Case Study

Motor Neurone Disease Australia

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WEB DESIGN MAGIC®
SOFTWARE & INTERNET DEVELOPMENT

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Nonprofit, Health

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Background

MND Australia works in collaboration with the state MND Associations to help Australians impacted by MND live better for longer. They provide trusted information and raise awareness to promote the best possible care and support. They play an authoritative role in shaping government policies to empower the MND community. Every research project financed by MND Australia has been scrutinised and endorsed by a committee of experts to ensure that supporters' donations fund only the best research.

Goals

Many of MND Australia's marketing and communications initiatives are centred around their websites, newsletters and event notifications. Given the high degree of importance that the Internet plays in assisting MND Australia, a policy has been developed regarding the ongoing upgrade and maintenance of their Kentico installation.

Some of the goals of this project included:

* Upgrade Kentico version 7 to version 8
* Upgrade MND Australia's four websites and Kentico version to ensure an ongoing high degree of security and reliability
* Move MND Australia's websites to a new web hosting provider with better reliability and more flexibility around scalability

Challenges

MND Australia was experiencing problems with their web hosting provider. All four websites were negatively affected by outages and slow performance. Unfortunately, this was also impacting on staff being able to update content. For anyone viewing the website, they were presented with a fragmented experience.

The clock was set to upgrade the Kentico version at the same time as moving hosts to minimise the impact for anyone viewing the four websites. Although older versions of the Kentico Content Management System (CMS) are secure and reliable, MND Australia always moves to the latest version each year.

This is a precautionary measure to ensure the ongoing security and reliability of the CMS. It also has other advantages such as access to new features and a much better user interface that are put to good use.

Donations are important to MND Australia as they allow them to carry out vital activities within the community and Government. Under strict instructions from MND Australia, the Web Design Magic Team were not to turn off this feature at any point.

Solution

The Web Design Magic Team are certified and experienced in performing standard through to complex Kentico CMS upgrades. In this instance, the version upgrade path was short but it presented some unique challenges along the way.

One of the biggest challenges was ensuring that MND Australia could continue to take donations when it was time to transition from the old site to the new one. Donations are quite frequent so a careful plan was devised to safely transition between the old and new web host providers as well. This was all performed without turning off the functionality for people to make donations.

Some existing custom development was carried out by another digital agency. The Web Design Magic Team had to make some minor and major changes to ensure that the four websites would function fully on the latest version of Kentico.

Results

Moving to a new host provider has instantly delivered performance improvements. All four websites now load with considerable speed and there have been no major outages to date.

Staff have reported that working in the CMS is more pleasant because of the noticeable speed improvements and the user interface is more intuitive. Subtle changes to various Kentico modules have made quite a difference to the user experience.

Key criteria for selecting Kentico

MND Australia wanted a CMS without the hassle of worrying about security and support. They had found that even though some CMS offerings in the market were cheaper or even free in some instances, those solutions, in fact, were more expensive.

The Kentico CMS allows the MND Australia Team to work more effectively freeing up time to work on more important things.