Customer facing planners & websites

Important for driving Sales and delivering awesome customer experience

3 November 2025

Meeting purpose & agenda

Discuss and align on our strategy for customer-facing planners and web sites.

Key Objectives:

- Ensure high reliability & performance - REPUTATION

- Connect planners for accurate real-time pricing - FAST

- Reduce complexity and maintenance costs - SIMPLIFY

- Improve operational control and flexibility - FAST

Current websites

1. protectortrade.com.au
2. prostarmanage.com.au
3. training.prostarmanage.com.au
4. protectoraluminium.com.au
5. fenceadmin.protectoraluminium.com.au
6. compliance.protectoraluminium.com.au
7. form15.protectoraluminium.com.au
8. lugna.online (not used any more)
9. g8safe.com.au
10. everton.com.au
11. multistore.com.au
12. safetechhardware.com.au
13. wintecsystems.com.au
14. abra.net.au
15. www.pantherprotect.net.au
16. ansuntrading.com
17. buycabinets.com.au (N/A)
18. widescreenawnings.net.au
19. thearchitectschoice.com.au
20. others???

Current website observations

- Most websites (17 out of 19) are developed using using Wordpress

- Other two sites use GoDaddy and Joomla

- Sites predominantly designed for desktop experience (not mobile)

- thearchitectschoice.com.au actually redirected - hosting not required?

- There are no dev versions of websites - available on request

- Backup / Restore / Cloning done on request also

- Hosting costs are around $150 per month per site - approx. $1,800 per month

- Some sites are placeholders and are just a single page

- Product information (e.g., images) not always up to date across all sites

Website recommendations

- **Separate** dev/uat and production to different servers / environments
- **Define** a DRP plan for websites
- **Monitor** websites to ensure uptime measurable
- **Migrate** sites to managed WordPress hosting such as DreamHost.
  - Provides self service backup / restore capability
  - Provides self service staging / cloning operations
  - 100% sites behind a WAF
- **Rebuild** placeholder sites to be 'static' and not managed Wordpress
- **Update** Joomla / GoDaddy sites to standard platform (ie WordPress)

Current planners

Planner	Country	Status
Lugna Planner	AU & NZ	Functioning - although has errors or missing functionality
Glass Planner	AU & NZ	NZ works, AU not quite correct (was broken for a time)
Pool & Garden Fence Calculator	AU only	Functioning - although missing products & inaccurate pricing - also has separate admin portal for pricing
Sign Planner	AU only	Functioning with limited font options
Wardrobe Planner	AU only	In review - addressing feedback from Bunnings

Current planner observations

- Not all planners integrate with Acumatica ERP - inaccurate pricing or missing products

- Different technologies and architecture (from Wordpress plugins to standalone web applications) - not easily maintainable

- Support and maintenance - different teams / people over time

- Dev, UAT and Prod are not hosted on different servers

- Libraries used in applications are not maintained to latest versions

Planner recommendations

- **Complete** Wardrobe planner review and deployment
- **Migrate** Lugna planner to server-less architecture
- **Update** Fence and Glass Planner to integrate with Acumatica (pricing)
- **Separate** dev/uat and production environments
- **Ensure** applications are monitored so that libraries / modules are updated to remove any security vulnerabilities
- **Monitor** applications to ensure uptime measurable
- **Ensure** code repositories are in GitHub with CI/CD workflows implemented
- **Define** development and support model - consistent process across all planners

Open discussion

1. Design for mobile first - Do we want to revisit design?

2. Future for new planners - what suits the business best?

3. Web Hosting / Architecture - Is WordPress the way or better CMS

4. Do we need a PIM that can integrate our product content across sites?

5. Integration with ERP - real time pricing / product info?

6. Planner - Resource requirements

   - **Design / UI-UX Spec:** NowDigital, Internal, Other?

   - **Development:** SixPivot, Hire internal, Hybrid

   - **PM / BA:** Ensure delivery, internal liaison, budget tracking

End of presentation