



GEMIVA-SVG GROEP

[www.gemiva-svg.nl](http://www.gemiva-svg.nl)



Gemiva

TrueLime

SOCIAL SERVICES  
HEALTHCARE

The Gemiva-SVG Group supports people with a handicap, chronic illness, or other limitation and helps them to develop at their own pace.

## Background

Gemiva knocked on TrueLime's door in May 2016, when they realized that their CMS and intranet were no longer suitable for their needs. The technique was outdated and, as a result, it took a lot of effort to realize the functionalities Gemiva needed, so they decided they needed something new!

## Goals

The main goal was to develop a new platform with a public access domain (the website) and a closed domain for employees and volunteers (the intranet).

The primary objectives were to:

- significantly improve the connectivity between the different Gemiva locations
- significantly improve the cooperation between the different Gemiva locations
- significantly improve the functionalities of the website

## Challenges

There were some obstacles to overcome. Firstly, to build a threshold-free, visually appealing design. Secondly, create a seamless user experience between the website and the intranet. Although it may be two platforms, the quality of the intranet had to be on a par with that of the website. And last but not least, realizing a single sign-on.

## Solution

The challenges were overcome by providing the target groups with pages that consist of big visual content blocks and a ReadSpeaker functionality, from where all readable content on the entire site can be listened to. Additionally, as a custom job, an extended link with the active directory has been built. As a result, Gemiva employees gain access automatically to the correct intranet functionalities without the need for a new password. A complex job, but one which enhances user experience.

According to Gemiva these functions were best implemented by utilizing Kentico 9.0 EMS. The implementation is hosted in the Microsoft Azure platform, from where new applications can be added easily.

*"When the design was developed, we looked at which CMS we could build the sites best with. Kentico was the winner. We started searching for implementation parties, and out of the companies we asked to make an offer, we finally chose TrueLime as a Kentico implementation partner. Not only did we learn that TrueLime has lots of experience with implementing Kentico, we also felt a direct click with the people we met. And of course, also the offer price played a part."*

*"Also, at the moments things were getting tough, the TrueLime project leader remained calm and customer-friendly. This was nice."*

*"We perceive both the website and the intranet as one platform, from where a part of the information is behind one sign-on."*



**Wilma van Eijk**  
Head of Communications  
Gemiva-SVG Groep



## Results

Two months after going live, Gemiva held an internal survey with a response from 480 colleagues. The grade obtained was a solid seven out of 10. Gemiva is very content with this result. Of course, they also received a list of where improvements can be made and they will be discussing this list with TrueLime. The main target for April 2018, is a score of eight out of 10. This is an acceptable, realistic goal with the extension possibilities of Kentico and the application development strength of the implemented Microsoft Azure.

# Key Criteria for Choosing Kentico

Future-proof:

- Good extension possibilities
- Easy addition of functionalities

User experience:

- User-friendliness
- Addition of search engine improvements

## TrueLime

TrueLime is an expert in developing web applications, websites, customer portals, and social intranets.

It is true that TrueLime delivers software solutions that make customers and partners happy, and acts in an open, fair, and loyal way to each other, customers, and partners.

Lime refers to the lime tree that has been the center of a colony since ancient times where people came together to find solutions and make important decisions.

Because of their experience with Microsoft technologies, the use of (software) solutions, and market knowledge, TrueLime realizes applications with intuitive user interfaces and a flexible, reliable back end. They do this in the form of projects in which they take responsibility for scope, time, and budget. TrueLime follows Agile methodologies to ensure high quality, reliability, and efficiency of the solution to be realized. Some of the solutions they have realized in the past have now increased, to cater for a rapid expansion of products.



TRUELIME

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