

Queensland Competition Authority

www.qca.org.au

Government Subsidies

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Value statement

QCA were struggling with their outdated intranet site. It was simply not effective and inefficient to use. By performing a complete overhaul with the help of Web Design Magic they now have a well presented and easy to use platform for their intranet needs. Staff are now reporting that their experience on the intranet site is much smoother than before.

Cherie Flowers, Project Officer, Queensland Competition Authority

"Kentico's flexibility has helped create a more user-friendly intranet for the Business. We worked closely with Web Design Magic to problem solve issues to achieve our goals. WDM developers and designers were helpful and prompt to resolve issues after UAT was completed"

Background

Queensland Competition Authority (QCA), is an independent statutory authority that was established by the Queensland Government in 1997, who promotes competition as the basis for enhancing efficiency and growth in the Queensland economy. The QCA use pricing and other regulatory arrangements, based on sound economic and commercial principles, to encourage monopoly businesses to operate responsibly in the absence of normal competitive market forces. They achieve this through investigating and monitoring pricing practices of certain monopoly businesses and regulating third party access to essential infrastructure such as railways and port channels.

Goals

The aim of the project was to perform a complete overhaul of the existing intranet site. The primary focus of the overhaul was to improve user experience on the site. The site needed to be easier to navigate and several existing functionalities had to be improved such as:

- The search functions
- The Calendar
- The Forums

Challenges

Improving the user experience across the site meant recreating some very complex functions. The calendar had to be completely re-formed with a much cleaner interface. The forums needed to be redesigned to change the feel and the way that information was displayed. The search function needed to be expanded upon as new functionality was required. Due to the fact that any existing documents were hosted via a 3rd party functionality had to be built that allowed the search function to access both the 3rd party files as well as any documents uploaded to the new Kentico system.

Solution

In order to achieve a successful outcome over these challenges QCA relied on Web Design Magic's experience in producing custom code built to supplement Kentico's features. The smart search feature greatly reduced the work required in order to achieve QCAs goals. The Kentico forms module simplified the process of uploading documents significantly. This tied in with a set of workflows for approving and publishing any new documents or edits handled a lot of the concerns regarding document management.

Results

The new intranet site for QCA has exceeded expectations. Due to the level of testing completed before deployment everything has gone online without a hitch. The new functionality offers a much smoother user experience overall. Users are reporting that it is much easier to navigate the site and find the information that they require than it was prior to the overhaul. Despite the fact that the site is still quite new it is on track to show improvements in staff efficiency.

Key Criteria for Choosing Kentico

Kentico was used for the new QCA intranet as it was already in use for their existing intranet site. QCA was happy with the way Kentico was performing and realized that they could perform the upgrade easily with the help of Web Design Magic.