

Broward County Housing Authority

Broward County Housing Authority is an independent special district of the State of Florida. It was created "to address a shortage of safe-dwelling accommodations in Broward County available to persons of low income at rentals they can afford". The Authority continues to focus its efforts on creating, providing, and increasing affordable housing opportunities to Broward County residents through its leasing, management, and maintenance of a BCHA-owned portfolio of housing, administration of various rental subsidy programs, provision of professional counselling services to homeowners and prospective owners, and contract management of affordable housing properties.



The Challenge

BCHA had been presented with the opportunity to enhance their existing website by making it user friendly, easily navigable, and ADA compliant. They needed a website that was responsive and functional across multiple operating systems and devices. An intranet-driven employee login portal was becoming necessary as they were scaling their infrastructure towards better security. This transition required necessary and inescapable time to update. The website required smooth navigation and engaging appearance. There was a window of opportunity to increase the visibility of the BCHA website on search engine with the use of specific keywords. By leveraging the loading time of website and navigation speed, there was a considerable scope of an increasing number of visitors coming to the site.

Solution and Services Provided

Website Design and Development

vTech utilized Agile methodology for this custom development project of the BCHA website, considering the length of the project and for a quick and efficient turnaround.

The entirety of the project was divided roughly into 7 phases:

Phase 1: Assessment

vTech understood and defined each business unit, SLAs, domain, and boundaries. We analyzed the client's current environment, processes and infrastructure and furthermore, developed strategies, and custom target solutions that met strategic goals and provided high-value. We also identified tools, services, and support required for the project.

Phase 2: Analysis

This phase focused on information interchange by defining transformation rules, system/data relationships, storage, and security requirements. Apart from that, we assembled architectural models and system solution requirements. By the end of this phase, we delivered to the client a draft document of software/equipment/facility/network requirements, specifications and integration architecture models.

Phase 3: Design

In this phase, we designed configuration and communication architecture. We formulated equipment installation details along with equipment process specification. Installation and supplier requirements were established, and three mock-up designs were delivered.



Phase 4: Procurement

vTech selected solution components and outside vendors, and procured necessary software and platforms required to execute the project. We also obtained permissions, site selection, and equipment locations, as per need.

Phase 5: Implementation

vTech kicked off the implementation phase by issuing a detailed project plan and took every measure to assure the highest quality of the website by testing and validating quality control mechanisms.

Phase 6: Q/A Testing

In this phase, vTech tested the website for potential bugs before launch. Testing phase helped vTech to address the issues in the site before going live to the public. Functional issues, web application security, web services issues, integrations issues, environment issues and its ability to handle traffic were checked.

Phase 7: Delivery

vTech implemented system training programs in addition to maintenance and control procedures. vTech established system support processes and delivered BCHA with business process documentation and a Go-Live Date.

Website Hosting Services

vTech hosted and managed BCHA's designated server space, with an initial migration of BCHA's existing website onto a Windows environment.

Upon completion of development of the new website, it was thereby migrated by vTech onto a Linux environment with agreed upon server specifications.

vTech provided BCHA with dedicated, virtual, and seamlessly integrated Cloud environments with 24x7 management of core services including database, security, monitoring, and backup. vTech is responsible for ongoing hardware and software setup and configuration, technical support, patch management, system maintenance, and updates.

Result

The new site includes text, photos, video, downloadable documents (in Word and PDF), forms that can be filled and submitted to the BCHA website. The new website has been optimized for seamless searching and includes a document library. BCHA's new and improved website navigation proved to be smooth and user-friendly. New ADA complaint features have been introduced on the web site to make their services accessible to people with disabilities.

By outsourcing their Website Design & Development and Managed Hosting requirements to vTech Solution, BCHA received optimized business technology solutions and the support needed to maintain smooth and efficient performance for the thousands of users who are benefitting from their services.

