



# Case Study: AIDE Canada

MICROSOFT AZURE PLATFORM DEVELOPMENT



## OVERVIEW

Funded by the Public Health Agency of Canada, the Autism and/or Intellectual Disabilities Knowledge Exchange Network (AIDE Canada) is a wide-reaching initiative focused on offering information and support to individuals and their families and caregivers in our neurodiverse community.

- > AIDE Canada was looking to create an online community of tools, research, and literature that could help support and empower those in our neurodiverse community.
- > Softlanding's solution was to create an online portal built on Azure and implemented on Sitefinity. The site was custom built with development done in .NET and uses Azure B2C for integrating third-party software for authentication.
- > Agile scrum methodology was used to foster a fully collaborative project between the AIDE and Softlanding teams and allow consistent assessment and feedback.

## CHALLENGE

With many local players, and little authority across Canada for information related to Autism and intellectual disabilities, AIDE Canada wanted to provide a web presence with reliable, science-based information for individuals, families, and caregivers. Their goal was to create an online community with practical tools, research, and literature to support and empower people in an accessible way.

AIDE Canada needed a partner who could not only integrate and build this platform for them but would be a collaborator and supporter for the community.



*Throughout the project, the Softlanding team were reliable, honest and creative problem solvers. Their effective, clear communication and pro-active approach to potential difficulties were instrumental to our project finishing on time and on budget, even in the midst of a pandemic. I would work with Softlanding again any time.*

**JOANNA NEFS, CEO, AIDE CANADA**





## SOLUTION

Softlanding stepped in to create an online portal, built on Azure, and implemented on Sitefinity. The site was custom built with development done in .NET and other modern web technologies and uses Azure B2C for integrating third-party software for authentication. The solution also included assisting in the design of a Microsoft Dynamics CRM implementation as part of AIDE's capability to manage user profile information, email campaigns, and case management to round out the system.

The project itself was divided into different components to address different needs. 'Learn', 'Locate', and 'Connect'; these sections of the site were created to help the community to find information based on specific topics and topics of interest within the community. Topics align with and are tailored to the journey stages that individuals, families, and caregivers go through when understanding autism and/or intellectual disability. To maximize inclusivity of the site, the portal is fully bilingual, supporting both English and French.

This fully collaborative project used Agile scrum methodology, working with the AIDE team closely to receive feedback and adjust the project accordingly. AIDE Canada and Softlanding's partnership and teamwork was a key reason for the success of the project, and ultimately finishing within scope, timeline and budget.

## About Softlanding

Established in 2000, Softlanding is a leading provider of cloud, professional and managed IT services that helps organizations boost innovation and drive business value.

We are a multi-award-winning Microsoft Gold Partner with 10 Microsoft Gold Competencies. We use our experience and expertise to ensure our clients have the best technology solutions to solve their business challenges and thrive in an ever-changing world. We optimize the return on investment of their technology while creating a solid foundation for growth strategies, flexibility and scalability.

## RESULTS

AIDE Canada saw the following results with their Azure platform development and integration:



### A NATIONAL ONLINE RESOURCE AND COMMUNICATION PORTAL

Successful online platform built on Microsoft Azure on which AIDE Canada can share information and resources with our community.



### INTEGRATED ENTERPRISE-GRADE CASE MANAGEMENT

Built on Microsoft Dynamics, AIDE's administrative processes in their community engagement and marketing divisions, are seamlessly streamlined to allow them to focus on building and maintaining the community relationships that matter.



### PLATFORM THAT SUPPORTS THIRD PARTY APPLICATIONS

The portal uses Microsoft Azure B2C for successful third-party integration into the solution such as the resource library.



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