



# Oxfordshire Gateway

A CINTRA CASE STUDY

## ► ORGANISATION PROFILE

### ORGANISATION

Oxfordshire E-Government Partnership

### TYPE OF BUSINESS

E-Government Partnership

### BUSINESS NEED

An easy-to-use yet highly functional Web Portal that provides sophisticated access to service information across a number of Public Sector web sites.

### SOLUTION

Design, implement, host and support a single web presence for the Partnership

## FURTHER DETAILS:

Live since April 2004

[www.oxfordshiregateway.co.uk](http://www.oxfordshiregateway.co.uk)



## Background

The Oxfordshire E-Government Partnership is a consortium of local government, police and NHS authorities who are committed to jointly providing electronic services to the Citizens of Oxfordshire. When the partnership required a solutions provider to build a Web Gateway to draw on service information across the partnership, they chose Cintra.

## The Challenge

Steve Crowder, chairman of the partnership product board explains the rationale behind the Gateway project "It's clear that citizens do not always know which public body provides which service. We needed to provide an easy-to-use solution that would deliver shared information from the relevant authority without the citizen having to work out who is responsible for the provision of the specific service. Another requirement was to give the citizen the information that was pertinent to their location". Cintra's challenge was to provide a web site that would "route" the customer to the relevant service pages within the individual partner websites based on the user's search request. The requirement was not to replace the individual websites of each partner or to duplicate information held within those web sites. Further requirements included a self-service Community Information Database and Citizen "Report-It" functions.

## The Solution

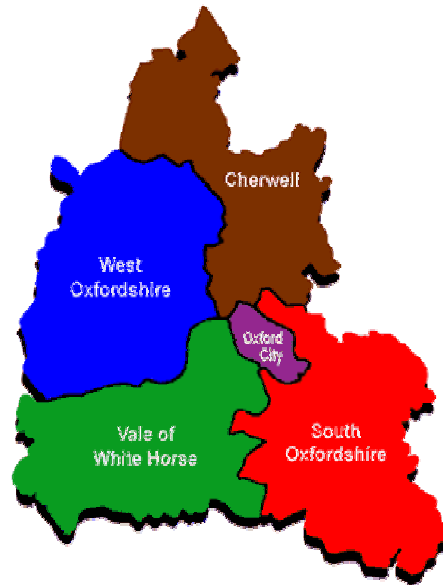
The Cintra solution was founded on two core products; Cintra Gateway that provided the front-end umbrella site, and Cintra Searchlight that provided the underlying indexing (using the ESD, IPSV classification lists) technology. Crowder explains "The Cintra approach enabled us to complement rather than replace or compete with the existing partner sites; it was just what we wanted". He added, "the content that is accessed from the Gateway is that which already exists on each partner site. The Gateway dynamically refreshes itself as new partner content is created. We have a single integrated A to Z services index that can also be used by all partner authorities. The user simply puts in his/her postcode, enters a Search term or a Service via the A to Z and the Gateway provides a series of the most relevant web links. The user need not be aware of which authority or tier of local government is providing the information".

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# Oxfordshire Gateway

## Cintra Gateway features:

- A Portal providing "deep links" to partner web sites
- Location-based Searching
- GIS Interface
- Show my Local e.g. "Where's my nearest Library"
- Intelligent Free Text Searching ("free text" is expanded using IPSV to ensure all relevant content is returned)
- Dynamically Generated, content-based A-Z
- Community Information database
- On-line Citizen "report-it" features



The Cintra Gateway addresses a number of important Priority Service Outcomes for individual authorities and is increasingly being used as the vehicle for delivering true "joined-up" Public Service information.

## Cintra Searchlight features:

- Taxonomy Management (ESD/IPSV) toolkit
- Auto generation of e-gms metadata/metatags
- Intelligent Search engine
- A to Z of Services
- CMS/EDRMS Integration
- Auto generate LocalDirectGov URL linkages

### Testimonial

*"Cintra had to work to some very tough timescales but the Gateway was delivered on-time and on-budget. It has more than met the required specification of the project. The partnership between the Oxfordshire authorities and Cintra has delivered a successful project that provides genuine benefits for the citizens of the whole county. Cintra's Gateway solution can now be taken on with confidence by other regional partnerships".*

*-- Steve Crowder, South Oxfordshire District Council*

"The advantage is that it will make it easier to find things"

*Government Computing News, February 2005*



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