



GDPR Privacy SaaS Platform Website

/ APIMS

APIMS is an award-winning software provider, specialising in GDPR compliance and cyber security risk management for SMEs, schools, and charities. Their innovative approach streamlines privacy and GDPR compliance, making it simpler and more affordable. APIMS offers solutions that automatically identify compliance requirements and privacy risks, featuring a Live Dashboard for enhanced visibility and control. The software intuitively collects operational details and translates them into compliance requirements, assisting organisations in adapting to changing work environments, including remote working, and preparing for data breaches. Their products aim to save time, money, and reduce worry for their users.

" They got up to speed with my complex product very quickly, saving me a lot of time and money "

Simon Hall - CEO



Project Introduction

Extensive company marketing website and customer portal, support ticketing and knowledge base. Integration with company SaaS platform, highly interactive design and streamlined onboarding workflows.

Project Challenge

The main challenges in the APIMS project involved transitioning and enhancing their website and customer portal. This required integrating multiple functionalities - a knowledge base, support ticketing, and user on boarding - into a cohesive and user-friendly system. Ensuring seamless operation and maintenance while upgrading these features posed significant technical complexities. Additionally, the project demanded a careful balance between showcasing APIMS's services effectively and providing robust customer support tools, all within the framework of GDPR compliance and cyber security best practices.

Project Solution

For APIMS, the solution entailed developing bespoke components within the Umbraco CMS to cater to the specific needs of their customer portal. This involved technical intricacies such as custom module development for the knowledge base, integration of a support ticketing system, and designing an intuitive onboarding process. Additionally, significant efforts were invested in establishing an efficient Continuous Integration/Continuous Deployment (CI/CD) pipeline. This ensured streamlined updates and maintenance, with automated testing and deployment processes enhancing overall efficiency and reliability of the system in real-time operations.

Customer Value Proposition

The new company new website and customer portal drastically transformed the web presence for APIMS with a website centred around delivering an enhanced, user-friendly customer portal experience. The upgrade to Umbraco CMS provided a more intuitive and responsive platform for

users. The integration of a comprehensive knowledge base, efficient support ticketing, and streamlined user on-boarding significantly improved user engagement and support. Additionally, the implementation of an efficient CI/CD pipeline ensured consistent, up-to-date content and functionalities, enhancing the overall reliability and effectiveness of APIMS's digital presence.

Project Skills

Umbraco, .NET, Azure AD, API testing, Agile Delivery Management, Azure, Business Analysis, C#, CI/CD, CMS, Cascading Style Sheets (CSS), Delivery Management, Cyber Security, DevOps, GitHub, GitHub actions, Elasticsearch, Javascript, HTML, SQL Server, Jira, Specflow, UX Design, UX Testing, User Research