Wellington City Council website refreshed

Datacom provided users with a modern, dynamic and maintainable website.

“We are pleased with the first phase of our website refresh which has resulted in improved accessibility, a more user-centric experience and a solid platform for us to grow our online transactions and services.”

TRACEY KAI - MANAGER EXTERNAL RELATIONS, WELLINGTON CITY COUNCIL

The Challenge

Wellington City Council is up made up of over 30 business units that provide a diverse range of functions and services. The activities of Council range from the provision of core infrastructure such as roads, water and waste, to developing the arts and preserving the city’s cultural heritage. Their website was static and in need of a refresh to meet user requirements and expectations.

The Solution

The Council’s website had a high level of traffic – an average of 6,830 visits per day and 148,332 visits per month and site usage was increasing steadily.

To increase usability, develop more online services and transactions, and rationalise a number of different platforms and technologies, Wellington City Council decided to introduce a new Content Management System.

Datacom was appointed to undertake the technical development of the website, and they partnered with another provider that created visual elements and design.

We applied the agile project methodology to enable the council’s in-house team, our partner design agency and our team to work together as a coherent whole. To ensure maximum knowledge transfer between the three parties the Datacom development team was supplemented by a Council in-house developer.

Datacom’s technical team implemented the solution by taking the outdated, static website to a dynamic solution that supports modern design and end user requirements such as mobility and accessibility.

Key Points

• Enabled multi-device support (browser, tablet, mobile).
• Enhanced existing legacy integrated systems by providing a modern user interface and end user experience.
• Reduced support costs.

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