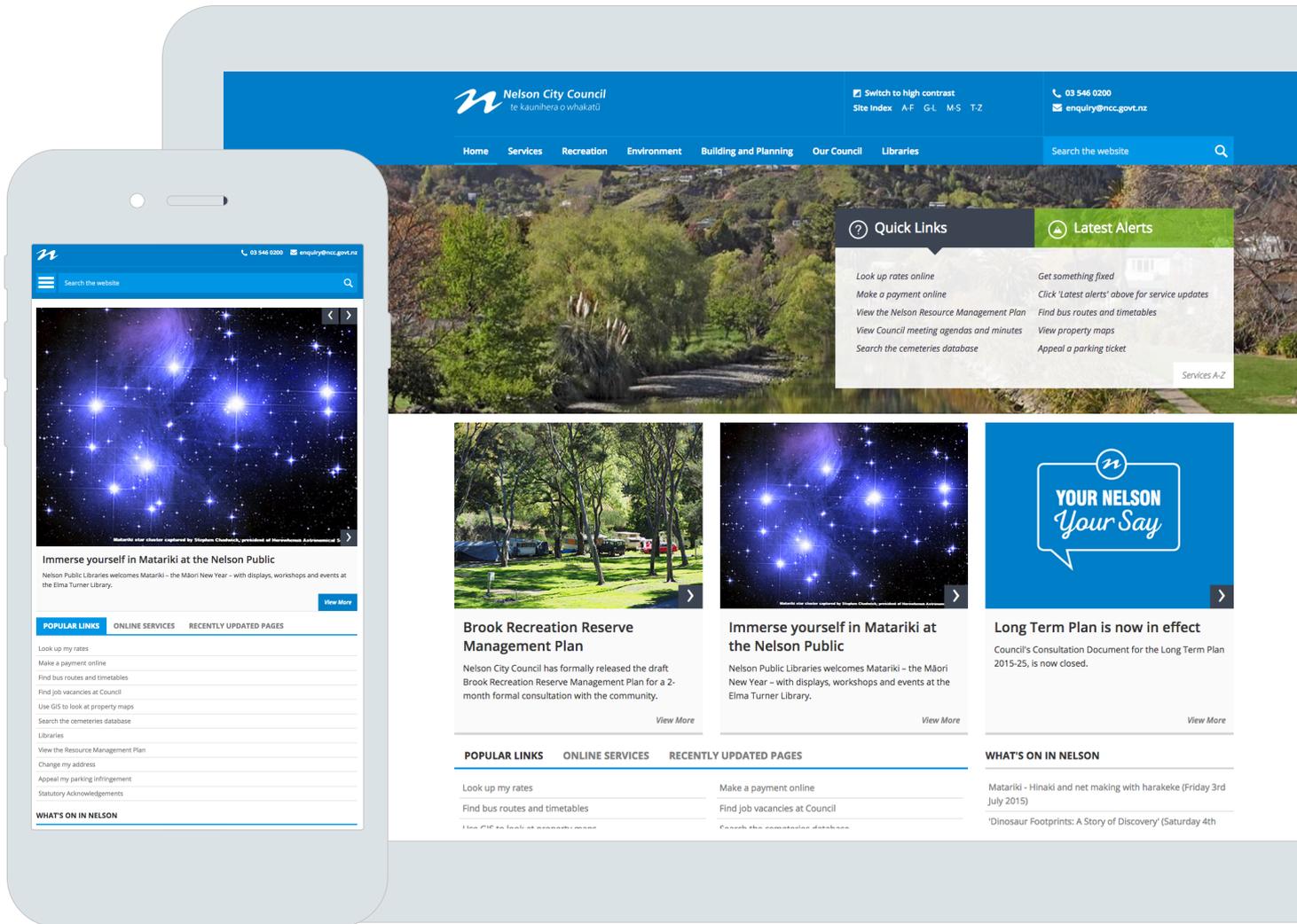


Nelson City Council

www.nelson.govt.nz



SilverStripe



Nelson City Council (NCC) is a unitary authority that combines city and regional council government in a single-tier local government. NCC's dual role means that their website must address a diverse set of audiences, across ratepayers, business and tourists. NCC was looking for a scalable Content Management System that would deliver great value into the future.

Site purpose

Visitors to the Nelson City Council (NCC) website are looking for information and services, including council news and events, online services, such as paying rates or searching cemetery records, and ways to submitting consultations or report a problem.

NCC needed a site that easy to use, aesthetically pleasing, reliable, flexible, easy for NCC's 250 staff to maintain, able to handle large amounts of content, and scalable so it can grow and be extended. The website acts like a virtual council branch to its diverse users, so service delivery is central to the site.

SilverStripe Open Source CMS and Framework provided a way for NCC to effectively leverage existing open source modules, focusing their investment in building value for citizens.

What we did

- Migrated from Dreamweaver to SilverStripe CMS.
- Created information architecture, wireframes and interaction design.
- Integrated a visual design provided by a third-party designer.
- Gave support to Nelson City Council staff and their contractors in the integration and rebranding of legacy features, such as a property database and cemetery records database.
- Customised features including an events calendar, a services directory, and a library section.
- Set up sub-sites which have their own visual style and can all be managed through a single CMS interface.
- Set up an online payment facility for seven

separate services, including rates, parking fines, and resource consents.

- Implemented a new search engine that produces highly relevant results
- Migrated all existing content from the old to the new site.
- Provided in-person CMS user training and client tailored documentation.
- Managed the deployment and provided ongoing support and hosting.

What users can do now

- Users can easily find information
- Look for a service based on their goal ("I want to...")
- View all online services at a glance.
- See a list of all common services.
- Find a service in the A-Z index.
- Use the powerful site search engine to search by keywords.
- Users pay for services online.
- Users engage directly with the council through web forms.

Next steps

Get in touch to find out how open source helps provide greater value to citizens.

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