



**THOMSON REUTERS
FOUNDATION**

CASE STUDY

dotCMS has been a key to bringing the story of growth and expansion to life at the Thomson Reuters Foundation. The non-profit, international human rights organization funded by the news and information giant Thompson Reuters, has advanced their mission to Inform, Connect, Empower by employing dotCMS to save money, extend their reach and achieve growth in web operations.

dotCMS

Trust.org Worthy

dotCMS inspires growth and advances the mission of the not for profit foundation of Thomson Reuters.

Thomson Reuters Foundation, the nonprofit, international human rights organization funded by the news and information giant Thomson Reuters has been a long time user of dotCMS, the Java, open source content management system. A story of humble beginnings, Thomson Reuters Foundation started their engagement with dotCMS with a single dotCMS Enterprise server and a managed hosting contract, now dotCMS Enterprise Cloud. In recent years, the not-for-profit organization has experienced rapid growth in the reach and scope of its Web operations.

It turns out that dotCMS technology has been integral to bringing the story of growth and expansion to life at the Thomson Reuters Foundation. As the organization matured its Web operations using dotCMS, they soon realized that the system was well suited to become the core focal point of content delivery across channels, devices and platforms.

Today the organization has expanded well beyond its single server, humble beginnings and now runs multiple high-availability, multi-node publishing environments. dotCMS technology not only supports the keystone

CASE STUDY

Thomson Reuters Foundation Web property trust.org but has tooled the Web team's expansion of dynamic and responsive Web services to internally funded Foundation customers and departments. Furthermore, the Foundation's Web team has extended their services beyond their own organization and is now providing enterprise Web services to externally funded customers.



The Mission to Inform - dotCMS Multi-site

The first signs that dotCMS would become an essential component in the online growth at Thomson Reuters Foundation occurred as the Foundation Web team learned how fast and easy it is to launch new sites using dotCMS's multi-site capabilities. As requests to support new initiatives came in, the team eagerly accepted the challenges confidently, knowing they would be able to

CASE STUDY

build and launch fully-responsive, multi-channel sites and campaigns within days of an initial request. Especially important in the nonprofit sector, the cost of adding sites was never a concern because dotCMS is not priced per user or per site. No special multi-site module or additional licensing is necessary in order to build and launch an unlimited number of sites.

From a delivery perspective the Web team at the Thomson Reuters Foundation is now known for their agility, speed and flexibility when it comes to the development of new Web properties in support of the Foundation's mission. There's no question that Thomson Reuters Foundation has benefited from dotCMS's fast, easy and unlimited multi-site capabilities.

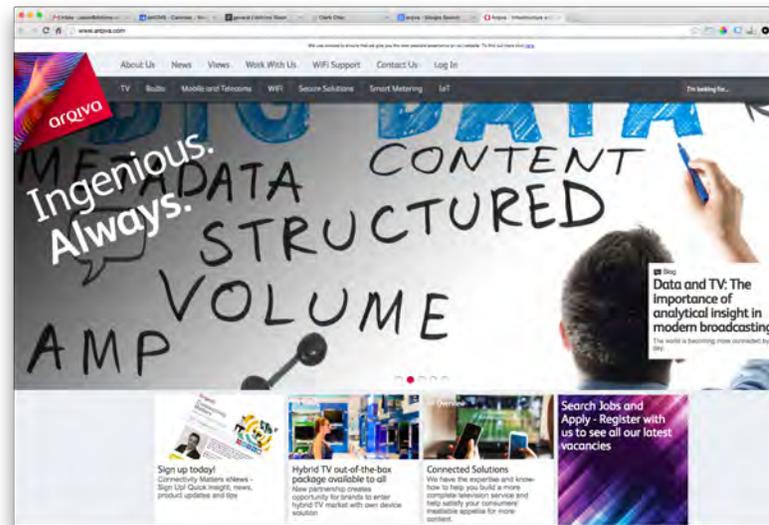
The Mission to Connect - dotCMS Integration

Another key factor in dotCMS being able to support growth and expansion in the Foundation's Web operations was identified as the team began to integrate the content management system with other systems. dotCMS is used as part of the Foundation's news aggregation service and with more than 500,000 news articles, stories and content assets in dotCMS, the system is clearly a hub of content delivery in the organization. Therefore, it's not surprising that other Foundation departments and systems would need and want to interact with the content stored in dotCMS.

The solution then was for the Foundation's Web team to develop custom plugins supporting the organization's

existing editorial workflows and tools. Integration with third party systems facilitated the organization in being able to use departmental systems to interact with content and rely on dotCMS for its delivery and presentation without requiring changes to the tools and workflows used by each department. This meant that stakeholders did not need to worry about retraining or retooling in their departments.

The ease of integration was made by dotCMS's open and standard content APIs (JSON, XML, REST, Spring, OSGI and CMIS), making quick work for developers to publish and deliver content to other systems through the dotCMS content store. Notable integrations include Salesforce for customer relationship management and Kapost for editorial and content marketing.



CASE STUDY

The Mission to Empower - dotCMS Cloud

The third key to enabling growth in Web operations at the Thomson Reuters Foundation was based on a decision made early on to run the dotCMS Web content management system on the cloud. A well known benefit of cloud operations, dotCMS Enterprise Cloud systems are scalable, highly fault tolerant, reliable and flexible so they can grow and flex with the business and meet system demand. As demands increased at the Foundation, the Web team could now easily respond with a solution in a matter of days, keeping projects on track, versus previous long procurement and implementation cycles that took weeks and months, often jeopardizing timelines and delaying the launch of an online system.

“The web team at TRF is now known for their agility, speed and flexibility when it comes to the development of new web properties in support of the TRF mission. There’s no question that TRF has benefited from dotCMS’s fast, easy, responsive and no-cost (no special module or additional cost) multisite capabilities.”

The Thomson Reuters Foundation found they could scale their operation almost as fast as they could design the solution. With dotCMS and Amazon’s ease and speed of provisioning new resources, the Foundation was able to take immediate action once decisions were made to expand their offerings, and they could do so without the heavy burden of overhead associated with complex internal projects. Flexibility and speed to market like this provided substantial cost savings over do-it-yourself options. For the Thomson Reuters Foundation the cost savings of scaling on the cloud were good compared to managing the system themselves on premise. Perhaps worth more to the Foundation though are these benefits of choosing dotCMS Enterprise Cloud: headache-free system management, maintenance and upgrades.

The Mission Accomplished

The future for the Thomson Reuters Foundation forecasts further growth and expansion. The Web team’s next project involves decoupling cache and Elasticsearch from the dotCMS application. Both options are new features in the dotCMS 3.x series that allow system administrators to optimize and tune their implementations with the goal of gaining further control and improving performance at the application level. Being set-up with dotCMS Enterprise Cloud on Amazon Web Services is the key to deploying these new features rapidly because system admins can spin up a server for cache or Elasticsearch in just a matter of minutes using Amazon’s ready-made instances.

CASE STUDY

What's more, should the Thomson Reuters Foundation consider Web operations that are even more in tune with their global mission and perspective, dotCMS technology is ready to support design of a multi-region, multi-country push publishing architecture that would decouple content authoring from publishing and decentralize publishing outlets (servers) across the U.K., Europe, Middle East and the U.S. Such progression in content management technology would not be surprising. This type of expansion of their system is consistent with their mission.

From Humble Beginnings

Inform, Connect and Empower are the watchwords of the Thomson Reuters Foundation. In terms of technology and content management, dotCMS has been at the heart of delivering on that commitment of the Foundation. It's also probably not a coincidence that those watchwords

suggest and promote the importance of grass roots efforts and humble beginnings. We all know that from humble beginnings come great things. It's likely that the Web operations team at Thomson Reuters Foundation would tell you that dotCMS was one of them.



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