

# TERMINALFOUR - Public Sector Organisations



## Content Management for Public Sector Organisations & eGovernment



# Introduction

Government bodies are facing increasing demands from the public for access to information, at a time and place of their choosing.

We understand public sector needs, such as being open for business 24x7 on the web to support eGovernment strategy. There is also an increasing responsibility to provide online information and services, in a manner that is accessible to the entire public, including people with different language requirements and those with disabilities.

The traditional working day of the average worker has changed

dramatically in recent years - 9-5 has almost become the exception as opposed to the rule. It is no longer feasible to take time off work for making public sector enquiries or paying dues. The general public, staff and partners are seeking the ability to access resources in a time, place and manner of their choosing.

TERMINALFOUR's content management solution helps public sector bodies to achieve

better clarity of message, more retained knowledge and increased collaboration between government bodies, through their websites, intranets and extranets.

TERMINALFOUR Site Manager enables public sector bodies to create online services that provide up-to-date information, dynamic online services and accessible content which are in keeping with the effective delivery of the eGovernment strategy.

## The Need

- **To develop easy to use and accessible** websites, intranets and extranets which will meet the needs and demands of your users.
- **To allow content to be easily updated** by those with basic keyboard skills.
- **To remove the web publishing bottle-neck** where content needs to be filtered through skilled technical staff, yet introduce workflow processes to ensure that only accurate information is published.
- **To ensure that only accurate information is published** with a solid quality control workflow.
- **To introduce workflow processes** to ensure that only accurate information is published.
- **To maintain consistency of design, accessibility and message**, no matter where the content has originated.
- **To maintain a website that is compliant** with all accessibility, government and technical standards.
- **To deliver highly public communications services.**
- **To facilitate the sharing of large amounts of information** amongst staff and other government agencies.
- **To take advantage of new Web 2.0** and personalisation functionality such as RSS feeds, surveys, online polls, podcasts etc.
- **To deliver online eGovernment facilities** such as paying parking fines.

# The Solution

TERMINALFOUR content management enables public sector bodies to manage collaborative and engaging websites, intranets and extranets that allows them share information with staff, the general public and other government bodies.

Standards for web management are more important for public sector organisations than for private industry. As such TERMINALFOUR's Site Manager will ensure that your website passes the most stringent web accessibility initiative standards. It's quick to implement and easy to learn, which will remove the burden on IT staff and free them up to work on projects of higher value.

# Key Features

## AT A GLANCE

- Very Easy to Use
- Handles large volume of sites and webpages
- Easy creation of on-line forms
- Email Marketing
- RSS Feeds & Podcasts
- Online polls & surveys
- WAI-AAA Accessibility
- On-line Payments
- eGovernment forms & Self-Service features
- Document Management & Collaboration
- A-Z of Services Functionality

## TECHNICAL FEATURES

- Open Platform & API
- IE & Firefox Browser Support
- Enterprise data integration including planning information
- eGMS, eGif, IPSV & IPSMS standard support
- Friendly URL & Search Engine Support
- Microsoft Active Directory & SharePoint Integration



*“The need to provide 24/7 access to a broader range of information and services online, while meeting a growing number of usability, technical and accessibility standards, puts substantial pressure on our organisation. TERMINALFOUR Site Manager allows us to provide an agile, efficient and effective online service which delivers real benefits to both the general public and our organisation. Specifically, the simplification of accessibility compliance has ensured greater access to information by all”*

Deirdre MacDermott, Webmaster, Meath County Council

# Key Benefits of TERMINALFOUR Site Manager

## Web Content Management:

- Accessibility: Content that is readily available to everyone, without exception. Removing the implication of discrimination.
- Compliance: Meet web accessibility initiative standards.
- Multi-language option caters for language and cultural diversity.
- Alerts and Triggers can be established to email breaking news to all interested parties at the same time.
- Interactive Web 2.0 feature enables RSS feeds and Podcasts.
- Departmental content creation with consistent image.
- Collaboration: Public Sector bodies can share information to ensure inter-agency communication.
- Shorter publishing cycles to web makes information more timely.

## eForms and Self-Service:

- Online surveys and forms can capture information to create reports, analyse trends or identify opportunities and concerns.
- Self service - The public can request information, make payments and pay fines – all online.

## Enterprise Data and Search Functionality:

- Integrated enterprise search enables users to find information, such as official forms, faster and easier.
- Share content with other projects such as Portals and Virtual Learning Environment (VLA)
- Enables the adopting of emerging technologies more easily than with current web environment.

## Other Uses:

- Internal news bulletins.
- Change information flow from request orientated to feed orientated.
- Document Management and collaboration

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