Sitemorse®

How Sitemorse® Supports Clients Around the Globe

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Having a high-standard of customer support is essential when considering a SaaS product, and we’ve always found that that’s exactly what Sitemorse provides. We’re located on the other side of the world to the Sitemorse UK HQ but we’ve consistently received fast, informative responses whenever we’ve had questions or needed help. All of this means that we can have complete confidence in the product and in our digital governance delivery.

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Supporting Global Clients

At Sitemorse we believe in delivering to the highest standards for our clients, wherever they are.

Our service provides our clients with complete confidence in their digital governance monitoring and we deliver support services of the same quality.

We serve both public and private sector clients worldwide and, with Sitemorse, time zone and language are not an issue. The vast majority of customers require little or no support due to the intuitive interfaces and high-quality self-service we provide. On the rare occasions when customers do need support we frequently receive feedback that our service is “superb”.

Whether clients are based in Canada, French Polynesia or Scotland we aim to address specialist queries quickly and attentively. With Sitemorse, you don’t need to pay for professional client services, such as training, onboarding support and account management (as you may with other providers). Instead, these services are delivered as standard as part of the Sitemorse offering.

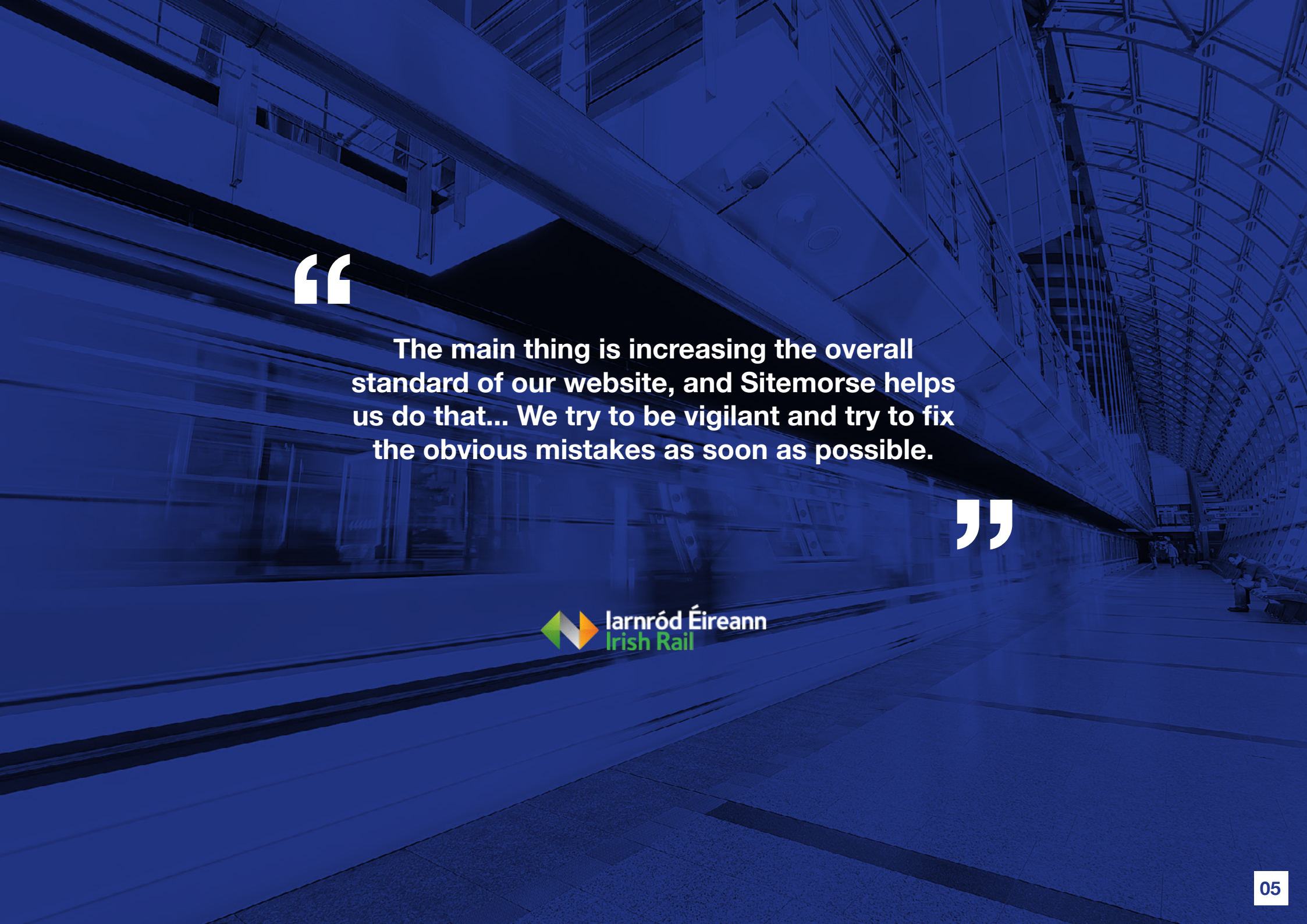
By providing clear and easy-to-access recommendations, Sitemorse does away with endless reporting and makes it simple to make major improvements, fast. Recommendations are provided in limited, prioritised shortlists, so it’s easy to see what to tackle first and to rapidly resolve the most urgent issues.

We always strive to make using our service as simple as possible which means everyone can use it

The process of deploying the Sitemorse service is fast and simple – and we can even launch a client within the same day, if really needed.
With reports that are tailored for each user role, from executives down to page editors, we allow users to focus on what’s most useful for them. We also support custom dictionaries that allow clients to assess content in most languages.

Most importantly though, Sitemorse’s service is intuitive, reliable and robust – and as we deliver training as standard and provide extensive FAQs, few clients ultimately need to reach out for help once the service is fully set up. Indeed, 93% of the support that we provide is not product-related but is educational and focuses on how to maximise the value delivered by our service – and that’s something we’re very happy to help with.

Some of Sitemorse’s international clients include: Coca-Cola, Deutsche Bundesbank, IBM, Merck, Oracle, Tata and Zurich, as well as Air Tahiti, Financial Mentors of America, and the California Governor’s Office of Emergency Services.



> The main thing is increasing the overall standard of our website, and Sitemorse helps us do that... We try to be vigilant and try to fix the obvious mistakes as soon as possible.

Iarnród Éireann
Irish Rail

Sitemorse® Around the World

"When serving an audience with sometimes limited IT-literacy, a high standard of usability and accessibility is more important than ever. It's great to work with a team that has such a strong commitment to its delivery"

FMA

"Making sure your website is accessible is such an important part of web development, particularly here in Ontario, [which is why] the comprehensiveness of this report has been so valuable."

Ivey

About Sitemorse®

Sitemorse helps organisations to efficiently drive improved user experience, ensuring that content is always optimised and that compliance requirements are always met.

It does this by replacing manual checking procedures with Software as a Service (SaaS) tools to drive agile publishing and continuous assessment across the digital landscape. This results in an improved online customer experience and reduced internal cost. Editors are empowered, managers are in control and the organisation has confidence across all digital channels.

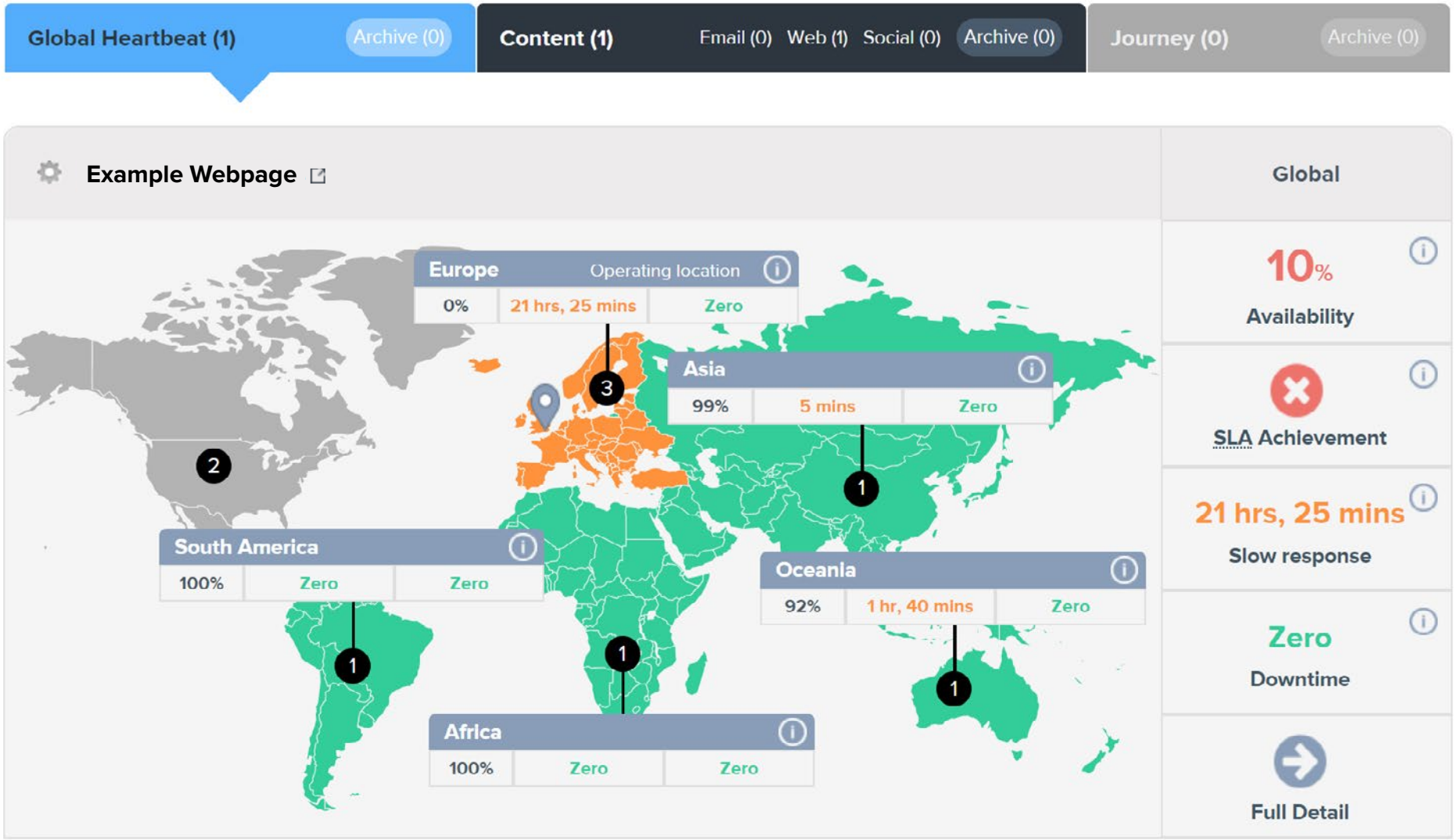
Sitemorse was founded over 15 years ago and built its reputation on launching arguably the first automated website auditing service. Over the years, the company has continued to develop its automated technology with methodologies and service offerings to meet the demands of clients and their ever-expanding digital operations. Most recently, this has included a focus on extending the capabilities directly within the CMS, as well as addressing the governance / QA service issue of 'endless reporting'.

The company supports organisations that wish to replace 'hope' with 'confidence' that all digital channels (websites, social pages, emails and mobile content) are fully optimised, within compliance requirements and on brand; that their investment meets the latest in-country rules, regulations and standards; and they have confidence that their online channels will perform perfectly at all times for all visitors.

Sitemorse is a British-based company with UK support teams and a head office in central London. The company works in partnership with clients worldwide, delivering and supporting contracts ranging from those with a single site and a social page or two, through to global enterprises with thousands of sites. Services are available on a self-managed or fully supported basis.

Sitemorse has helped hundreds of organisations in the public and private sector, including many major corporations. The Sitemorse INDEX is the only recognised independent sector benchmark – supporting the UK Gov. 'Better Connected' report for some 13 years, along with the World Retail Congress for some 7 years.

Sitemorse is registered in England and the company is 100% privately owned by staff and with no external investors. The company has no bank borrowings and year-on-year has a cash positive position.



An example of the Sitemorse® dashboard monitoring page.

"In the financial services industry, it's absolutely critical to deliver a first-class service, with high standards of usability and accessibility. It's very satisfying to see Sitemorse helping an organisation to meet those targets."

SYNERGIS

"Although Sitemorse are the other side of the world from us, we've never had an issue with downtime at all – in fact, their service has been super-reliable"

ALLIEDSX

Harrogate
BOROUGH COUNCIL
Iarnród Éireann
Irish Rail
UNIVERSITY OF
WESTMINSTER
DEUTSCHE
BUNDESBANK
EUROSYSTEM
LLOYDS
BANKING
GROUP
barbican
ebay
Birmingham City Council
abc
Met Office
AXA
vodafone
ORACLE
Harlow
Council
MERCK
SOUTHBANK
CENTRE
BRITISH AMERICAN
TOBACCO
npower
TATA
Universities UK
NAO
National Audit Office
IBM
ROYAL
MUSEUMS
GREENWICH
ico.
WPP
Coca-Cola
POST
OFFICE
The National Lottery
The Voice
of British
Advertisers
ISBA
Berkeley
Group
Clarks
BARCLAYS
ST.MODWEN
HM Revenue
& Customs
Scottish & Southern
Electricity Networks
CORNWALL
COUNCIL
Kew
ROYAL BOTANIC GARDENS

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