WelfareLAB
Innovative solution to contrast poverty

> **ACLI – ASSOCIAZIONI CRISTIANE LAVORATORI ITALIANI**
> **SOCIAL PROMOTION ASSOCIATIONS**

Italy

Entrusting to a specialized Partner as Proge-Software, we achieved the goal of having a complete, flexible IT platform, always technologically updated and managed with a high level of quality and safety.

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Damiano Bettoni – ACLI Nazionali General Secretary

Partner	Proge-Software S.r.l.
Scenario	The ACLI – Associazioni Cristiane Lavoratori Italiani, are associations of lay Christians who promote the work and the workers, educate and encourage active citizenship, defend, help and support citizens, particularly those who find themselves in a position of marginalization or at risk of social exclusion.
Customer need	A simple technological platform that allows people and families to request registration for goods or services directly at the local ACLI offices
Product	Azure DevOps, ASP.NET Core, Kendo UI, Azure Web App, Azure Functions, Azure SQL Server, Azure Storage, Azure Application Insights, SendGrid, Azure AD B2C, Visual Studio 2017, Teams, Scrum

SUMMARY

The "WelfareLAB" platform is designed to improve the intersection of the supply and demand of services and initiatives activated in favor of the beneficiary users, between 7,000 of people and families in poverty. The platform is aimed at the implementing parties, the subjects of the Third Sector territorial networks, the Institutions and Companies that have formalized the willingness to collaborate for free.

BACKGROUND

The **ACLI – Associazioni Cristiane Lavoratori Italiani**, are associations of lay Christians who promote the work and the workers, educate and encourage active citizenship, defend, help and support citizens, particularly those who find themselves in a position of marginalization or at risk of social exclusion.

THE CHALLENGE

The project was WelfareLAB is an experimental action at national level, in line with the goals of the ONU 2030, it help reduce poverty and inequality, promoting inclusive and sustainable growth of the community.

APPROACH

Proge-Software has created a PWA, based on ASP.NET Core framework and supported by Azure cloud services. This made it possible to obtain a lightweight solution - able to provide the highest levels of usability both on the PCs of the ACLI operators and on the low-end smartphones of the beneficiaries - and scalable - able to respond to the expected operating peaks.

EXPECTED RESULTS

"WelfareLab" is a portal dedicated to people and families. They can request registration for goods or services directly at the local ACLI offices. Through the ACLI portal, the identified user will have the opportunity to come into direct contact with the companies and institutions that have made the chosen service available. He will also be able to follow the status and all the phases of the request.

OBSTACLES AND PROBLEMS

Given the experimental nature of the project, the functional requirements were not very detailed in the initial phase and were defined and refined during the work. The need to reach a vast audience of possible beneficiaries has required the design of a platform able to guarantee the use on devices that are very different from one another and often characterized by low levels of performance.

ACTUAL RESULTS

Thanks to a project management methodology based on DevOps, to the ASP.NET Core technology and to the services made available by Azure, Proge-Software was able to implement the IT platform on schedule, respecting the available budget, and offering some additional features, such as off-line operation or the additional profiling questionnaire.

BENEFITS AND ADVANTAGES

ACLI has achieved the goal of having a complete, flexible IT platform, always technologically updated and managed with high levels of quality and security. The availability of additional features, not initially envisaged, has significantly improved the usability, collaboration and experience of use for both operators and the beneficiaries of the initiatives.

KEY LEARNING POINTS FROM THE PROJECT

Design and development based on DevOps, ASP.NET Core and Azure services.

ADDITIONAL INFORMATION

https://www.acli.it/welfarelab-soluzione-innovative-di-contrasto-alla-poverta/

https://acli-welfarelab.azurewebsites.net

The customer authorizes Proge-Software to use this reference for marketing purposes.