

"You can count on the expertise, professionalism and availability of Alithya's teams. Customer service is flawless and this quality makes a huge difference on a daily basis, especially in the public sector."

Suzanne Huard, *Communications Specialist,*
City of Granby



Located in Montérégie, in the tourist region of Quebec's Eastern Townships, **Granby** is a city of more than 65,000 inhabitants, known for its vitality and tourist attractions, including its zoo. Playful and radiant, Granby wanted a website that would reflect its image.

When it launched its call for tenders, the City of Granby was looking for a service provider that could carry out a complete overhaul of its website and intranet portal and migrate its content and services to a new platform. The proposal had to meet the following requirements:

- > Create a new architecture and a new graphic design while taking current trends into account
- > Enable the creation of content in HTML format and train city employees to use the new platform
- > Offer simplified, adaptive and optimized navigation: the website and intranet should be optimally accessible by computer, smartphone or tablet
- > Mainstream accessibility: all users, including those with visual impairments, should have easy access to the information they are looking for
- > Offer reliable hosting
- > Provide 24/7 technical monitoring and support.

Key Advantages

- > Sleek design
- > Accessible and adaptive site
- > Private cloud hosting (software-as-a-service) without the hassle of maintaining physical servers
- > Customer autonomy for content integration, tree and file management
- > Creation of blogs and forums
- > Management of access rights and comments
- > Constant and proactive application monitoring
- > Technical support

Course of the project

To successfully migrate content and services from the old site to a new optimized and adaptive platform, as well as to give the 700 pages of the site an up-to-date and attractive design, the Alithya team relied on a very close collaboration with the client.

They set up a working group with decision-making governance, which included representatives from the City of Granby, so that they could be regularly consulted on their needs but could also validate and approve what was being done as the project progressed.

Agile project management also allowed the integration of a complete quality control cycle during the design, implementation and execution phases. In addition, the business context required usability and accessibility testing of the product for an optimal user experience, as well as an automated testing strategy.

Alithya also drew on its expertise in the configuration and integration of dynamic and editorial Content Management Systems (CMS), trained the client's teams, and provided a user guide.

"BY TRAINING OUR EMPLOYEES ON THE NEW PLATFORM AND TAKING CARE OF APPLICATION MONITORING AS WELL AS TECHNICAL SUPPORT, ALITHYA OFFERS US PEACE OF MIND. WE KNOW WE'RE IN GOOD HANDS."

– SUZANNE HUARD, COMMUNICATIONS SPECIALIST, CITY OF GRANBY

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