



# Catalis Website Management Enhances User Experience

## The Challenge

The Village of Windsor, Wisconsin had been a long-time user of the GovOffice website management platform, now known as Catalis Website Management, and was consistently satisfied with the product and service provided.

Their primary challenge was ensuring that multiple staff members could easily manage and update the website with minimal training, and that residents could quickly find the information they needed.

## The Solution

The update to Catalis' Website Management platform proved to be the perfect fit for Windsor. The user-friendly administration site made it easy for staff with no prior experience to update and manage website content confidently. The platform's customization options allowed the village to tailor the website to meet the specific needs of the community, ensuring residents could quickly find the information they were searching for. Catalis Academy provided comprehensive training resources, including how-to videos and onsite classes, while regular check-in meetings with a Client Success Manager ensured ongoing support and optimization of services.

## The Results

The implementation of Catalis' Website Management platform significantly improved the Village of Windsor, Wisconsin's communication with residents via its website.

The website became a central resource for information ranging from voting procedures to brush collection schedules. This ease of access led to a reduction in phone calls and inquiries, as residents could find the information they needed on the website, even outside office hours.

Positive feedback from residents highlighted the website's user-friendly design and effective functionality, contributing to an overall enhanced experience for the community. The visually appealing and efficient website, designed by Catalis, successfully met Windsor's goals of improved accessibility and streamlined information dissemination.

*"It is essential to have a municipal website that is easy to navigate so residents can quickly find needed information. A website that is easy for staff to manage and update as changes happen is also essential. Catalis' Website Management checks those boxes for both residents and staff."*

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