INCATech uses Adobe Experience Manager as an enterprise web content management tool that helps organizations to create, manage, and optimize digital customer experiences across various channels, including web, mobile apps, digital forms and communities across their enterprise. When the Bureau of Consular Affairs (CA) needed their public facing site (travel.state.gov) migrated from Rhythmyx to Adobe Experience Manager, INCATech provided the knowledge and skill to make that migration a reality quickly and efficiently. To maximize the flow of content and critical information to the website and enable the authors to create content needed for the public INCATech propose custom component solution to meet the needs of the authors and support the rapid dissemination to the audience abroad, which delivered tremendous value to CA.

## Innovative Features

**Passport Wizard** is a custom component coded to handle over 30 different "logic" paths that a user could navigate to reach the specific information needed. This provides a self-service feature to fit the users' needs (e.g., applying for a new passport, renewing an existing passport, or getting a passport for a child).

**Editable Data Table** allows authors to construct data in table format or paste an HTML table into the component. It can sort table contents alphabetically and numerically and can create a table of child pages based on a user inputted Adobe Experience Manager parent page. The Data table can also be exported to excel.

**Embedded Custom Plug-Ins** we integrated Adobe Experience Manager with an embedded custom dynamic ESRI mapping application used by millions of people with embassy and consulate information and travel advisories.



**Emergency Alert Banner** allows the travel.state.gov authors to share detailed information to the public and citizens abroad. The Emergency Alerts Banner can be configured to appear on the travel.state.gov landing page, all pages, or a specific subset of pages.

Adobe Experience Manager enhances your online presence by giving your editors the ability to create, manage, and distribute content quickly and easily, to websites and mobile devices. Adobe Experience Manager has a fully integrated DAM (Digital Asset Management) that allows you to store your assets (images, videos, documents) for easy distribution throughout your website. Drag and drop functionality gives your editors an easy way to place these assets on your webpages.

Quality Management System

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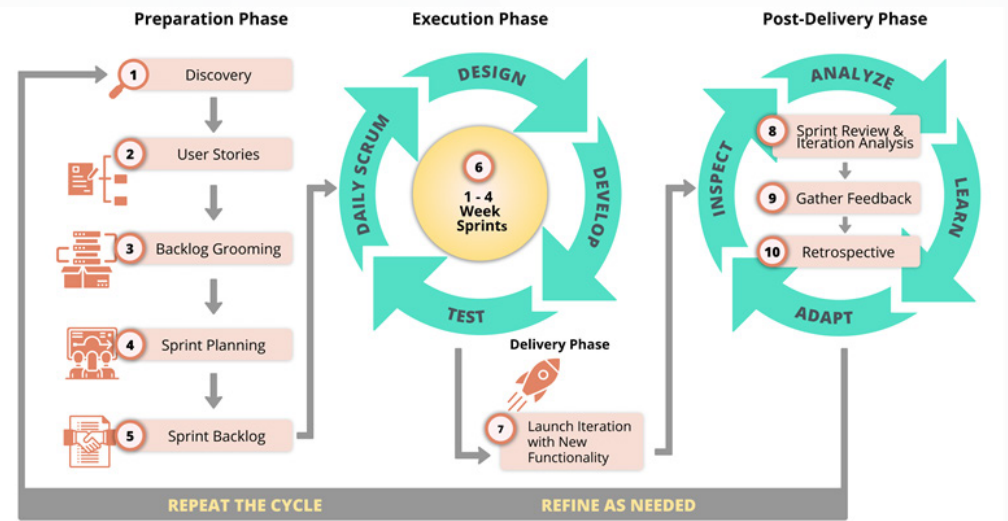Solutions@INCATech-corp.com
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SCAN FOR
MORE INFO

INTEGRITY ◆ PERFORMANCE ◆ VALUE

As a CMMI Level 3 Appraised and ISO 9001:2015 Quality Management System certified company, INCATech is capable of efficiently executing various software projects. INCATech practices Lean/Agile development processes so your product can get to market faster with less risk.

## Process

INCATech provides a competitive advantage through continual, iterative improvement. By following best practices for software delivery, including Lean development, Scrum, Kanban, and Agile practices, our teams deliver incremental business value continuously throughout your project. INCATech's experienced scrum masters partner with you to maximize software delivery and reduce risk. As agile engineers, we believe our practices result in superior products that you and your customers will love.



**Preparation Phase**
1. Discovery
2. User Stories
3. Backlog Grooming
4. Sprint Planning
5. Sprint Backlog

**Execution Phase**
DESIGN • DEVELOP • TEST • DAILY SCRUM
6. 1 - 4 Week Sprints

**Delivery Phase**
7. Launch Iteration with New Functionality

**Post-Delivery Phase**
ANALYZE • LEARN • ADAPT • INSPECT
8. Sprint Review & Iteration Analysis
9. Gather Feedback
10. Retrospective

REPEAT THE CYCLE          REFINE AS NEEDED

## Delivery

Our engineers ship working code through optimized CI/CD pipelines. At INCATech, DevOps has been fully embraced in our team culture, and the release train never stops. Engineers optimize software delivery through best practices, including self-documenting code, automated testing and verification and customer satisfaction assured through user demonstrations and release acceptance.

## Measurements

At INCATech, we understand the importance of continual improvement. Every day, we strive to get better, which through which is why we believe in the importance of measuring success. By tracking user satisfaction, using web analytics, and creating system dashboards, our engineers can pinpoint weaknesses and target improvements. INCATech believes in empowering you with data to take your product to the next level.

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