Redefining municipal services with govstack

Client

Haldimand County, Ontario

Website

haldimandcounty.ca

Background

Located in Southern Ontario, Canada, Haldimand County is a picturesque municipality situated along the northern shores of Lake Erie. Known for its vibrant communities and rich history, the county offers a mix of urban and rural lifestyles. It encompasses several communities and is characterized by its natural beauty, including the Grand River, a designated Canadian Heritage River.

The challenge

As with other municipalities across North America, Haldimand County has embraced technology to better meet the needs of its residents. However, the county faced significant challenges with its existing municipal website, which was built on WordPress. While the platform offered extensive functionality, it was overwhelming for their needs for the needs of the municipality.

Other key challenges included:

– **Accessibility:** the existing site was non-compliant with Accessibility standards such as WCAG 2.0 and AODA.

– **Standardization:** a lack of standardization in design and structure made navigation challenging for residents.

– **Complexity:** the website infrastructure was overly complicated, leading to inefficiencies in updating and managing content.

– **Search Functionality:** the old site had limited search capabilities, with a search bar only accessible on the homepage.

→ **Transform for good**

Why Govstack?

The evaluation committee received over 25 responses to their RFP. They chose Govstack because of our knowledge of the industry and our long history of municipal experience. Govstack was also chosen because of its intuitive adaptation to the unique needs of a municipal client.

In particular, standout features such as:

– Media manager – allowing files to be replaced without breaking links.
– Automatic redirects for updated links.
– Intuitive backend functionality that prevents users from unintentionally breaking the site.

> **It's huge because you're already winning half the battle when the organization understands the needs of municipalities.**
>
> **– Erin Haase,**
> *Project Manager, Communications,*
> *Hardimand Coyunty*

The implementation process

Haldimand County launched three new websites at the same time. It was an ambitious, even audacious act. There was a lot of heavy lifting on the part of the implementation team and the county. Despite the heavy demands, the implementation was relatively smooth with the Govstack team providing support every step of the way.

> **We are very particular about a lot of things, but I felt nothing but support from the Govstack team throughout the process.**
>
> **– Erin Haase,**
> *Project Manager, Communications,*
> *Hardimand Coyunty*

Results

The new municipal website delivered immediate benefits to the community with:

① Improved Accessibility: The site is now compliant with accessibility standards, ensuring inclusivity for all users.

② Enhanced Search Functionality: Residents can now search from any page, making it easier to find information.

③ Consistent Design: Standardized layouts and reusable components create a cohesive user experience.

Approval Workflow: Everything now goes through an approval workflow, ensuring consistency and avoiding controversy.announcements.

④ Social Media Integration – Govstack has facilitated seamless integration with social media platforms, enabling the city to engage with its residents more effectively and fostering stronger community involvement.

> **With no workflow or approval process before, it was like the Wild West.**
>
> **– Erin Haase,**
> *Project Manager, Communications,*
> *Hardimand Coyunty*

Conclusion

Haldimand County's transition to the Govstack platform has been transformative. By addressing challenges such as accessibility, standardization, security, and usability, Govstack has empowered the municipality to better serve its residents and visitors. The county has found the knowledge and support from the Govstack team to be invaluable. They are excited to continue exploring the platform's potential for their benefit of their residents.

→ **govstack.com**