

A close-up photograph of a person's hands. One hand is typing on a laptop keyboard, while the other hand holds a black smartphone. The background is blurred, showing a person in a white shirt.

10 Definitive Traits All Stellar Intranets Must Have

How to Create an Intranet Your Employees Will Use (and Love)

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Introduction

You began with the best of intentions for your employees. To empower them to collaborate, communicate and manage projects with ease, you built and deployed an intranet solution. In the beginning, they were engaged. They were able to access the documents they needed, and that was that. But time, technology and our modern global economy have drastically changed how today's worker gets their work done.

That's why it's time to say goodbye to your "set it and forget it" intranet solutions of yesterday and embrace the future of an agile, ready-to-go digital workplace. And this eBook is your roadmap to a new intranet with all of the features you will need to engage your employees with a platform they will love.



Mobile

According to the market research firm IDC, the U.S. mobile worker population will rise to more than 105 million people by 2020. This number represents nearly three-quarters of the entire American workforce.

What's driving this move toward mobile? Three factors seem to drive the trend: increasing the affordability of data plans for mobile devices; expanding adoption of smart devices like phones and tablets for work-related processes, and many companies' increased comfort with employees bringing their own devices into the office.

The modern mobile workforce will be expected to access their company data, including their intranet, from anywhere. Here's why you should help your remote workforce by bringing a mobile intranet to your workplace.

REASONS FOR MOBILE INTRANET

First, no one has time at work these days to consume everything that's going on in their corporate intranet. People want to be able to continue their work and continue to stay in the know wherever they are. That's why intranets are now extending to mobile devices. Placing your intranet on mobile devices empowers people to look at, react and comment on their intranet, no matter where they are or what they're doing. They can communicate and collaborate while riding on a train, on their couch after dinner, or anywhere else they happen to be.

In a modern workplace, cell phones and other mobile devices are used not only for talking, but also for email, text and instant access to social networks. Studies estimate that people check their phone almost 100 times a day on average, and they use it for countless things, whether it's sending text messages, checking the news, using apps or interacting on Facebook and LinkedIn. A social intranet fits in perfectly alongside these other uses. It feels natural to people who use their phone to react and interact to the latest developments. Extending opportunities for your employees to add access to communication via your company intranet makes logical sense.

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Finally, a mobile intranet helps to make your people more productive. A simple, well-designed intranet with a standalone app, secure access, and useful features can boost your employees' productivity and engagement both at work and on the go. Mobile intranet users should be able to do things like find an employee, locate area experts, discover and share content, stay up to date with corporate news and participate in forum discussions.

MOBILE STRATEGIES

So how do you move your company in a mobile direction? Most organizations think that they can simply extend their existing intranet onto a similar platform suitable for mobile devices, but that's not the right approach. First and foremost, you need to focus on what features make sense for your users. Review which use cases make sense to be mobile. Features such as people finder, conversations, news and content discovery and sharing are common mobile use cases.

Additionally, your mobile intranet should be responsive. It needs to acknowledge the fact that usability and formatting may be different on a mobile device. Not everything from your desktop intranet needs to be available, or if it is, there should be optimizations for mobility.

MOBILE IS THE NEW NORM

A mobile intranet is the new norm for today's businesses. These days, everyone's just too busy during the day to catch everything that happens at work. Giving people access to your intranet from anywhere, at any time, allows them to be more in touch with the pulse of the organization.

However, don't think that it's as easy as just putting your existing intranet inside a mobile phone. Instead, you need to ensure that your intranet recognizes what most users expect from an intranet on a mobile device.



Social

If your organization intranet isn't social, what are you waiting for?

Social intranets, also known as “Enterprise Social Networks (ESN)”, are the hottest trend in today's intranet world. They transform traditional business intranets into virtual social spaces where employees can conduct online, collaborative conversations. This shift reflects the move toward better communication and sharing than experienced in consumer social networks such as Facebook and LinkedIn.

We often hear the idea that combining social networking and your business intranet might not be such a good thing. Think again. The right social tool can make your employees more productive, innovative and efficient.

BENEFITS OF A SOCIAL INTRANET

Tools like Microsoft's Yammer, an enterprise social network for team collaboration and communication, have become very popular over the years. Why are they so successful? What improvements can enterprise social networks bring to your organization?

Increase Engagement and Adoption of Your Intranet

Unlike consumer social networks like Facebook, which is primarily used to connect people to people, social intranets connect both people to people and people to content. Connecting your employees to content is key because it enables them to work smarter. Providing content that is informative and insightful will keep your staff in touch with the pulse of your business. An intranet characterized by a deep selection of employee-generated and peer-to-peer content is indicative of a company-wide sense of community.

Promote Team Collaboration

If delivery of your products and services relies on teamwork, one of the best things that you can do is create a company-wide social space on your intranet. By consolidating your content in a single space, you can inspire useful comments and

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conversations in authoritative conversations, get everyone on the same page and improve the process of receiving feedback. By moving your employees away from email and toward your social intranet, you can move conversation into a tool that's searchable and accessible for everyone, whenever they need it.

Improve Content Sharing and Document Collaboration

An enterprise social network isn't only good for collaborating on particular documents. It also facilitates the process of document creation, assembly and editing. Working together to bring projects from idea to paper will promote a spirit of teamwork as the project progresses. Users can examine the comments and conversation on a given document, view the edit history, and recommend changes of their own. Since this sort of collaboration can occur in real-time via your secure intranet, everyone involved with the project can stay equally informed.

Stimulate Innovation and Boost Productivity

A social intranet lets you brainstorm. Posting your ideas and sharing information in real time inside your intranet will make people want to go there and participate in conversations. Your employees have more information at their fingertips, and they can use their computers, laptops, phones and tablets to access it.

Make Everyone More Effective

Recent studies indicate that workflow is more efficient with a social intranet. Estimates are that most employees spend no more than 30 percent of their day on actual work, while 70 percent is devoted to meetings and other disruptive activities. The ultimate goal of an effective social intranet is that it is helpful to its users. The more helpful it is, the more time that people will spend at work being legitimately productive.

SOCIAL ISN'T A PASSING FAD

Social intranets are not just a hot trend or the latest fad. They are the new norm. Only a few years from now, every intranet will be social. The sooner your organization makes the move to a social intranet, the quicker you'll be able to see lasting improvements in employee engagement and productivity.

A close-up photograph of a person's hand holding a black smartphone. The person is wearing a white shirt with a dark tie. The background is blurred, showing other people in a professional setting.

Empowers Content Contributors

Traditional intranets were very much a hierarchical, top-to-bottom-down affair. Only a select group of people wrote or published content, and very rigorous permission settings controlled what content made it online. In the most dramatic cases, perhaps only a single individual could post articles or files, and each document had to be approved by a third party.

Over the last few years, however, we've seen a dramatic shift toward intranet solutions where the tone and style of writing are suitable for peer-to-peer exchange, where content management is decentralized and where many authors provide a more informed and authoritative voice than in the past. In fact, you can't manage a modern intranet with limited input and involvement from your content owners.

Still, your employees aren't going to write content for your intranet out of the goodness of their hearts. They need to feel inspired and empowered, and that only happens when people feel productive at work. Keep reading for the three steps you need to take to ensure a healthy supply of content on your business intranet.

HOW TO EMPOWER CONTENT CONTRIBUTORS

1. Motivate People

For your employees to feel empowered, they need to understand what's in it for them. Ask them for feedback about what motivates them while at work, and what would make it easier for them to contribute content to your intranet. What obstacles might prevent your technical experts from participating in content creation?

Although it can be tempting to rely on the expertise of senior employees to produce content, your junior employees need to feel welcome at the writing table too. Add a traditional brainstorming session to your meeting agendas and listen to your employee's ideas. Look for ways to promote creativity from your content owners. By actively removing impediments to posting and by encouraging entrepreneurship and authorship, your area experts will find both their voice and a sense of excitement in creating useful content.

2. Recognize People

Create ways to acknowledge people for contributing content to your intranet. Don't only get in touch with authors when you notice that their articles need to be updated. Establish a process to give them feedback and information about the people who benefit from reading their content. For example, consider posting a list of the top contributors to your intranet's news section, determined by readership. This simple acknowledgment will motivate your best writers to contribute even more. Celebrate your employees' diversity of knowledge and experience. Receiving company-wide recognition from management will leave your organization's experts with a great feeling that will inspire them to produce content. You might also wish to provide a space for content authors to connect, brainstorm ideas and ask each other questions.

3. Help People

The best thing you can do for your authors is to get out of their way. Your intranet should be simple, accessible and easy to use so that your content creators feel empowered, and so they don't dread having to write another article. You need a user interface and design that makes the process of writing so seamless that it becomes second nature. For example, authors should be able to easily tag their articles and documents so that the people interested in those topics can find them using your intranet's search function.

You will find that ease of use and ease of publishing become critical to success. Empowering content owners to post content without editorial review is what ultimately makes an intranet successful.

INCENTIVIZE YOUR EMPLOYEES

The best intranets have people from all departments and at all levels of expertise contributing and viewing information. Giving your employees more incentives to publish and edit articles boosts your intranet adoption rates and establishes a healthy foundation of content that will pay dividends for years to come.



One-Stop Shop

To drive user adoption of your company's intranet, you have to make it a one-stop shop.

Many businesses make the common mistake of seeing their intranet as a dish better served on the side. It's not. Your intranet should be your main course! It should be your first point of entry to your workflow each morning: the place where you get the latest news, chat with coworkers and collaborate on projects. Your intranet should be your primary launchpad for accessing other systems.

The most successful organizations understand how essential it is to make their intranet a one-stop shop. How do you accomplish this? Just keep reading.

WHAT USERS WANT

To make your intranet a one-stop shop, you have to design it with functional necessities in mind. For one, your intranet should be a hub to manage and access collaborative workspaces. These can be public, shared workspaces for communicating, or they can be project-based team workspaces where people go to carry out their day-to-day tasks.

Your intranet should also be the place where your users go in order to stay in the know about what's going on. Employees can collaborate with each other, read corporate news, access important forms, discover relevant people and contribute articles based on their expertise.

Your intranet should be the place to find content relevant to your needs. You can discover what's happening around you and the people you work with, like what people are editing or working on, who's working near you within the organization and what relevant background or skills they have should all be easily accessible in order to boost innovation and collaboration.

Finally, your intranet has to be a place to access your organization's other systems. As much as you might hope for it, your intranet will never be able to integrate all your systems, especially if they are unique to your business. You

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may have customer management systems, transactional systems or financial systems that are external to your intranet. However, your intranet should still be the place from which you can access those other systems and, potentially, incorporate those systems as much as possible into company business and everyday functionalities. For example, there is nothing wrong with importing data and graphs from an external system into your intranet. But the goal is to help your users to get the information they need without leaving the safety and predictability of your intranet.

IT STARTS WITH YOUR USERS

To make your intranet a one-stop shop, you need to get users using the platform. This will happen when you create a protocol for your employees to comfortably and confidently contribute and collect content and also find what they need, when they need it. For example, you could promote the content on your intranet so that you can get more eyes looking there by avoiding things like blast emails to internal users. Create an environment where the blasts become obsolete because the information is already easily found on your intranet.

A successful intranet is many things. It's a place where people will be informed about what's going on in your business; it is a platform for internal communication, and it is a place to collaborate. The essential nature and heart of a truly one-stop-shop intranet is that it is a place where your users consume information and get work done.



Reduces Clutter

Your organization's intranet needs to be a portal where employees can do things like check out the latest company news and collaborate on team projects. But today's intranet users have also grown accustomed to seeing content that is specifically personalized for their own interests and tasks. While some material needs to be publicized to all users, employees want specialized, relevant content that is targeted to them based on factors like their job, their skills and knowledge, and their location.

Personalizing your company's intranet can help boost crucial metrics like employee engagement and productivity and drive user adoption. So what exactly does personalization mean for your employees and your business?

HOW TO PERSONALIZE AN INTRANET

Every well-designed intranet has certain guidelines when it comes to personalization. If you're even thinking about personalizing your intranet, make sure to read the four recommendations below.

1. Provide Rich, Highly Specialized Content

When your employees need to get a job done or want to see the latest company updates, many of them head to the intranet as their first destination. Your intranet should provide an up-to-the-minute activity feed that includes both important corporate news and relevant content matching each employee's interests, job, location and needs.

Modern intranets need to include a way for employees to select topics that are significant to them from a list of terms and tags. Take inspiration from platforms like Flipboard and Apple News that let users view stories of interest by picking the subjects and content sources that appeal to them.

2. Keep Track of What's Consequential

If you expect your employees to head to your intranet as their first stop for information and problem-solving, you also need to give them an easy way to

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bookmark important places, stories and links of their choice. Giving them a simple way to return to often-accessed documents and resources, ideally straight from your home page, lets them get to where they want to go and do what they want to do faster.

In addition, users should be able to expand the tools available to them by browsing a catalog of corporate applications and choosing the apps that are the most relevant to their day-to-day jobs.

3. Give Them Control

Your employees should be able to give their profiles that lived-in feeling by adding personal data beyond what's available from human resources. Just the minor change of letting users add information like their pictures, biographies, birthdays, cell phone numbers, university education, previous projects and even hobbies can go a long way in making them feel like they have their own place in cyberspace. Allow users to make tweaks to their settings and workflow so they can settle in and get comfortable.

4. Lock Down Your Content

While intranet security and intranet personalization are different topics, they go hand in hand. By adding security to your workspaces, you make sure your content is locked down so only the appropriate employees can view a particular piece of content. Placing restrictions on who can post, view and share material also helps clean up your intranet and reduces clutter and unnecessary content.

TOO MUCH OF A GOOD THING

Although intranet personalization can do wonders for boosting employee adoption and engagement, it's also true that you can have too much of a good thing. Letting employees personalize their intranet too much can dilute your brand by confusing users and distracting from your company message.

Be careful to strike the right balance between encouraging user participation and keeping users focused on their tasks.



Good Home Page Design

There is a long-running debate about what makes a good intranet home page. The home page is often the first place companies look when they consider how to improve their intranets – and for good reason. Your home page is the first thing employees see when they log in, so it's important to get it right.

So what is the answer?

There are three key elements: **news**, **navigation** and **widgets**. Read on to find out how each of these elements influences your users' experience of your intranet system and how you can use them to create a well-designed intranet homepage.

1. NEWS

When you want to get important news out to your employees, one of the best ways to do it is to put the news on your intranet homepage. It's the first place employees go when they log into the intranet system, which many employees use every day.

Display your news segment prominently on the home page and choose a design that stands out, so that users quickly notice when fresh news is posted. Include headlines with links that employees can follow to find out more. Using your news feed in this way can reduce the challenge of keeping your workforce up to date.

2. NAVIGATION

The core purpose of your home page is to allow employees to navigate to the resources they need. Your homepage should provide clear links to key resources, such as news, frequently used content, and collaboration workspaces.

Make the most frequently used links display most prominently, so that people can quickly access the resources they need to use every day. Make menus easy to access and try to minimize the number of clicks users need to make to access important resources.

3. WIDGETS

Organizations should be able to configure their own home pages to work for them and keep them fresh. One good way to help organizations customize a home page is to allow users to add widgets to their page. For example, users could add shortcuts to the workspaces they use most often. Other useful widgets include personalized event calendars, which allow employees to organize their schedules.

Some employees may also find it helpful to have widgets that show trending content, such as popular videos, people, activity and documents. By allowing organizations to configure and update their own home pages, you ensure that every employee gets a home page that's tailored to their needs.

A HOME PAGE IS YOUR FIRST IMPRESSION

Your intranet home page is the display window of your intranet. Get the design right, and users will get an amazing first impression of what's under the hood. Get the design wrong, and users could feel confused and overwhelmed by the excess of clutter. Although you will almost certainly want to add some widgets, news and helpful links to your home page, you should also check that you're not overwhelming users with too much content. Allow users to remove widgets they don't need to keep their home page design clean.

If you haven't updated your home page for a long time, now might be the perfect time for a revamp. Regularly renewing your home page to keep it fresh gives users the impression that your intranet is constantly evolving. Keep employees interested by changing the layout from time to time to encourage them to check out new features.



People Search

When your employees need to get help from a coworker, can they quickly find the person they need? Can they find that person through a simple search of the company intranet, or do they have to go around the office asking for help? Research shows that not being able to find the right person is a big source of wasted time in many organizations.

On the other hand, being able to quickly locate people and teams drives productivity. If your employees are struggling to find each other, making a few changes to your intranet system could help.

HOW YOUR INTRANET CAN HELP EMPLOYEES FIND EACH OTHER

Every modern intranet needs to have a search function that allows employees to search for a specific person or for a person with a particular expertise. Employees should be able to search not only for a named person, but also for people with certain skills, in a nearby location or who have worked on particular projects.

This kind of search function can help your employees pinpoint the person they need to speak to, even if they don't know or can't remember that person's name. Most modern intranets have this kind of search or discovery function. If you have recently updated your intranet, be sure to give your employees training to teach them to use the advanced search functions.

THE NEXT STEP: EMPOWERING EMPLOYEES TO DISCOVER TEAMS

As well as looking for individuals, some employees are searching for teams of people. For example, a manager may need to quickly discover everyone who is working on a particular project, so they can send a message to the whole group or organize a meeting. Intranets have always allowed users to find individuals, but modern systems also allow team discovery, even if those teams include members from several different departments or divisions.

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To boost productivity in your workplace, you need to ensure that your intranet search function allows team discovery. The search function should also make it easy for users to find group and project collaboration workspaces associated with those teams, so they can quickly begin collaborating with the people they need to work with.

EMPOWER EMPLOYEES TO TALK ABOUT THEMSELVES

Finally, your intranet must give every user the ability to update their own profile. Encourage employees to fill out their profiles with up-to-date information and ask them to regularly add details about their latest projects. You can make this process easier for employees by allowing them to link to or pull information from their LinkedIn or Facebook profiles, so they only have to update their key information once.

In addition to this publicly available information, employees might also like to add internally relevant details, such as the people they have worked with or the projects they have worked on.

IT'S ALL ABOUT ENABLING DISCOVERY

In conclusion, a modern intranet should allow users to discover both individuals and teams within the organization, as well as empowering them to update their own profiles. Remember that one of the key goals of an intranet is to create connections between workers, which drives productivity by allowing more effective communication and collaboration.

So if your workers waste a lot of time trying to find the people they need to talk to, take a look at your intranet search and discover functions to find out whether they need an overhaul.



Easy Document Management

Traditionally, intranets have focused on allowing people to communicate and consume information. In contrast, modern intranets empower individuals to create and publish their own content, allowing everyone in the organization to contribute to the shared repository of knowledge.

Now that users expect to be able to share the content they create, every modern digital workplace needs to facilitate document creation and retrieval. Here are some features that your document management system must offer:

1. EASY CONTENT PUBLISHING

Today, employees expect to be able to log into their digital workplace and easily create and publish documents such as Office documents and PDFs and publish web based content as stories. They may also want to drag and drop content they have already created into their workplace to publish it to the intranet.

This process must be as easy as possible. The system should help the user decide where to publish the content as document or story based on its content so that it is easy for other users to find.

2. EASY CONTENT CATEGORIZATION

When you have a lot of content in your organization, it can be difficult to find the content you need. This problem arises when content management systems only capture the titles of uploaded documents. As well as this basic information, documents should also be tagged with useful metadata, such as the creation or upload date and the author. In addition, users should be able to quickly and easily tag each document with relevant keywords. Create a central list of keywords that employees can quickly choose from to tag their documents.

Before you get carried away with the concept of content categorization, remember that the key word here is “easy.” If you require users to fill in too many metadata fields or have a list of keywords that is excessively long, your employees may get frustrated. Limit the information you collect on each document to

just what is necessary. It's also helpful if your system can auto fill some of the information based on the content that is being uploaded. For example, if an employee uploads a batch of content, it should be possible to copy the metadata from one document to all of them, rather than having to fill out every field for every document individually.

3. DISCOVERABLE CONTENT

Most importantly, content stored on your intranet should be easy to find using the search function. Tagging your documents with keywords can help with this, as users can enter the keywords into the search field to bring up relevant documents. Your intranet should also be able to suggest documents based on context. For example, the intranet may be able to suggest documents related to ones that the user has already worked on.

CHANGE YOUR WAY OF THINKING

The key thing you can do to transform your intranet is to broaden the way you think about document management. It's important to have a clear structure of folders and sub-folders to organize the content on your intranet and an intuitive way to categorize your content using keywords.

More importantly, you need to ensure that employees know which documents to put in their personal folder so they can be kept private or shared with only a few people, as well as which documents to put into a public folder so anyone can find them. Training is key to helping your employees adopt good document management practices on your company intranet.



Search and Discovery

How are intranet adoption rates in your organization? Do all your employees use the intranet to communicate and collaborate with each other, or do many ignore it in favor of less efficient methods of sharing content, such as email? If you are struggling with intranet adoption, improving your intranet search and discovery can help encourage more users to take advantage of this technology.

THE PROBLEM WITH INTRANET SEARCH

Most modern intranets have a search function. However, this search function is often not optimized. Many intranet search algorithms aren't able to take context into account, which means they deliver the same results to every user, even though those users may have very different needs. This problem plays into one of the most common reasons for low intranet adoption: users simply can't figure out how to find the content they need.

DISCOVERY: A NEW APPROACH

Discovery is an alternative approach to helping users find the intranet content they need. A system that uses content discovery automatically suggests documents that each user might find interesting or useful. The personalized selection of recommended content depends on who the user is, their connections, and the projects they work on. This highly individualized approach makes content discovery extremely powerful — it can help keep everyone up to date with the latest developments by creating an interesting and constantly updated feed of content, much like the ones users enjoy on popular social media platforms such as Facebook and LinkedIn.

COMBINING SEARCH AND DISCOVERY

Implementing an intranet that empowers users to find the content they need does not mean choosing between search and discovery. The best modern intranets use both methods, combining them into a single search and discovery engine. These systems can suggest content based on each user's history and

habits. For example, a system might advise workers to check out the projects that their connections are working on, or it might show them news that relates directly to their teams. When the user types a keyword into the search box, the search function uses the information that the intranet has about the user to display the search results in the order that is most likely to be helpful.

MACHINE LEARNING IN SEARCH AND DISCOVERY

The most exciting development in search and discovery is the use of machine learning to help people find the content they need. This approach allows the search function to learn from users' past behaviors. For example, those who have previously shown interest in particular types of content are likely to be shown more of it, while searchers who ignore certain results are less likely to see them in the future. Microsoft uses this technology to drive the development of Office Graph and Delve, both of which are very helpful content discovery tools.

BOTTOM LINE, MAKE IT EASY

When people can find what they need easily on the intranet, they are much more willing to use it in their everyday working environment. This can lead to a significant increase in productivity. Remember that if you want to increase intranet adoption in your organization, you need to facilitate both search and discovery. The two approaches are not in conflict with each other; rather, they work in harmony to help users find the resources they need to help them efficiently complete their tasks.



Evergreen

There's no numerical answer to the question of how often you should update your intranet. Ideally, your intranet should be constantly updated, although this might be difficult if you have a custom solution. Allowing your intranet to become outdated is one of the biggest reasons for intranet failure. To make your intranet a success, you must ensure that both content and features are updated regularly.

Here are three things you must do to keep your intranet up to date:

1. ALLOW FEEDBACK

The first step in working out when to update your intranet is to find out what your users think of the current system. Your intranet should have a built-in feedback application that allows users to explain the problems they are experiencing when using the intranet. Evergreen intranet as a service systems have feedback features built in, allowing users to provide feedback directly to the intranet provider.

2. FIND OUT WHAT'S WORKING – AND WHAT ISN'T

To know which parts of your intranet need updating, find out which features are working and which aren't. Use your analytics and reporting features to see how users interact with the intranet. Are there some features that they ignore? These features may be broken or difficult to use, making them prime candidates for updating.

3. ROLL OUT NEW FEATURES CONSTANTLY

Intranet technology is constantly evolving. New features used to come out every two or three years, but now they are being released rapidly every quarter if not every month. That means you need to roll out a constant stream of new features to prevent your intranet becoming outdated.

If you use a custom intranet, it can be difficult to keep up, as you need an in-house team that can work constantly on new features for the intranet in addition

to their regular maintenance duties. An evergreen intranet, which is updated by the intranet provider so you don't have to develop upgrades in-house, could be a better solution.

A NEW APPROACH: EVERGREEN INTRANET

Now that technology is evolving rapidly, you need to stop thinking of your intranet as a thing you set and forget and start seeing it as a work in progress. The more content you add to any intranet system, the more difficult it becomes for your users to find the resources they need. Therefore, you need your intranet to continuously evolve so it can cope with the ever-growing amount of content it stores.

THE ADVANTAGES OF ONEWINDOW WORKPLACE

An evergreen intranet is the future. Under the intranet as a service model, your intranet provider continuously improves the intranet according to feedback gathered from your users and hundreds of others. Microsoft uses this information to update the back end of your intranet, while OneWindow Workplace updates the front end to keep the user experience as convenient and efficient as possible. This service gives your intranet the flexibility you need.

UPDATE OFTEN

The best way to drive adoption of your intranet and make it helpful for your users is to update it as often as possible. If you have a custom intranet, your update frequency will be limited by the resources you have in house, so you might want to consider using an evergreen intranet instead.

Intranet as a service providers keep your intranet constantly updated, giving you access to the latest technological advances.



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