Mission: the NIH Clinical Center provides a model environment for clinical research, patient care and training

Content Management System Migration

Case Study: National Institutes of Health (NIH) Clinical Center (CC)

The NIH Clinical Center is America's Research hospital leading the global effort in training today's investigators and discovering tomorrow's cures. The Clinical Center strives to tackle the world's most challenging health issues such as Ebola, while continuing to pave the way in cutting edge research and investigatory scientific discoveries. Technology is at the forefront of these discoveries not only in medical and research practices but as a vehicle to communicate Clinical Center's mission and goals for researchers and the public alike. The Clinical Center's public and staff web pages have long served as the communication mechanism to convey mission critical information. As such, the time had come to migrate the Clinical Center to a more stable content management system and Quotient's team was prepared and qualified to manage the project.

PROBLEM WAS:

- Existing content management system (CMS) was no longer supported by vendor.
- Requirement for a technically compliant platform to deliver enhanced web experience for end users.
- Need for CC stakeholders to have the ability to update their own content.

SOLVED BY:

- Creating a project plan to reflect client's needs and then delivering.
- Migrating the websites to an NIH licensed product, Percussion Rhythmyx.
- Addressing need to implement more technically forward features such as RSS feeds and social media interfaces.
- Conducting onsite training of new CMS and developing user manual for CC stakeholders, providing content editing knowledge and capability.

RESULTS WERE:

- Seamless CMS migration delivered on-time and on budget.
- Implementation of a stable content management system that increased system reliability and availability.
- Ability to deliver information and data to public using technically advanced features (eg., RSS feeds, .ics files).
- Enhanced content editing functionality within new CMS resulting in improved client confidence and use.

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