



IRW Systems Limited
concept to realisation



"IRW were efficient and professional which enabled us to implement the solution with a minimum of disruption to staff and maximum benefit to the organisation."



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NHS Lanarkshire—Software Development

CUSTOMER COMMENT: "We are absolutely delighted with the redesign of the website, which is now more engaging, visually appealing and much simpler to manage. Departments can now manage their own website content rather than rely on a web editor, thus releasing significant time and cost savings."

David Steel

Head of Communications, NHS Lanarkshire

THE CUSTOMER: NHS Lanarkshire is responsible for improving the health of more than 5530000 people living within the North and South Lanarkshire local authority areas. The body currently employs approximately 12,000 staff and previously had an outdated, unmanageable and ineffective web presence.

THE REQUIREMENT: IRW Systems were selected through a rigorous competitive tender process to carry out the development of the new website. NHS Lanarkshire indicated they required:

- A new, fresh, usable web site design, providing consistency of design and navigation mechanisms that are scalable and easy to use
- Accessibility Compliance – a site that meets the highest standards of W3C / WAI web accessibility
- Management Tools – an underlying content management system that empowers authors throughout the organisation to manage their own content with simple WYSIWYG tools

THE SOLUTION: After detailed analysis, IRW Solutions concluded that the most appropriate solution for the development of NHS Lanarkshire's web presence would utilise the following technologies:

- Microsoft Content Management Server 2002 (Enterprise Edition)
- Microsoft SQL Server 2000
- Windows Server 2003 (Standard Edition)

The 'look & feel' was developed in line with NHS Scotland branding guidelines. In addition, best practice usability and a customer-focussed information structure were applied to increase the ease of navigation and customer uptake. The website was also developed to meet WAI guidelines and produces valid HTML (XHTML 1.0 Strict) that is compatible with a broad range of browsers.

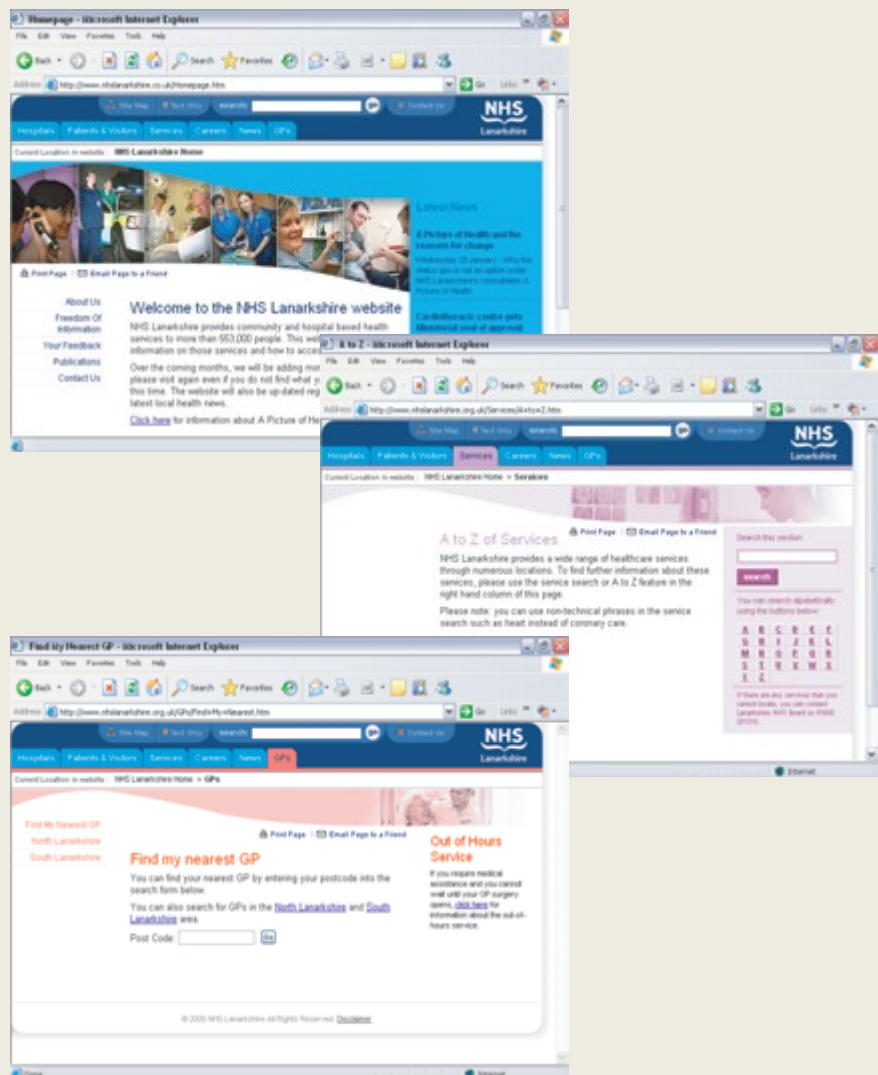


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Furthermore, the utilisation of Microsoft Content Management Server 2002 Enterprise Edition allows the rapid creation of entirely new websites from a standard set of functional templates with minimal administrative work and only the application of a new CSS style sheet required.

BUSINESS BENEFITS: The key benefits achieved by the project for NHS Lanarkshire include:

- A completely fresh design that reflects the importance NHS Lanarkshire places on communication with the public
- Up-to-date and accessible content
- The facility to maintain multiple web sites using the same content management system and tools, thereby making it simpler and more cost-effective to roll out templated 'satellite sites' (e.g. 'A Picture of Health')
- Business process efficiency, by devolving responsibility for upkeep of website content to departmental staff
- Improved search engine ranking through Meta categorisation and search engine listings



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