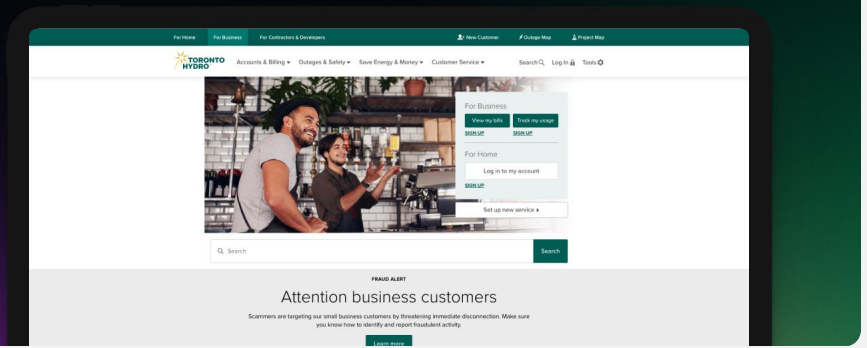


Transforming Toronto Hydro's Website with Liferay DXP



Elevating Digital Presence

Toronto Hydro, based in the largest city in Canada, is a major utilities company responsible for distributing around 18% of the electricity consumed in Ontario. Given its significant role, the company must ensure that its website can support many concurrent users, especially during outages, to make information easily accessible.

Challenge

Toronto Hydro's legacy platform, which hosted their website and client portal, struggled with performance and usability issues. The outdated website led to a poor customer experience and did not comply with the Canadian Government's standards of accessibility (AODA). During high-traffic events, such as storms and outages, the website could not handle the increased volume of concurrent users. Additionally, the website's poor search capabilities made it difficult for users to find information.

Goal

Veriday was selected to work with Toronto Hydro's development team to deploy a new platform and build their solutions. Utilizing Liferay as the Digital Experience Platform (DXP), Veriday developers collaborated with onsite developers to replace the legacy system, building both the website and the customer portal. The website was redesigned to meet industry best practices, ensuring ease of access for customers and compliance with accessibility standards.

Outcomes

Enhanced Performance

The new website exhibited improved performance, supporting a large volume of users during high-traffic periods such as outages, ensuring 99% uptime.

Scalability and Elasticity

The website became AODA compliant, making it accessible to all users, and efficiently handled 1600 users per second during outages.

Customization and Control

Liferay's customization tools and open-source integration functionality allowed business units to manage and curate the website without IT involvement.

Training and Collaboration

The joint development and training efforts ensured a smooth transition and long-term success.

Solutions Used



Liferay DXP



Application Development



Training



Consulting



Accessibility Audit

This modernization project not only improved the user experience but also ensured compliance with accessibility standards and provided a robust, scalable solution for Toronto Hydro's needs.