LinguaSkin
Case Study

Isle of Anglesey County Council
Orchard Housing

CYNGOR SIR YNYS MÔN ISLE OF ANGLESEY COUNTY COUNCIL

Isle of Anglesey County Council (IOACC) is the local authority for the island of Anglesey in North Wales. It is a small council with a workforce of approximately 3,000 serving a largely rural community of 68,600 (2010) people. 56.10% (2011 Census) of Anglesey's residents are Welsh speaking.

The Council uses Orchard Housing, a third-party online system for managing social housing. Part of the system is a self-service portal to which members of the public have access.

> " We now have a secure bilingual portal for Anglesey residents to check their housing rent balance, report a repair and amend their personal information. "

The need for a multilingual application

The Council's policy is that all public services must be provided bilingually in English and Welsh. While the Orchard Housing system has some built in bilingual capability comprehensive functionality was required by IOACC.

Why LinguaSkin?

Because **Lingua**Skin is non-invasive it does not interfere with an existing site or application. The Council immediately saw that it could be a solution in providing the Orchard Housing portal bilingually to the public. The Council spoke to Orchard Housing who were happy for the collaboration with **Lingua**Skin to go ahead.

> " It'll make third party online products more attractive to organisaSions like us who require a bilingual interface. "

Other online self-service portals for services such as licensing and leisure would provide an improved user experience for the citizen but they are not available bilingually. The Council realised that it could use **Lingua**Skin with other applications that it currently uses.

> " It's enabling the public to access bilingual services online and it fits in to our Customer Excellence project where we are developing additional customer access channels. "

Quick to implement

> " It's been a very fast implementation. The speed has been impressive. "

Interceptor Solutions was given access to the Council's test server so **Lingua**Skin could be configured and implemented using a reverse proxy. The Council then checked the test site to smooth out any glitches before it was moved to its own server and made available to the public.

> " The process has been very flexible. Interceptor Solutions have been very supportive and have explained the process well. They're very easy to work with. "

Easy to use

> *It hasn't been at all disruptive and has only taken a reasonable amount of my time.*

The Council did not have to provide huge input during the implementation process beyond agreeing and approving the contract, translating the text and checking the site.

As the site was thoroughly tested before being made available to the public, any risk was minimised, and unless Orchard or the council makes changes, there will be little ongoing maintenance.

> *LinguaSkin has given us another option when implementing third-party systems. We won't have to wait while bilingual capability is being developed.*

Cost-effective

Given that many third-party applications are not built to be multilingual, and there is usually a hefty cost attached to developing a multilingual application, the Council felt that the cost of **Lingua**Skin was very reasonable.

> *We will consider utilising LinguaSkin as a solution to make other applications accessible to the public in a bilingual format.*

Key Points

- Capability – ability to have a multilingual application with minimal effort

- Risk – thoroughly tested on reverse proxy site so minimal disruption

- Quick – straight forward, minimal effort and rapid implementation

- Third party software - implemented on a fully functional third party application

- Cost – cost effective to implement and small ongoing operational costs compared to a software localisation approach.

Technical Details

Deployment:	Reverse Proxy on IIS on IOACC network
Web Server:	Apache Tomcat 7.0
Application:	Orchard Housing Tenant Portal
Content types:	HTML, CSS, Javascript, Cold Fusion
Languages:	EN, CY
Num matches:	1224