The Modern Intranet: A Guide for IT Teams
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Introduction

Intranets have been part of the workplace technology landscape for over twenty years. Virtually every major business has an intranet, and organizations of all sizes and across all sectors continue to invest in intranet software.

Usually, intranet management falls on the shoulders of the IT team, but as intranet software advances, it becomes easier to manage by people in a non-technical role. Modern intranet software, like Intranet Connections’, empowers anyone in the organization to take ownership of at least some aspects of intranet management, thus relieving the burden typically placed on the IT team.

Still, the IT department plays a key role in deploying an intranet in an organization. IT professionals will be involved in selecting and reviewing intranet software and be a key member of the project team that deploys the intranet. They will then be involved in managing it from a technical perspective. Some IT admins also find themselves overseeing the non-technical aspects of the intranet, such as managing content and encouraging people to complete their intranet profiles. This can involve activities which are outside the comfort zone of some IT professionals.

Here at Intranet Connections, we’ve been partnering with IT and supporting IT pros since 1999 in helping to deliver leading intranets. During that time, we’ve seen very different levels of intranet involvement from the IT team from organization to organization. However, the same initial questions and areas of interest often come up. How do we deploy the intranet? Which intranet software should we select? What standards does the intranet adhere to? How can we add new intranet features? How can the IT support desk help users with their intranet questions?

In “The Modern Intranet: a Guide for IT teams” we explore the main questions and areas of interest for IT professionals. We cover everything from fundamentals such as why we need intranets to the technical due diligence IT functions need to carry out. We also look at the ways to manage and improve the intranet once it is launched.

We hope this guide provides you with the information you need to plan, launch, and then manage your intranet, and ensure the IT team can deploy and support the great intranet that your organization and employees deserve.
Intranet Fundamentals

You’re probably familiar with what an intranet does and the value it can bring, but not everybody is. Intranets have evolved over the past few years, but there are still a lot of misconceptions about modern intranets. In this section, we cover some of the fundamentals about intranets.

What is an intranet?
An intranet is a private, internal website for employees that helps them get things done, stay up to date with what’s going on, and find information they need to carry out their role. It’s usually accessed using Single Sign-On (SSO) so that once an employee enters the network, they can use the intranet seamlessly.

What does an intranet do?
An intranet supports day-to-day work through a wide variety of different features and content. At any given time, employees might be using the intranet for:

• Keeping up to date by reading employee news.
• Finding colleagues through a people search and viewing an employee directory.
• Accessing useful content such as policies and procedures with “one source of truth” for key documents.
• Finding information on HR topics, including pay and benefits.
• Seeing what other teams do and how to use their services, including IT.
• Reaching useful tools, apps, and sites through favourite links.
• Getting information on how to use different applications and who to contact, as well as how to log different tickets, supporting the IT helpdesk.
• Accessing information about products and services to support customers.
• Accessing non-work information and content such as adverts from employees selling things and celebrating the birthdays of colleagues.
• Being supported through a whole range of different processes, including onboarding new starters.
• Viewing relevant content through personalization based on their location, division, and role.
• And much more!

These are just some of the many things that intranets are used for. What will be useful in your organization will differ from what is useful in another, depending on your existing technology stack, organizational culture, and key employee activities.

What value does an intranet bring to an organization?

Intranets provide value in supporting everyday work but also in helping deliver overall company goals. The true value of a successful intranet is often revealed if you switch it off—you’ll get high volume of calls very quickly as so many employees are reliant on it!

In our executive guide Seven Ways an Intranet Delivers Strategic Value, we cover the major areas where an intranet delivers value through its myriad of features:

1. Enabling key organizational processes.
2. Driving efficiency and raising productivity.
3. Supporting and improving customer service.
4. Driving a better employee experience.
5. Improving talent attraction and retention.
7. Future proofing your organization.

How intranets have evolved

Today, modern intranets are feature-rich and provide a huge amount of value. However, there are still quite a lot of misconceptions about intranets. Some people say they don’t add value and are just about providing content that often goes stale. Some see them as a technology that is well past its “sell-by date” and that intranets are no longer relevant and have been replaced by social networking tools or apps.

These observations have come about because there are still a lot of poor intranets out there that don’t provide value. These are usually because they are based on old technologies or haven’t been managed effectively with little governance.

There is also a lack of awareness about how intranet products have evolved; over the past two decades intranets have continued to assimilate more and more collaborative, social, and personalized features, many of which first emerged outside the workplace. In fact, one of the reasons that intranets are still here—25 years after they were first introduced—is because they have evolved and kept up with the technology that people need in the workplace today.

Intranets are also not being replaced by social networking tools and apps. Virtually all organizations continue to invest in an intranet or technologies that are effectively acting as an intranet.

One of the reasons that intranets are still here—25 years after they were first introduced—is because they have evolved and kept up with the technology that people need in the workplace today.
Why you need an intranet strategy

The best starting point for implementing an effective intranet is to have an intranet strategy that:

- Outlines the overall role of the intranet and how it is going to deliver value.
- Covers some of the guiding principles and key objectives behind the intranet.
- Explains how it is going to make employees’ lives easier.
- Covers some key use cases.
- Includes a high-level roadmap and plan of how you’re going to implement the intranet.

A good intranet strategy helps to ensure that your intranet will align with your wider organizational objectives and that everybody is working from the same page. Intranets do many things and impact multiple stakeholders—therefore having a strategy that key support functions like HR and Communications also agree to is critical. Sometimes IT may not be the driving force behind forming the strategy but will give input into it and be one of the functions that signs off on it.

Once an intranet strategy is agreed upon, it can be the base for other details that need to be worked out including:

- Making a business case for investment, if required.
- Working out the specific business and technical requirements for the intranet that are also essential for selecting the right intranet software.
- Working out your roadmap and change management plan.
- And so on.
The importance of user research

It’s really important that an intranet strategy is based on a thorough understanding of your users and their needs. You can’t build a strong intranet on assumptions; if you don’t know your employee pain points, the key tasks they need to complete, how they currently use the intranet, and the kind of routines and processes different groups follow, then it’s much harder to build an intranet that is going to give them value and be useful. An intranet built only on assumptions is more likely to have poor adoption and end up not being trusted by employees.

Undertaking a discovery exercise based on user research is critical. This means you can build an intranet around user needs. User research can involve:

• Interviews.
• Focus groups and workshops.
• Surveys.
• Observation.
• User testing.
•Analysing existing intranet metrics.

Any discovery exercise should also consider the views of your key business stakeholders too, such as key people in HR, Communications, and, of course, IT! They will all have insights into user behavior but also ensure your intranet strategy aligns with their own objectives, technology roadmaps, and service plans.

Carrying out a content audit

Another key activity involved in preparing for a new intranet is carrying out a content audit. This involves having different content owners:

• Reviewing the content on your legacy intranet or its equivalent, usually provided on a spreadsheet.
• Deciding which content should be migrated over to the new intranet, and which can be deleted.
• Identifying the content that needs to be rewritten and any items which must be created from scratch.

A content audit can take a while, so it is always good to start early. Statistics such as how many times an existing intranet page has been viewed and when it was last updated can also help content owners assess the value of each piece of content. Many organizations find that the content on their legacy intranet has become bloated and irrelevant so can sometimes delete more than half of their old content, and actually not end up migrating that much.

To learn more about content audits and mapping, check out our free template.

The need for governance

From the start of your intranet project, it’s also important to think about your intranet governance. This is the set of roles, processes, policies, standards, and rules that will dictate how our intranet and its content is managed; this will help your intranet to be successful and sustainable for the long-term. Governance has a number of different areas to consider, including:

• Ownership: who owns and is responsible for the intranet—often this is effectively divided into two with IT responsible for technical aspects, and Communications or HR or Marketing responsible for the business side.
• Technical and security standards: ensuring the intranet meets your requirements from a technical, regulatory, security, and compliance standpoint.
• Design standards: ensuring your intranet meets brand and design standards.
• Content standards: ensuring that the content on your intranet is relevant, up-to-date, accurate, compliant, and valuable.
Often the most challenging is the content area. Content is usually managed by a wider group of people responsible for their different areas of the intranet; they usually need training, guidelines, and ongoing support to help them manage their own content. Responsibility for doing this would normally be within HR or Communications, but it can also sometimes fall to IT admins.

How the intranet can support IT

When you consider the strategy for the intranet, it’s also worth thinking about how the intranet can support the IT team and its aims. Intranets can provide significant value for IT functions by:

- Providing information on how to use applications and carry out processes, encouraging a self-service approach to solving IT problems, and taking pressure off the IT support desk.
- Providing a central directory of tools and applications for employees to reach the systems they need.
- Promoting new applications and supporting launch campaigns.
- Encouraging employees to submit tickets to report IT issues.
- Making IT announcements, for example upcoming outages.
- And more!

We’ll be revisiting governance later in this eBook, but you can also learn more by looking at our free intranet governance template.
What are my options for buying intranet software?

The intranet software market is now mature, having been around for over 25 years. There is a lot of choice for organizations, including full “out-of-the-box” solutions that have everything you need to launch a great intranet. Solutions themselves have also mirrored the general direction of travel for intranets which is to assimilate more and more features. Intranet Connections software, for example, has over 100 apps that can be deployed on the intranet.

Build vs buy

Despite there being a significant amount of choice with some products mature and feature-rich, some organizations tend to want to have their own custom functionality wrapped around how they work. Some even choose to build a custom intranet from scratch using their own developers. This is an option you may want to consider but it is expensive and time-consuming; for this reason, the majority choose to buy a product, reflecting most IT functions’ desire to limit customization as much as possible. Even those teams who buy a product, can sometimes perform a little bit of customization to change features or designs.

On-premises vs cloud

Increasingly intranet software is cloud-based. This has some advantages with easier everyday management and upgrades where your tech vendor does all the heavy lifting. However, some organizations require their data to be held on-premises due to security, privacy or regulatory reasons, and some intranet software therefore must be on-premises. Intranet Connections is an increasingly rare example of a mature intranet product that is available both on-premise and in the cloud, offering either option depending on your needs.
SharePoint vs non-SharePoint
A question that IT teams selecting intranet software consider is whether their intranet should be based on SharePoint or not.

The intranet world has been dominated by SharePoint for over two decades and many intranets use it as their base technology. Subsequently, there are many intranet products which either are based on SharePoint or work alongside it and are usually reliant on having SharePoint in place. Some organizations are even using SharePoint Online straight out of the box, although this has several limitations that many find frustrating. At the same time, there are also a high number of products that are wholly independent of SharePoint and do not rely on it. Intranet Connections is a third category in that it is not reliant on SharePoint and is independent of it but can integrate with SharePoint and in some ways offers “the best of both worlds”.

What due diligence should I carry out?
A key role for the IT function is to make sure that any intranet software (and the related technical vendor) meets all the required standards relating to technical, regulatory, security, and compliance-related areas. Intranets will generally hold sensitive, internal, and private data so must be highly secure and water-tight from a risk and compliance angle.

Areas to cover
Many IT teams will have a related due diligence process or checklist that will cover some of the following areas:

- Roles, structures, and processes relating to security governance.
- Approaches to access control of internal systems and specifically client data.
- Cybersecurity protection in place.
- Approaches to managing the network that reduce security vulnerabilities.
- Processes for software development and related quality assurance.
- Approaches to encryption in transit and at rest.
- Approaches to system testing and monitoring.
- Back-up and recovery.
- Any standards that have been achieved such as SOC2 and ISO 27001 and the related auditing and certification processes.
- Compliance with areas such as GDPR and HIPAA.
- The jurisdiction where data and servers are located.
- Clarification of the ownership of data.
- Whether the software vendor is fully insured.

There may also be related questions covering:
- Minimum infrastructure requirements, if installing on-premises.
- The method of installation.
• What happens to client data after finishing a contract the product and how it is returned to you.
• Support and maintenance and related Service Level Agreements (SLAs).
• Hosting details (if relevant).
• Accessibility standards.
• And more.

Documentation to ask for
Your vendor should be able to supply documentation on many of the above areas.

Your intranet software provider may also be able to produce a SOC 2 (Service Organization Controls) report. This is a report produced by an independent, accredited auditor who has carried out an audit with the tech provider covering approaches to security, availability, processing integrity, confidentiality, and privacy. It covers compliance with the Association of International Certified Professional Accountants "Trust Services Criteria".

The report can be detailed and covers various technologies and processes in depth and is aimed more at a technical and compliance audience. It will cover many of the technology due diligence questions that an IT team will want to ask and should give assurance that your IT vendor has robust approaches to storing and managing your data. It will also save you time by including much of the essential information that needs to be reviewed in one place. A SOC 2 report is not always necessary, but it is often regarded as essential by some risk-averse sectors such as financial services and is always good practice if you are using a cloud-based solution.

Any areas not covered by documentation that can’t be provided by your intranet vendor should be able to be covered on a specific demo or call with the appropriate members of the IT team. They should be used to answering lots of questions relating to compliance and security.

What’s the best process for selecting intranet software?
Your IT team probably has an established process for selecting software or a technical provider. This process can be formal with an RFP process or something more informal, with say a review of a number of different products. Whatever your process, it is worth taking a structured approach to selecting the right intranet software; this is a strategic-level investment and you want to get it right.

At a high level, a typical process for selecting intranet software will look like this:

1. Define your functional and non-functional requirements, aligning with your intranet strategy and decide which are the most important—e.g. “Must haves” and “Nice to haves”.
2. Identify the team who need to review your intranet software.
3. Decide on a timeline and plan for the review—run it like a project.
4. Review products on the market—possibly arranging some demos—and identify say six or seven to look at more closely.
5. Review these in more detail against your requirements and narrow these down to three to evaluate in full, issuing RFP documentation if you wish.
6. Evaluate the three products in full, covering technical areas of due diligence.
7. Get stakeholders to evaluate each against your requirements perhaps using a scoring system based on the popular MoSCoW method (Must Have, Should have, Could have, Won’t have).
8. Make a final selection based on which product scores the most.

If you haven’t already, check out our free RFP template to get started.
MVP approach

Some IT teams choose to launch an intranet based on a Minimum Viable Product (MVP) approach, where the scope of an intranet on its initial launch is limited to its core, essential features, with additional functionality to be added after go-live. The advantage of this approach is:

- It makes your initial intranet project and launch more manageable for small and busy teams.
- Your intranet goes launched faster and sooner to employees.
- You can sometimes launch to a limited group of employees first to test everything works properly.
- You can learn about what works well and what doesn’t to inform the next phase of your intranet.
- You can then use feedback from employees to also influence what gets launched, helping to make your intranet more relevant and user-centered.

Intranet software like Intranet Connections lends itself well to an MVP approach because it is highly modular—you can “turn on” just the features and apps you want at launch, and then easily introduce more features when the time is right.

Project team

Because intranets impact many functions and departments, the project team involved in launching your intranet will usually involve more than just the IT function. Typically, the core project team will involve employees from IT, Communications, Marketing, and/or HR, but also possibly people from beyond support functions.
Beyond the core project team, other groups are likely to have some involvement in your launch, including:

- A group of more senior business stakeholders who act as a “steering committee”.
- Your community of publishers and content owners who will be responsible for writing and managing their own pages.
- A group of users who perhaps give feedback and help to test aspects of the intranet before it launches.
- A series of “champions” who will help to promote the intranet with their local office, department or team—sometimes these champions might also be local publishers or part of the user group mentioned above.

Installation

Your vendor should have clear documentation about everything you need to install your intranet software, including detailed instructions. This should also include any pre-installation dependencies and activities as well as instructions on how to configure your intranet. It should also cover any post-installation activities that need to take place, for example configuring your Active Directory synchronization.

Your technical provider should also be happy to talk you through any aspects of installation and be on hand to help out if any problems occur.

Support model

It’s important to have a support model for your intranet, in particular in the period up to and just after it launches. Here, it helps to delineate between IT support, business support, and author support and be very clear about who handles which type of query.

For example, your IT help desk might be responsible for technical issues such as someone not being able to access the intranet, or there being a technical glitch. But the business owners of the intranet—or a particular content owner of a page—will be responsible for issues with content, such as a broken link. There should also be clear responsibility for questions that come from authors about how to use your intranet software; here, sometimes having an author community where your page admins can ask questions to each other and get answers and tips for success can be a good support model that looks after itself.

It can be difficult to tell which type of query is which, so you will need a way to triage queries so that your IT helpdesk knows when to hand over a content or author query to the right person.

Managing and preparing content

Managing and preparing content for the new intranet will be a significant part of your project and can take longer than expected. Choosing the right intranet provider can make all the difference in this regard. Ready-built intranets, like Intranet Connections’ intranet software, allows some of the intranet management to be delegated to those not on the IT team. For example, the head of the marketing department can manage the marketing area of an intranet thanks to easy-to-use UI, without in-depth technical knowledge.

After a content audit (mentioned in the section on intranet strategy) local content owners and authors should have an idea of the content that they need to rewrite or create from scratch.
To help guide them they will usually:

- Need to have training on how to use the new intranet software to upload their content.
- Need to have an idea of the standards of the content they are trying to create through guidelines of what good content should look like.
- Be able to use site and publishing templates that have been set up in your intranet software to reflect different types of content such as news items.
- Usually have some sort of review of their content from the project team before the intranet goes live.

When planning out your intranet project, always make sure you give significant time and attention to your content workstream.

Adoption and change management

Adoption and change management activity is also a significant part of your intranet project. Good adoption of your intranet doesn’t happen by accident or on its own—employees need to know about the new intranet and be persuaded to use it! Change management and adoption efforts actually start during your project itself, intensify around the launch, but also then continue after go-live to keep on increasing adoption.

Typical examples of adoption and change management activities include:

- A communication campaign through emails, posters, drop-in sessions, presentations, and your old intranet, running both up to and after launch.
- Targeted communication to influential groups like managers who will also help spread the word.
- A network of voluntary champions and ambassadors who can help launch the intranet in their different locations, departments, and teams.

- An introductory video, perhaps featuring an endorsement from your CEO or other senior leaders.
- A “cheat sheet” that guides users on how to use the intranet, but also the value they can get out of it.
- Fun launch day events such as local celebrations, competitions, and a “scavenger” hunt with clues spread across the intranet to encourage people to explore it.
- Involving users in research and testing early during the actual intranet project so they also become advocates for the new intranet.
- Having a naming contest for the new intranet where employees contribute suggestions and then vote on the new name.

Good adoption of your intranet doesn’t happen by accident or on its own—employees need to know about the new intranet and be persuaded to use it!
Ownership and roles: who does what

Who owns and manages your intranet once it is launched is one of the key things to work out in the governance that supports it. An intranet usually involves a group of people who contribute in different ways to managing it. IT will likely own the technical aspects and more advanced admin changes, but there is usually an overall “intranet manager” who will have responsibility for day-to-day oversight, promoting the intranet to the business, working with content owners, and probably managing the homepage. This person sometimes sits in HR, Communications, Marketing, or IT, or even elsewhere; in smaller organizations, this person probably won’t be a full-time role. Meanwhile, local content owners and authors will be responsible for the particular content on their pages.

A good way to define the roles and the detail of who is responsible for what, is to divide the intranet into its different features and areas of responsibility and use a RACI matrix (Responsible, Accountable, Consulted, Informed) or similar model. This will give clarity for what everybody needs to do in managing the intranet.

Vendor documentation

It might sound obvious, but your intranet providers should have detailed written instructions on aspects of intranet management that require IT administration, such as managing logins, adding custom fonts, advanced configuration options, and more. The better the documentation, the more self-sufficient you can be in managing your intranet.
For example, at Intranet Connections we have a detailed Support Portal that provides much of the information teams need to both configure and troubleshoot.

**Upgrades and patches**

Documentation should also provide clarity on scheduled upgrades and releases, as well as necessary security patches and bug fixes. Obviously, the level of your IT team’s involvement and what needs to be done will vary depending on if you are on-premises or have a cloud product.

At a minimum, customers should expect to have details on:

- The planned release schedule.
- What’s in each version or release.
- Any related release of patch notes.
- Key technical information and instructions on upgrading.

Again, dedicated support should be available to support upgrades and patches.

**Ongoing technical support**

The ongoing technical support you receive from your vendor will be critical and should be reflected in a clear Service Level Agreement. This will indicate elements such as response times and define differing levels of priority depending on the severity of any issue reported.

However, equally important is the willingness of your vendor to provide technical guidance and their ability to answer questions. This is not really reflected in the formal SLAs, but much more in the mindset of the technical support team at your vendor. Here at Intranet Connections, we know how important this is and we place huge importance on supporting the IT teams at our customers. No question is too big or too small and we’re always happy to help—we’ve got your back.
Continual improvement

Most people in the intranet world will tell you an intranet is never complete. Intranets need to continually improve in order to meet the changing needs of employees, reflect organizational changes and restructurings, and seize opportunities to improve the employee experience. There is also always scope to improve parts of the intranet and its content, as well as introduce new features.

Many intranets are built on a basis of continual improvement. Usually, this needs to harness measurement, employee feedback, and a regular cadence of new additions to work. It also requires the right mindset from the intranet team who need to be focused on improvement.

Measurement

Analytics that measure the impact of the intranet are key to improvement. Generally, most intranet software will have in-built analytics that report on the levels of usage, the success of different communications and content, and also how the intranet is being used. Some software will also have additional capabilities with detailed reporting; for example, Intranet Connections has a powerful Push communications extension that coordinates messaging across different channels but also gives you the necessary analytics such as open and click-through rates.

User testing can also be a good way to measure intranet success. For example, timing how long it takes a person to complete a task, and whether this has improved due to changes you’ve made to the intranet navigation.
There are also non-intranet metrics that can also be important to measure. For example, you may want to track the number of communications-led emails that are being sent or the proportion of IT support calls being made to the helpdesk. Intranets are designed to reduce email-based communication and increase more IT self-service, so seeing a positive impact through a reduction in these metrics is a powerful measure of success.

Measurement and reporting help to ensure your intranet continually improve by tracking success over time, and also allowing you to measure the impact of different specific improvements. By seeing what works and what doesn’t through regular measurement, it means you’re in the best position to ensure your intranet gets better and better.

Feedback and user satisfaction

Encouraging and collecting user feedback on the intranet is also an excellent way to improve it. Many intranet teams use an embedded form within the intranet itself to gather feedback. Getting feedback can help to:

• Spot content that is out of date or errors that need fixing such as broken links.
• Get suggestions for improving specific content that can be shared with teams.
• Have suggestions for links to add to the intranet, making it more useful.
• Get ideas for new intranet features or tweaks to existing ones.
• Identify users who are interested in providing constructive feedback that you can ask again in the future.

Of course, actually acting upon the feedback you receive is key. Another tactic that some teams use is to gather an enthusiastic group of intranet champions or users, who can regularly give you feedback on new features before they are deployed.

Another way to get feedback on your intranet and track success is to run an annual intranet satisfaction survey that asks employees to rate the intranet, comment on what works and doesn’t, and ask for ideas for improvement. In getting employees to rate the intranet, some teams choose to calculate an “Net Promoter Score” (NPS) which is a commonly used statistic to assess the popularity of software based on how likely an employee would recommend the intranet to a colleague.

Regularly adding features and apps

Another way to continually improve your intranet is to have a regular schedule of features, apps, and sites that keep on getting added to the intranet. Some of this may already be planned, especially if you launched your intranet as a Minimal Viable Product (MVP) and always intended to add new features after launch.

Otherwise, you might continue to add new features to help drive adoption and sustain value. This approach is easy when using an intranet product like Intranet Connections; our software is packed with multiple apps that not everyone may use from day one, but can easily be switched on and launched at regular intervals. For example, you might have a program of quarterly “releases” with a new feature or site added to the intranet four times a year.
About Intranet Connections

Intranet Connection has been building the modern employee intranet since 1999. Our software connects workers to their organization and with each other.

Adopting our purpose-built software has led to measurable successes for our customers including cost efficiencies, productivity increases, turnover decreases, and better employee experiences.

IC’s modern and secure intranet solution is revenue-boosting and packed with one-of-a-kind features, such as our Push messaging extension. But it’s our team of experts who set us apart—they provide hands-on support and best practice guidance to our customers every step of the way. From onboarding through optimization, we’re the intranet partner you’ve been hoping to find.

Ready to see for yourself? Request a tailored demo and free trial to see how easy better employee experiences can be.

IC benefits:
- Power right out of the box
- Built with security and compliance in mind
- Purposeful integrations
- On-premise or cloud-based solutions

Request Demo
“With IC’s intranet software, we saw an 81% employee adoption from 800+ employees in the first month, a 30-minute reduction in company communication per person/day, and a 55-minute reduction in accessing department resources per person/day. That’s a total monthly time savings cost of $400,000!”

• ANGIE YATES, PROJECT MANAGER, SUMMIT FUNDING

“With IC, we were able to improve upon our old company intranet in almost every way. Having a system that’s intuitive and not intimidating for the average person to administer is powerful.”

• DAVID LIMERO, VICE PRESIDENT AND INFORMATION TECHNOLOGY MANAGER, FLORENCE BANK

“Our time-cost savings since moving to IC is incalculable for us. We have eliminated sending 15 to 20 company-wide emails daily and avoided recreating well over 850 documents on our intranet. Talk about cost savings!”

• RYAN SONNENBERG, COMMUNITY STEWARDSHIP OFFICER, PIMA FEDERAL CREDIT UNION BNA