



Case Study: Canada

Custom and seamlessly integrated intranet analytics system for the Government of Canada

<https://piwik.pro>



Challenge

Canada's marine resources have played an important historic, economic, and cultural role in Canada's development and growth as a nation. Fisheries and Oceans Canada (DFO) is the department within the government of Canada that develops and implements policies and programmes in support of sustainable use, protection and scientific interest in oceans and inland waters of Canada. The department supports economic growth in Canadian marine and fisheries sectors, leads innovation through research in aquaculture and biotechnology and contributes to a clean environment and sustainable aquatic ecosystems through habitat protection, oceans management and ecosystems investigation. The Canadian Coast Guard (CCG) is a Special Operating Agency within DFO responsible for the programmes and services that contribute to the safety, security and accessibility of Canada's waterways.

DFO needed a secure, high-performance and robust analytics for their intranet and websites that could be customised to suit department's needs and integrate complete with their Single Sign-On solution. Fisheries and Oceans Canada highlighted the requirement of protecting their users' privacy and required a system that would provide them with complete control over their data. The Agency also expressed the need to give the analytics solution a custom look and feel that would adapt seamlessly to their system.

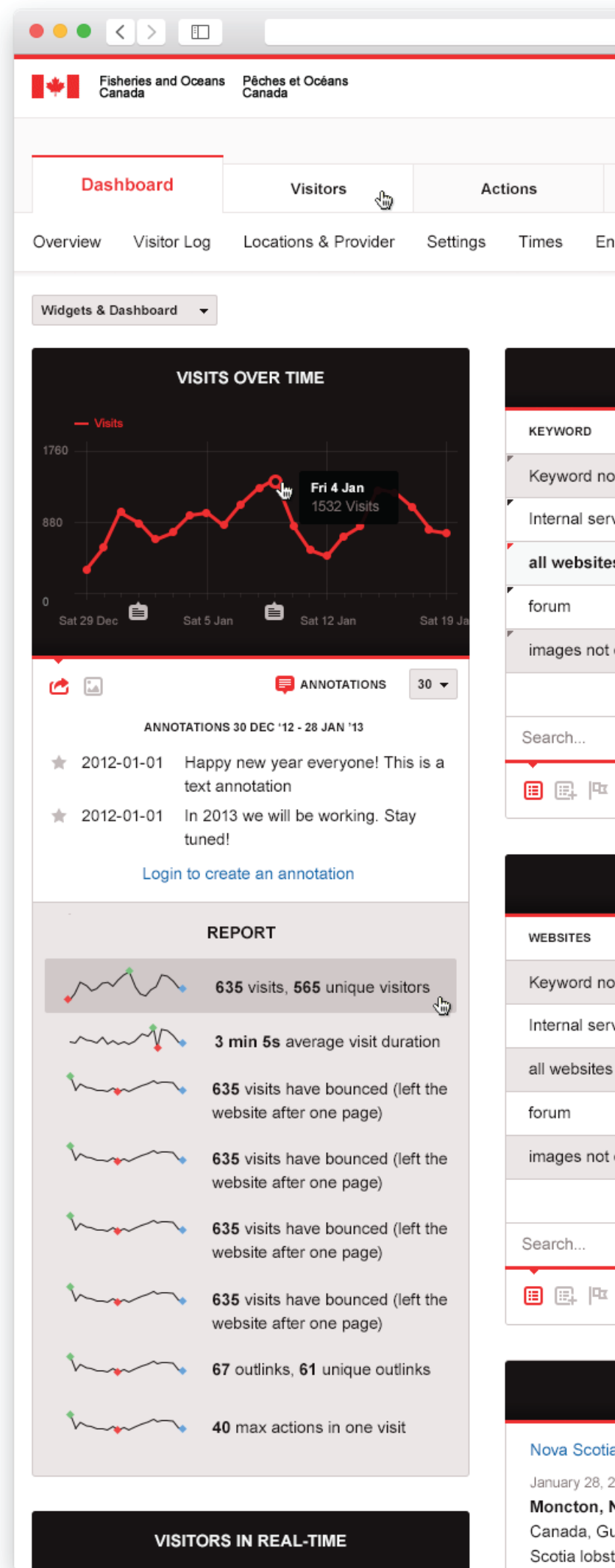
Having heard of Piwik, the open source software recognised for its approach to privacy and security of data, DFO approached the Piwik PRO Team.

Solutions

The Piwik PRO Team created a custom authentication plugin that integrated with the Single Sign-On solution in order to allow the Agency's users to access all different parts of the system, including Piwik dashboard, with just one password. Owing to complete synchronisation of Piwik with the central log-in system of the intranet, users are automatically assigned to groups with certain roles and privileges. The Team utilised the User Groups plug-in to accelerate the process of assigning and revoking view and admin permissions to users.

This, combined with the custom theme, provides complete customization and seamless integration with the already existing system entity. When entering the analytics part of the intranet, users do not really know that the system is Piwik. The Team developed a custom theme, with header, footer and menu fully compatible with the rest of the DFO's system. Piwik's original CSS was overridden to allow usage of custom images, logo and templates provided by DFO as well as to change the look of charts.

The functionality of combining the data ownership, privacy and security features of Piwik software with completely personalised look and feel is available now as the White Label Plug-in. It removes Piwik name and references and replaces them with client's company name a corporate identity elements yet keeping all the features of Piwik platform.



Impact

As a result, Fisheries and Oceans Canada received a complete intranet and internet analytics system that has satisfied advanced privacy and customization requirements security. It also provides a unified user experience by integrating seamlessly into DFO's internal systems.

Using Piwik, DFO know that their data is secure, as Piwik reports are only accessible via their intranet. In order to access the DFO's intranet, employees must possess an active network account and log on via the Single Sign-On (SSO) plugin. As a result, DFO never has to manually manage users and can therefore make Piwik's reports available to all employees. Once the status of a user changes in the central system, their roles and privileges are automatically adjusted in Piwik.

As IP anonymizing is set up on the Piwik server, the department can ensure that all IP addresses are anonymised and thus adhering to privacy and security requirements of the department.

What DFO says:

"Piwik is an amazing piece of open source software. We have selected it to provide web analytics to both our intranet and internet sites. We went through Piwik professional services to develop a custom look and feel and to have proper integration with our Single Sign-On solution. Piwik PRO developed the customizations for us. They were very professional and delivered within budget and time frames. The resulting implementation is perfectly integrated with our web environment both in terms of look and function. Our users have been very impressed with our Piwik-based web analytics solution. That level of integration would not have been possible with any other solution..."

ÉTIENNE BEAULÉ, CHIEF, APPLICATION PLATFORMS, ECOSYSTEMS, OCEANS, SCIENCE AND WEB SOLUTIONS GOVERNMENT OF CANADA

About Piwik PRO

Piwik PRO provides an analytics and tag management suite tailored to the individual needs of enterprise clients. What makes Piwik PRO unique is our commitment to data protection. Our main products are deployed in both on-premises and cloud versions, and each of them adheres to the strictest privacy and security regulations while ensuring our partners retain full data ownership.

The Piwik PRO team consists of seasoned analytics experts and engineers. We have advised on and delivered a wide range of successful implementations. Acting as your technology partner we share our expertise, tailor our product and service to match your particular goals, and support you from start to finish. We take enormous pride in helping businesses and public sector organizations thrive!

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