

# IBM WebSphere Case Study

## Ongoing support from a preferred IBM service provider since 1995

Our teams have the skills and experience to help ensure the successful deployment and optimization of IBM® WebSphere portal and related technologies for your organization's environment.

### Client situation – Need for ease with a web portal

- There was a need for increased success, efficiency and user-friendly accessibility administrative staff, faculty and students of a school district to use their web portal more effectively.
- Get ongoing support from PCIS. Staff, parents and students wanted to use their school web portal to promote effective learning, communications and team work. The original company that developed the web portal was facing internal issues and was unable to provide essential services to ensure the portal was secure as well as useable. We were called to step in and provide a solution.
- Enable increased communications capabilities. The remedy was to create a web portal that included IBM Lotus Sametime to facilitate online meetings with IBM Lotus QuickPlace, to enable course content delivery, parent-teacher communication and the implementation of a Domino server with customized applications to support distance learning and email services.

### PCIS approach – Clarity of community needs from the beginning

IBM referred us to this school district to improve the usability and effectiveness of its web portal for 30,000 people, including teachers, staff and students. We contacted the school district and recommended a rework of the portal that took into account design, usability, information architecture and workflow.

Overall, navigation and access to information was improved. Furthermore, web portal functionality was improved with further customization of themes and skins.

The project also included a system upgrade to enable better integration to supporting applications. We also updated the operating system, developed a backup and recovery system, configured five servers and installed the hardware. Additional skills included network directory management, stylesheet development and portal administration.

Our team created an attractive and user-friendly interface for the portal that delivered useful information to district staff and allowed one-click access to the school district blog, Quickplaces, and links to other school district systems. As well, users could personalize their profiles.

Security for the web portal was improved with better authentication. Web portal access control was deployed, allowing administrators the ability to enforce security more easily and effectively.

While the customer changed requirements for the design and functionality several times during the process, PCIS was still able to deliver services within the initially-agreed budget. The school district now has a functional and secure web portal that encompasses and serves the overall needs of its entire community.

### PCIS

700 - 1112 West Pender St.  
Vancouver, BC, Canada  
V6E 2S1  
Tel: 604.844.7558  
Fax: 604.844.7508  
[www.pcis.com](http://www.pcis.com)

### About PCIS

Pacific Coast Information Systems Ltd. (PCIS)  
– **IT consulting services since 1995**

PCIS is an agile company with a team of professionals selected for their fluency in business and technology. Our team members have the business and technical expertise to streamline decision-making and manage risks to deliver greater value.

### Customer Testimonials

*"PCIS was flexible to meet our demanding requirements. They delivered their products and services in a very timely and professional manner."*

– **Ken, CIO  
National Member Services Organization**

*"I am very impressed with PCIS and happy with the end results. They provided quick, sincere help to get our website patched up on such short notice. They were definitely able to demonstrate value with their level of expertise."*

– **Rebecca, Manager of Information Technology,  
Regional Non-profit Organization**



### **Client results – Positive stakeholder experience and better functionality**

For an optimal web portal experience, organizations should ensure that the technology they use is up-to-date, well-maintained and well-utilized to provide value for stakeholders. In this case, the organization had gone to great effort and expense to contract the development of a web portal. However, the initial company contracted to deliver the technology, prior to our involvement, failed to meet business needs.

We redeveloped a web portal for the customer, essentially from scratch, to generate a positive stakeholder experience and better functionality. We delivered a solution that could have and should have been delivered and maintained in the first incarnation of the portal. To achieve successful a portal deployment, we help ensure technology providers are clear about the business needs of their organization from the beginning.

---

### **Our vision is to make your business more efficient and profitable**

PCIS has been a trusted IBM® partner since 1995 for enterprise solutions. More recently, it has developed solid partnerships with Microsoft®, Blackberry® and Bell®. By focusing on your business requirements first, rather than rely on technology first, we provide innovative IT consulting solutions to make your business stronger. More information can be found at [www.pcis.com](http://www.pcis.com).