"The European Parliament started working with Jahia in 2004. In 2016, we needed to streamline our numerous servers to Jahia, along with multiple projects and various visual designs accumulated over the years. This was to encourage the reuse of developments and templates and to facilitate the exchange of information between the various sites. As a result of that streamlining effort, in 2019 the Parliament has more sites, but fewer servers."

Christophe Debauche,
CMS Specialist at Atos Luxembourg PSF and Jahia Project Manager at the European Parliament

The European Parliament is a long-standing client of Jahia's, dating back to 2004. By 2016, however, they were looking to upgrade their platform, which they hoped would streamline their current servers and allow them to utilize functionality such as personalization to deliver a better and more cohesive customer experience. Jahia was able to assist.

At A Glance

Requirements

- A streamlined DXP that centralized multiple servers, projects, and designs
- Personalization across intranet profiles
- Higher functionality and better user performance

Results

- More sites, fewer servers, and lower overall operation costs
- Deployment time decreased by 96%
- Out-of-the-box user enhancements that significantly improve customer experience!

Goal:

A Streamlined Digital Experience Platform

In 2004, the European Parliament used version 4 of Jahia's CMS, which supported many of the Parliament's websites. By 2016, 80 Jahia projects were in production on the platform while the solution, then in version 5, had not evolved much due to the limitations imposed by the web browsers available on the Parliament's workstations.

As a result, from 2016 onwards the Parliament launched a project to step up its Jahia strategy with an upgrade to Jahia DXP (Digital Experience Platform) version 7.2, and then 7.3. The idea was to centralize the multiple servers, projects, and visual designs that had accumulated over the years. "This streamlining effort was intended to encourage the reuse of developments and templates," said Christophe Debauche, CMS Specialist at Atos Luxembourg PSF and Jahia Project Manager at the European Parliament, who had been leading the Parliament's Jahia projects support team since 2015.

The Parliament wanted to strengthen its capacity to exchange information between its sites and, in particular, to aggregate news items published on the various sites of the Directorates-General. This was in part due to the fact that roughly twenty parliamentary committees work with Jahia and collaborate on content that is sometimes similar to their own.

Additionally, there was a significant need for personalization on the European Parliament's intranet. The hope was to be able to browse with a variety of user profiles (MEPs, assistants, external staff or members of other institutions, etc.). "We needed to be able to access the site's information through a range of profiles in order to provide a more relevant navigation for everyone...such as their calendar, favorite applications, bookmarks to be notified when a page is updated, and so on."

Finally, in addition to supporting the WCAG 2.0 and 2.1 accessibility standards, the Parliament wanted to offer user enhancements such as responsive user interfaces, a more efficient search engine, a high availability infrastructure, and also features such as forums, newsletters, widgets and forms...99% of which Jahia 7 offered out of the box!
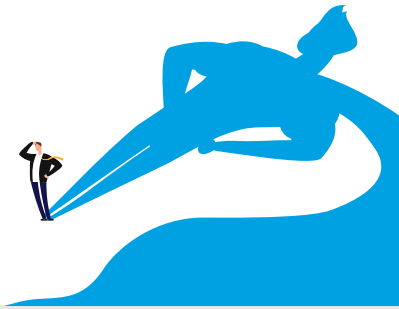
The European Parliament is a long-standing client of Jahia's. Since 2004, it has relied successively on versions 4, 5, 6 and 7 for all its internet, intranet and extranet sites.
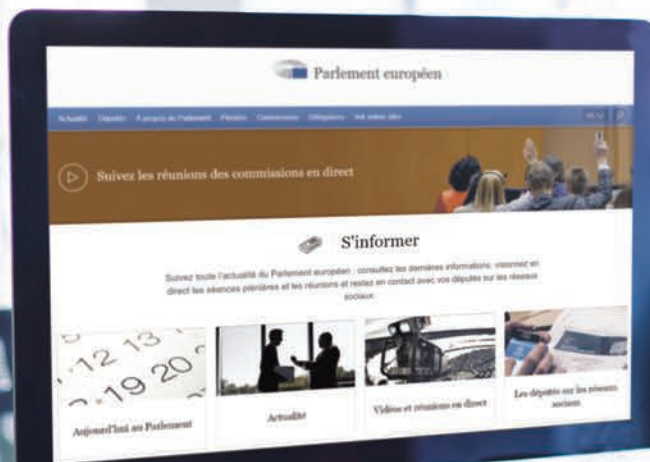
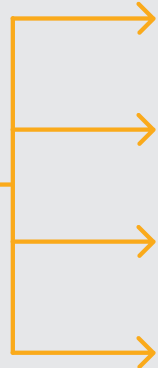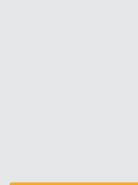**Host inventory with customised variables**

Playbook
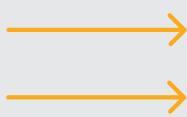
ANSIBLE MANAGEMENT NODE

ANSIBLE

TARGET NODE 1

TARGET NODE 2

TARGET NODE 3

TARGET NODE 4

Following the streamlining of the Jahia infrastructure at the European Parliament, 90% of deployment tasks are now automated.

Building Upon Success

As a result of this extensive streamlining effort, the European Parliament now has more sites on fewer servers. "Thanks to project grouping and clustering, deployment time has been decreased by 96% on certain projects, and the number of servers has been decreased by 20%, leading to increased performance and stability and an overall reduction in costs," said Christophe Debauche. The Atos team significantly industrialized Jahia's production launch process by adjusting for varying needs, resulting in a Jahia RPM package that can be assembled and delivered to the data center very quickly.

Multiple internet, intranet and extranet sites of the European Parliament rely on the Jahia cluster. One of the most important projects, the Parliament's intranet (SIFE), brings together all of the Parliament's intranet and extranet sites. This represents 30,000 visits per day, or seven million page views per year, along with 90 full-time editors who provide content for the sites in three languages and documentation in an additional 21 languages. 10,000 users currently have login credentials.

Another major project of the Parliament is Multiapp, the internet platform of the Directorate-General for Communication (DG COMM). It receives 500,000 visits per year and six editors produce content for it in 24 languages. It will be enhanced with Jahia 7's Local Site Manager (LSM) so that the site can be adapted to the local language of each country.

The European Parliament's development team continues to work closely with Atos & Jahia to improve their solution, with dozens of QoL updates already being implemented - publish/unpublish functionality in all languages, disablement of workflow task notifications, an Anthracite version of Jahia, improved background task presentation, and more.

Looking Towards The Future

For Christophe Debauche, the migration to Jahia 7 became known as the 2016-2019 revolution. A real community exchange about Jahia was established and structured around a wiki. The purpose was to facilitate sharing experiences with the platform, especially in the transition phase between Jahia 5/6 and Jahia 7. It also helped to switch Solaris production environments to Red Hat and move from standalone instances to multi-site clusters.

"We placed a lot of focus on automation, obviously taking into account the constraints of the European Parliament, particularly in terms of security," said Debauche. "Thanks to the tools provided by Jahia, we were able to automate the deployment and update tasks at 90%." In 2020, Jahia's support team will concentrate on helping users with the Anthracite version of Jahia while also increasing the frequency of platform updates. "We want to work towards updating Jahia without any downtime, because everything is designed for this on Jahia's side."

Other upcoming projects include improving reporting tools and migrating Oracle databases to PostgreSQL as well as the launch of the Elasticsearch engine for indexing and searching content, which is eagerly awaited by members of the European Parliament. Jahia has done extensive work to integrate this engine into its platform, and it will soon be implemented on the Parliament's intranets.

About The European Parliament

The European Parliament (EP) is the parliamentary body of the European Union (EU), elected through direct universal suffrage. It shares the legislative power of the European Union with the Council of the European Union. The EP counts among its number 28 member states, with 751 MPs representing 513 million citizens that speak 24 official languages. The European Parliament is a longstanding client of Jahia's, dating back to 2004.

About Atos

Atos, their technology partner, is a global leader in digital transformation. Its areas of expertise include Infrastructure & Data Management, Business Applications & Platforms, Big Data & Cybersecurity, and Communication Platforms & Software.

Contact us

Group HQ

North American HQ

Geneva, Switzerland
+41 22 361 34 24

Washington, D.C.
+1 202 656 7874

France, Paris
+33 1 44 79 33 79

Austria, Klagenfurt
+43 463 287 008

Canada, Toronto
+1 905 257 7471

jahia

E: info@jahia.com

W: www.jahia.com

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