navitend

CASE STUDY

LOCAL GOVERNMENT & PUBLIC SAFETY

Built website with scalable customer support capabilities

Software Company

The challenge

A local software company had an out-of-date website that neither reflected their operation nor adequately met their technical and customer support needs. Serving their clients meant distributing new software versions and patches as well as enabling clients to upload data files and screenshots necessary for help desk assistance.

navitend's role

navitend identified the key elements required to meet their needs. The first priority of the site was to properly represent them to their user base – both existing and future! And once the look, feel, and general experience were agreed upon, navitend's team programmed the specific features for the functional "back office".

The result

navitend created a new website based on an extensible Content Management System (CMS) platform to enable this firm to easily manage their licensed software users as well as publish training materials to their website. Their clients can download new software revisions as well as upload data files useful for technical support. We continue to host and support this company's team and clients.

Talk to a person, not a ticket

Tell us what's going on. We'll listen, ask good questions, and give you informed and experienced guidance.

Book a Call

Call 877.448.0070

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