

# Helping the voice of social work in England ring loud and clear.



## THE CLIENT

A professional body for qualified social workers in the UK, the client has a website [www.tcsww.org.uk](http://www.tcsww.org.uk). Through the site, they seek to be a forum that brings social workers together onto a common platform, through which issues can be discussed and solved. The site also aims at being a launchpad, through which social workers can further their careers.

## THE BACKGROUND

Though the company had the site up and running, it did not function to expectations. There were a lot of bugs. Reports did not work. Certain clicks led nowhere. Many of the required functionalities did not run as expected. Three different developers had worked on the same project, but the results were still far from satisfactory.

## THE TASK

The client had two clear instructions:

- 🔊 Fix the bugs
- 🔊 Ensure that their prime feature ePortfolio – where social workers posted their profiles - performs with 100% functionality.

## THE CHALLENGE

- As several developers had worked on the site earlier, there was no proper documentation in place.
- The client was not tech savvy, and had to be educated, as well as hand-held through the entire process
- The IT support was handled by a third party outside the organization.
- The client's only onsite technical resource was released during project execution
- Standard coding procedures, practices and guidelines were not followed in the existing code.

- ePortfolio was in an incomplete, unusable stage
- Major coding, design and architectural flaws were found
- Extremely sensitive data, including those of senior government officials were stored in the database
- Many vital data parameters were missing from the database

## WHY SUYATI

The client was searching for a project partner with both [Ektron](#) and Salesforce expertise. This was because the site was built on [Ektron](#), while new user registrations, etc., were done with Salesforce. Suyati had that rare combination of expertise, and also had a strong [Ektron](#) knowledge base:

- **20+** [Ektron](#) websites
- **50+** developers including [Ektron Certified Developers](#)
- Cutting edge widgets and connectors
- Developing Plugins and DXH Connectors for Ektron
- **100+** Years of cumulative experience

## THE SOLUTION IN A LINE

Complete restructuring of the site's code, design and architecture, followed by a thorough revamp as well as enhancement of the ePortfolio feature.

## SOLUTION HIGHLIGHTS

### Dedicated Off-site Resource

The moment the client released their onsite technical resource, we put in place a dedicated offshore resource at our office to assist the client, and walk them through the changes suggested. This was especially useful considering that there were a host of changes we wished to implement. These were beyond Suyati's initial brief, including a large scale architectural revamp.

## Code Restructuring

Beyond merely fixing the bugs in the code, Suyati took the initiative and actually restructured the code so that it would be in tune with international coding practices. This would ensure that anyone who looked up the code in the future would easily understand it. Any later modifications to the site would also be easy to accomplish.

## Data security & Database repopulation

As highly sensitive data was stored in the database, it was handled with extreme care and secrecy. As for the missing data parameters, several tables were recreated. Then, scripts were used to repopulate custom properties in the database.

## Design & Architectural Revamp

Multiple design changes and a wholesale architectural revamp were recommended by us. Though this was not really imperative in the short term, such a move would bring immense benefits in the long term. Besides, it was also keeping in with Suyati's philosophy of always delivering timeless solutions. Though the client was not keen initially, we were able to convince them to look at future-proof solutions.

## ePortfolio

The existing ePortfolio, which was dysfunctional, was brought up to a smooth working condition, and new features were added. Sharing nearly every aspect of a social workers portfolio across social media was enabled. Individual portfolios could be managed through the 'Manage my Portfolio' section. And different parts of the portfolio could be linked to the different 'Interests' defined in the website.

On completion, the ePortfolio had the following functionalities:

- **My Profile** – Allows social workers to create their profiles.
- **Professional Capabilities Framework** – Capabilities can be listed, and documents as well as proof points can be linked to them.
- **My Learning & Development Plans** – Career development and current as well as future plans can be stored here.
- **My HCPC** – Connects to the registration with the Health and Care Professions Council, and enhances candidates' Continuous Professional Development.

- **My Journal** – All thoughts and ideas can be stored in secrecy here.
- **My CV** – A CV template that can be filled up is available. A CV file can also be linked to this page.
- **My Files** – Anything ranging from copies of certificates, to websites and screenshots can be stored here.
- **My Knowledge @ The College** - Lists all the questions users have sent to the helpdesk.

## RESULTS

The entire project was completed in 3 months, and has been widely appreciated by the client. In fact, the client was so pleased, that they allotted the next project in their site development – Communities of Interest – to us.



Suyati is a young, upwardly mobile company that's focussed on delivering niche IT services, that support myriad Digital Engagement strategies. Our solutions include integration and partial delivery of CRM, CMS and Ecommerce services to suit your unique requirements.

When it comes to Ektron, we are a Featured Implementation Partner, and have developed 20+ cutting edge websites, including optimized websites that handle 90,000 users per minute. Our team of 50+ developers including Ektron Certified Developers have developed innovative solutions in Ektron, and have expertise in Framework API, automated content management, community features and more. We have also developed DXH connectors that are offered along with Ektron, with more waiting in the pipeline.

To learn more visit : [www.suyati.com/services](http://www.suyati.com/services)  
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