SIGIS Transitions from ASP.NET Web Forms to ASP.NET Core, Setting New Standards for Member Engagement with Progress Sitefinity

CASE STUDY

INDUSTRY
Associations and Non-Profit

PRODUCT
Progress® Sitefinity®
Progress® Telerik®

COUNTRY
United States

SUMMARY
SIGIS helps its more than 16,000 members meet IRS requirements when processing healthcare transactions like Flexible Spending Accounts and Health Savings Accounts. A long-time Progress® Sitefinity® user, SIGIS completed a major content overhaul on its decade-old Sitefinity site in 2020, but the user experience still lacked consistency and wasn't up to SIGIS' performance standards. A more recent migration to Sitefinity ASP. NET Core technology provided SIGIS with improved development speed, a future-proof technology stack and better page building capabilities. The result is a modern, fast and superior digital experience.

Challenge

SIGIS, a long-time Sitefinity user, knew it was time to update its decade-old Web Forms based frontend. So, in 2020 the organization undertook a major content overhaul to improve the digital experiences of its 16,000 members who use the site to help meet IRS requirements when processing healthcare transactions like Flexible Spending Accounts and Health Savings Accounts.

"Our design was about ten years old and not up to par with the way sites are designed today as far as the layouts, styles, fonts and colorizations," said Jeff Beadle, Executive Director, SIGIS. "And a lot has improved around mobile design, and we wanted to make the website a lot more mobile friendly."

But that was just the first phase of the overhaul. The second phase tackled the member portal, where SIGIS customers submit consumer product item information for eligibility checks against IRS rules, download list of approved items and maintain account information. The UX is driven by tens of components showing data and statuses for the processed requests and documents. This was an important upgrade as SIGIS, with an IT team of just two developers, had to make sure that the end-user experience was as simple and intuitive as possible.

Solution

Harnessing their experience with Progress Sitefinity and Progress® Telerik® developer tools, the second phase of the modernization project, building a new member portal, kicked into high gear, beginning with the task of moving the existing Telerik Web Forms components to Telerik ASP.NET Core controls which are wrapped into Sitefinity widgets.

To further speed the process, SIGIS deployed more than 30 Telerik ASP.NET Core controls, taking advantage of the technology alignment between Sitefinity and Telerik developer tools. Once they established the patterns of migrating a few of the wrapped components, it was smooth sailing with the Progress support team providing guidance along the way.

"We have taken some of the default styling of the Telerik controls and adjusted it so that it falls in line with the styling of our website," Beadle said. "It's more seamless and I think we have a better integration with the newer Telerik (ASP.NET Core) controls, with the look and feel of the website,

significant learning curve. The SIGIS team is now prepared to use that knowledge to tackle additional modernization projects, leveraging the latest .NET Core benefits.

"We have a whole set of homegrown applications that we run for our business workflows that have been traditionally written on ASP.NET Web Forms that we are going to move to .NET Core," Beadle said. "It is our expectation that the Telerik controls package will get used pretty significantly for that project and a lot of other areas, especially using the Grid components. So, what we've learned to date with the .NET Core controls will be extending to other areas of the business as we continue our modernization journey."

than we did with the old Web Forms controls."

Results

With the two-phase modernization process complete, including the member portal upgrade, SIGIS members are now enjoying a faster, more consistent online experience.

"From the standpoint of our membership and the user experience, I do believe that the new ASP.NET Core renderer is faster and the pages load quicker and they're more responsive than the older CMS (Web Forms) framework was," Beadle said. "There is also a more consistent look and feel across the entire member journey."

Modernizing web technology from ASP.NET Web Forms to ASP.NET Core was a huge undertaking that required a

→ Want to deliver superior customer experiences while maximizing resources? **Contact us today.**

About Progress

/progresssw
/progresssw
/progresssw
/progress-software
progress_sw_

Progress®