

ROBUST, SCALABLE WEB SOLUTIONS AND BLENDED LEARNING

web design / web development / interface design / e-learning / blended learning

The Internet is a key channel for the provision of information and guidance and delivery of service across public services. Organisations must meet high levels of expectation from citizens and other stakeholders and keep pace with the continuing trend towards Web 2.0 technology, including Really Simple Syndication (RSS), blogs, forums and wikis.



HEDRA.
consortium

To make the most of a web presence you need a keen focus on who your users are and what they need from your site. Epic's user-centred design approach, underpinned by robust technology expertise, works to deliver maximum availability and accessibility for all your e-delivered services.

About the Hedra Consortium

The Hedra Consortium is the premier solutions specialist dedicated to serving the needs of public services through the OGCbuying.solutions framework arrangements. The Hedra Consortium offers a full range of solutions, specifically designed for public services, including central government, local government, education, defence, utilities and energy, transport, health and emergency services. Over £200m of services and solutions have been delivered to public services by the consortium.

Epic is the consortium's strategic web solutions partner. Epic has worked with Hedra and other consortium members over eight years to deliver web solutions to the public service.

About Epic

Epic is a bespoke solutions company and has built its business around the full software lifecycle from initial consultation, through requirements gathering, implementation support and ongoing maintenance.

Epic's services include:

- advice on usability, accessibility and design
- a full range of web development and delivery services geared towards public services
- advice on deployment of citizen-focused Web 2.0 technology (e.g. information deployment via RSS, audience engagement using blogs, forums and wikis)
- implementation and integration
- creation of e-learning
- user education and training
- service desk and support
- content editorial.

Epic's web solutions form part of the end-to-end solutions capability of the Hedra Consortium.

We will work with you to:

- help you define your web channel strategy
- re-engineer services for web delivery
- design and implement web solutions
- provide a full range of managed services.

Epic web solutions

Epic is a trusted supplier to government and has developed prestigious websites such as those for the UK Houses of Parliament (www.parliament.uk), HERO the higher education portal (www.hero.ac.uk), the Air Accident Investigation Branch (www.aaib.gov.uk) and the Academy for Sustainable Communities (www.ascskills.org.uk).

Robust, scalable management of online content

Epic's content managed solutions are robust and scalable. The site for the Department of Transport's marine accident investigation (www.maib.gov.uk) contains thousands of reports (including one on the RMS Titanic). The UK Parliament site, to give another example, recorded over 15 million visitors during 2006, with high volumes of new information published by over 100 editorial staff via Epic's content management system.

Platforms & standards

As well as supporting all common platforms, Epic is well-versed with the latest open-source and open-platform technical frameworks and is familiar with all relevant standards.

Service desk and support

Epic can provide a comprehensive support service for web and e-learning solutions, freeing up valuable time and reducing call volumes. The three levels of support available cover general support & advice for users, technical support for administrators and more detailed infrastructure support where code modifications may be required.

Post-implementation training

Epic offers a complete service for managed learning after implementation. As trailblazers in the design and implementation of blended learning programmes, Epic is uniquely placed to offer the best of both online and offline training modalities, combined in impactful, cost-effective programmes.

End-to-end solution delivery

In delivering customer solutions, we draw upon the specialist capabilities of each member of the wider Hedra Consortium to deliver a complete end-to-end solution as required:

- business solution services – a full range of advisory, business change and management consulting services
- system integration services – the consortium can provide a full range of application development and integration services across all platforms
- infrastructure services – a full range of infrastructure design, specification, implementation and ongoing management solutions
- integrated applications solutions – the supply and implementation of a wide range of solutions from leading technology suppliers currently covering the following solution areas: CRM, ECM, Business Intelligence, e-learning, document scanning, capture and secure sharing and ERP
- fully managed services – both on-site and hosted to deliver an integrated application and infrastructure managed service solution.



Hedra Consortium

1 Waterfront Business Park, Fleet,
Hampshire GU51 3QT

T 01252 772900 F 01252 772901

catalist@hedra.com

www.hedra.com