

Hello Tribal Citizens and LRBOI Employees,

I am excited to share this supporting information regarding a new LRBOI –NSN.GOV website proposal, when I was asked to find a solution to our current website needs, I took a considerable amount of time researching different options, considering a number of factors such as who will build and maintain the site, how the users (you) and administrators will use the site, how the separate branches of our government will be able to independently administer and maintain their respective areas.

I understand there are many options in web development, what I looked at first was the current CMS Content Management System we are using, the support we have received, and the functionality we need, and currently it is failing. The current site is 8 years old and has not been strongly supported, maintained, or updated by the previous companies and we currently do not have staff with the extensive web development skills we need in order to build, maintain, and support our staff site administrators and copywriters.

The solution I propose comes with a new content management system more capable and better suited for our site needs, with that, it also comes with a Web Development Company that has 20 years of experience developing more complex websites for over 50 different government sites. With that experience Promet is also able to maintain its product, provide our staff with specific site training, we could train our citizens to maintain and develop our sites for the future if we so choose to. I can't say enough good about what I have seen in Promet's work, business practices and care in our project so far. Then yes there comes a price, but the kicker is, it's not anymore or much more than what we have spent with less capable marketing companies that either do not have their own web developers or experience with large complex sites, we aren't looking to market ourselves we need a functional site for our citizens and employees to utilize in our daily operations.

Whew with all that being said please and thank you for your time in this proposal and feel free to send me any concerns, questions, comments, or insults to [rebeccagroh@lrboi-nsn.gov](mailto:rebeccagroh@lrboi-nsn.gov)

best.....

*Rebecca Groh*

LRBOI | Office of the Ogema  
231.398.6841

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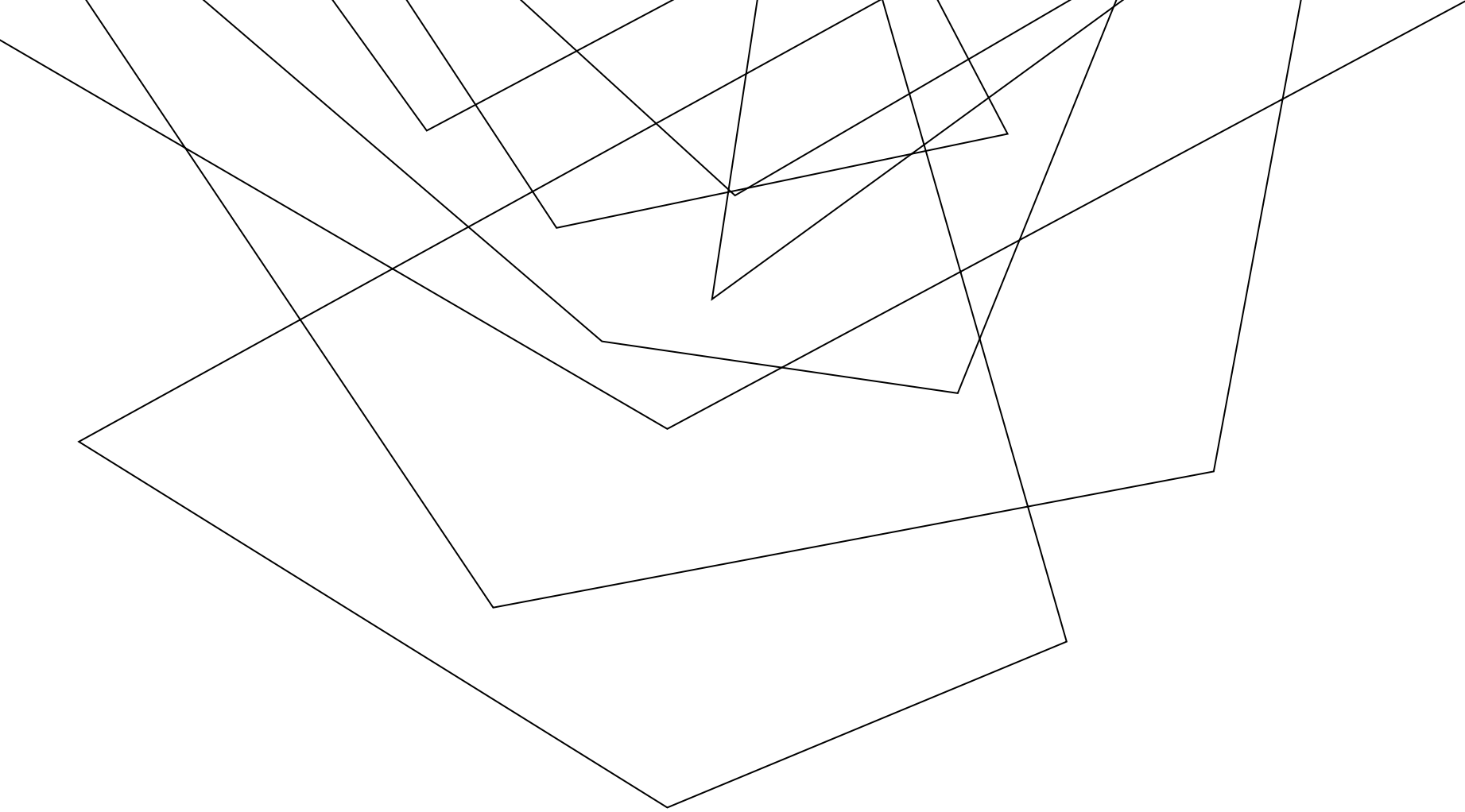
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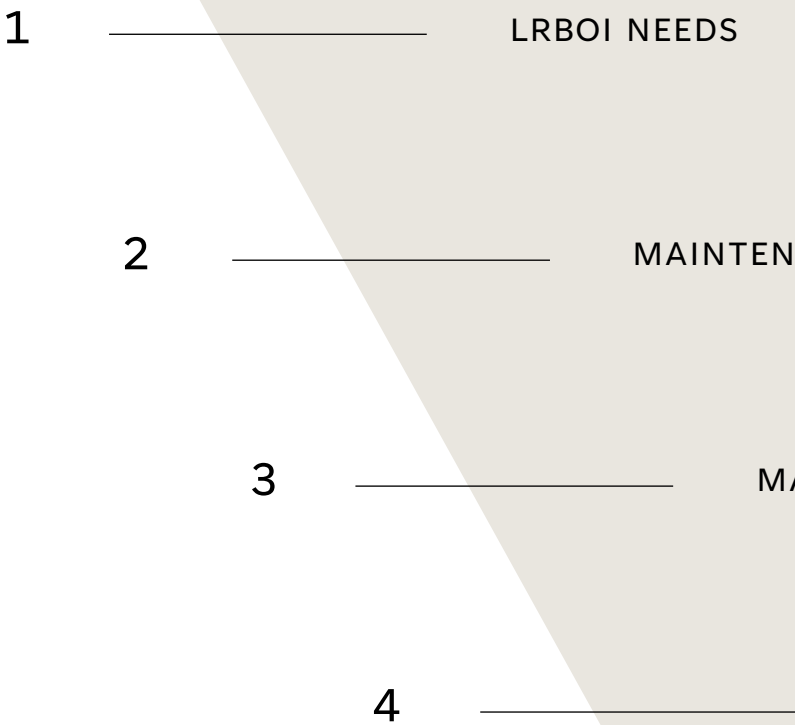
Promet Website Services  
In Depth



LRBOI-NSN.GOV

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WEBSITE DEVELOPMENT

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## P R O C E S S

## 8 YEARS OLD

- updating or adding new items is a challenge or nonexistent
- unstable & unsecure
- multiple functionality issues
- lacking dedicated support & expertise
- content management system (CMS)
- disorganized navigation
- lacks interaction; searching & contact capabilities

## SITE NEEDS

- Dedicated & Experienced Development / Maintenance & Support
- Defined areas; Executive, Legislative, Judicial, Citizens, Etc...
- Data Management; Quantity & Security
- Advanced Administration Roles – Assigned Authorities
- Membership & Employee Access & Needs
- Interactive Items; Forms, Contact, Calendars, Etc....

## HOW OFTEN SHOULD YOU REPLACE A WEBSITE? EVERY TWO TO THREE YEARS

the most simple answer to the question of how often you should update your website is: as often as it needs updating. minor website updates might be made every day, whereas a full website revamp might come every two to three years. **as long as your answer to this question isn't "never," you're off to a great start**

## CURRENT WEBSITE



# WEB DEVELOPMENT PLAN

- IMMEDIATE
- DEDICATED SOURCE
- SKILLED WEB DEVELOPER
- STABILIZE SITE
- DATA BACKUP

CURRNET  
MAINTENANCE  
NEEDS



- ACCOMPLISH NEW NEEDS
- ORGANIZE DATA & SEARCH
- SEPERATION OF ENTITIES
- ADMINISTRATIVE ROLES DEFINED
- MEMBER & EMPLOYEE NEEDS
- INTERACTIVE ITEMS
- DEVELOPER & PRODUCT COHESIVENESS

DEVELOP  
NEW SITE



- NEED FOR OLD REPAIRS
- COSTS VS EFFECTIVENESS
- ALLEVIATE OLD DESIGN

RETIRE OLD  
SITE



# MARKETING COMPANY VS WEB DEVELOPER

[LRBOI-NSN.GOV](https://lrboi-nsn.gov)

Originally created in 2015 by Revel (Muskegon, MI)  
Internet Marketing & Brand Building Service

- PRIMARY FOCUS MARKETING & BRANDING
- SITE MAINTENANCE & DEVELOPMENT VIA THIRD PARTY COMPANY
- MANAGES COMMUNICATION BETWEEN CLIENT AND THIRD PARTY WEB SERVICES

MARKETING COMPANY



[LRBOI-NSN.GOV](https://lrboi-nsn.gov)

2018 to present is maintained by THRIVEPOP (Muskegon, MI)  
Cannabis Marketing & Support Clients Services

- 100% DEDICATED
- EXPERIENCE
- DEVELOPE & PRODUCT COHESIVENESS
- UP TO DATE SERVICES
- DIRECT COMMUNICATION
- PRODUCT TRAINING

WEB DEVELOPER



# WORDPRESS VS DRUPAL (CONTENT MANAGEMENT SYSTEM)

[LRBOI-NSN.GOV](http://LRBOI-NSN.GOV)

Current Content Management System:  
WORDPRESS

- GREAT FOR BEGINNERS & LESS COMPLEX SITES
- HEAVILY RELIES ON THIRD PARTY APPS CREATING SECURITY VULNERABILITIES, ADDITIONAL COSTS, & UNSTABILITY
- UNABLE TO HANDLE LARGE AMOUNTS OF CONTENT
- BEST SUITED FOR BLOGS, AND SMALL TO MEDIUM SITES

WORDPRESS



[LRBOI-NSN.GOV](http://LRBOI-NSN.GOV)

SOLUTION:  
DRUPAL

- ADVANCED PERMISSIONS
- SUITED FOR LARGE-SCALE AND COMPLEX SITES
- ADVANCED CUSTOMIZATION WITHOUT THIRD PARTY APPS
- SUITED FOR HANDLING A LOT OF DIVERSE CONTENT
- WILL REQUIRE AN EXPERIENCED WEB DEVELOPER TO CREATE

DRUPAL





# RESEARCHED & PROPOSED SOLUTION

## PROMET WEB DEVELOPMENT

Developed over 50 Government Sites

- Maintenance costs are equivalent to current contracted marketing company
- Specific site training available
- Site changes are tested offsite & only go live after review
- Can maintain & stabilize current LRBOI site while creating new site

DEVELOPER



## DRUPAL (CMS)

- Advanced user roles
- Defined site areas & administration
- Better security than most cms, making Drupal a preferred cms for government institutions and other large security conscious organizations
- Complex data organization and search

C o n t e n t  
M a n a g e m e n t  
S y s t e m ( C M S )





## Current Website Issues:

### **Instability and Security Vulnerabilities:**

The existing LRBOI website faces stability issues and security vulnerabilities, which compromises user data and the overall functionality of the site.

### **Outdated Design and Functionality:**

The design and functionality of the current site are outdated, making it difficult to navigate and failing to meet the modern standards required for effective user engagement.

### **Inefficient Data Management:**

The site struggles with organizing and managing data efficiently, leading to a poor user experience and challenges in content updates and management.

### **Inefficient to Non-Existent Support:**

The site is currently without strong support from the current host Thrivepop which maintains the site via a third party, the LRBOI IT Department does not have sufficient experience in web development or provides dedicated up to date support and maintenance.

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## Promet Solutions Corporation's Role:

### **Development and Migration:**

Promet proposes to design, migrate, and develop a new website for LRBOI, leveraging Drupal for its robust security features and flexibility. This new site aims to address the current site's vulnerabilities and functionality issues.

### **Enhanced Security and Functionality:**

Through the new Drupal-based site, Promet plans to offer advanced security measures and modern functionalities that improve user interaction and data management.

### **Clear Site Structure and Advanced User Roles:**

The proposal includes developing a clear site structure and defining LRBOI's three branches of with separate administration to their respective areas, and offering advanced user roles to ensure efficient data management.

### **Training and Support:**

Promet commits to providing detailed training and support throughout the development process and beyond, ensuring the LRBOI team can effectively manage the new site.

### **Financial Overview:**

**Funds Availability:** A certification of funds availability confirms \$110,793 allocated from the ARPA LA TCF Fund 4529 for the website project, covering design, migration, development, a year of hosting, security patching, and 80 hours of flex time.

### **Work Hour Costs:**

The project's labor costs are detailed in Promet's Statement of Work (SOW), with hourly rates specified for various roles involved in the project, along with terms for billing and payment.



**Igniting  
Digital  
Possibilities.**

# Promet Website Services

*presented to*

Rebecca Groh  
Little River Band of Ottawa Indians

April 2023



# Cover Letter

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Greetings Ms Groh and Stakeholders,

Promet Source (Promet) is pleased to have the opportunity to engage in conversation this week with the Little River Band of Ottawa Indians (LRBOI) in response to your outreach through our website. We look forward to the opportunity to share Promet's story, and toward assisting the LRBOI in shaping and presenting a fresh face in this digital age. We hope to impress upon LRBOI Promet's ability to implement lasting solutions for the efficient and effective delivery of authoritative information to your audiences. Placing high import on tasks such as ease of use, aesthetic appeal, and accessibility and adaptivity drives our process, resulting in an end product-a forward facing representation of the LRBOI-that will inherently achieve LRBOI's purpose.

Promet is a deeply experienced web design agency that has focused on open source solutions (primarily Drupal and WordPress) since 2003. Along with desire and capability to execute, Promet brings several advantages that ensure contemporary, citizen-centric website redesigns for our customers facing similar circumstances as LRBOI. Promet:

- Promotes, develops, trains, and supports WordPress and Drupal based solutions.
- Performs CMS migrations and upgrades as well as migrations from proprietary and non like platforms to open source.
- Collaborates across all levels of government including municipalities and deeply specialized offices. Examples of Promet's breadth: Martin County, FL (<https://www.martin.fl.us/>), Orange County, CA ([ocpl.org](https://www.ocpl.org)), Marin County, CA Covid-19 site ([coronavirus.marinhhs.org/](https://coronavirus.marinhhs.org/)); US Government Accountability Office (<https://gao.gov>); and the George Marshall Center for the Department of Defense. (<https://www.marshallcenter.org/en>); and more.
- Brings the power of Provus, Promet's (still open source) Drupal based, pre-packaged toolkit of commonly needed features, enabling even entry level administrators to quickly and efficiently manage/add/edit content in nearly the blink of an eye.
- Is a leader in ADA standards and strives for compliance across all projects; certified staff also provide accessibility training imbuing customer confidence in their ability to proactively audit sites post launch.
- Provides designs that are not only aesthetically appealing, but that are responsive and user friendly.

Promet is a knowledgeable and understanding web design partner, versed in providing exceptional care and empathetic solutions for clients in varied government fields; we appreciate the time LRBOI is investing in reviewing our company. If Promet can answer questions or provide additional information, please let us know.

Respectfully submitted by the Promet Team.

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**Igniting  
Digital  
Possibilities.**

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# Executive Summary

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Founded in 2003, Promet is a full service web design and development agency keenly specialized in open source CMS solutions (primarily Drupal, Wordpress), accessibility solutions and remediation, and maintenance and support. We are experts in corporate identity building, branding, and marketing. As a small business competing in a big business world, we know how to help customers of all sizes make their stories relatable across the spectrum. We don't just build websites. Promet sets our clients apart by developing and implementing a mutually shared vision of online success. Though headquartered in Chicago, Promet's expertise and camaraderie with our partners has attracted global talent to our team. This further benefits not only our own team, but also our customers-and the open source community-through contribution of code and participation in technology seminars and camps.

Promet's passion lies in open source web design that delivers easily scalable, manageable, and navigable solutions for our customers and for their users. Employing a unique, human centered design approach Promet assess the needs of each of our clients, their stakeholders, and their varied user groups; design, development, build, or rebuild of the website-the very first impression an organization has upon their user-is propelled from that moment forward. Designing from a user level point of view differentiates Promet's website design and enhancement capabilities; we enable solutions that are useful to the customer at launch,-requiring less post launch clean up and redevelopment-and boasting zero technological debt.

Since Promet's inception nearly 20 years ago, we have been on the front lines witnessing the evolution of the industry: thus, we deeply understand the struggles faced by those we collaborate with. That is why we strive for greatness for ourselves, and on behalf of our clients. Open source solutions provide unparalleled opportunity for ongoing success and support without the fees associated with proprietary systems, which are often difficult to use and carry lofty licensing agreements. Promet offers custom Drupal and Wordpress discovery, design, and development services, including templated solutions for internal expedience. Regardless of the size of the customers' organizations or specific user demands all customers can expect a platform that is uniquely fitted to their needs, is visually enticing, optimized for mobile access, and offers an intuitive user experience while prioritizing authentic user engagement.

# Agency Overview

**Promet Source** develops thought-leading, dynamic solutions that optimize impact within the ever-evolving digital environment by unraveling complexities, expanding knowledge, and serving as a powerful source of transformative possibilities.



## We are open source. We are opening doors.

Our focus is on complex web development, support, mobile applications, and strategic marketing. We are dedicated to open source software solutions by providing managed services for Drupal-based websites, WordPress, and other products and applications.

Promet is at the forefront of accessibility compliance. Promet is a proud member of IAAP, as are many of our specialists certified in ADA Section 508 and WCAG requirements. We are dedicated to helping our clients get it right.

- Founded in 2003, we are a full service web design and development agency with a passion for Drupal, WordPress, and open source solutions.
- Headquartered in Chicago, we attract talent from around the world and are adept at leveraging the technologies that drive collaborative excellence.
- Our dedicated support team offers full coverage 24/7.
- We have launched hundreds of Drupal sites since 2009.
- We are a Corporation-S, SBA certified small business.
- Promet's D-U-N-S # 191251136
- Active in the Drupal community via code commits back to Drupal Core, modules, module sponsorship, financial support of DrupalCon and regional Camps, and program support via presenting at DrupalCon and Camps.

Promet is one of the most experienced Drupal focused agencies in the world. Our developer team holds over 70 Drupal certifications, which in 2020 ranked us 14 out of over 200 among Acquia partners worldwide. Our longevity is a certain indicator of Promet's stability, though company financials are available upon request.



# Value Adds with Promet Services. We Bring:



## Strategy that is Value Rich

In the current environment, organizations are often defined by their digital presence. The stakes are high and Promet offers a full spectrum of technological expertise and support that includes development, accessibility, and consulting-providing clients with the clarity and confidence that they're getting it right.



## Design that Drives Engagement

Driven by empathy, we design within the framework of a deep understanding of how people interact with technology. The result of our marketing and design expertise is seamless user experiences that achieve intended results.



## Code that Does the Heavy Lifting

Experts in open-source technology, we create code for sites that are required to do a lot of heavy lifting--over the long haul. Our development expertise is matched by how much we care about our clients and a commitment to continuous refinement to meet evolving needs and emerging capabilities.



## Accessibility that Expands Opportunity

Promet is the forefront of accessibility compliance. With specialists certified in ADA Section 508 and WCAG requirements, we are dedicated to helping our clients get it right.



## Training that Engages and Empowers

With Promet, you have the advantage of a partner in learning. A dedicated team of experts works closely with you to ensure that your distinct training needs are addressed as we create easy-to-manage web applications that power your mission and engage your audience.



## Support for Ongoing Success

Our clients count on us for superior hosting capabilities, as well as a wide range of services that include proactive security and maintenance updates, with customized packages that ensure ongoing optimization of their web presence.

## Experience Highlights

### Migrations

- ✓ Drupal 7 to 8 multisite migration for Portland State University
- ✓ Drupal 7 to 8 multisite migration for Northeast Illinois University
- ✓ Drupal 7 to 8 migration for Lenovo
- ✓ Proprietary multisite to Drupal 8 multisite for Orange County CA
- ✓ No CMS to Drupal 8 for the Government Accountability Office

### Complex Search Implementations

- ✓ GAO 250,000+ document Solr implementation on GAO.gov
- ✓ Rutgers Health Physician/Insurance lookup
- ✓ SIU Health Care physician/insurance look up

### Integrations

- ✓ Custom backend integration to enable publishing to Drupal from backend publishing system for over 250,000 documents for GAO
- ✓ iMIS integration with Drupal for American Library Association e-commerce site
- ✓ TAO online learning delivery platform integration with Drupal for National Council of State Boards of Nursing

### Design

- ✓ Won multiple awards for Martin County FL design
- ✓ Won multiple awards for Libraries Ready to Code site for ALA
- ✓ Provided design for Lehigh University, Portland State University, and Marin County COVID websites

### Multisite /Multilingual

- ✓ Lenovo Drupal sites supports over 100 country/language pairs
- ✓ Portland State University site is 250+ site multisite with Acquia Site Factory, Content Hub, and Lift implemented
- ✓ Helped Northeast University simplify 15 site multisite down to 6 sites
- ✓ Helped ALA consolidate over 60 sites down to 35





# What Promet Values



## Embraces Diversity

Listen, respect, and seek to understand different points of view in all places.



## Data-driven Researcher

Empowered to resolve problems by Applying data to create meaningful solutions.



## Growth Mindset

Always believes that one can improve and surpass current standards, become better and acquire new skills.



## Enthusiastic

Positive energy and ability to energize others, confident, passionate, friendly & pleasant to work with.



## Ambitious

Driven by achievement and results with positive customer outcomes



## Solutions Focused

Problem solver, self-starter, follows processes and keeping customer satisfaction in mind.



## Collaborative & Helpful

Engage, Challenge, Learn, Share - the open source way, Accepting of other people's ideas, team-oriented.



## Humble & Dependable

No cynical brilliant jerks (not contrarian). Do what you say you are going to do, when you say you are going to do it and demand the same from team members.



## Enforces Accountability

Holds the team to a higher standard, constantly improving, and being accountable to your team, yourself, and your company.



## Capable & Tech Savvy

Knowledgeable, intelligent and embraces new technologies to enable growth.

## Key Differentiators:

We are open source, with an edge. Promet brings ready to go components to empower powerful site building for higher ed, government, healthcare, non-profit, and more.

Promet designs and develops award winning, beautiful websites designed by experts with one of the best content editor experiences.

We simplify security and regulatory compliance issues pertaining to every aspect of your project by systems and certified experts in every field-accessibility, devs, PMs, designers, data analysts, and more.



# Diversity and Inclusion

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Beyond being an equal opportunity employer, at Promet, diversity and inclusion are woven into the fiber of who we are and how we engage both internally with one another as well as in how our organization partners with agencies and clients. Promet prides itself on our multicultural promise that we have organically embraced since our inception. Given that this is an inherent value-recognized, practiced, and enforced at every level of our company structure-we have yet to formalize a specific program. That said, we continuously look at our power structure for diversification. The next phase of this is to turn conversation into action and operationalization; we are actively working toward selecting a framework that will offer the most appropriate, formalized program for our organization to benefit our future customers and team members regarding our commitment to equality, diversity, and social justice.

As we stand today, Promet is proud to be represented by a staff comprised of:

- 50% of leadership are female or non-binary
- 53% of all employees are female or non-binary
- 44% of employees are over the age of 40
- 50% identify as people of color

Additionally, we strive to partner with Historically underutilized businesses, a few of which are mentioned here.

- RCI Technologies-Minority and Woman owned
- Paramount Software Solutions-Minority owned
- IncaTech Corp.-Woman owned small business, disadvantaged/veteran business enterprise

A recent initiative by our leaders is a donation matching program that allows us as employees to dedicate a portion of our bonuses to charity and Promet matches that amount; some of the current charities are Global Citizen, Brave Space Alliance, Our Friends Place, and Razom.

# Recent Awards

- 2022** - Clutch Leaders Award for ranking as a "Top Illinois Web Developer"
- 2022** - Web Excellence (WE) Award -Education Website  
<https://www.siumed.edu/>
- 2021** - Web Excellence (WE) Award -Government Website  
<https://www.ocgov.com/>
- 2021** - 17th Annual Davey Award Silver General-Schools/Colleges/Universities  
<https://www.siumed.edu/>
- 2021** - 16th Annual W3 Gold Award General-Websites-Government-Local  
<https://bhrrsprevention.org/>
- 2021** - Pantheon Lightning Award Winner: The Innovation Award for Provus  
<https://live-provus-playground.pantheonsite.io/>
- 2021** - 26th Annual Communicator Award of Distinction: General-School/University for Websites  
<https://www.pdx.edu/>
- 2021** - 27th Annual Communicator Award of Distinction: General-Non-Profit for Websites  
<https://www.ifthencollection.org/>
- 2020** - 26th Annual Communicator Award of Distinction: Websites/General Government  
<https://nysd.uscourts.gov/>
- 2020** - 26th Annual Communicator Award of Distinction: Websites/Law and Legal Services  
<https://nysd.uscourts.gov/>
- 2019** - Acquia's Public Sector Growth Partner of the Year Award
- 2019** - American Association of School Librarians: Best Websites for Teaching & Learning  
<https://www.ala.org/tools/readytocode/>
- 2019** - 25th Annual Communicator Award of Distinction: Features/User Experience  
<https://www.ala.org/tools/readytocode/>
- 2019** - 25th Annual Communicator Award of Distinction: Websites/General Education  
<https://www.ala.org/tools/readytocode/>
- 2019** - 25th Annual Communicator Award of Distinction: Websites/General Government  
<https://www.martin.fl.us/>
- 2019** - W3 Silver Award: General Website Categories-Associations for Websites  
<https://www.ala.org/tools/readytocode/>





# Selecting an Open Source CMS



# Why Drupal?

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Open source solutions provide benefits that are a major boon to organizations. At Promet, we have an affinity for WordPress and Drupal. Both allow our customers the freedom and flexibility to remain supported while not locking them into the contracts and licensing fees that go along with proprietary solutions. While we feel open source is the way to go, Promet is deeply Drupal oriented. Having had the opportunity to work with other open source and proprietary CMSs, we realize the benefits of Drupal and the drupal.org community in support and development. Moreso, we have had the opportunity to speak with many who have reached crossroads with Wordpress that are similar to LRBOI's current state of web affairs.

Promet has launched hundreds of sites and multi sites with Drupal, which is the CMS of choice for hundreds of thousands of organizations and more than 50% of governments worldwide. Promet has taken Drupal one step further, creating a ready made toolkit simplifying the Drupal solution for projects requiring short time to launch, utilization by less technical users, and/or cost consciousness that is still open source, still Drupal, and still NOT in favor of vendor lock in. In the following pages we will introduce you to this solution; our Drupal starter kit-Provus-designed to art skillfully meet the needs of our clients.

Promet's understanding of LRBOI's mission is informed by the conversation had with your representatives, and by review of the current site. In our eyes, LRBOI is seeking a modern web experience that keeps its users engaged so they can be successful in finding the resources they need. Our experience with governing entities tells us that your new site shall exemplify LRBOI's dedication to the constituents you serve. It should have an attractive UI/UX that aligns with identified branding standards, it should boast ADA compliance, support multilingual functionality, and be compatible across devices ensuring inclusiveness of citizens/site users. The CMS shall provide ease of use for both internal and external users, as enabled by superior site architecture and features such as search, calendar, subscriptions, newsletters, document, etc.

It is Promet's hope that the information contained in this package will allow LRBOI to note that Promet excels at bringing just the solutions LRBOI is looking for to our clients. We do so with a focus on collaboration and customization for each unique organization. Thus, we are excited to discuss the solutions that may be found in a partnership with LRBOI. The pain points Promet can address, and the unique solution we have prepared after getting to know LRBOI thus far is only the beginning.

Promet's solution for LRBOI is found in our own backyard: Drupal, PROVUS, human centered design methodologies, exceptional communication and program management, training that goes the extra mile, and support for ongoing success. All of these are described in great detail in the coming pages. We are happy to expand upon this presentation in a meeting in the near future. Additional explanation regarding Promet's extensive list of capabilities and support services are included at the end of this document. Since these services are available both for the proposed Drupal solution as well as for Wordpress, we are also happy to discuss a model in which we onboard to stabilize the current WP instance while designing and implementing LRBOI's new site.



## Drupal and Provus

As we've mentioned, Promet would look to developing LRBOI's site with the powerful Drupal CMS, which Promet has developed an enhanced and preconfigured toolkit for that we call Provus. We know this combination will skillfully exceed your expectations. Drupal alone boasts several highly advantageous features:

- It is open source and will always be free. Those who use Drupal are never locked in to proprietary contracts or hosting. You own your code.
- It provides easy content authoring, reliable performance, and excellent security.modularity/flexibility are core principles for versatile, structured content
- Drupal allows extension of one or many of thousands of add-ons; modules expand Drupal's functionality
- The Drupal community is one of the largest open source communities in the world with more than 1 million developers, designers, trainers, strategists, coordinators, editors, and sponsors working together.
- Drupal is a secure CMS and application framework that stands up to the most critical internet vulnerabilities. Drupal has built in cryptographic methodologies that immediately derail would be password attackers; what's more a dedicated security team is charged with maintaining security of Drupal core and selected modules at all times. Drupal is one of the most trusted CMS by the US Federal government\* ; Agriculture, Treasury and Commerce, just to name a few, use Drupal.
- Drupal is accessible and meets WCAG 2.1 requirements out of the box.

Provus, Promet's enhanced Drupal platform, boasts all the same features and then some. It was carefully developed to provide marketers and content editors with a curated library of design components so they can quickly build and change pages on demand while ensuring no functionality or aesthetic appeal, design element, or branding is lost. Currently used by Orange County CA, Southern Illinois University, St. Vladimir's Seminary, Marin County CA, and more, Provus comes out-of-the-box with content types and components common across websites. The benefits of Provus are innumerable:

### The Provus Advantage

Provus has pre-configured common content types, templates, and design components as a starting point to streamline the development process to get new sites online faster and easier. Having been built utilizing an open source CMS, Provus itself is open source and available to all of the Drupal community via [drupal.org](https://drupal.org). Further ensuring it does not lock any one customer to Promet.

### Enhance Content with Flexible Component Library

Provus provides an enhanced editor experience that empowers content editors with a drag-and-drop user interface and a curated library of components for creating impactful content and pages. Components, curated by our design team for their relevance, ease of use, and accessibility, include banner, tabs, text, files, photo gallery, media item, line separator, buttons, and more.

### Focused and Flexible Content Model

Connecting your audience to your message, the Provus content model provides a master kit of eight content types with brand-consistent design features, which can be extended to meet your site requirements:

- **Landing page:** aka your home page
- **Page:** static content, such as "About Us"
- **News:** time-sensitive content, suitable for news, press releases
- **Blog:** blog posts
- **Event:** an activity or happening presented or sponsored by the organization
- **Person:** a staff member or resource of the organization
- **FAQ:** a question and answer format for content
- **Alert:** a message at the top of all pages or certain pages

### Accelerated Process

Because Provus begins with a customizable template for your site, rather than a blank slate, it enables Promet to offer clients a process that accelerates your project. From discovery and design through development and launch, the Provus process supplies the right constraints that allow your ideas to flourish.

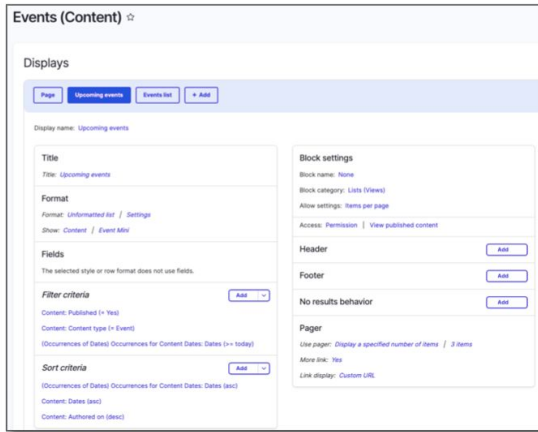
- Site delivery is more time-efficient and cost-effective.
- Site ownership is easier, more adaptable, and costs less.
- Site editors are empowered with content and display tools that allow them to work independently across your organization, freeing expert technologists to address other needs, while still ensuring high quality and consistent results.

\*Based on sources from [digital.gov](https://digital.gov) and independent analysis of federal agencies websites

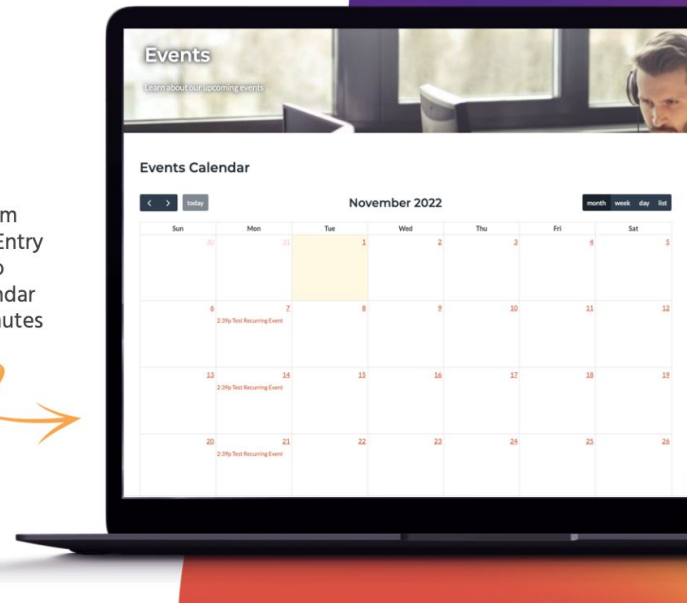


## Content Editing

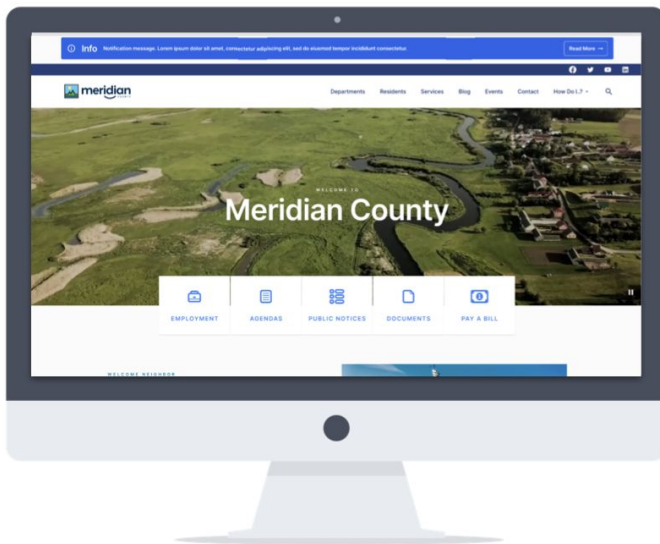
**Create Events & News On-Demand** - Content editors have the ability to create and update events and news articles on the fly.



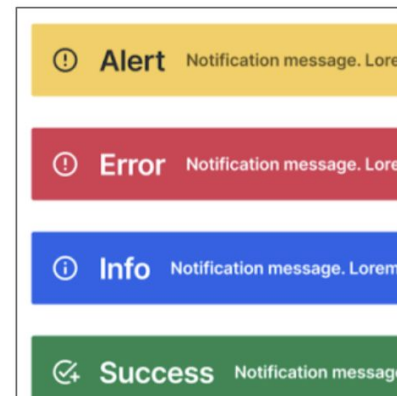
From  
Field Entry  
To  
Calendar  
In Minutes



## Notifications Banners

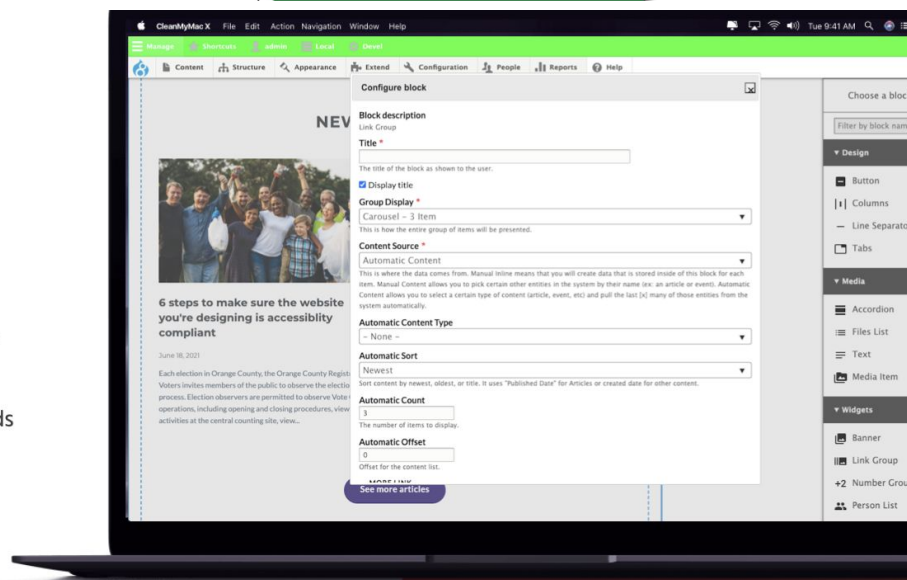


Use color-coded banners prominently on a site to provide **immediate notifications, information** and **alerts** in **real-time** to residents and stakeholders.



## Provus Benefits

- Flexible content editing capabilities with drag-and-drop functionality
- Greater design flexibility within defined brand standards
- Streamlined development using Drupal's proven content models
- Huge cost efficiencies over traditional development methods







# PM and Process Approach

# Project Management Approach

We will assign a project manager with experience in enterprise program and project management as your day-to-day project contact. Our project manager will provide you with weekly and monthly project reports, which is part of our standard project management processes that we do with all our clients.

In addition to Agile project management methodologies, we use online project tracking tools to efficiently manage requirements, collaborate on changes, ensure delivery, and reduce risks.

## Team Collaboration



We provide regularly scheduled meetings and touch points with your project team and stakeholders as part of our Agile project management to reinforce and promote joint team collaboration throughout the project. Activities include Sprint planning meetings with your Product Owner to manage your requirements backlog and discuss changes, daily Scrum meetings for developers (including yours if we are doing joint development with you), and weekly status updates for your project managers and stakeholders.

## Demos and Site Reviews



We present deliverables, including a working version of the site, at the end of each delivery cycle (Sprint) allowing your project team to get “hands-on” with it early and often for more efficient and effective feedback. Activities include Sprint demo meetings with your Product Owner and other project team members to show completed work and site functionality, architecture and code reviews (if we are doing joint development with you), and user acceptance testing feedback from your project team to ensure that demoed functionality meets your requirements.

## Visibility and Transparency



We provide complete online tracking of all requirements, issues, bugs, code, and related project information for improved insight into your project’s progress. Online information and reporting include your product backlog of requirements, task boards, Sprint burndown charts, issue reports, time tracking reports, release reports, status reports, and project wiki pages.

## Issue Tracking Tools



We use Atlassian JIRA and Confluence for our web-based project management tools and tracking. We provide access to your Product Owner and/or project manager and your developers (if we are doing joint development with you).

## Document Tools



We use Google Docs for easy collaborative document creation and sharing with you throughout your project. We provide access to your project team, stakeholders, and internal users for collaboration and review of project documentation.

## Virtual Meeting Tools



We use Zoom, Slack, and similar tools for virtual meetings, video conferencing, screen sharing, instant messaging, and online communications throughout your project when we cannot meet in person.

## Shared Code Tools



We use GitHub private repositories for source code management with Git for all the project code and for code reviews. We provide access to your developers (if we are doing joint development with you). We have integrated GitHub and its workflows with our project tracking tools and development processes.



Our PMO office is run by a PMP certified Project Manager, and all our projects follow PMBOK best practices.

## Promet Project Management Standards

1. Projects should always use kanban boards and be set up the same way
2. Every ticket must be estimated and approved by client prior to work
3. Releases will follow Git naming standards
4. Work with Client to determine what tickets are included in each fix release and hat schedule releases will follow
5. Update scorecard early every week

These standards will be fulfilled through:

- Collaboration: All tickets approved by client; Regular updates scheduled based on client needs (weekly to monthly)
- Quality control: Dedicated QA team; Ongoing UAT testing
- Visibility & Transparency: Everything in Jira / Confluence; Kanban boards; Client has full real time access to all project data; Weekly scorecards; Code stored in Github

What you can expect from Promet Project Management:

### Estimations (Levels of Effort)

We estimate all work in advance and get your agreement prior to starting any work. This way there are never surprises regarding work we've done on your site. The exception to this are critical security updates, which we perform immediately upon release. Also, most support customers will have bespoke agreements about when a written LOE is needed. For example, many clients dispense with the LOE approval process if the task is estimated at less than 10 hours.

### Best Practices

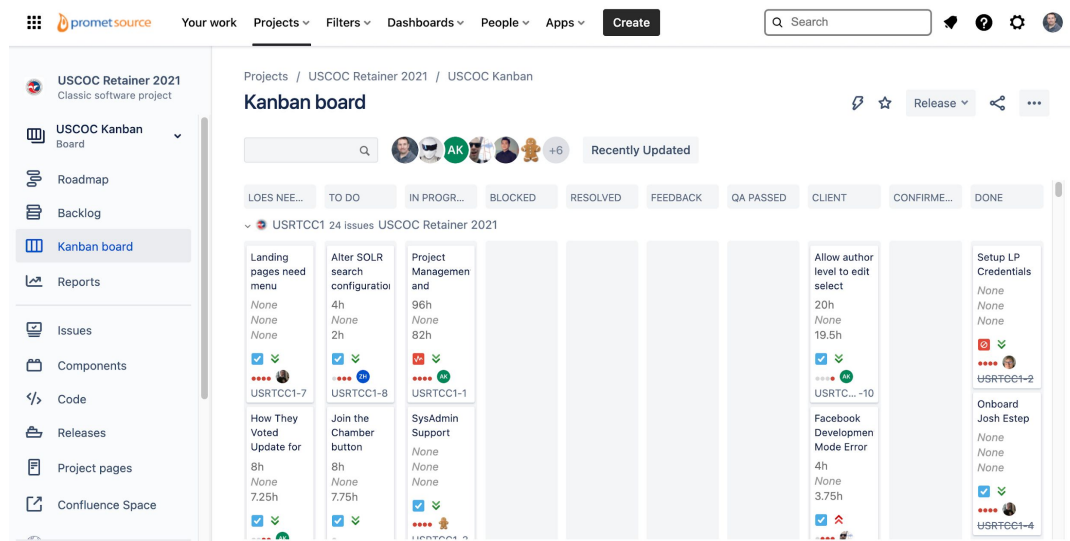
Our team follows accepted best practices for Drupal configuration, development, and management. This means that our work should never interfere with the Drupal update process. Also, should you choose to change support providers in the future, the next team should have no issues picking up where we left off.

### Inclusive Decision Making

Promet prides ourselves on working with you to make the best decisions for your site. We will never perform work that has not been requested or approved by you other than HIGHLY CRITICAL Drupal CORE updates. And although at a certain level the customer is always correct and we will do what you ask with the site, we will also let you know if we think you are making a poor decision about a change to the website.

### The Promet Way

The Promet Way is a set of documented procedures about how we work, encompassing everything from onboarding new employees and clients to how we manage the design process to how we build and support websites. We build custom websites, however both our team and our clients benefit by us doing things the same way, every time. For one example, see our standard Kanban Board set up:



At the outset of a project, the amount of content that will be migrated to the new CMS is often not a known quantity. The state of the content itself tends to be another unknown. Unstructured data may need to be manually moved, and it's not uncommon for enterprise or government websites to have several thousand pages that need to migrate. A migration-focused Discovery process, as well as close analysis of similar projects will help to accurately estimate the scope of the migration.



## High Level Process Overview

### Human Centered Discovery

We put LRBOI's users at the center of our process and design with empathy to create successful solutions for the full spectrum of your objectives. We conduct highly engaging workshops to galvanize ideas, align stakeholder vision and create a roadmap for unprecedented outcomes. During Discovery we define the needs and expectations of key persona groups served. Before Discovery is complete, we achieve consensus among stakeholders and collaboratively move forward with a roadmap for success.

### Design

Heavily informed by Discovery, we begin the design phase with user experience (UX) which leads to user interface (UI) development, while we test along the way with our users and stakeholders.

### Development

Promet follows best practices for the development and operations of modern web applications (DevOps), including local development with code-driven deployment through the various environments. Our Agile development approach with Drupal allows for rapid release and review cycles during your project. We practice sustainable Drupal site development by leveraging the use of Drupal core and well-established contributed modules and by limiting the use of custom code to only when required. We practice code-driven development for Drupal, ensuring that all configuration and code for the site is maintained and available in Git source code management and that the site can be automatically built from the Git code repository for regular testing and reliable deployment. We use Continuous Integration (CI) as a critical part of our automated build and testing processes using Drupal.

### QA and Testing

For this project, we plan to perform testing for functionality (based on BDD testing and/or any defined manual tests), browser compatibility (based on OS and browser versions for at least the latest two versions of the four most popular browsers), web accessibility (based on WCAG AA), performance (based on page speed), security (based on Drupal security checklist), migrated content (based on client review), and user acceptance (based on stakeholder approval). We use modern web tools like BrowserStack to support testing across a wide matrix of OS and browser versions and LoadStorm for performance testing.

### Content Migration

At project start the amount of content that will be migrated to the new CMS is often not a known quantity. The state of the content itself tends to be another unknown. A migration-focused Discovery process, helps to accurately estimate the scope of the migration. We begin by installing and configuring Drupal in the Cloud, providing the various content types and content components needed to maintain the current site design and layout. The design and page layouts will be recreated in the new site. Content will be migrated primarily via scripts and our content migration tools. Our experience over multiple migrations suggests that some small percentage of content will not migrate cleanly. There is no way to predict what that percentage will be. We are assuming that the client will take primary responsibility for editing content in the new site post migration.

### Training

With Promet Training, you have the advantage of an expertise that we are eager to share. We employ renowned industry trainers and develop courses that draw participants from all over the world. We are also able to tailor training based on the needs of individual clients -- empowering teams to achieve major goals and advance your organization's digital strategy with confidence and skill. We have included Intro to Drupal training, custom Site Admin training, and custom Content Editor training in the client's proposal. We have additional training offerings available ala carte should the client be interested in the future.

### Hosting

Pantheon and Acquia are the two major Drupal PAAS providers, and we work with both often. In fact, we are a proud Pantheon Preferred partner and have recently been recognized as one of seven Pantheon technology partners for our Provus platform. (<https://www.pr.com/press-release/861495>) Promet will work with LRBOI in discovery meetings to document hosting needs and will suggest the best cloud solution for meeting them.

### Ongoing Support

Promet provides a menu of ongoing drupal development and maintenance support services to suit the varied needs of our customers.



# Implementing Digital Accessibility

Promet Source (Promet) develops comprehensive solutions to ensure ADA Compliant digital environments that are aligned with regulatory requirements and heightened social awareness for delivering inclusive online experiences.

**Promet provides clients with a high degree of confidence that websites and digital applications adhere to ADA Section 508 and WCAG 2.1 Accessibility Guidelines.**

Organizations that partner with Promet realize distinct advantages:

- + Confidence their site adheres to ADA accessibility guidelines
- + Risk reduction and avoidance of costly lawsuits
- + Improved usability for greater online engagement



With unsurpassed expertise in web technologies and online accessibility, Promet Source develops customized solutions that enhance effectiveness, mitigate risk, and spark greater online engagement. Our clear understanding of how humans and devices interact with technology helps accomplish your objectives surrounding enhanced usability and inclusiveness.

## — 01

### Roadmaps that Drive Confidence

Lawsuits surrounding WCAG 2.1 standards, have raised the stakes, for getting it right. Our IAAPCAP certified developers provide full accessibility compliance services along with the option of receiving certification that your site is ADA Accessibility Compliant.

## — 02

### Audits that Remove Legal Concerns

We conduct free web accessibility consultations along with audits against WCAG 2.1 guidelines. Our comprehensive approach, is based on a holistic understanding of how people of all abilities interact with technology.

## — 03

### Code Remediation that Lifts Barriers

Promet is elevating industry standards with our dual testing approach that evaluates your websites and applications from all angles, offering you with the option of having us remediate your code or provide you with code snippets so that you can remediate on your own.

## — 04

### Training for Long-Term Compliance

Our Web Accessibility Compliance Training will educate your staff to ensure that they know how to maintain WCAG 2.1 standards, and keep your organization at the forefront of inclusive design.





# Branding: Corporate Identity

## Conceptualization, Logo Design & Consultation

Promet offers strategic design and consulting to aid in promoting a corporate identity including recommendations for a company name unique mark to be used with company name. Human Centered Design is at the heart of all Promet takes on, including logo design; we understand the importance of your logo as this is the face of your brand. It must make a strong and memorable impression on your current and prospective stakeholders.

### Our Work:







# Additional Services: Brand Definition, Accessibility Scanning Options

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## Conceptualization, Logo Design & Consultation

Promet offers strategic design and consulting to aid in promoting a corporate identity including recommendations for a company name unique mark to be used with company name. Human Centered Design is at the heart of all Promet takes on, including logo design; we understand the importance of your logo as this is the face of your brand. It must make a strong and memorable impression on your current and prospective stakeholders.

## Automated Accessibility Scanning:

- Automated testing across website pages provides users with monitoring and test results distilled into simple to understand emailed scores.
- Administrators can provision permissions to other users to delegate workload and share reports.
- Task manager allows for easy collaboration on reported issues.
- Testing occurs across website assets so users can prioritize based on issues that are widespread or pages with the most issues.
- Support for accessibility testing of PDFs
- Allows for custom checks / policies to be written for checks that are specific to the client
- DubBot also performs checks for spelling and broken links
- DubBot offers the ability to consult with members of our Client Services team who are accessibility specialists. This consultation is a part of the subscription fee.



# Comparable Partnerships

Promet has recent acumen in the public sector that exemplifies and proves Promet's qualifications for our partnership with LRBOI. Described below, we recently completed a very rewarding and accomplishing effort with Orange County, CA; we continue to support their ongoing maintenance and development. In addition, Promet has recently completed or transitioned to support work with Martin County FL, and Marin County CA. All of the aforementioned using the solutions we propose for LRBOI. Collaborations in other specialized government entities include the Federal General Accountability Office (GAO-document rich)), Teachers' Retirement System of Illinois, United States District Court SDNY, the Railroad Retirement Board, and the George Marshall Center for the Department of Defense; Promet has also performed multiple design/redesigns, migrations, and ongoing support for state and/or federally funded higher education institutions. Discussion and samples of our work, and awards achieved follow. Additional samples are available upon request.



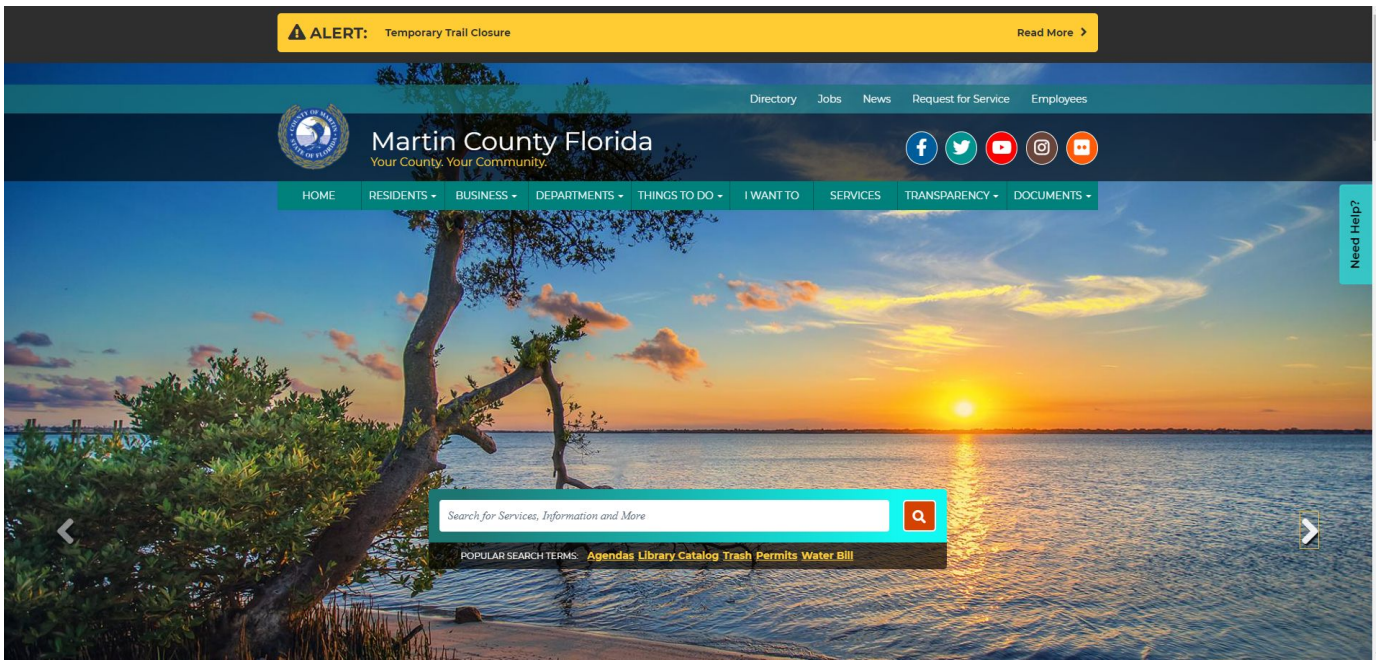
## Orange County, CA

Promet worked with the County to migrate over 50 department sites for Orange County, California. The project has been rolled out in waves, starting in June 2020. During each 6-week wave, several department sites are launched. During this process the department content is migrated and the department staff are trained on the new system. This project has a number of features, each of which is available as part of Provus-based projects, including a multi-site architecture, sub-themes with unique colors for each department, drag and drop site building, and more.

Each site shares the same codebase and has a unique database. This allows each department to have its own users, content, and sub-theme. Since all sites share the same codebase, which both reduces the hosting cost as well as the cost of ownership for maintenance and upgrades. There is also selected content such as alerts and calendar events which are shared between sites.

Flagship site: <http://ocgov.com>

Example sites: <https://ocpl.org> , <https://www.ocpetinfo.com>, <https://www.ocparks.com>



## Martin County, FL

### Client Information

Martin County, Florida encompasses vibrant communities and vast beauty -- from a stunning barrier island nature preserve and sanctuary, to high-end shopping and art galleries, beaches, stunning architecture, top-rated golf courses, Sailfish Splash Waterpark, a vast network of boat paddling trails, spectacular sunsets, 75 parks, and so much more. With a population of 161,000 and located on Florida's Treasure Coast region, Martin County faces the threat of hurricanes every season, and stands as a model of excellent communication and preparedness.

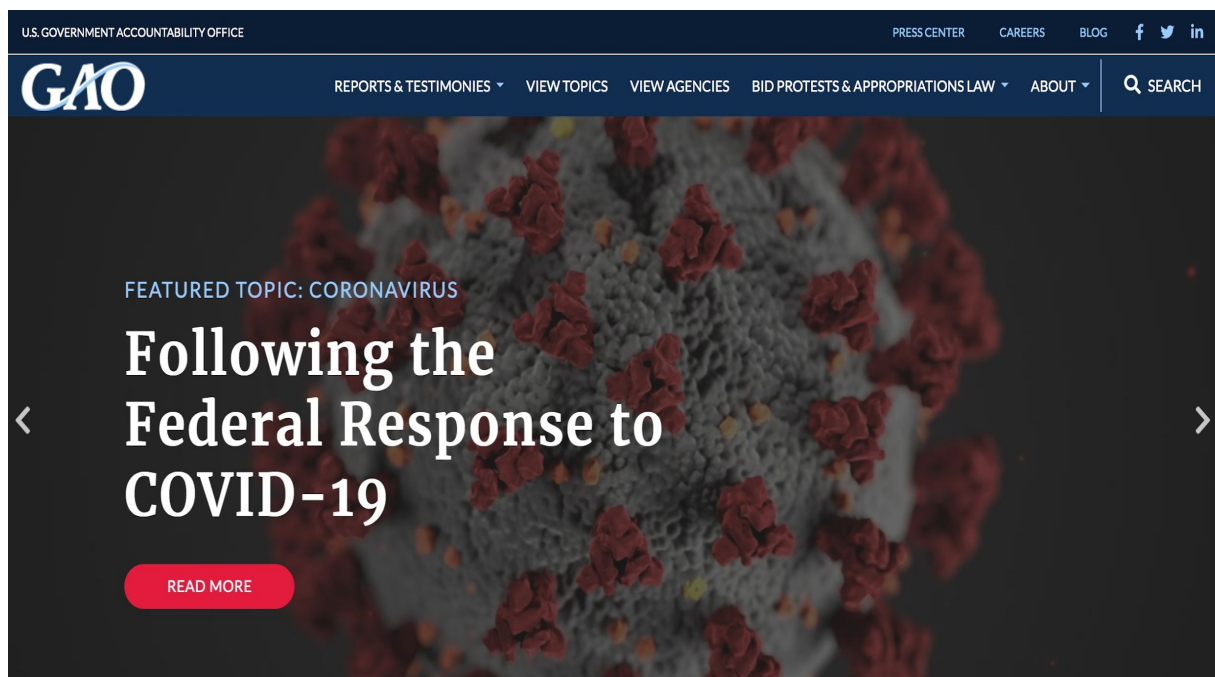
### Project Overview

Citizens of Martin County take great pride in their region. As an area that relies on tourism, it is essential that [the Martin County Florida website](https://www.martin.fl.us) visually reflect the area's spectacular beauty and the wide range of attractions, while providing residents efficient access to needed resources and information. Promet Source has a valued history with the Martin County website, beginning with the migration of an Oracle Portal CMS to a Drupal 7 CMS, along with the development of a mobile responsive design.

This engagement led to a site redesign, that amounted to a visual overhaul, leveraging the same site structure, page hierarchy, and functionality, as well as compliance with Web Content Accessibility Guidelines (WCAG). Following the completion of the design overhaul, Promet continues to support Martin County's website with regular maintenance, support, strategic consultation, and continuous web development. Flexibility built into the site, has enabled non-technical editors to easily customize pages, perform in-line editing, creating new pages, add them to the menu, update alerts, embed videos, and insert images. This inherent flexibility proved an essential benefit throughout the COVID-19 pandemic as visits spiked and residents relied on the Martin County website as a key source of information and alerts.

Streamlined navigation and striking visual appeal of the Martin County website site earned it a [2019 Communicator Award of Distinction](#).

Ssite: <https://www.martin.fl.us>



## ***The Government Accountability Office (GAO)***

### **Project Overview**

The GAO was looking to migrate from what was described as a “home-grown system with a lot of hand coding” to a mobile responsive, modern CMS that enabled content editors to easily and efficiently make updates and edits. The new site also needed a consistent user interface and information architecture that facilitated engagement among a wide range of users including, Congressional staff, reporters and the media, academic researchers, other federal agencies, internal GAO staff, and the general public.

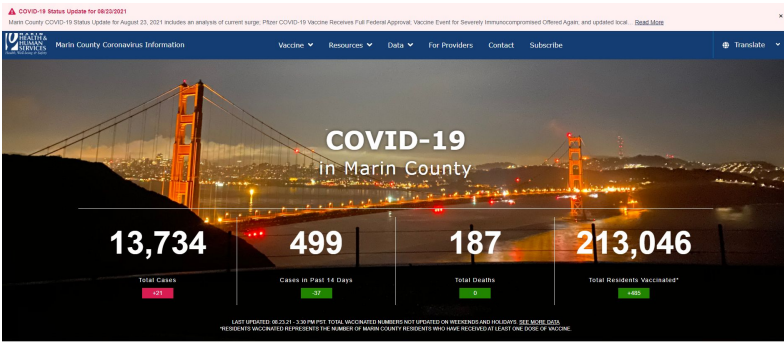
The GAO engaged Promet Source in a two-day discovery session for purposes of uncovering and sorting through the full scope of objectives for the new site, while building internal stakeholder alignment. After producing a thorough report on the discovery findings, Promet Source got to work on designing a Drupal 8 CMS. Promet Source built an API to enable legacy systems, as well as daily reports, and many other content types to feed data into the new site. A Search API enabled searches in SOLR. The Drupal Paragraphs module was deployed to create reusable fields such as the accordion component, which were reusable throughout the site. Taxonomy was consolidated to improve the overall search capabilities, increase the reach of the site’s content, better organize and surface content, and better navigate laterally throughout inner pages to related reports and topics.

### **New Momentum and Mobile**

An overarching benefit of the new site is that it works across all devices. Another huge benefit: users are now often able to find the information that they need in a matter of one or two clicks, versus seven or more, which was not at all uncommon with the previous site. Another positive data point: a huge increase in the number of people who have opted to subscribe to receive GAO’s Today’s Reports and Testimonies email in their inbox.

<https://www.gao.gov/>





## Marin County, CA

Early in 2020, as COVID-19 began to seize headlines, counties throughout California were on the front lines as “hotspots,” and citizens of Marin County were paying close attention. Understanding the critical importance of conveying alerts and daily updates in a visually powerful format that could be quickly grasped without scrolling through tables or performing calculations, Marin County Health and Human Services did a search for best-in-class solutions, and reached out to Promet Source. Promet had recently received positive coverage for designing COVID-19 sites for counties in other parts of the county.

An essential objective for the project: speed. The rate of new cases was rising every day and with close to one fourth of the population over the age of 65, accurate information was viewed as a critical strategy in containing the spread and saving lives. Promet quickly got to work:

### Technical Specifications:

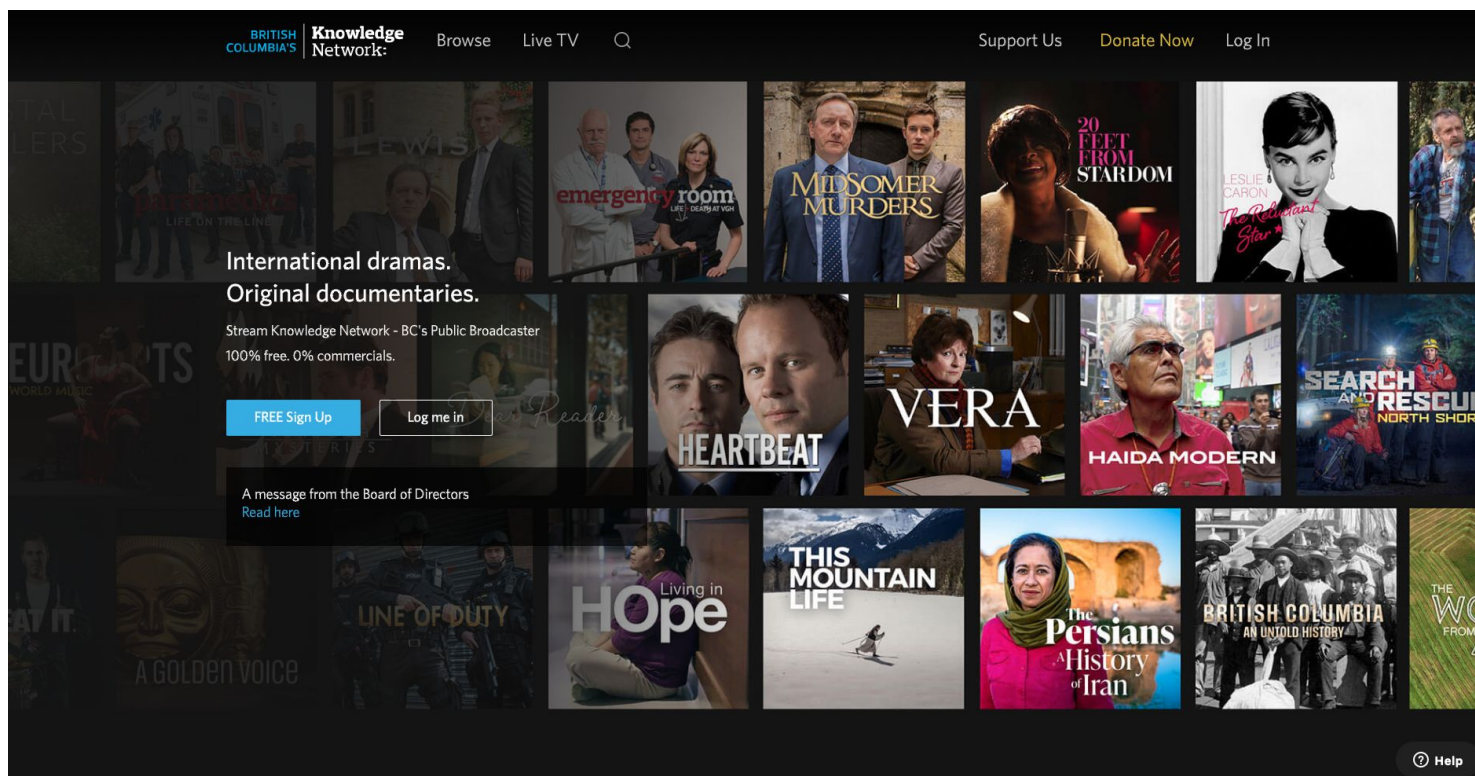
- The **Drupal Paragraphs Module** provides non-technical content editors with powerful capabilities for easily making updates and revisions to pages.
- The **Drupal Switch Page Theme Module** enables an iterative rollout of the site on a page-by-page basis.
- The **Drupal DraggableViews Module** helped in organizing the FAQs page and reordering as necessary via Drag and Drop functionality.
- **Drupal Search API** provides the intelligence that informed the most effective ordering of the FAQs page.
- [Emulsify](#) accelerated the pace of development by enabling developers to reuse and leverage design components rather than theming each page from scratch.
- The selection of [Pantheon](#) as the hosting partner resulted in significant cost efficiencies resulting from Pantheon’s support for the public health mission of the site.

Following the skillful launch of the coronavirus site, Marin County Health & Human Services reached back out to Promet for help ensuring strong visibility for other high-stakes websites. The Marin County Behavioral Health and Recovery Services Prevention and Outreach team engaged with Promet Source in a discovery workshop, followed by the design and development of [a new website](#). The team’s objectives were multi-faceted, centering on the creation of a comforting community hub, that fueled awareness of and interaction with the full scope of available services, resources, events, and community connections. Also essential was a flexible CMS that could be easily updated and maintained by stakeholders and content editors without ever needing to touch the site’s underlying code.

### Technical Specifications:

- **Provus** leverages the latest drag and drop page-building tools to enable non-technical content editors to update pages as needed and take ownership of the site.
- **Drupal Views** enables content editors to select from a simple list in **Layout Builder** and pull in content.
- **Taxonomy** is an essential driver to the site’s functionality enabling visitors to find resources and events, while allowing for powerful capabilities for connecting and classifying content.

The sites: <https://coronavirus.marinhhs.org/>, <https://bherspvention.org/>



## Client Information

[Knowledge Network](#) is a British Columbia public broadcast company with educational and arts-related programming that's accessible from a wide range of streaming platforms for both video-on-demand and television. As a Crown Corporation, Knowledge Network is a non-profit, public sector organization established by and accountable to the government.

## Project Overview

Promet's engagement with Knowledge Network began with a meeting at a DrupalCon event in 2020, and a request for "a little help," with a Drupal 7 migration. The initial 50 hour support contract has evolved into a true partnership for consultative support, management of an extremely complex Drupal migration, and ongoing development work. The need to revamp the initial support contract first occurred when a lead developer for Knowledge Network, resigned to pursue another opportunity, at a critical juncture in the Drupal migration project. With much at stake, Promet Source seamlessly stepped in to fill the void, and proceeded to demonstrate that the depth of resources and expertise that it had to offer exceeded the capabilities of individual employees. Rather than hire to fill the job vacancies, Knowledge Network strengthened its ties to Promet Source.

With the migration still a work in progress, plans are in place to migrate hosting from on-premise servers to the cloud, followed by a redesign of the website and a possible transition to headless Drupal.

## Top Challenges

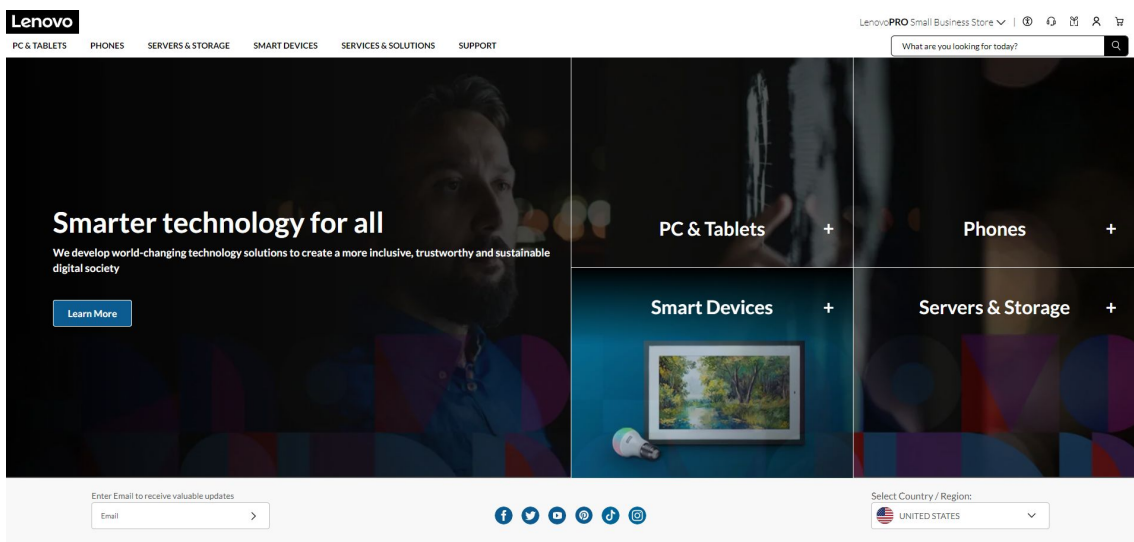
- As a television station and streaming platform that also processes millions of dollars in donations every year, the Knowledge Network website is both unique and required to do a depth and breadth of heavy lifting.
- With Drupal 7 facing end of life, Knowledge Network faced a migration project that entailed 30 custom modules developed for the site's specialized requirements. All of the custom modules needed to be rewritten for Drupal 9.
- In addition to many custom modules, the CMS itself was highly integrated with third party systems via APIs.
- As a taxpayer and donor funded Crown Corporation, budgets needed to stand up to close scrutiny.

## Top Solutions

- "With world-class project management capabilities, Promet dug in and made it look easy."\*
- "Finding a partner that we really trust and who, time after time, executes as promised, has been huge."\*
- "Promet Source is very technically adept. They always figure out any issue we throw at them."\*
- "We continue to be impressed with Promet's integrity and level of care."\*

--\*Ravi Singh, Director of Streaming Platforms, Knowledge Network, British Columbia





Client Information

[Lenovo](#) is innovating to lead in the PC+ Era. Already the world's leading PC company, Lenovo is also a leader in smartphones and tablets, as it works to become one of the most respected technology companies in the world.

Project Overview

Seeking to create a globally centralized online presence for all of its commercial customers, Lenovo reached out to Promet in 2017 for a performance audit on its previous Drupal 7 website. The next step was a migration to Drupal 8 and integration with the Lenovo Martech stack. Following the migration, Lenovo contracted with Promet for a support agreement focused on consolidating 15 separate websites from 60 markets, and 87 different languages into its [Lenovo Tech Today](#) site. The objective has been a cohesive brand and online presence that provides Lenovo’s commercial customers worldwide with an easy way to explore all of Lenovo’s commercial technology solutions. To help drive this vision, Promet developed a component-based, drag-and-drop page-building capability for the website that leverages Drupal Paragraphs. Promet then established clear processes for enabling content editors and site managers within multiple markets worldwide to log in and easily update content or add pages. Site updates and revisions that would have otherwise taken a week’s time can now be completed by non-technical site managers within a few hours. The new site has proven to be scalable and able to meet the demands that followed the extensive consolidation journey, as site visits increased to many millions. The resulting operational and financial efficiencies have been significant.

Technical Specifications

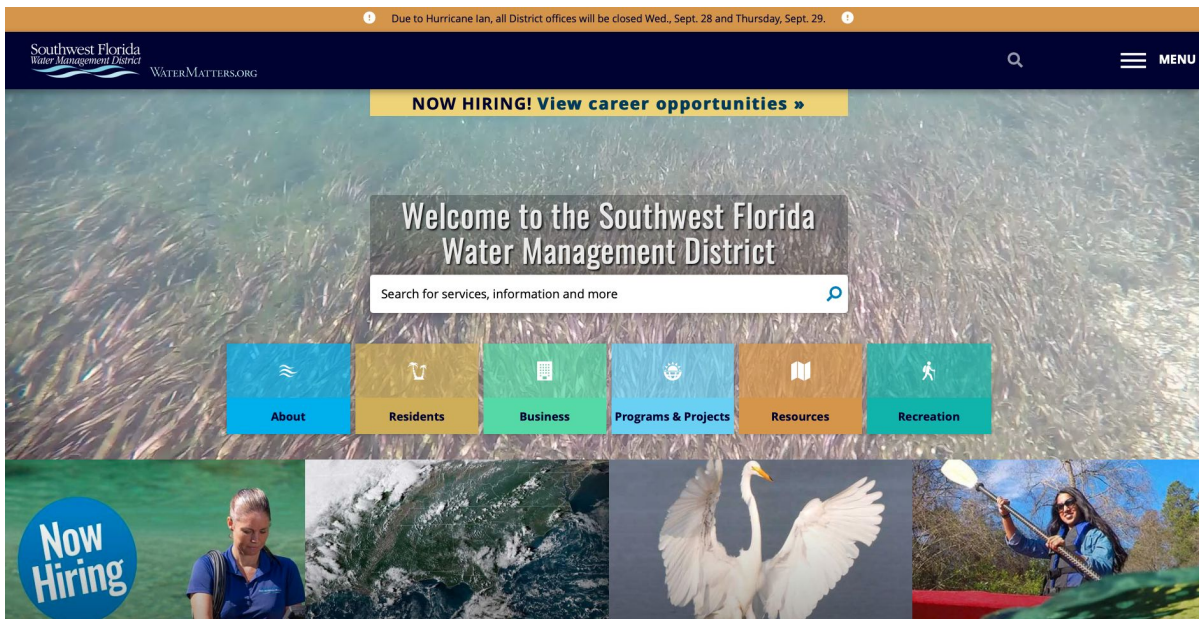
- The **Drupal Paragraphs module** was leveraged to develop component-based, drag-and-drop site building capabilities to streamline the process of local and regional site customization.
- The **Drupal Field Translation Synchronize module** supports local and regional language requirements among different markets ensuring that when any node in the translation set is edited, all other nodes in the translation set will be updated as multilingual support, with translation, is enabled. Synchronization is particularly useful for cases when a field will be identical across translations, such as price, author, taxonomy terms, and images.

Top Challenges

- Customer service had been receiving all-too-frequent reports of site outages.
- Design, content creation, and maintenance for more than 15 separately managed websites led to both inefficiencies and inconsistencies
- The consolidated site needed to accommodate local market translation capabilities for more than 87 language pairs.
- Ensuring optimal page-loading speeds and adherence to SEO best practices posed an ongoing challenge for the new site in which pages were constantly being added or updated.

Top Solutions

- Promet support, which includes ongoing maintenance checks along with management of both hosting and the servers in AWS and Cloudflare, has brought the frequency of outages to essentially zero.
- Consolidation of 15 separate regional sites into a single, centrally managed source of truth has created a foundation for significant cost savings.
- Drupal Field Translation Synchronize module streamlines regional and local language customization.
- Weekly support from Promet’s Digital marketing analyst and SEO expert ensures both page-loading times and optimization of the meta data on every page



## Client Information

The South Florida Water Management District is a regional governmental agency that manages the water resources in the southern half of the state, covering 16 counties from Orlando to the Florida Keys and serving a population of 8.1 million residents. It is the oldest and largest of the state's water management districts. Created in 1949, the agency is responsible for managing and protecting water resources of South Florida by balancing and improving water supply, water quality and natural systems.

## Project Overview

SFWMD needed a platform that was modern and user-friendly. Because they have a lot of content to share with site visitors, they needed a content management system that could comfortably handle large amounts of information. Their previous site had hard-coded pages, which were cumbersome to update, so they also needed a site that could be updated without having to touch code when information changed.

SFWMD also wanted to minimize the usage of custom modules and code, so a decision was made to utilize existing Drupal 8 modules and code whenever possible, instead of developing or depending upon custom modules. In order to help SFWMD schedule budgeting and management needs for the project, Promet Source took a phased approach to the project, and set phases and milestones so that both parties could keep track of the project progression.

## Top Challenges

- Migration to Drupal 8 CMS
- Modern, user friendly look
- Improve usability for site administrators
- Improve cost-effectiveness of site
- Achieve Section 508 Compliance
- Expedite site build
- Functionality for real time data display
- Integrate events calendar
- Achieve level AA 2 compliance

## Top Solutions

- Effective integration of accessibility into their Drupal 8 development process
- Use of Acquia Lightning and BLT to decrease development time and implement code source control
- Ongoing testing and support
- User roles allowing content editors and content approval work flows
- Rich interface for editing pages and adding media
- 40% increase in site usability for differently abled users, from previous environment
- Fully compliant by implementing standards of ADA Section 508

Site: [sfwmd.gov](http://sfwmd.gov)

## United by a shared purpose: a better future for all.

We believe philanthropy is a powerful force for good. As a nonprofit membership association, the Council is committed to expanding trust in philanthropic organizations as they work to address society's most pressing challenges.

Join the Council

Membership Benefits



The Council on Foundations is a nonprofit membership association that serves as a guide for philanthropies as they advance their distinct missions for addressing society's most pressing challenges. The Council engaged with Promet on a redesign and a migration to Drupal 9. Stakes were high for ensuring that the redesign furthered strategic objectives and reflected the value and benefits of membership.

### Bringing New Branding To Life

The [new Drupal 9 website](#) has been extremely well-received for reasons that include greater visual engagement, brand alignment, and a flexible design system with components to accommodate for current and future needs. Promet's open source Provus 2.0 distribution for Drupal served as an overarching success factor in the efficient design and development of the new site. Provus enhanced UX design efficiencies, as well as both back-end and front-end implementation processes.

Here are some of the ways that Provus factored into the new site build:

- As the initial design was very well received by Council stakeholders, Promet developers were able to continue leveraging Provus layouts — a structure that, following the launch of the site, provided marketers and content editors with the tools to easily make updates, switch up layouts, and add pages as needed.
- Provus pre-configured Drupal blocks or components, integrated with Layout Builder, to enable the creation of rich, full-featured landing pages for content editors who did not have any coding expertise
- Provus' built-in modules – Layout Builder, Bootstrap Layout Builder, Views Bootstrap, Fullcalendar Views and Responsive Images – were leveraged to extend the site's functionality.
- Simplified and streamlined content types and fields laid the groundwork for creation of migration scripts that ensured a seamless migration from Drupal 7 content to the Provus content types for the Drupal 9 site.
- To accommodate the migration of subsites from the Drupal 7 site, for which there is not a compatible Drupal 9 contributed module, Promet developers worked with existing Provus blocks, along with other contributed modules, to achieve the requested menu structure and styling for the subsites.
- Bootstrap and Responsive Images (both modules that are built into Provus) were leveraged to complement Drupal 9's responsive design features, helping to wrap up theming for images quickly and effectively.
- Provus's Advanced Fullcalendar View custom module helped developers to easily configure calendar functionality, such as creating multiple dates or recurring dates for events.

### Top Solutions

- To ensure that the Media Library and all related Media feature could be accessed by content editors, Promet migrated all Files into the Media entity type. Due to the variety of metadata and types of files custom scripts needed to be created.
- The redesign focused on leveraging the Council's new brand, which created a more modern look and feel.
- More imagery was added to the site to create a more engaging user experience and reflect greater empathy for the membership.
- The information architecture was restructured to improve the navigation and user experience for the defined personas. Promet conducted user testing to validate design assumptions and confirm that the user flow made sense to all audiences.
- To enhance the search speed and accuracy, a few different search views with custom sorting and filtering were implemented using Solr Search.

What the Client had to Say: "Promet was very responsive to our needs and really cared. Our new site meets the moment. We got exactly what we wanted and feel very proud of how it looks and what we've achieved.

Nicole Bronzan, Vice President of Communications and Content, Council on Foundations



**For Your Consideration**



# We strive for long term clients



## Why Promet?

- Our clients span every level of government and the public sector, as well as nonprofits, associations, higher education and health care.
- Deep expertise with Drupal and other open source technologies
- Award winning expertise with UI / UX and design
- Organized, clear, repeatable processes for entire project life cycle
- Flexible engagement model

# Don't Just Take Our Word For It!

*It was so important to have a site that was engaging, captivating, and which successfully shared the mission of the IF/THEN® Initiative and the stories and important work of the AAAS IF/THEN® Ambassadors. Promet nailed it. This site plays a critical role in amplifying our message and encouraging girls and young women to pursue STEM educational and career opportunities, because IF you inspire a girl to choose STEM, THEN she can change the world!*

✓ Andrea Ryant, Manager, Grants and Operations, Lyda Hill Philanthropies

*Over the last few years, Promet has helped us navigate some complex technology needs that have driven significant efficiencies for our global marketing organization. With their support, Tech Today continues to grow and meet the needs of our customers in new and exciting ways.*

✓ Roman Olney, Head of WW Digital Marketing, PCSD Marketing, Lenovo

*I could not imagine a better agency relationship. As the sole Drupal developer for Marin County Health & Human Services, I manage 40 sites and have hit my capacity. Promet Source was able to step right in with the creativity and skill to achieve exactly what was needed.*

✓ Trent Boesch, Technology Systems Coordinator, County of Marin Health & Human Services

*This new site exactly reflects what we had hoped to accomplish. We are already seeing an impact from our site resulting in new leads and we are excited about what lies ahead as we continue to work on improving SEO with Promet. Throughout the process, Binford and Promet worked together as a single, unified team, and that made for a more efficient, effective, and fun working relationship.*

✓ Jessica Ammons, Media and Wood Programs Manager, Binford Supply

*It was a great experience enhancing our website look and functionality. Major improvement on capturing leads in several areas of our site resulted.*

✓ Kim Reid, Marketing Communications Manager, Pulsafeeder, Inc

*Every milestone and every expectation has been met and for a project of this size and scope, that's truly an accomplishment. We attribute the success to excellent, ongoing communications with Promet Source, plus a depth of dedication and expertise. We're very proud of the work that's been done.*

✓ Lauren L. Black, MBA Digital Marketing Manager Waubesa Community College









# THANK YOU

Amy Groenhof

Client Relationship Analyst

Promet Source

[amygroenhof@prometsource.com](mailto:amygroenhof@prometsource.com)

phone 773.525.8255 x105

4809 N Ravenswood Ave #126 Chicago, IL 60640

[www.prometsource.com](http://www.prometsource.com)

## &lt; CORPORATE INFORMATION &gt;

## NAME:

Promet Solutions Corporation (dba Promet Source)

## DUNS:

191251136

## CAGE:

6QMZ2

## FEDERAL EIN:

54-2120954

## CORPORATE STATUS:

Small Business

## ORGANIZATION TYPE:

Corporation

## NAICS CODES:

518210, 541430, 541490, 541511, 541512, 541513,  
541611, 541613, 541618, 541690, 561210, 561990

## &lt; CONTACT INFORMATION &gt;

## HEADQUARTERS:

4809 N Ravenswood Avenue, Ste 126  
Chicago, IL 60640

**Sales + Support:** 773.525.8255

**Email:** [info@prometsource.com](mailto:info@prometsource.com)

**Web:** [www.prometsource.com](http://www.prometsource.com)

## &lt; QUICK FACTS &gt;

## FOUNDED:

2003

## DESCRIPTION:

Headquartered in Chicago, Promet Source is a web design, content, development, support, and training company that creates innovative open source solutions that ignite new digital possibilities for our clients. Our recent, open source Provus CMS component based design innovation is empowering non technical client teams with the tools to easily make updates, revise layouts, and spin up new pages as needed. With a depth of expertise in human-centered web design, Drupal and WordPress development, and digital accessibility, we are driven by an expansive, empathetic, and inclusive approach to engaging on a deep level of inquiry with clients.

## PRIMARY MARKETS:

State, Local, and Federal Government, Higher Education, Health Care Associations, Public Works, Non-Profits

## HEADQUARTERS:

Chicago

## TEAM MEMBERS:

50+ professionals

## DIFFERENTIATORS:

Agile project management methodologies. Human Centered Design and Discovery. Drupal Support. Contributing members of Drupal and open source communities. Award-winning web development.

## &lt; INNOVATIVE APPROACHES &gt;

*Recent clients for whom Promet has developed Drupal solutions.*

**Higher Ed: Southern Illinois University School of Medicine**

Drupal 9 migration and redesign that created a seamless linkage between two separate urls, one targeted toward patients, and the other targeted toward current and prospective med students.

**Government: Orange County, Calif.**

Drupal 9 migration of 41 microsites from a proprietary CMS. Results include an estimated annual cost savings for the client of \$100,000 and the ability for non-technical content editors to make updates and switch up layouts as needed.

**Federal Government: GAO**

Migration of a “home-grown site with a lot of hand coding” to a modern, mobile responsive CMS that allows content editors to easily make updates. Custom-built API enables legacy systems and daily reports to feed data into current site.

## &lt; DRUPAL SPECIALIZATION &gt;

*Promet Source serves as one of the country's leading Drupal development agencies. We contribute to Drupal code, we build Drupal modules, we speak at and sponsor Drupal conferences and camps, and most importantly, we consistently ignite digital possibilities for our clients leveraging a full spectrum of Drupal open source solutions.*

## &lt; SERVICES &gt;

- |  |  |  |
|--|--|--|
| ▪ Agile Scrum practices for Drupal and WordPress | ▪ Automatic QA with updates                              | ▪ Acquia and Pantheon platform support and migration |
| ▪ Architecture and code best practices           | ▪ Best practices guidance                                | ▪ Code contributions                                 |
| ▪ Custom ecommerce                               | ▪ Development code-level support                         | ▪ Drupal Association member                          |
| ▪ Custom module development                      | ▪ Drupal core updates                                    | ▪ Drupal Business Summit sponsor                     |
| ▪ CMS migrations to Drupal                       | ▪ Drupal contributed updates                             | ▪ Drupal Camps organizer/sponsor                     |
| ▪ Distributed high availability setups           | ▪ Drupal multi-site support                              | ▪ DrupalCon sponsor                                  |
| ▪ Drupal and WordPress version migrations        | ▪ Drupal distribution/product support                    | ▪ Event presentations/speaking                       |
| ▪ Mobile integration                             | ▪ Drupal and WordPress security releases                 | ▪ Joint development initiatives                      |
| ▪ NoSQL integration                              | ▪ Drupal site health check                               | ▪ Meetups organizer                                  |
| ▪ Performance optimization                       | ▪ Help desk support                                      | ▪ Sprint/hackathon organizers                        |
| ▪ QA and testing for Drupal                      | ▪ NBD, 24x7x4, 24x7x2 coverage                           |  |
| ▪ Responsive design                              | ▪ Online ticket tracking system                          |  |
| ▪ Search engine optimization                     | ▪ Support for Drupal on LAMP and Microsoft Windows stack |  |
| ▪ Site and security audits                       | ▪ Support for third-party integration with Drupal        |  |
| ▪ Theming and templating                         | ▪ Technical account manager                              |  |
| ▪ Third-party integration                        |  |  |

**< SERVICES >****Engagement & Project Management:**

- Agile practices
- Kanban methodology
- Product backlog estimation
- Product management
- Program management
- Release management
- Risk management
- Scrum methodology
- Sprint planning
- Strategic planning
- XP methodology

**Development & Integration:**

- Architecture planning
- Content management systems
- Custom ecommerce
- Database design
- Drupal development
- Prototype development
- Social media integration
- Third-party systems integration
- Video services integration
- Web applications
- Web services
- Website and content migration

**Testing & Quality Assurance:**

- Automated testing
- Compatibility testing
- Compliance testing
- Integration testing
- Performance and load testing
- Security testing
- Test driven development
- Unit testing
- User acceptance testing

**Development Operations:**

- Cloud infrastructure
- Configuration management
- Continuous integration
- Deployment processes
- Distributed development processes
- Operations management planning
- Performance
- Scalability
- Systems automation

**Platform & Application Support:**

- 24x7 monitoring
- 24x7 support
- Drupal managed services
- Drupal security updates
- Drupal software releases
- Linux, UNIX, Windows platforms
- Service level agreements

### < BACKGROUND AND EXPERIENCE >

The Promet team partners with clients on high-stakes engagements that include content migration to the latest version of Drupal, custom development, web strategy, design, delivery, content development, and accessibility compliance. We started out as a web application development company with a focus in integration with complex enterprise systems, ecommerce, and content management systems using open source technologies. Our leadership has a depth and breadth of experience developing highly scalable ecommerce platforms, implementing enterprise content management systems, and customizing open source CMS solutions. We focus on compelling content, best-of-breed development, agile practices, DevOps processes, application support, cloud infrastructure automation, and application scalability and performance leveraging open source solutions.

In 2009, we made a decision to focus and specialize in-depth with Drupal and its integration with other leading open source technologies. Since then we have sponsored dozens of Drupal events, spoken at regional and national conferences, and contributed thousands of lines of code to the community. We believe that the combination of our experience of working with legacy applications, complex integrations, content management systems, performance improvements, systems automation, and configuration management with our focus on Drupal make us a great fit as a long-term partner for many companies and organizations.

## &lt; PARTNERS &gt;

*(Select list of some of our strategic partners and vendors.)*

Acquia

Pantheon

Dubbot

## CLOUD HOSTING SERVICES:

Acquia

Amazon Web Services

Microsoft

Pantheon

Rackspace

## CLOUD MANAGEMENT SERVICES:

Load Storm

New Relic

Opscode

## UI/UX SERVICES:

Limina AO (enterprise, government, startups)

## &lt; OPEN SOURCE &gt;

*Select list of some of the open source software projects that we regularly use.*

Apache

Chef

Drupal

MongoDB

MySQL

Nginx

Node.js

Redmine

Solr

Varnish

## &lt; CLIENT LIST &gt;

*Select list of clients:*

American Library Association

ARCS Foundation

Chicago Public Schools

CLEAR

College Board

Council on Foundations

Illinois Arts Council

Kaiser Permanente

Knowledge Network

Lehigh University

Lenovo

Marin County, California

Martin County, Florida

National Institutes of Health

New York University

Northwestern Memorial Hospital

Orange County California

Path to Purchase Institute

Portland State University

PDI Ninth House

Saint Vladimir's Orthodox Theological Seminary

Southern Illinois University School of Medicine

Southern District of New York Courts

Southwest Florida Water Management District

Sprint

State of Iowa Department of Education

State of Wisconsin Department of Public Instruction

Summit Media Group

Texas Law Review

University of Iowa

University of Northern Iowa

University of Southern Mississippi

U.S. Chamber of Commerce

U.S. House of Representatives

U.S. Small Business Administration

Wasatch Front Waste &amp; Recycling

Waubensee Community College

## &lt; MISSION &gt;

Our mission at Promet is to deliver innovative web and mobile solutions to our clients by providing best-of-breed agile development and application support using leading open source technologies. We believe in partnering closely with our clients to engage in a highly collaborative manner from start to finish. We maintain transparency with our ideas and our work. We help our clients leverage the power and flexibility of open source software to connect and share information, and in turn we contribute back to the open source communities in which we work. We are leaders, advisors, innovators, community members, and technologists.



# Support Plans

Plan customization and flexible use on-demand options available.

## Our Approach to Support

Promet's approach and commitment to support is comprehensive and extends beyond simply "keeping the lights on". By exceeding on-going assessment, monitoring and deployment expectations, Promet is consistently seen as an extension of our clients internal teams.

Our support team is purposely structured for flexibility to assist in aligning needs and resources of our clients. This provides an enhanced opportunity for clients to leverage their investment to accomplish something slightly outside of their internal team's skill set or to supplement their team on an as-needed basis.

Providing client support services that are consistent but flexible and mission specific, ensures our clients maximize their rate of return on their support investment.

**Let's start the conversation!**  
[Ignite@prometsource.com](mailto:Ignite@prometsource.com)

[www.prometsource.com](http://www.prometsource.com)



# Our Promise

## High Quality Guarantee

Promet Source stands firmly behind our work, regardless if we launched a site or not. For sites launched by our team, we will fix any confirmed bug, at no cost, for a period of six months from site launch. This does not include changes or fixing client-created issues, which are billed at the regular hourly rate. We are equally as passionate about standing behind our work on sites we did not launch. Promet will fix any bug that we create for a period of three months.

## Service Level Agreement (SLA)

Promet provides the following, highly favorable response times to clients that have contracted with us for support. We ask you to prioritize your issue for us, so that we can respond as you see fit.



**IMMEDIATE:** 1 hour initial response, 2 hour escalation points. An emergency issue that is a site-wide stoppage affecting all users and requires immediate attention.

**URGENT:** 2 hour initial response, 4 hour escalation points. A critical issue that affects multiple users causing a temporary delay of work.

**HIGH:** 4 hour initial response, 24 hour escalation points. A major functionality issue that affects multiple users where one or more services or sections of your site are not working.

**NORMAL:** 8 hour initial response, 48 hour escalation points. These are general tickets that need to be estimated and scheduled for coding and deployment. Questions about how to perform a task can also fall into this group.

We make every effort possible to respond to all tickets by the end of the same business day. Escalation points are followed in order to ensure the quickest possible resolution.

## Our Tools

In order to deliver outstanding support, Promet Source uses a variety of tools. Each is available to our customers and helps to ensure that your website remains secure and up to date.



**ONLINE SUPPORT PORTAL:** The PS support portal, [support.prometsource.com](https://support.prometsource.com), allows us to triage incoming requests quickly. Using the portal, you select a starting point that matches your concern and then you're prompted through a series of questions that gather the details needed for the PS Support team to resolve the issue. Based upon the priority level, the team moves forward to ensure we understand the issue, and begin working towards resolution.



**JIRA TICKETING SYSTEM:** As you submit your issue in our [portal](#), a Jira ticket is created.

Throughout the entire process we strive to keep you informed to ensure that you are aware of our progress. We encourage interaction on the tickets and welcome questions. We will inform you when a solution is found and provide directions for you to complete User Acceptance Testing in your test environment. Once approved by you, we'll schedule deployment to production at your convenience. This is all accomplished through the tool, so there is never a point where you are uninformed, or waiting on a call back from a member of our support team.



**WEEKLY OR MONTHLY REPORTING:** On a schedule to be determined by your support package, a digital Scorecard will be created and reviewed with you. Our Scorecard provides full reporting transparency in a summarized manner. Each deployment is represented, each ticket within the deployment is accessible, and hours used and remaining are presented.



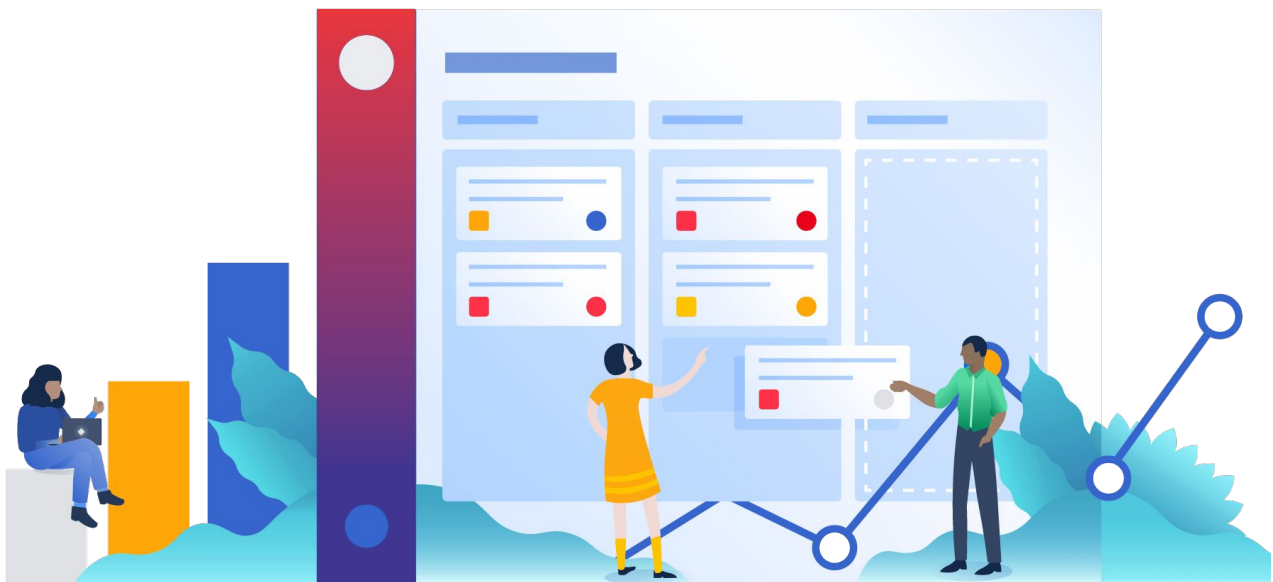
**GIT VERSION CONTROL:** As part of the onboarding process with Promet Source, your site's source code will be uploaded into a secured GIT repository. As code changes are made, they are always checked into the repository to ensure that you never have to worry about code getting lost.



**AUTOMATED TESTING:** Another differentiator with Promet Source is our creation of your automated Standard Smoke Test. Each site is reviewed by our QA Team Lead and a set of automated tests are created that are run with the click of a button. This saves everyone time and effort on basic checks and frees the Promet QA team to spend time digging into the more complex possibilities that need to be checked. We can build upon the standard test at any time based upon needs.



**SLACK (Online Chat):** Promet Source uses the Slack online chat tool and is happy to have clients participate in the conversation. This is a great way to stay informed with the benefit of us serving as an extension of your team!



# Optional Enhancements



**Non-Security, Functional Core & Module Updates:** Too often, sites only get the occasional critical security update due to an actual security breach or a scare. Promet Source support can incorporate proactive monitoring to ensure that your core and contributed modules are routinely updated while leveraging the ongoing information exchange within the worldwide Drupal community. Our proactive monitoring capabilities and regularly scheduled maintenance provide a solid defense and keep your site up to date, making the larger updates easier and more cost effective.



**Complex Customized Automated Testing:** Using our automated testing tools, virtually any test can be scripted and added to your Quality Assurance workflow. We welcome the opportunity to create complex functional and/or visual regression test that can be used for on future updates and enhancements.



**SEO Audits & Recommendations:** SEO audits are designed to uncover opportunities for improvement relative to specific goals, isolate issues affecting indexing, and provide recommendations to increase search engine traffic based on proven SEO best practices. Following an in-depth analysis of your site's overall SEO health, we can benchmark a variety of factors that include your Core Web Vitals, individual page speed, site crawlability, broken pages and links, and your Google rankings for targeted keywords.



**Google Analytics & Data Dashboards:** Understanding analytics data provides increased insights to site performance. To ensure that findings can be viewed within a context of monthly trends, we offer customized analytics dashboards. Each dashboard helps to fuel ongoing refinement and intelligence gathering, while keeping you informed of your site's visibility to Google.



**ADA Scan:** Our IAAP certified accessibility experts incorporate both automatic and manual auditing to provide insight into how your site performs from an accessibility stand point. We can also look behind the scenes to analyze the potential impact of underlying code on assistive technologies. The process includes a summary of pass/fail status, an overview of the tools deployed to complete the audit, along with a report of findings and recommended fixes. We recommend these be run monthly or quarterly, depending on how active your content editors are updating pages, to keep you in compliance year round.










# Plan Level & Optional Enhancements

Plan Level Options*	Basic	Protect	MOST POPULAR Extend	Ignite
Drupal Core & Module <i>Highly Critical</i> Security Updates	Stage Environment Updated & Ready for UAT within 24 hours	Stage Environment Updated & Ready for UAT within 24 hours	Stage Environment Updated & Ready for UAT within 18 hours	Stage Environment Updated & Ready for UAT within 12 hours
Drupal Core & Module* <i>Critical &amp; Moderately Critical</i> Security Updates	-	At your convenience	With In 48 hours	With In 24 hours
Drupal Core & Module <i>Non-Critical Security</i> & Functional Updates	-	At your convenience	Quarterly	Monthly
Automated Testing Post Updates	-	Yes	Yes	Yes
Manual Testing Post Updates	-	-	Yes	Yes
Remediation of Testing	-	Yes	Yes	Yes
Scorecard Reporting	-	Monthly	Weekly	Twice a Week
Status Calls	-	As requested	Weekly	Twice a Week
Heuristic Review	-	-	Twice per Year	Quarterly

\*Annual commitment, invoiced in monthly billing cycles, ensuring retained resources.

\*\*Block options: No commitment nor retained resources, invoiced in advance as requested.

## Optional Enhancements

-  Site Enhancements
-  ADA Scans
-  Customized Automated Testing
-  Training
-  Google Analytics & Data Dashboards
-  Performance Testing
-  SEO Audits & Recommendations
-  User Testing
-  UI/UX Strategy Workshops

# Sample Clients



U.S. Chamber of Commerce



Frank Lloyd  
Wright Trust



WAUBONSEE  
COMMUNITY COLLEGE



GoinGlobal™  
Jobs here, there, everywhere.

*latham*  
The Pool Company



Council on  
Foundations

BRITISH  
COLUMBIA'S

Knowledge  
Network:

## What Our Clients Say



### Council on Foundations

Promet was very responsive to our needs and really cared. Our new site meets the moment. We got exactly what we wanted and feel very proud of how it looks and what we've achieved.

*Vice President of Communications  
and Content*



### Oncology Nursing Society

"They take ownership of their work and care about our websites as much as we do."



*Program Manager*



### Knowledge Network

"Promet Source offers world-class project management. They're the best organization I've ever worked with."



*Director of Streaming Platforms*



### Latham, The Pool Company

"Promet has an effective project management approach, and they communicate transparently with the client. Moreover, their attention to detail surpasses the client's expectations".



*Director of Digital Marketing*