



BUSINESS CASE

# CUSTOMER SUCCESS STORY

[www.xwiki.com](http://www.xwiki.com)

# CNFPT

The CNFPT (National Center for the Management of Territorial Service) supports local authorities and their employees in their public service mission. It designs, provides, and manages the training of all officers from the territorial public service, organizes competitive examinations, professional exams, and monitors and anticipates changes in local professions.

Founded in 1987, the institution's mission is to support the development of civil servants and local authorities. It guarantees monitoring and analyzing it by carrying out qualitative and quantitative studies for agents, elected officials, and territorial authorities. It also runs skills and expertise centers to monitor and forecast public policies, professions, and training offerings, drawing on a network of professionals, practitioners, and experts.

The CNFPT (National Center for the Management of Territorial Service) chose XWiki for the implementation of a knowledge and news base, about local administration. This information is public and accessible to all at <http://www.wikiterritorial.cnfpt.fr>.



## Sector

Public



## Requirements

Online community to support the development and distribution of educational resources



## Solution

Knowledge Base

# 1 THE PROBLEM

## Context

The CNFPT needed a public website to exchange and share information and learning resources, considering "informing is already learning". Two main fields of the local administration are tackled on the website: the public services missions and the territorial news.

The project was created for local agents, to assist them in their daily work, but also for anyone who wishes to stay informed on the activity of local authorities.

## Needs

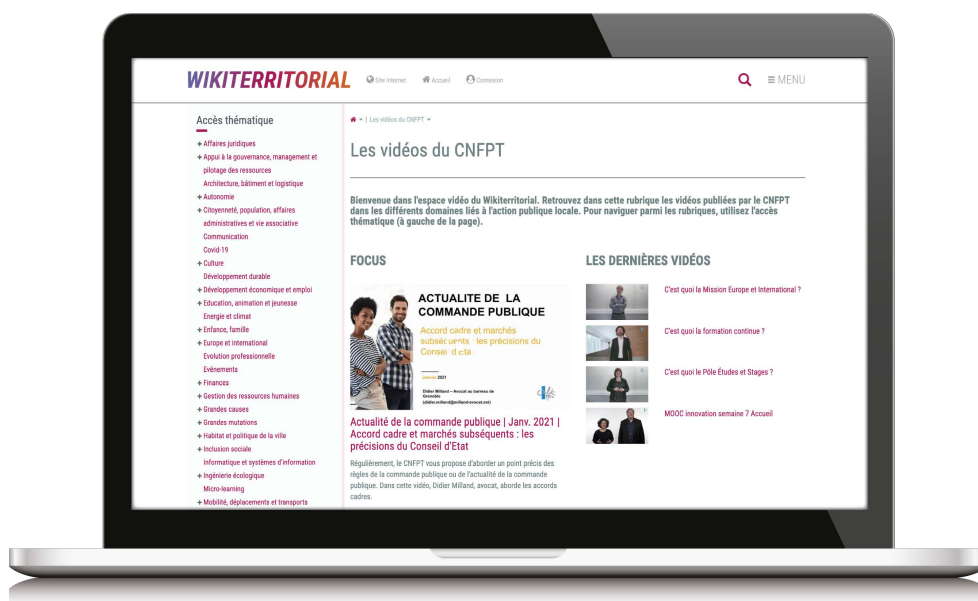
CNFPT's needs were:

- information organization and the ability to quickly retrieve it
- allowing exchange and interaction with the website's users and visitors
- checking the information through a system of content moderation
- allowing the visitors to stay up to date, via news, RSS feeds (predefined list), a calendar, and records

# 2 THE SOLUTION

The solution proposed by XWiki SAS was based on the following services:

- installation and setup of a farm of wikis
- customization of the graphic standards
- features development and customization:
  - creation of graphically elaborated, dynamic homepages
  - creation of different models of structured data and of a consistent layout



- customization of the RSS feeds widget to display information coming from external sources
- creation of a moderation system before the document's publication: some privileged members have the opportunity to propose ideas / key issues. When a document is proposed, the moderators/administrators can accept, reject or delete the document. An alert is sent to the creator and any member may propose additional content to the concepts / key issues already created and published
- creation of a system of wiki pages export in "books" customized for the user
- creation of a system of automatic annotation of documents from the CNFPT dictionary: the website offers a list of keywords, which are still growing (more than 1500 entries). These keywords, when detected in the concepts / key issues are automatically annotated and the annotations are updated and provide access to the definitions.

## 3

## THE RESULTS

1750

Page views

On average, per day

60000

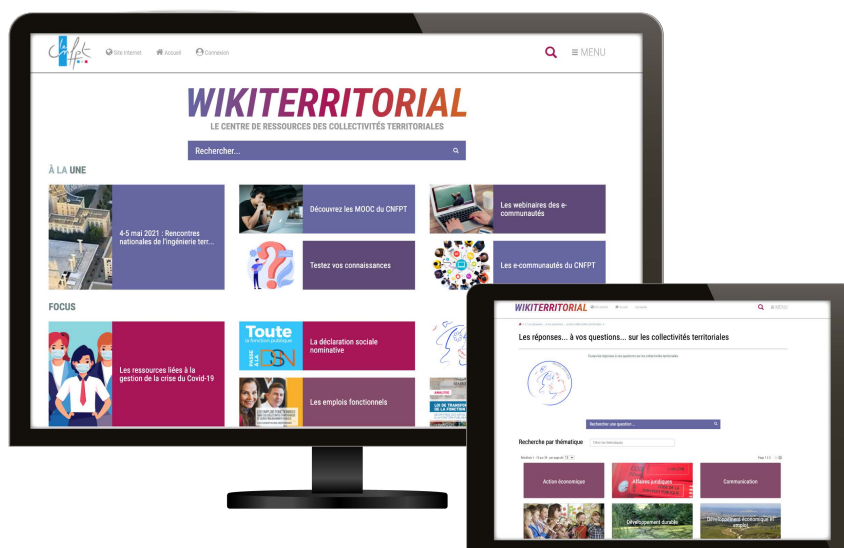
Page views

On average, per month

75000

Peak of views

In March 2012



*A great platform to share information and knowledge about territorial service.*

*- Michel Carsuzaa, CNFPT*

# ABOUT XWIKI SAS

XWiki SAS is the company that provides solutions and services on top of the **100% OPEN SOURCE XWIKI PROJECT**.

With **15 YEARS OF EXPERIENCE** on the professional collaborative solutions market and more than **30 000 DOWNLOADS PER MONTH**, XWiki SAS has developed over **500 PROJECTS** all over the world.

A skilled team works with you on your project from start to finish, trains both your technical & business users and provides you with hosting & technical support services.

## THEY TRUST US

*"[...] We selected XWiki for its latest documentation features, its capacity to handle millions of pages, it's capabilities to build custom modifications and its thriving developer community."*

- Engineering manager, **Amazon**

*"Thanks to XWiki we have moved from a complex and hard to follow process to manage the Guidelines documents to a controlled online environment allowing to reduce the time spent and increase the quality of the documents provided to each country."*

- Marc Noujaim - Senior IT Project Manager, **SCOR**

*"Thanks to XWiki, our clients benefit from an up-to-date documentation of our products, everywhere in the world."*

- Philippe Franck - Product Director, **EasyVista**

*"Said it before, XWiki is awesome & so is the support."*

- Patrick Masson - General Manager, **Open Source Initiative**



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## OUR SERVICES



CONSULTING



DATA IMPORTS



DEVELOPMENT



HOSTING



SUPPORT



TRAINING