



After creating and modernizing the FIEPE System portals, Visionnaire continued the partnership through support and maintenance services

The modernization of the FIEPE System portals marked an important stage in the partnership between the Federation of Industries of the State of Pernambuco (FIEPE) and Visionnaire. In the previous project, the WebPublication© solution was used to structure a centralized content management platform, with particular emphasis on the Sesi Pernambuco portal. The new phase of the relationship, however, introduced a different challenge: keeping the environment running with continuity, agility, and close technical support for the institution's teams.

After the implementation, Visionnaire won the public tender related to service continuity and began providing support and maintenance services. The work was based on direct contact with the IT and Marketing teams, fast response to requests, and availability to support FIEPE when new demands were being prepared or when internal responsibilities were changing. This close relationship became especially relevant in a scenario of reorganization, team reductions, and the transfer of website management from the technology area to business areas.

The support operation also had to serve an environment involving different audiences and a large Marketing team responsible for maintaining portal content and communications. Because Visionnaire already knew the architecture created in the previous project, it could address new needs without rebuilding the entire technical context for every request.

This favored continuity of the environment and created a support channel for questions, adjustments, and assessments related to WebPublication©.

The result was a support partnership based on close collaboration, readiness, and continuity. Visionnaire remained a technical resource for FIEPE teams, helping the portal operation navigate internal changes and remain prepared for future enhancements.

The case demonstrates Visionnaire's ability not only to implement digital solutions, but also to support, maintain, and evolve environments that need to keep pace with business priorities over time.