



LIGHTN scales policy publishing to 2,300 schools with Author-it at the core

How LIGHTN reduced publishing time from 10 hours to 40 minutes while strengthening compliance and auditability.

LIGHTN

School Docs ECE Docs GP Docs

REGION
NZ

AUTHOR-IT CUSTOMER SINCE
2006



2,600+ SITES

Delivered from a single source



10 HOURS → 40 MINUTES

Publishing time per release



SINGLE SOURCE OF TRUTH

For governed, auditable policy content



BUILT TO SCALE

Across education and healthcare markets

Situation & Challenge

Since 2006, SchoolDocs has provided legally compliant policies to schools across New Zealand. Over time, this expanded into GPDocs for medical practices and, more recently, ECEDocs for Early Childhood Education (ECE) centres. Today, these three products sit under the newly launched parent brand LIGHTN, supporting more than 2,200 schools, 300+ general practices, and a rapidly growing group of early childhood centres.

Each sector operates within a common legislative and regulatory framework, but every school, practice, and ECE requires localised detail that must remain accurate, governed, and auditable. As the organisation scaled and extended beyond its original market, the existing publishing model could no longer keep up.

- 1 Publishing required rebuilding 2,300 static sites
- 2 A single release took ~10 hours across four machines
- 3 Limited ability to scale into new products & markets
- 4 Increasing audit and compliance pressure



When we looked at going into another market, we basically said: this isn't going to work for us.

Pete McNulty
Head of Information Services
LIGHTN





Solution

To address these challenges, LIGHTN redesigned how policy content is delivered - with Author-it as the single source of truth and a new publishing architecture designed to scale.

The LIGHTN team led requirements definition, content preparation, and user testing. Development teams built the website, external data sources, and administrative tools for managing customer-specific variables.

Hamish Blunck at Segue Consulting designed the Author-it integration - defining how content, variables, and site structures would be synchronised and published at scale, with Author-it remaining the central knowledge engine.

<p>S1</p> <p>All policy content is authored and governed in Author-it, providing one authoritative source.</p>	<p>S2</p> <p>Customer-specific details managed externally while core content stays versioned & auditable.</p>	<p>S3</p> <p>A single resolved output is consumed by the website to render thousands of customer sites.</p>	<p>S4</p> <p>The architecture supports multiple products and markets from the same publishing model.</p>
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Going from 10 hours... to 30 or 40 minutes - that's fantastic.

Pete McNulty
Head of Information Services
LIGHTN



Results & Impact

By re-architecting how Author-it content is published and consumed, LIGHTN proved a scalable delivery model through the launch of ECE Docs.

Full site publishing dropped from approximately 10 hours across four machines to under 40 minutes - delivering governed content faster, with greater control and auditability.

The platform gives clear visibility into policy updates and confirmations - and with Author-it architecture expertise from Segue Consulting, it looks sharper, works better, and customers have noticed.

- 10 hrs → 40 mins per publish
- On-demand updates, no batching
- 2,600+ sites, one publish
- Growth decoupled from hardware
- ECE Docs live within 6 months



Book a demo



LIGHTN scaled without compromise - book a demo to see how you can too.