

Liferay Network Portals

Network Platform Provides Digital Transformation to a Central Data Hub

The client is an award-winning wastewater industry leader in protecting our environment, operating and maintaining the wastewater collection and treatment system for a seven-county metropolitan area with more than 2.6 million people in 109 customer communities.

No Centralized Online Location to Submit and Access Data

The municipality survey serves as one of their central data hubs for the most up-to-date information on communities' water and wastewater usage and infrastructure. Users annually submit pertinent sewer data including water usage, subsurface treatment system counts, new intercommunity agreements, and more. The data they receive ensures they are making the most informed decisions in the planning processes, helps them gain insight on patterns and historical trends, and allows them to gauge interest and participation in the programs that we offer. The municipality challenged Dunn Solutions to improve their communication and engagement with the communities they serve as a self-service, easy to use, intuitive and personalized one-stop-shop access to relevant information and programs pertaining to their communities.

Dunn Solutions Serves as Liferay Experts to Implement, Maintain and Enhance Platform

The Dunn Solutions team engaged with stakeholders and facilitators to review requirements and implemented a content approval workflow that utilizes Liferay's native workflow features. This allows approvers to review content to ensure it is appropriate for the intended audience before it is published. Liferay's permissions system is utilized to set permissions based on the content's sensitivity level to ensure sensitive information is safeguarded.

Portal Provides Needed Automation and Improved User Experience

The Dunn Solutions team worked on the design and implementation of a centralized hub for multiple online resources. Wireframes were shared with four communities for feedback and testing. There was engagement with the communities throughout the process, including before coding began to validate the design and experience. Additions were made, such as an interactive map, useful links for easy access to commonly requested information, and project status and updates.

As a result of the automation of programs, the municipality received the most grant applications ever. It also provided a customizable data dashboard for communities with accurate and on-demand reporting for metered wastewater flow volumes. It also resulted in enhanced customer experience by allowing for simplified digital search of the documents library for past correspondence, policy manuals and more, and made the internal staff's day-to-day work easier with time savings and efficiencies through the automation of tasks and insights into data in real-time.