



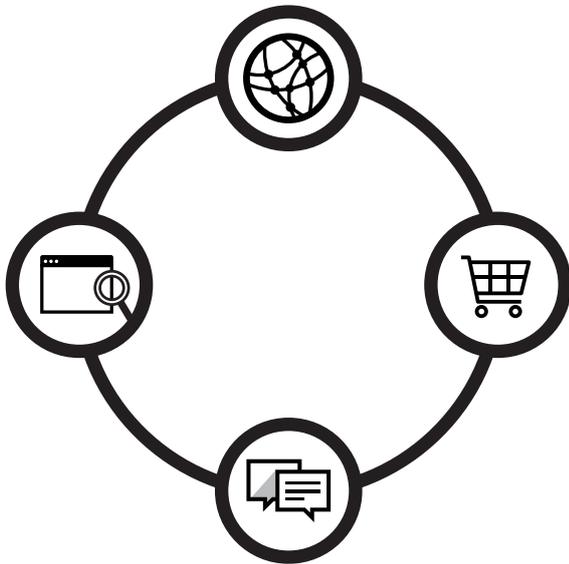
Case Study: NSF

Thanks to an upgrade to Piwik PRO On-Premises, NSF enjoyed assisted setup and configuration of their Piwik install. Securely hosted on the organization's infrastructure, the platform supports continuous improvement of websites and J2EE applications.

WHO

Founded in 1944 as the National Sanitation Foundation, NSF is the global provider of public health and safety-based risk-management solutions. The organization's main mission is to protect and improve global human health while serving the interests of all stakeholders - namely the public, the business community, and government agencies.

NSF carries out its mission through development of public-health standards and certification programs in order to protect the world's food, water, products, and environment. Staffed with over 2,100 global employees, including microbiologists, toxicologists, chemists, engineers, and environmental- and public-health professionals, NSF also provides auditing, education, and risk-management solutions for public health and the environment.



WHY

Web analytics are key for continuous improvement of user experience. NSF wanted to better cater to their internal and external clients, so they decided to understand traffic and performance of their three websites and 13 related J2EE-based applications. The organization did not use analytics before, instead relying on manual checking and processing of log files. This tedious procedure meant NSF regularly experienced delays in getting the right insights.

Handling sensitive data, such as employees' personal information, the organization looked for a self-hosted tool that could deliver even more settings in order to comply with their internal privacy protocols. NSF also wanted to easily access and share the reports, especially with metrics related to visitors and their actions, such as requested URLs, average generation time, or geographic location.

SOLUTION

NSF decided to try Piwik, the leading **self-hosted analytics** platform, as they wanted to exercise full control over their data. With an upgrade to the **Piwik PRO On-Premises** plan, the organization received **assisted setup and configuration** of the tool on their infrastructure.

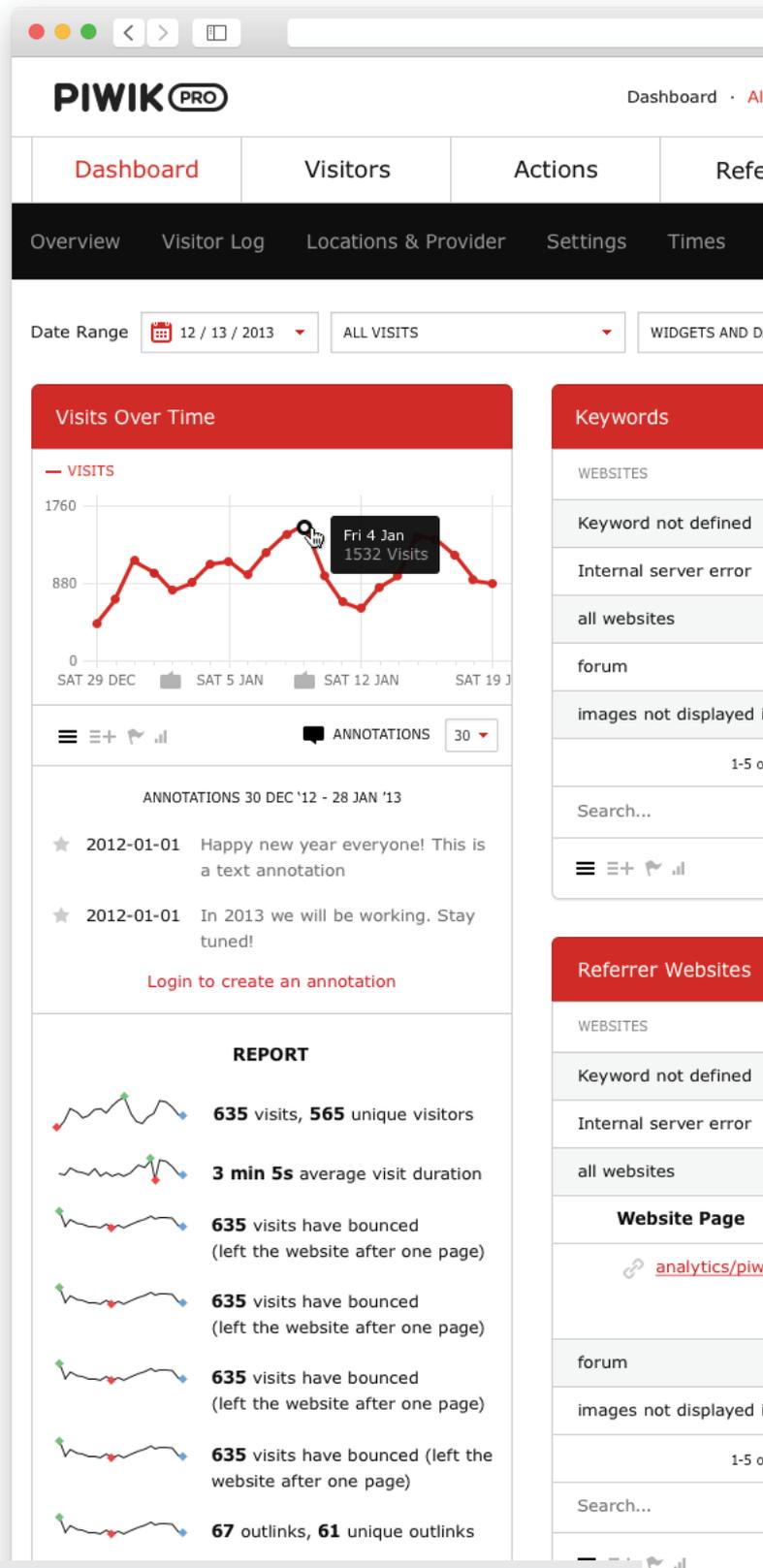
The **Piwik API** enabled quick platform deployment for all the websites and apps, adding users and granular permissions, as well as sharing data in many formats: XML, Json, CSV, etc. Subscribing to the Piwik PRO plan also enabled NSF access to all **premium features and integrations** developed with enterprise-level needs in mind

RESULTS

Piwik was installed on NSF's own infrastructure and works efficiently with all their websites and J2EE apps. It removed the tedious process of manual handling of logs, so all the users gained access to clear, accurate, and timely reports.

The organization has started to gather data that will help them tune the performance of their applications. With **training** delivered by the PRO Team, NSF will also be able to make use of more advanced Piwik options. All of their data is safely collected and stored on their servers, ensuring privacy of their users' sensitive information. Logs are not shared with any third party and NSF keeps **100% data ownership** at all times.

The Piwik PRO On-Premises plan also comes with **24/7 monitoring, support, software updates,** and **ongoing maintenance.** Owing to **SLA** that comes with all of the premium plans, all reply times of the PRO technicians are guaranteed at all times.



NSF International is a non-profit organization committed to public health and safety. We have been looking for a tool to track our web activity and proactively provide analytics data for our internal support teams. Piwik is a fantastic tool for helping us achieve this goal because it gives us key insights into our business users' end experience on a global scale.

Additionally, Piwik PRO helps us set up for on-premise installations and provides with us with customized solutions. We are very impressed with the Piwik web-analytics solution. Piwik PRO will continually advise us on the new features and how to efficiently use the rich analytics data.

Yipeng Chen, Lead DBA, NSF International

ABOUT US

Piwik PRO provides cloud hosting and professional analytics consultancy for users of Piwik.org, the open source web analytics platform.

We have created, implemented, and maintained a wide range of customised solutions for clients of all shapes and sizes.

We have 30+ staff members at Piwik PRO, including Piwik core team members, resourceful administrators, highly skilled developers, creative designers, and our approachable sales, customer service and management team.

CONTACT

United States:

Piwik PRO LLC
222 Broadway
New York, NY 10038

Oceania:

150 Willis St
Wellington, 6011
New Zealand

EMEA:

Piwik PRO Sp. z o.o.
ul. Św. Antoniego 2/4
50-073 Wrocław, Poland

Germany:

Piwik PRO GmbH
Schanzenstr. 31
51063 Köln

US & Canada:

+1 (888) 444-0049

Asia & Oceania:

+64 48319223

EMEA:

+44 2033182881

Germany:

+49 221 6430 7750

E-mail:

sales@piwik.pro

Web:

<http://www.piwik.pro>