

Nettec & Stellent to Implement Content-Managed Corporate Portal for Enfield Council

Submitted by: Nettec

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Nettec, the content-managed corporate portals specialist in conjunction with their partner StellentTM, Ltd., the London-based subsidiary of Stellent, Inc., a global provider of content management solutions, have been awarded the contract to implement a corporate portal for Enfield Council. Nettec and Stellent will create a functionally rich content management system that will form the basis of Enfield Council's Intranet. The Intranet, which serves 2,500 Council employees, will be linked directly to a newly formed Customer Contact Centre. The Intranet based system will use enhanced search facilities to rapidly and effectively source relevant documentation and information requested by the Council's customers.

The new intranet infrastructure created by Nettec and Stellent will support the Council's overall website and intranet requirements, and will help Enfield Council to develop closer and more fulfilling relationships with their customers. Improved online services will substantially increase the level of service available to the people of Enfield. The system will offer flexible and high-speed access to information on Council services as requested by local customers. This major project is a critical part of the UK government's plans to ensure that government services are available online by the year 2005.

Councillor Alasdair Macphail, Cabinet Member and e.Government Champion for Enfield Council, said "This is an exciting development in our drive towards providing customer focused services. It is a very tangible expression of our commitment to significantly improve the quality of our customer services. For example, through the development of the first phase of our Customer Contact Centre and our complementary website development plans, we will be making it far easier for the people of Enfield to communicate with us and to access the services that they need. The Nettec/Stellent content management system will be a major contributor to our success."

Donald Graham, Enfield's Acting Chief Executive, also commented "The great advantage of the content management system will be the significant impact that it will have upon the way that the Council communicates, internally as well as with the public. It will ensure that relevant, accurate information can be readily available to those who need it; whenever they need it and in whatever form they may need it. Members and officers will have easier access to information, making them better informed and assisting in the decision making process."

He acknowledged that the greatest challenge was cultural change within the council in order to make the most of the opportunities that the content management system offers, saying "Information must be seen as a corporate resource. It is something to be shared for the purposes of better communication, service development and service provision, rather than something "owned" by an individual service. We believe that we are now ready to take on that challenge, in the pursuit of improved customer service and more efficient working, and are confident that the Nettec/Stellent system is the right solution for us."

About Enfield Council

The London Borough of Enfield is located on the northern edge of Greater London and is geographically

varied with Green Belt land, commerce and light industry as well as residential. It has a multi-cultural population of about 265,000 people. The economy of Enfield is broad and covers a wide range of commercial and manufacturing outlets, including light industry, located mainly in the east of the borough.

In the local council elections in May 2002, the Conservatives became the majority party and returned to power. Their approach to e.Government is designed around ease of access; customer focussed services; "joined up" quality services, and more efficient and effective working.

About Nettec

Nettec plc - <http://www.nettec.co.uk> (NTC: LSE) Nettec plc designs, builds and supports content-managed corporate portals. By partnering with the world's leading software companies, Nettec selects the optimum technology to deliver the most cost-effective business solution. Nettec's modular solutions, whether bespoke or off-the-shelf, can comprise content management, application integration, web services and application support. Nettec's award winning design and technical expertise encompasses web development, mobile communications, interactiveTV, J2EE and desktop technologies. A small selection of clients include: AXA Investment Managers, Deutsche Bank AG, First Choice Holidays plc, Interflora, News International plc, Superdrug and The Capita Group.

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About Stellent, Ltd.

Stellent, Ltd. is the London-based subsidiary of Stellent, Inc. <http://www.stellent.com>, a global provider of line-of-business and enterprise content management solutions for business Web sites. The company offers a broad array of content contribution and content delivery mechanisms, enabling users to contribute virtually any kind of content into its content management system for conversion, management and delivery to a wide variety of consumers or applications. Stellent has been ranked one of the top three content management vendors by industry analyst firms Gartner Dataquest, Forrester Research and Giga Information Group, and has more than 1,500 customers, including much of the Global 2000. Its customer roster includes Procter & Gamble, Merrill Lynch, Los Angeles County, British Red Cross, Target Corp., Yahoo!, Hewlett-Packard and Ericsson Telecom AB. Stellent is headquartered in Eden Prairie, Minn. and maintains offices throughout the United States, Europe and Asia-Pacific.

