

Magnolia CMS

Reducing Risk and Enabling Efficiency in Custom Web Solution Development with Magnolia STK

Magnolia International Ltd.

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Executive Summary

Magnolia CMS is a content management system (CMS) favored for its ease-of-use and availability under an open source license. It includes all the features a mature CMS is supposed to provide, such as a powerful editing interface that allows content authors to preview content exactly as it would appear on publication. Its best-of-breed Java technology guarantees enterprise-grade reliability and scalability.

The features that ship with the core package of Magnolia CMS provide a solid foundation for mission-critical Web CMS projects. Where Magnolia CMS truly excels is in developing custom Web sites, often integrated with third-party applications. The development of these solutions usually accounts for the maximum cost in any Internet or intranet project.

The Standard Templating Kit (STK) is an add-on to Magnolia CMS that contains, among other things, a set of fully-functional Web page templates. These templates are pre-designed, ready-to-use Web pages or Web page elements for common use cases. They allow developers to quickly and efficiently build a compelling Web site from scratch based on best practices. Magnolia STK templates are ready for production use out of the box and can be configured without requiring any technical expertise. Templates can also be adapted for custom workflows or integration with third-party tools by virtue of Magnolia's modular, documented architecture.

Through the STK, Magnolia allows users to significantly save on development costs, because it speeds up implementation, minimizes errors and ensures ongoing extensibility of a Web infrastructure. It also saves on long-term maintenance costs, because it ensures that sites are created and customized in accordance with best practices and this, in turn, makes it easier to implement changes later on.

Key business benefits accruing from the STK include:

- Shorter and simpler development cycles
- Lower maintenance and upgrade costs
- Faster time to market
- Reduced project risk
- Lower total cost of ownership

The purpose of this white paper is to examine how Web agencies, System Integrators, in-house development teams and end users of a Magnolia-based solution benefit from the STK through lower development cost, higher margins or higher Return on Investment (ROI), and ultimately higher competitiveness. This white paper will demonstrate how the Magnolia STK is successfully meeting the needs of real-world businesses where a good portion of their competitiveness stems from the Web infrastructure they rely on.

Customer Testimonial

- "Magnolia STK is not a rapid development kit; it's a solid base for delivering complicated and lengthy projects. We are capable of delivering very serious sites based on it."
- Kees De Koning, Media Catalyst

Background

An interactive and compelling Web site is an entry-level requirement for any company serious about addressing its customer base and fulfilling market needs. A Web site with fresh, up-to-date content designed specifically around its target audience becomes a hub around which customers can research the company's products and services, connect with sales representatives, and execute transactions online.

A Web content management system (CMS) provides companies with the tools they need to build an engaging and persuasive Web experience for customers, prospects, employees and management. Some of the business benefits of using a CMS to create Web-based services are:

- Faster time-to-market and competitive advantage due to on-the-fly content creation
- Integrated corporate identity and messaging through consistent presentation of information across channels
- Improved internal efficiency via "create once, use many" paradigm
- Faster and cheaper integration with heterogeneous partner/customer IT systems
- Protection of sensitive corporate and customer data from theft or damage
- Enforcement and compliance with industry-wide best practices
- Scalable to shifts in customer demand levels
- New customer acquisition through innovation and value-added services
- Higher return on investment (ROI) through platform extensibility and stability

While the business benefits of a CMS are without dispute, the fact remains that many of these business benefits are only achievable if all stakeholders are fully participant in, and committed to, the success of the project. However, as shown below, different stakeholders have different business imperatives and challenges:

Stakeholder	Key Challenge
Executive Management	Maximize profit, improve communication and increase sales
Project Manager	Deploy application on schedule and within budget
Programmer	Implement custom functionality to meet business requirements
Interface Designer	Modify application interface to comply with usability and corporate branding requirements
Content Author	Create and manage changes to application content, including translations for multiple regions
Administrator	Manage and ensure application reliability, scalability and security

Key Challenges

As illustrated above, different stakeholders have different requirements, and may approach a particular solution with varying levels of enthusiasm, depending on their perception of its business value. To fully engage with, and enthuse, all stakeholders, it is important to fully understand the challenges they face.

The following section examines these key challenges in detail and also illustrates the benefits offered by the Magnolia STK in meeting these challenges.

Customization

When building elaborate Web sites with complex functionality and design, it is unusual for an off-the-shelf CMS solution to satisfy all requirements out of the box. Instead, it is usually necessary for programmers and interface designers to perform some customization in order to fully meet business requirements. This customization may broadly be considered under two heads, interface customization and functional customization.

- Interface customization is concerned with bringing the solution in line with the organization's existing
 branding and marketing guidelines, and modifying default settings such as global colors and page
 sections; logos and attribution; layouts and navigation; and search and contact forms. As time passes,
 it is also usually necessary to restructure existing content pages, add new pages, or add new content
 types to support additional requirements.
- Functional customization involves modifying program internals to support custom use cases, such as
 integration with third-party data sources and special workflows. This level of customization is usually
 performed by a specialist programmer with technical expertise in the programming platform and
 related technologies.

Performing such customization is often time-consuming and expensive. Therefore, it is important that the selected solution be easy and flexible to customize, with well-defined entry points for designers, content authors and programmers. Interface designers should be able to apply interface and style changes globally across the site without needing to modify individual pages, while content authors should be able to define and configure new content types globally, simply and efficiently. Similarly, application components should be written using modern, well-understood technologies to aid custom programming, so that they can be easily extended or enhanced.

Magnolia STK templates are fully customizable, and can be configured through a browser-based interface without requiring any special programming knowledge. They provide a quick, technologically sound base for starting a new project, and usually meet 30%-40% of requirements out of the box. There are no restrictions on the actual design of the site, which is fully configurable through CSS. Programmers can also easily extend the default templates to support custom use cases.

Adoption

In a recent study spanning 5000 individual Web sites by Crown Peak¹, 78% of participants reported needing

¹http://www.crownpeak.com/Infocenter/Registration.aspx

more than a day to post a new Web page. Other challenges included enabling content authors to make changes to content without requiring technical expertise, and applying changes across content in a consistent manner.

Good design and implementation of Web-based user interfaces is paramount to the success of introducing a CMS. It is one of the most critical aspects that decides about how efficiently content authors can work with the solution and how likely they will regard it as useful. Ultimately, the adoption by end users is a key factor in deciding the Return on Investment of the project.

Magnolia STK provides a flexible, robust toolkit to construct Web sites and populate them with content. STK dialogs are standardized, making it simple for authors to learn the system, post new content and manage multiple sites. This "intelligent simplicity" increases efficiency and reduces mistakes, leading to greater adoption and project success.

Development Process and Coordination

Building and deploying a Web site requires different stakeholders to work closely with each other. For example, adding custom functionality requires interface designers and programmers to work closely with each other. Similarly, creating content requires content authors to work closely with project managers, translators and executive management, to ensure that the end result fully satisfies the organization's business goals.

An ideal solution would allow different groups of users to work together without overlapping each other's functional domains or creating unnecessary dependencies. For example, content authors should be able to directly enter content into the system without needing to worry about page widths or lengths, just as interface designers should have complete flexibility in defining the appearance of different pages without needing to consider content size or style. This separation of concerns allows different types of users to work on the same Web site in parallel, thereby reducing the overall time-to-market and ensuring a quick turnaround.

Magnolia STK allows content authors, interface designers and programmers to work on different aspects of a Web site in parallel, reducing the overall coordination cost and time. This role-based development is possible because the STK nicely separates content, code and design.

Standards and Accessibility Compliance

When creating Web sites, it is important that the structure and markup of Web pages are fully compliant with current W3C recommendations for XHTML and CSS markup. This ensures that content is rendered without errors on modern Web browsers, and degrades correctly on older browsers. The W3C also publishes a set of Web Content Accessibility Guidelines² (WCAG), that interface designers must implement to ensure that the created content is accessible to disabled users.

Needless to say, these tasks impose an additional time and cost burden on the development process. Verifying page markup across different browsers and against different standards and accessibility guidelines is a tedious and time-consuming task for developers. A good CMS will automatically produce standards- and accessibility-compliant markup, without requiring the developer to manually perform these tasks.

²http://www.w3.org/WAI/intro/wcag

Magnolia STK templates are compliant with the latest Web and accessibility standards, ensuring that Web sites "just work" with Web browsers, mobile devices and screen readers. STK templates are pre-tested on all major browsers, ensuring a high level of usability, accessibility and browser compatibility. Magnolia updates the STK on a regular basis to ensure that it always reflects the latest accessibility guidelines and best practices.

Multi-Language Support

Recent statistics published by Internet World Stats³ indicate that English speakers account for only 27% of the world's Internet users, with other languages accounting for the remainder. It should be clear, then, that any business operating in the global marketplace cannot shy away from offering its users a multi-language Web site. Doing so ensures that customers and partners in local markets around the world have access to the latest company news, information and product data. A failure here would place the business at a competitive disadvantage, as users unable to obtain the information they need would migrate to competitor sites that satisfy their needs.

Adding multi-language support to a highly customized Web site can be a time-consuming and expensive task. Common challenges include ensuring that custom user interfaces are Unicode-compliant to display non-latin characters; that site content and navigation menus are consistent across multiple languages; that content can be easily localized to different regions; and that translators are able to directly enter and edit content without affecting site functionality or design.

Magnolia STK template are fully multi-language compliant, allowing for consistent site structures across languages and easy browser-based configuration.

Cost

A common problem with Web development projects is difficulty in finding a framework that fits both requirements and budget. Often, available choices are extremely hard to configure and adapt, or extremely expensive, or both. From a business management perspective, one must also consider the cost and time involved with recruiting or training specialist developers on the selected framework, to support and maintain the solution over the longer term.

With this in mind, any solution that offers both functionality and flexibility is worthy of consideration. An open source solution offers some advantages, as open source products are more accessible than proprietary or closed source alternatives, and it may therefore be easier to find trained and experienced developers for an open source platform. Open source products usually also come with extensive documentation and community support, allowing users to "self train" themselves if needed. These factors can reduce the overall total cost of ownership (TCO).

Magnolia STK is a scalable and extensible toolkit that reduces overall cost through an open-source license, free documentation and expert community support.

³http://www.internetworldstats.com/stats7.htm



Introducing Magnolia STK

The Magnolia Standard Templating Kit (STK) is a toolkit for rapid Web site development and deployment. It is tightly integrated with Magnolia CMS, and provides a set of reusable templates to quickly create a Web site and enable common functionality such as form processing, search, promotions and news. All templates are production-ready, compliant with current markup and accessibility standards, and fully configurable via CSS.

Magnolia STK is specifically designed to address the challenges discussed above, as shown below:

Requirement	Magnolia STK Features
Easy customization and maintenance	 20+ production-ready page templates Browser-based configuration interface and form designer Fully customizable using CSS Support for multiple themes and in-place templating
Process efficiency	 Distinct separation of templates, content and functionality Multi-user access with granular access control
Standards-compliant, accessible markup	 Browser compliance Auto-generated, W3C-compliant XHTML markup Fully compliant with Web Content Accessibility Guidelines (WCAG) Innovative accessibility features and support for screen readers and mobile devices
Multi-language capabilities	 Complete Unicode implementation Consistent site structure across languages Language-specific configuration dialogs Granular access control for content editing
Scalable and extensible	 Extensible template system Scalable to enterprise-class workloads Modular architecture for plug-in functionality Robust technical platform for innovation
Low total cost of ownership	 Proven track record Standardized, production-ready templates Simple to maintain and extend "out of the box" Open source license Free online documentation, source code repository and bug tracker Community support



Business Benefits of Magnolia STK

As the previous list demonstrates, Magnolia STK can add value over and above that offered by a basic CMS solution. For Web agencies, these benefits can far outweigh the initial time and cost investments they must make in learning the Magnolia STK. To illustrate this, consider the following table, which specifies the business and technical benefits accruing from Magnolia STK during the different phases of development.

Development Phase	STK Technical Benefits	STK Business Benefits
Analysis and Requirements Definition	 Rapid prototyping enables better, faster and clearer definition of customer requirements. Rapid prototyping enables engineers to consider multiple design approaches and select the one best suited to the task at hand. Modular template architecture ensures that projects can be designed and implemented quickly, by modifying existing templates for new use cases. 	 Rapid prototyping helps manage customer expectations and streamlines review and approval workflows. Rapid prototyping results in fewer possibilities of deviations from spec during development and reduces overall project risk. Modular template architecture promotes extensibility and allows new interface elements or functions to be added at a later date without much refactoring, at a lower expense and on a shorter schedule.
Development and Testing	 Extensible, modular template system allows easy customization for special needs. Standards compliance and pre-testing on major browsers ensures that final output appears the same on all browsers Separation of presentation, content, and functionality produces cleaner and more maintainable code. Support for unit tests ensures quality and backwards compatibility with previous versions. 	 Automatic implementation of best practices ensures long-term maintainability and allows for future feature additions at reasonable cost. Browser compliance reduces development time and project risk. Separation of concerns produces shorter and more productive project timelines and results in more efficient teamwork Unit testing ensures product quality and reduces upgrade risks.
Deployment	Optimized template code simplifies construction of high performance, scalable Web sites.	Modular architecture enables "hot swapping" of templates to quickly enable interface or functional changes in production environments.

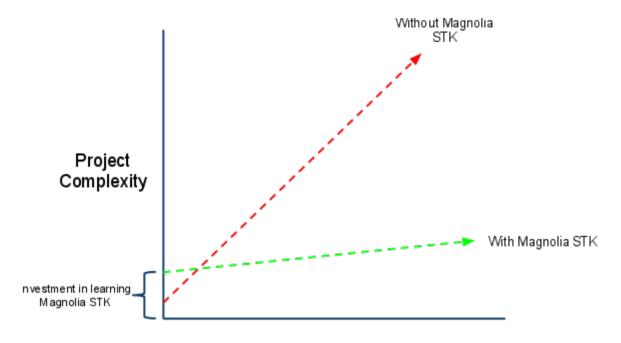


	 Greater reliability and scalability accruing from use of best practices reduces server administration and hardware upgrade costs.

It is important to note that in order to fully gain the benefits of the Magnolia STK, a firm must make an initial investment in training its employees to understand and fully exploit the features of the STK. Although this initial investment is typically higher than that required under an ad-hoc development approach, the mediumterm benefits far outweigh the costs.

By leveraging STK features such as reusability, best practices and scalability, a firm with real-world STK experience and learning is able to perform custom development and maintenance for clients or users at a much lower cost than its competitors.

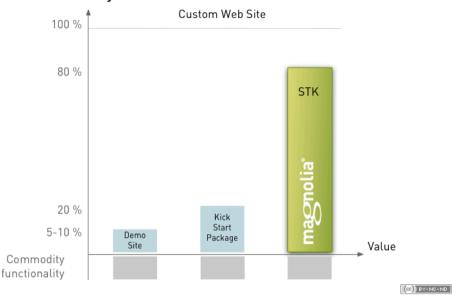
The following graph clearly illustrates how an initial investment in STK learning results in medium-term benefits. Firms that make the initial investment in learning the STK see a direct benefit over the medium term, as the marginal cost of adding complex functionality is much lower than firms that lack this learning. These firms can therefore offer clients a lower cost, or benefit from a higher profit margin, than their competitors. By contrast, firms without STK learning are able to perform initial development at a lower cost, but quickly face an exponential cost curve as they attempt more complex development over time.



Project Cost

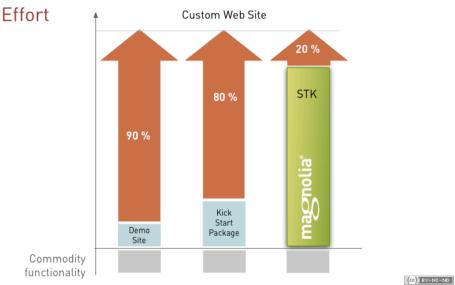
Another approach is to compare the functionality and customization effort required with a demo site, a kick-start kit or Magnolia STK:

Functionality



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Customization



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It should be clear that the additional functionality provided by the Magnolia STK significantly reduces the amount of customization and correspondent testing required, by as much as 70% in some cases. This naturally translates into a shorter development and deployment time-frame, a lower cost and a reduced overall risk profile for the project.

Features of Magnolia STK

Magnolia STK achieves these benefits by offering number of unique features. These are discussed in the following sections.

Reusable Template Library

Magnolia STK provides 20+ page templates and 50+ content types for common use cases such as welcome screens, navigation menus, search and contact forms, event calendars and news feeds. These templates and content types are optimized for production environments and can be simply "dropped in" to an existing Magnolia CMS installation. Content authors can choose to use these templates "as is", simply modifying the style rules to reflect their particular branding and layout, or to modify them to support custom requirements and additional features.

Partner feedback indicates that the default templates address 30-40% of requirements out of the box, and additional customization is inexpensive to accomplish due to the technologically sound and state-of-the-art implementation. This flexibility is achieved while still maintaining a high level of quality; the default templates are pre-tested to work with all major browsers and are standards- and accessibility-compliant, and subsequent customizations that build on this base carry forward the same benefits.

In addition to a predefined library of page templates, the STK offers interface designers a browser-based form designer, which enables the creation of sophisticated Web forms for user input collection without needing any special technical knowledge. The STK also includes a user registration module, which enables content authors to set up access-protected content and define the key attributes for user profile registration.

The following table lists common use cases, and the Magnolia STK components available to fulfill them:

Use Case	STK Component(s)
Create welcome page	Home Page
Create and categorize content pages	 Section Page Article Page Category Overview Template Sitemap Template
Publish company news and event listings	 Events Overview Template News Overview Template Event Template News Template
Aggregate common questions and answers	Frequently Asked Questions (FAQ) Template
Build an image gallery	Image Gallery Template
Collect and store user data	Form Builder Module



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Enable quick access to product and company information	Search Results Template
Protect content from unauthorized access	Public User Registration Module

Business Benefit

- Faster time-to-market and competitive advantage due to rapid template creation
- Faster and more accurate prototyping with ready-made templates

Configurable Elements and Themes

The page templates and page elements included with Magnolia STK are configurable through a central CSS file. Interface designers can quickly modify the appearance of an entire Web site, merely by customizing these default CSS rules. The changes are universally applied to page templates and page elements, without any need to modify the templates themselves. This feature makes it possible to create and enforce a particular style and color scheme for all content pages, thereby creating a robust and uniform user experience.

Magnolia STK also supports "themes", which are collections of style-related configurations and CSS file references. It is possible to create multiple themes for the same site, and switch between them to quickly modify the look and feel of the site. All of these tasks can be done without requiring any special technical knowledge of Java or Freemarker.

Business Benefit

- Faster time to market as quick-start templates address most common use cases
- Lower employee training costs and faster update cycles due to centralized configuration
- Higher long-term return on investment due to ease of maintenance

Standards Compliance

One of the key advantages of using Magnolia STK, as opposed to hand-crafting individual pages of a Web site, is that Magnolia STK always produces standards-compliant XHTML markup. This ensures that content pages render in a uniform manner across different Web browsers, reduces the risk of disruptive errors and lowers the cost of future maintenance and upgrade.

Magnolia STK components also make use of other standard tools and technologies, such as jQuery for client-side functionality, JSR-170 repositories for content storage, Java and Java DataBase Connectivity (JDBC) for business logic, and Cascading Style Sheets (CSS) for design. Support for the Freemarker and JSP templating languages makes it easy to integrate Magnolia STK with other data sources and applications.

Business Benefits

- Lower maintenance and upgrade costs
- Faster and cheaper integration with third-party Web applications and data sources

Accessibility

Web accessibility consists of a number of different components, perhaps the most important of which is the site content. This content consists of both the actual readable text content and the underlying HTML markup that defines the structure and presentation of the content. Content authors must pay special attention to these aspects to ensure that the site is usable by disabled users.

Magnolia STK significantly simplifies this task, as all STK components produce HTML markup that conforms to both WCAG and Germany's Barrierefreie Informationstechnik-Verordnung (BITV) accessibility guidelines. The STK includes a number of innovative features, such as invisible navigation messages for vision-impaired users (screen reader support). In addition to supporting common SEO requirements such as descriptive URLs and keyword tagging, STK components produce semantic markup to ensure that the final content is optimized for indexing by search engines.

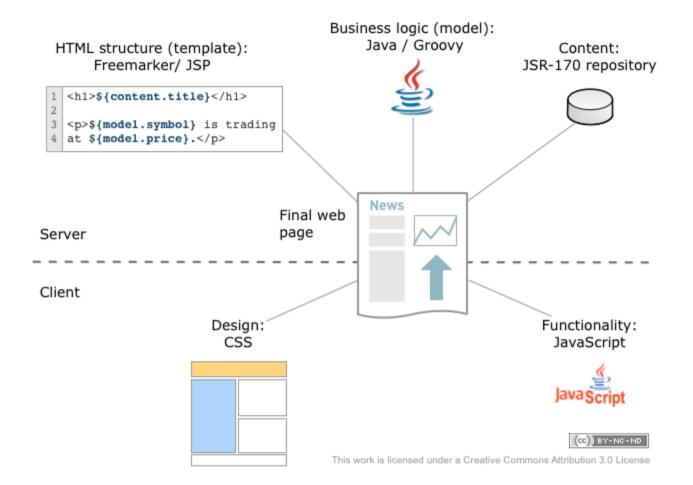
Business Benefits

- Increased customer satisfaction through more accessible content
- Better search engine ranking through automatic SEO

Extensibility

Like every toolkit, Magnolia STK must be learned to be fully exploited. However, unlike many other toolkits, Magnolia STK provides a robust and scalable platform for future extensibility and innovation. Modular architecture allows application developers to adapt and extend the STK to support elaborate sites with complex requirements, and to integrate new components and data sources to address a specific requirement or use case.

Magnolia STK clearly separates all the key aspects of a Web site - client-side functionality, design, templates, business logic and content - into individual components, allowing for easy customization or modification as needed. Magnolia STK templates can be implemented in either Freemarker or JSP (or a combination of both), allowing developers flexibility in choosing the technology that is best suited to their requirements. In particular, Freemarker support ensures that developers have complete flexibility in choosing template location, writing unit tests, and integrating existing tag libraries to reduce the time and cost of custom development.



Business Benefits

- New customer acquisition through innovation and value-added services
- Higher return on investment (ROI) through platform extensibility
- Lower cost of ad-hoc changes due to inline editing and Freemarker support

Multi-Language Support

Magnolia STK offers a complete internationalization (i18n) implementation, allowing content authors to develop multiple-language versions of the same content. All STK configuration dialogs are fully i18n-aware and will be rendered in the currently selected language. Content authors can define the set of available languages for a Web site, and directly add translated content in each language to the system, with Magnolia ensuring that the overall structure of the site remains consistent.

To further simplify the process of managing multiple translations, Magnolia CMS offers a granular access control system, allowing administrators to precisely define the rights and privileges available to each user or translator. Administrators can define access rules for specific users ensuring (for example) that that translators can only view and modify the content structures that are directly relevant to them.

Business Benefit

Superior competitive positioning and increased customer satisfaction through localization

Open Source Licensing

Magnolia STK is licensed under the Common Public Attribution License (CPAL), an OSI-approved open source license. This license allows developers and content authors to use the STK free of charge, with full access to the original source code, but requires Magnolia attribution, via link or logo, when using the built-in STK templates. Enterprise Edition users of Magnolia CMS are not subject to this requirement.

The open source nature of Magnolia STK also facilitates collaborative development, testing and user support. Developers can examine and customize every aspect of the bundled page templates, adapting them as needed to support custom requirements without requiring special permission or license from Magnolia International. Community testing ensures that bugs, if any, are quickly discovered and rectified, resulting in a more robust, stable and scalable set of templates.

Business Benefit

Lower total cost of ownership without compromising features and reliability

Proven Track Record

Magnolia STK has a proven track record of implementation, with a majority of Magnolia partners using it to implement client solutions. It is a solution that has been used successfully in many projects and has a flexible approach to various requirements. This proven track record and widespread usage is beneficial to both clients and vendors: clients have greater confidence in STK-based solutions and are assured that they will receive the specified benefits, and vendors have greater confidence in recommending STK-based solutions and then deploying them as per agreed schedules.

Some key projects implemented using Magnolia STK include:

- Navy.com, the main recruitment Web site of the U.S. Navy
- LOVEFiLM.com, a leading European film & TV subscription service
- Van Lanschot Bankiers, the oldest independent bank in the Netherlands
- The local government Web site of Manatee County, Florida
- Ticino.ch, the official tourist portal for the Ticino region in Switzerland
- Travel.com.au, Australia's leading on-line travel company
- Lloyds TSB IPB, an international private bank operating in 14 countries on 4 continents
- Texas State University

Business Benefit

• Proven track record raises client confidence and reduces project risk

Commercial Support and Training

Magnolia International offers high quality support and training by Magnolia experts to quickly bring content authors and developers up to speed on STK features. Various levels of service agreements are also available, providing runtime support with guaranteed response times.



Partners are important providers of custom support and development services. Magnolia certified partners are able to integrate existing applications into Magnolia, and develop custom functionality for specific needs with a high level of professionalism. Because Magnolia CMS is open source, core developers can be called on for backup support, and when one customer encounters an issue, a fix is generally quickly provided to other users as well.

Business Benefits

- Reduced downtime via on-call support and service level agreements
- Improved operational efficiencies due to focused training



Conclusion

This paper has explored how the Magnolia STK offers a solution to the challenges faced by developers when creating new Web sites.

Magnolia STK's built-in functionality reduces the time and cost of custom development, providing a mechanism to control project risk while delivering business benefits of cost savings up to 80% over competing alternatives. Coupled with Magnolia CMS' powerful templating architecture, the predefined templates and modules supplied in the Magnolia STK make it possible for interface designers, programmers and content authors to quickly and efficiently cover common use cases with minimal technical knowledge or programming expertise. This also leaves more money on the table to invest in features that will make the site unique and compelling to users.

Magnolia STK's open-source license, coupled with its rich community support, reduces the total cost of ownership, allowing managers to quickly deploy new Web applications on tight schedules and limited budgets. These efficiency and operational benefits are significant, and make the Magnolia STK a worthy addition in any new project deployment.

Given the importance of custom Web sites to enhance competitiveness through differentiation, businesses relying on Magnolia as a core component of their Web infrastructure can fully leverage a mature content management system in combination with a best-practice toolkit for individual solutions with a low total cost of ownership and a high return on investment.

Additional Resources

Magnolia CMS Web site: http://www.magnolia-cms.com/

Features: http://www.magnolia-cms.com/home/magnolia-cms/magnolia-4-3/previous-versions/magnolia-4-

0.html

Documentation: http://documentation.magnolia-cms.com/templating/stk
Case Studies: http://www.magnolia-cms.com/home/clients/case-studies.html

License and Pricing: http://www.magnolia-cms.com/home/magnolia-cms/pricing.html

Support: http://www.magnolia-cms.com/home/magnolia-cms/editions/enterprise-edition.html.