

## Highly Customized Community Portal Solution for an International NGO Registered Under UNESCO



### The Business Challenge

Technology disruption has an impact on all aspects of the society including how NGOs operate and communicate. The changing trends mandate that the industry evolves in its approach and leverages technology to reach more people faster and in a more effective manner. Our client is an international non-profit, non-governmental federation registered under UNESCOs, encompassing an international network of hosts and travelers. The purpose of the network is to help build world peace, goodwill and understanding by providing opportunities for personal contacts among people of different cultures, backgrounds and nationalities.

The client needed a highly-customized, responsive, feature-rich web portal which would help them provide simple and intuitive access to information and services and serve as a communication tool for members. They needed a team known for its commitment to quality, deep technical and domain knowledge. Earlier, they had a website which was non-intuitive, with limited features, which the members found difficult to navigate.

**Industry:** NGO

**Company Size:** 50000+

**Challenge:** To build a UX-rich web portal to increase efficiency

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### Technology Used

- LAMP
- Drupal
- HTML 5
- CSS 3
- Angular JS



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### The Solution Roadmap

The solution we designed for them is much more than a regular website, it is more of a web portal which is a combination of two applications - one is a public website, accessible to anyone on the internet, without login and password authentication, second is a restricted, secure, member-only area. The second application is leveraged to manage all the members and coordinators of the system, and allows members to find hosts, plan trips etc. The application/portal has 3 major roles: Host, travelers and coordinators. Our solution serves as a single access point for all members of the system. The application also enhances user experience by displaying all key information in a handy dashboard which includes member management, accounting among others.

### The Benefits

The client is now able to manage both organizational/member info in a more productive manner, thus increasing efficiency as well as provide better user experience.

80%

Increase in efficiency

100%

improvement in user experience

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#### References

<https://www.forbes.com/sites/forbesnonprofitcouncil/2016/12/13/three-major-nonprofit-trends-for-2017/#15109bd3c246>