G-Cloud 14
Service Description

Zengenti Training Services

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Training services overview

Contensis can run any kind of web-based project. It publishes all of these and more:

- Websites – brochure, transactional, marketing
- Intranets – separate or embedded within a website
- Extranets
- E-commerce
- Secure areas
- Help systems/support sites

For more details on the Contensis CMS, see our other services on G-Cloud under Cloud Software (search for Contensis).

When you start with Contensis, the CMS will be blank – there won't be any websites set up. Our services are there to design and build your system or to train your team to do this themselves. Contensis can support multiple web projects – the licence you choose will determine how many.

Training

Our teams are Contensis experts. Many of our staff have been with the company since the Contensis system was first conceived and released. They use it daily

and have been instrumental in guiding its development. Our high staff retention means their experience is unrivalled – whatever you want us to build, our teams have the skills to do it. We can also train you to do it yourself.

Contensis is designed for casual use and for users to start using the interface without having completed an extensive training course. With many of our clients, we see that the CMS is so easy to use that very little training is required for day-to-day, basic content editing.

However, we do offer formal training courses tailored to fully equip users for the roles they take in Contensis. These range from simply contributing news or creating content to approving content from multiple users and administering the system. We also provide technical training for your developers.

Editor training

This course will provide those who create, edit, and publish content with all the skills they need.

It's also a sensible (though not completely essential) prerequisite for all staff who will develop against Contensis. It saves time when navigating user interfaces and features.

This can be delivered remotely online, either as a single session or, if you're working on a project with us, as part of the project process. It can also be delivered classroom-style at your offices for a maximum of six delegates.

This course is delivered in a 'train the trainer' style, so you can cascade the session later. It is recommended that attendees have basic IT skills (including word processing).

System Administrator training

This is for team members who will manage the Contensis software environment. It covers aspects such as website structure, metadata management, security, and permissions. As a prerequisite, we recommend that attendees take the editor training course first so the minimum skill expectations are the same.

As with end-user training, this course is also a sensible prerequisite for staff taking the developer course to understand how to administer the system.

This can be delivered remotely online, either as a single session or, if you're working on a project with us, as part of the project process. It can also be delivered classroom-style at your offices for a maximum of six delegates.

Site Builder training

This is a one-day course that will cover content modelling and content types and entries in depth, plus Site View, roles and workflow.

Developer training

This is a two-day technical training course for anyone who will be developing with Contensis. The training covers the following areas:

- Content types and entries and the Delivery API
- Site View and the Nodes API
- Image API
- Developing locally using the latest developer tools and frameworks

This can be delivered remotely online or at our offices in Ludlow.

In our own project implementations, we mostly use React, and this training focuses on this. However, Contensis is an API-driven and language-agnostic CMS allowing you to develop websites in any programming language of your choice. The only requirement is that the template can be served on an HTTP endpoint.

From a development perspective, Contensis is typically used with a continuous integration (CI) build system that allows any developer to create code. At a very high level, components are defined as Blocks, which allows them to be reusable. These Blocks can be written using any programming language, from .NET to React.

We typically work with clients and their developers to create reusable component libraries that can be shared between their different projects. We aim to work within any existing ecosystems that you already have in place.

Consultancy for skills transfer

We often find that the best and most cost-effective approach to knowledge transfer is to have our team run through the deliveries one-on-one with your staff. A great way to do this is to work alongside your teams for a few days on-site. You are also more than welcome to work at our offices. Many clients have done this and found it very effective.

Usually, a small number of consultancy days can be quite sufficient. Your staff will quickly get up to speed using Contensis to its full potential. Any technical blockages or skill gaps can be addressed when they arise.

User experience (UX)

We can support your organisation in demonstrating your character and brand through our user experience (UX) consultancy services, which include user workshops, content analysis, audits, personas, customer journeys, and information architecture development. These services help you produce websites and digital experiences that reflect your vision and are easy to engage with.

Contact us

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New features and updates are made to Contensis as releases are pushed out. For the most up-to-date information, visit www.contensis.com