

# Case Study

## Bass Coast Shire Council Intranet



### Industry

Government & Tourism

### Partner

Get Started  
Level 6 / 94 Elizabeth St  
Melbourne 3000, Australia  
www.getstarted.com.au

Adam Griffith  
Adam.griffith@getstarted.com.au  
+6 1 9993 4402

## Goals

### Make business processes easier

The Bass Coast Shire Council office is spread across a large building that makes inter-office communication and knowledge sharing a big challenge. The Intranet provides a tool that makes the Council's business processes more efficient and far easier for staff than the manual processes this replaced.

### Improve access to information - Staff location & status

It was important that the Intranet addressed how difficult it was to locate and know the status of other staff in the Council building. Before the Intranet, staff needed to send an email or pick up the phone to find out if another staff member was available, out of the office, on leave etc. Now, staff can use the Staff Directory to discover the availability of a staff member, plus the location of any staff member's office and even their physical desk location!

### Reduce Administration

Keeping data up-to-date and sharing information amongst staff were major tasks for Bass Coast Shire Council, given the high number of staff and the broad office spread. Solving these problems was another key goal for the Intranet. The Kentico API provided an effective tool to allow staff to update profile data themselves via a simple interface on the Intranet. The Intranet also provides a document management system which allows users to access important documents immediately, rather than having to request these through administration channels at the Council.

## Challenges

### Active Directory integration

- We worked with a very early version of the tool, had to iron out some issues with Kentico (they were very responsive and helpful)
- Working on a remote server meant we didn't have access to their AD instance for easy testing

### Performance/Optimisation

- Being an intranet, caching requirements are different to high-traffic, brochure-style websites
- Complex custom queries, search, knowledge sharing, means more database queries
- Difficult to optimise for performance on a client server with no remote access



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*“KenticoCMS is the perfect fit. The back-end is so easy to learn and use, that our authoring team were up and running in no time. KenticoCMS has given us a really solid foundation to build on, and their delivery partner is very supportive and responsive. It’s simply a great product to work with.”*

**Steve Fuery,**  
Web Communications Officer  
Bass Coast Shire Council



*“Working with the Get Started team was an experience we look forward to continuing. Throughout our project every aspect was handled professionally and delivered with great customer service. Just reading through the staff bio’s, you realise Adam has assembled an extraordinary team of talented, dynamic web creatives who absolutely love their craft”*

**Steve Fuery,**  
Web Communications Officer  
Bass Coast Shire Council

## Solution

Using Kentico's Intranet site installation for the ESC Intranet made the implementation process smooth and seamless.

### Active Directory & User Database

The Intranet’s user database is updated on a daily basis by a scheduled task which imports users from the Bass Coast Shire Council’s Active Directory (AD) server. This works via a tool provided in the Kentico Intranet Site install, which meant we could dive straight into the setup and configuration, saving a lot of time.

### User access & authentication

The AD server provides a database of users from the Council’s Windows network. The import allows the Intranet CMS user details to be kept up-to-date, with no double-handling in the CMS. The Intranet has "Windows Authentication" enabled, so anyone at the Council offices (or anywhere on the network) who is logged in to the network on their PC, can seamlessly access the Intranet without having to manually login.

### Staff Directory

We combined Kentico's user management with customised document types to determine the Desk Location and Office Location for each staff member. This data is accessed via the Staff Directory, which utilises two search modules within Kentico: Smart Search blended with full text query search, for a dual-approach to the search facility (slightly different goals achieved with each).

## Key criteria for selecting Kentico CMS

Bass Coast Shire Council had already selected the Kentico platform for its public website (which we built before the Intranet). Kentico appealed to Bass Coast for many reasons. The primary drawcards for selecting Kentico originally were the simple but powerful workflow module, user management (allowing user-generated content) and the events module with the accompanying calendar display.

When it was time to tackle the Intranet project, Bass Coast reviewed the available options and came to the same decision: that Kentico would provide a robust platform while still facilitating an engaging front-end and an approachable way to add content.

There were many technical benefits in utilising the Kentico CMS for the Intranet, which helped the Bass Coast Shire Council identify this as the best platform for the project. A few examples that gave the Council confidence in making their selection were Kentico’s in-built support for Active Directory, its strength in user management, and the powerful search facilities.

