eBook

SharePoint intranets: What you need to know

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IC

Introduction

Intranets have been a common feature in organizations for over 25 years. From household global brands to companies with less than 50 people; from huge manufacturing conglomerates to non-profits; intranets help employees get things done and stay informed. They drive efficiency, raise productivity, and support employee engagement.

For most of the last 20 years, SharePoint has been the most popular base technology for intranets. That continues to be true today with SharePoint still dominating the intranet landscape. Many intranets are either completely based on SharePoint and other Microsoft 365 tools like Yammer, or are partly based on SharePoint, sometimes combined with dedicated intranet software like Intranet Connections.

SharePoint is an excellent tool for collaboration and document sharing. But despite its dominance in the intranet space, it's not always the best solution to base an intranet upon. In fact, there are some clear negatives about using SharePoint for an intranet and organizations should consider carefully which technology they should use.

Typical questions that intranet and IT teams need to consider include:

- Should my new intranet be based on SharePoint?

- Should I keep on using my current SharePoint intranet?

- What are the pros and cons of using SharePoint for my intranet?

- Everyone seems to be using SharePoint for their intranet, are there alternatives?

The aim behind this eBook is to provide you with what you need to know about using SharePoint for your employee intranet. We'll explore some of the general trends relating to intranet software, consider some of the pitfalls of using SharePoint, and then cover the options to combine SharePoint with dedicated intranet software.

Making an informed choice about the technology behind your intranet will help it to generate value for years to come, both for your organization and your employees.

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Intranet Fundamentals

In this section, we explore some of the fundamentals behind intranets and the type of software behind them. If you're already familiar with intranet software, you may want to skip to the next section.

What is an intranet?

An intranet is an internal-facing website provided by an organization that helps employees keep informed, get things done, and find the information they need. An intranet can usually only be accessed by the employees of an organization.

Every organization's intranet is different, suited to their specific employee needs. However, there are many common features across intranets such as a company news section, an employee directory, and search functionality.

Over the years, the number of features included in intranets has expanded into areas like collaboration, HR, learning, forms, and workflows.

Why do we need an intranet?

An intranet is a must-have investment for any organization and has several use cases. In our eBook "Seven ways the intranet delivers strategic value" we cover the major areas where an intranet delivers value:

1. **Enabling key organizational processes:** supporting internal communications, enabling HR-related processes, encouraging learning, and more

2. **Driving efficiency and raising productivity:** providing one source of truth for documents, content, and information, which people can find easily, as well streamlining processes through forms and workflows

3. **Supporting and improving customer service:** empowering customer-facing staff with access to knowledge about products and services, as well as the ability to resolve issues more quickly

4. **Driving a better employee experience:** making your organization a great place to work by improving organizational culture and employee engagement, and helping drive a sense of community and purpose

5. **Improving talent attraction and retention:** using the intranet for employee onboarding and for supporting internal talent mobility through tasks, learning, content, and more

6. **Supporting new ways of working:** making the intranet a gateway to new tools and apps that also support hybrid working and more

7. **Future proofing your organization:** using the intranet to check the "pulse" of your workforce and as a springboard for change management.

What intranet software options are there?

Intranet software usually consists of a content management system for publishing pages and various other features such as news, a people directory, discussion forums, and more that allow the team to create the intranet.

The intranet software market is mature with a lot of choice, including providers like Intranet Connections, as well as SharePoint from Microsoft. Often intranets are based on more than one technology behind the scenes and are integrated together to form a single intranet.

Two forms of intranet:

Custom intranet

Out-of-the-box intranet
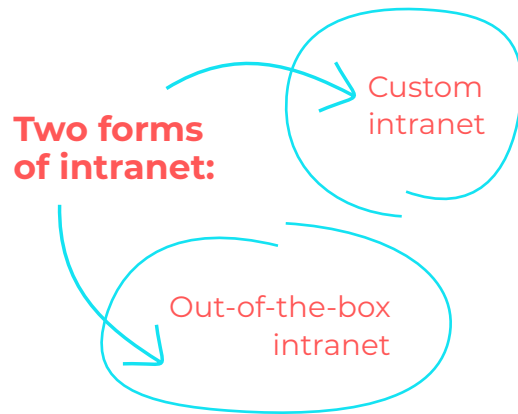
Intranets usually come in two different forms: an out-of-the-box intranet or a custom intranet.

Out-of-the-box intranet
An out-of-the-box intranet relies purely on the intranet software to create it. Everything you need to launch the intranet is included in the software. The organization then use the native features within the intranet software to create their intranet and continue to improve it by configuring the software to their needs. In some cases, the term "out-of-the-box intranet" also refers to intranets that are third party and exist on top of a SharePoint environment.

Custom intranet
A custom intranet is different in that an organization feels it needs different features to the ones included in the software, so it chooses to develop its own custom features using software developers. Often, this might involve modifying an existing intranet product or SharePoint.

Build vs buy
A fundamental choice for anyone considering intranet software is to choose either an out-of-the-box intranet or a custom intranet. Sometimes this is referred to as "build vs buy", in that you're either buying a ready-made intranet product or effectively building your own intranet.

In recent years, most organizations have chosen the "buy" option, using out-of-the-box intranet software because it is more cost-effective and involves less effort. In other words:

- It tends to be easier to manage
- Customizing an intranet can be very expensive and time-consuming
- It can be hard to upgrade an intranet to the latest version when it has been customized

- It does not require specialty knowledge of skills, whereas building your intranet with SharePoint requires a SharePoint expert and developer (and it can be extremely disrupting if your SharePoint expert leaves your company)

- The range of out-of-the-box intranet products have increased and gotten more sophisticated in recent years with more features, so there is no need to customize.

However, sometimes to unlock the value of an intranet, organizations do need to customize it to meet their specific needs. It might be an organization has a specific way of doing things which an intranet cannot support, there might be a gap in functionality within an intranet product, or the intranet needs to integrate with another system.

Even in these cases, today most organizations will only partially customize an intranet, tending to choose to develop custom code only for a very limited number of features or integrations.

How does this relate to SharePoint intranets?
The decision about "build vs buy" is an important factor in deciding which intranet software is right for you. Most teams want to avoid customization as much as possible, so look to deploy SharePoint or an intranet product straight out of the box. But here there is a problem, as teams often find that to get real value out of SharePoint for an intranet, they do need to customize it or purchase additional software. And unfortunately, they only realize this after deploying the intranet.

Making the business case for an intranet

When making a business case for an intranet, the need for the intranet is not usually in doubt. However, it is important to invest in the right software for your organization. In our eBook <u>"Modern intranet buyer's guide: 5 steps to success"</u>, we cover the steps to making a convincing business case for investment:

1. **Identify your business goals:** Define what you want your intranet to achieve, for example increasing business efficiency, supporting remote work, improving internal communications, fostering employee engagement, and/or building a single source of truth for information and content.

2. **Define your KPIs:** Define some of the meaningful KPIs for your intranet based on your business goals such as the number of employees sharing knowledge, improvements in internal comms reach, employee satisfaction rates, active usage, the amount of time to find information, and more.

3. **Identify costs and risks:** Identify any related costs, risks, and dependencies that are related to introducing a new intranet, including licensing costs, having to get external help to implement your intranet, any technical dependencies, and more.

4. **Identify stakeholders:** Intranets impact everybody in the organization and usually involve stakeholders from IT, Communications, HR, and your leadership team, and sometimes even wider; make sure their views and input are taken into account in any business case.

5. **Build your project plan:** Work out your project plan covering elements such as scope, goals, and metrics, deliverables, owner and stakeholders, key milestones, risk, budget, timeline, and more.

6. **Present your business case:** Your organization may well have a set format and process for submitting a business case, but it is likely it may involve a written report and a presentation. In presenting these, ensure that you consider key objections and have these covered, and also have examples of success from vendors to demonstrate successful implementations.

You can <u>download the full report</u> for more valuable detail on the above.

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SharePoint Intranet Fundamentals

In this section, we explore why so many organizations use SharePoint for their intranet and the different versions and editions that are in use.

What is SharePoint?

SharePoint is a flexible content management and collaboration platform from Microsoft that is used to publish information and documents. Officially, it has been around since 2001, so it is an extremely mature platform.

Over the years, there have been many different versions of SharePoint, a theme we will explore in more detail below. Today, SharePoint Online is offered as part of the Microsoft 365 platform and is even used to power parts of Microsoft Teams.

Why do so many organizations have an intranet based on SharePoint and Microsoft 365?

There are various reasons why organizations have based their intranet on SharePoint. Let's explore a few.

"We have a SharePoint license and we're gonna use it"
Most organizations rely on Microsoft products in one form or another, likely using Outlook for email and Microsoft Office applications such as Word and PowerPoint. These products have served organizations for years and they're integral to core work. Today, many of these are included in Microsoft 365. For years, SharePoint has been bundled free as part of the licensing agreement that organizations have with Microsoft that also gives them Outlook and Microsoft Office. That effectively continues today with SharePoint Online as a part of Microsoft 365.

Understandably, many IT functions want to make the most out of their investment in Microsoft products. When they see they can use SharePoint to build their intranet, it means they are avoiding the licensing costs associated with purchasing additional intranet software.

This decision is sometimes taken without considering the actual intranet requirements and features that organizations need, or the real total costs that end up accruing when implementing a SharePoint intranet.

This is obviously attractive to IT teams and CFOs who can see an opportunity to reduce costs, so the decision is used to use SharePoint. However, this decision is sometimes taken without considering the actual intranet requirements and features that organizations need, or the real total costs that end up accruing when implementing a SharePoint intranet.

SharePoint is a mature and flexible platform
SharePoint also gets used for intranets because it's a highly mature and flexible platform. In particular, it's excellent for collaboration and document management. It can also integrate with other tools across the Microsoft stack but also non-Microsoft solutions and apps, increasingly through a set of integrations that are available out of the box. But in some other areas which are very important for intranets including internal communications, SharePoint is far less effective.

In the past, when intranet software products were less mature and feature-rich as they are today, more organizations chose to build a custom intranet to be able deliver value and a better user experience. Because SharePoint was so flexible, it made a strong base technology for building a custom intranet. Therefore, some chose to build custom SharePoint intranets, despite there being high costs involved and it being then difficult to

upgrade further down the line. Some custom SharePoint intranets are still around today.

There's a whole SharePoint intranet ecosystem
Because of the ubiquity of SharePoint intranets, a whole ecosystem of intranet products and services has grown around it. Some intranet software products, for example, are SharePoint enhancers or accelerators, and act as a layer on top of SharePoint and fill the gaps in terms of features and functionality that are missing from SharePoint. (Intranet Connections is not one of these as it integrates with SharePoint but is not dependent on it.)

Many digital agencies also offer help in implementing a SharePoint intranet. This ecosystem does provide good choice and access to expertise that can also influence the decision to go with SharePoint.

"We're a Microsoft house"
Another reason that organizations choose to implement a SharePoint intranet is that it is part of the Microsoft stack, so ticks the box for the IT function on several levels. This includes the ability to meet existing security data, approaches, and standards, and a better opportunity to integrate with other Microsoft tools. IT functions or IT providers (if services are outsourced) also tend to have experience and recognized skills around Microsoft and Azure-based products, so Microsoft tends to be a preferred platform that is very much in the comfort zone of the IT team.

What are the different versions of SharePoint that an intranet might be based upon?

When we talk about SharePoint intranets, there are various versions that have been released over the years, some of which are very different. It's almost not an exaggeration to be talking about fifty shades of SharePoint. And it can get a little confusing, so bear with us.

In thinking about all the different versions and editions of SharePoint there are three dynamics to consider—the version, whether it is classic or modern, and whether it is online or on-premises.

Which version of SharePoint is being used?
There have been several different versions of SharePoint over the past two decades, some as Portal server, Foundation, Server, and Enterprise editions, but generally referred to as:

- SharePoint 2003

- SharePoint 2007

- SharePoint 2010

- SharePoint 2013

- SharePoint 2016

- SharePoint 2019

Is it online or on-premises?
Depending on which industry sector you are in or how old your edition of SharePoint is, you may be using SharePoint Online which is in the cloud (and likely part of Microsoft 365) or using an on-premises edition like SharePoint 2019. Organizations in sectors like financial services may be more likely to use on-premises SharePoint for risk and compliance reasons.

Is it SharePoint classic or SharePoint modern?
In 2016, Microsoft overhauled SharePoint with a more up-to-date design and development framework and branded it as "modern". However, classic SharePoint, which is more flexible, is still in use and some intranets have still to "upgrade" to modern. SharePoint Online as part of Microsoft 365 and SharePoint 2019 use the SharePoint modern design.

There's also licensing
There's a further dynamic too which is your level of licensing, which can determine who has access to a SharePoint intranet. Some companies with many frontline staff, for example, don't always provide licenses for these staff to access Microsoft 365, and therefore, this group won't have access to a SharePoint intranet. Granting them access can prove prohibitively expensive.

You may have multiple versions of SharePoint
And just to make things even more complex, you may have multiple versions of SharePoint in your organization at one time, especially if you're a larger company that's been built up through acquisitions and you've inherited legacy versions of SharePoint.

**Does this all really matter?**
Yes, it matters. The type or version of SharePoint that you use either for an existing intranet based on SharePoint or intend to use for a new one will significantly impact what your intranet can do, how it will look, the features it can include, and even the overall cost.

The type or version will impact any decision to either base a new intranet on SharePoint or also whether you need to upgrade your current SharePoint intranet.

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What Is It Like Using SharePoint for an Intranet?
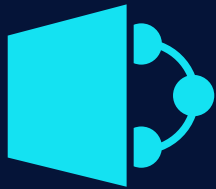
Because so many organizations want to use a product that's straight out of the box rather than customized, and because of all the reasons SharePoint is a popular choice for intranets, many teams are choosing to implement SharePoint out of the box for their new intranet. For new intranets, this be SharePoint Online or SharePoint 2019 for on-premises, and will tend to be SharePoint modern.

At the same time, many teams will still be on an older version of SharePoint.

In this section, we explore the realities of using out-of-the-box SharePoint for a new intranet and some of the factors to consider if you're still using an older version of SharePoint. We look at different aspects including intranet features, user experience, and the ease of upgrading.

However, evaluating the right intranet software needs to be considered. To make a fully informed decision about the use of SharePoint or any other product, it's always best to perform a structured evaluation of SharePoint against your intranet and technical requirements and your budget.

Internal communications and employee engagement

One of the main issues with using SharePoint straight out the box is that several core intranet features are missing. Many of these relate to supporting effective internal communications and employee engagement.

While SharePoint does have a news feature, it is often too simplistic and does not meet the expectations of internal communicators to create engaging items or zoned news in different feeds across the homepage. Personalization and audience targeting is also very difficult to implement successfully in SharePoint straight

out of the box, so more complex organizations end up having to deliver a single news feed to all employees, with not all items relevant for everybody.

Engagement features are also lacking. Employee blogs, discussion groups, a Q&A area, polls and surveys, a classified buy and sell area, a place to celebrate birthdays and milestones, a peer recognition feed. All these are the kind of features that makes an intranet the beating heart of an organization, supporting employee engagement and strengthening organizational culture. These are all available in specially designed features in a solution like Intranet Connections, but they're either lacking or very difficult to achieve without extensive customization using SharePoint alone.

Other missing features

There are also other missing intranet features in SharePoint Online or which are difficult to achieve without customization. For example, modern intranets often act as the entry point to all the apps and tools that are in use around your organization. A very popular intranet feature is the ability for each employee to be able to create personal links to the apps they use. This can't be done in SharePoint Online straight out of the box. In general, supporting personalization and targeting features and content to specific groups such as employees at a specific location or in a function is surprisingly difficult to do in SharePoint Online.

It is often the case that when organizations implement an intranet using SharePoint straight out of the box, they find that there are things that SharePoint doesn't include. The higher the number of missing features, the less value the SharePoint intranet will deliver. This means that while using only SharePoint might meet the needs of a smaller organization with very straightforward requirements and low ambitions for an intranet, it rarely fulfils what most organizations want to achieve through their intranet investment.

User experience and design

HR and communication teams that want to use an intranet to strengthen culture and engage employees like to make sure it fully reflects

It is often the case that when organizations implement an intranet using SharePoint straight out of the box, they find that there are things that SharePoint doesn't include. The higher the number of missing features, the less value the SharePoint intranet will deliver.

their brand identity. However, the options for branding SharePoint Online or SharePoint 2019 to your organizational needs are limited without customization. You can add a logo, and inherit some default colors and fonts, but essentially every SharePoint Online intranet looks similar.

While the modern design for SharePoint 2019 and SharePoint Online isn't necessarily a bad user experience, not everybody is a fan of the standard Microsoft SharePoint "look", and many feel it is underwhelming and overly formal. Intranet software products tend to have more flexibility to be able to configure the intranet design so it better matches an organization's brand identity and aligns to their culture.

Older intranets based on earlier versions of SharePoint that are built in "classic" generally have a poor user experience. Everything prior to SharePoint 2016 and some earlier versions of SharePoint Online were built in this way. Interfaces are often not intuitive and now look dated – in fact the focus for customization was frequently improving design, and trying to make SharePoint not look like SharePoint! Really early intranets based on SharePoint 2003 and 2007 will look particularly outdated, with a look and feel that will negatively impact adoption.

Governance and content management

SharePoint is a platform that supports a very decentralized approach to communication and collaboration. The way it has been built supports localized communication or collaboration sites and empowers local teams to manage their own site, with the freedom to configure it how they want to suit their own needs. This works really well for team-based collaboration, but it leads to problems when basing an intranet on SharePoint, which is lacking the governance features you need to effectively manage a company-wide channel.

Intranets thrive when they empower local content owners to manage their own local site or pages within the intranet, but then balance this with strong standards that drive consistency from the center, ensuring there is good content that is up to date.

Having some central control ensures your intranet has better content, a more consistent look and feel, a stronger search functionality, and will provide value for longer. It also means your intranet can be a single source of truth for information and documents, for example through a central area for policies and procedures.

A SharePoint intranet is often based on a number of different local communication sites—for example, a site for your Ann Arbor office, one for your HR department, and another for frontline employees. But using SharePoint out of the box makes it very difficult to enforce content and site standards across these different areas. The result can be a "digital wild west" with inconsistencies from site to site, content that is not reviewed and goes out of date, duplication of key content such as policies, and other elements that undermine employee trust in the intranet. The result is dwindling adoption and a people falling back on email for communication.

Dedicated intranet software like Intranet Connections has controls where they need to be—for example, restricting access to manage a central policy library, putting approval workflows in for new news stories, and locking down site templates so everyone has to follow a particular format. These and other features ensure your intranet is the one source of truth and the go-to, trusted channel of choice for company information.

Upgrading the intranet

An intranet is never complete. Intranets are in a constant state of evolution with added features to meet new needs, changes in structure to reflect organizational restructuring, and advances to drive continual improvement.

This can cause significant problems in SharePoint intranets in the following areas:

- Upgrading a SharePoint intranet from an old version to a newer version, which can effectively be like starting from scratch

- Moving over from classic to modern, which again can be effectively the equivalent of a whole new intranet project

- Moving from online to on-premises, again effectively staring again

- Adding new features to a SharePoint intranet.

To achieve any of the above, you will very likely need technical help from someone with deep SharePoint expertise, a cost which can be very expensive. For organizations that haven't budgeted for these changes and don't want to spend their dollars, the intranet will fail to evolve

and will depreciate in value. For those organizations that are prepared to spend, the intranet starts to become very expensive to manage.

Intranet software like Intranet Connections makes it far easier to upgrade and add new features; in fact, our software is bundled with over 100 apps, so many are already ready to be added. Customers also regularly request new features, and often these actually get built and then rolled into the product, which is a win-win.

Configuration vs customization

In this section, we've mentioned a number of areas where SharePoint out of the box can fall short of expectations. A combination of these factors can lead organizations to customize SharePoint for their own needs or layer on additional products to plug in any gaps. Even if they start out with good intentions and decide to live with some of the deficiencies inherit in SharePoint, many eventually come to the conclusion that they do need to customize. This not only creates future problems for upgrades, but also then drives up costs.

Speed to market

Launching a SharePoint intranet can take a long time, with a lot of work to do in the background around technical configuration, setting up templates and layouts, preparing content, and so on. Although using SharePoint modern and SharePoint Online has reduced the time it takes, realistically you're still looking at several months, and even up to a year. Launching a platform like Intranet Connections is much quicker and can be delivered in several weeks if needed.

SharePoint costs

One of the reasons that SharePoint is attractive as an intranet platform is that is perceived as being free, because it is part of Microsoft 365 or is bundled into your general Microsoft agreement. But when you start to look at the true total cost of ownership, it can turn out to be very expensive indeed. Costs can include:

100 apps

Our software comes bundled with many apps and is ready for more to be added.

- Technical expertise to set it up
- Technical expertise for product ownership, support, maintenance, upgrades, and new features
- Additional resourcing to manage the intranet content centrally
- Additional plug-ins and customization to fill gaps in SharePoint features and meet needs
- Training for SharePoint admins and site owners
- Additional licenses staff without digital identities
- And more!

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Real Intranet Stories

So far, we've shared a lot of information about intranets—both out-of-the-box intranets and SharePoint intranets, the classic build vs buy dilemma, and the pros and cons of the decisions you're likely facing at your organization. Beyond all of that though, it can be extremely useful to hear about real-life scenarios that companies like yours face.

A recent customer we worked with was considering migrating from SharePoint Foundations to SharePoint Online and realized that an out-of-the-box intranet would be a better fit for their needs. Why? Because Microsoft had quoted them **$40,000 USD** for the migration alone, plus the cost of internal resources and experts to build the new environment—a 3-month customization process quoted at **$50,000 USD**. In order to better support their employees while staying cost and resource efficient, they chose to work with Intranet Connections' out-of-the-box intranet solution.

Discover more intranet success stories on our website, or check out these specific examples:

- Frankenmuth Credit Union switched from a SharePoint intranet to IC

- Hickam Federal Credit Union switched from a custom intranet built with Microsoft to IC

- Florence Bank switched from an aging custom-built intranet to IC

- Summit Funding switched from a SharePoint intranet to IC

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Making SharePoint Work with Your Intranet Software

In this section, we explore how you can successfully deploy both an intranet "in-a-box" product like Intranet Connections and SharePoint and get value from both.

SharePoint vs intranet software?

Often the decision about whether you use SharePoint or not for your intranet is presented as an either/or situation. However, you don't need to decide in this way; many intranet software products including Intranet Connections have been built so they work alongside SharePoint. This means you can leverage the power of SharePoint for document management and collaboration for example, but also enjoy other intranet features and capabilities that are better managed by native intranet software.

In this respect it's how the systems can complement one another and deliver the best all-round experience for your employees that is important.

Note that different intranet "in-a-box" products have different relationships with SharePoint. Some of them are designed to sit on top of SharePoint and are dependent on it, because SharePoint actually delivers some key functionality of the intranet. Other products, like Intranet Connections, are wholly independent of SharePoint; this gives you far more flexibility to create both the intranet and SharePoint experience that is going to be best for your organization and workforce.

Let's explore some of the ways that our customers have successfully used Intranet Connections together with SharePoint to deliver a single digital "ecosystem" that plays to the strengths of each platform.

Internal communications

It's perfectly possible to use SharePoint as a platform for collaboration, knowledge sharing, and team-based communication. You can then use your intranet software to focus on the use cases that SharePoint doesn't support well.

As said earlier, one of the key areas where SharePoint doesn't deliver is supporting internal communications and employee engagement. Most dedicated intranet software will have several features to specifically support internal communications. A platform like Intranet Connections even has engagement-led features such as an area where employees can give kudos to their colleagues or to celebrate employee birthdays! Using an intranet for news and engagement will get better results. You then have two platforms with quite distinct uses that can sit happily side-by-side and deliver value.

Other business apps

Intranet Connections has many business apps hard-baked into the platform that support productivity, efficiency, and engagement. Like internal communications and news, many of these are not possible or SharePoint or can't be achieved in an easy way. Again, these can be delivered via your intranet while your SharePoint environment focuses on its core capabilities.

Single sign-on

Because Intranet Connections integrates with Active Directory, it means that your users can log-in with their network passwords and pass seamlessly between SharePoint and your intranet. It also means that any person who leaves your company will no longer be able to access the intranet.

Navigation

It is possible to create a seamless navigation between SharePoint and an Intranet Connections intranet by adding links between both platforms, allowing users to easily pass from one to the other, and back again.

Documents

Many intranet teams use SharePoint for collaborating on documents, but then want to display final versions of documents on their intranet. This is possible. For example, within Intranet Connections you can easily add links to key Microsoft 365 and SharePoint documents to support collaboration, while final versions of controlled documents such as policies and procedures then housed on the intranet to ensure "one source of truth."

Conclusion

It's important to consider the pros and cons of building an intranet based on SharePoint. It can end up being very expensive, and despite that investment, you will have an intranet that is missing key features and is hard to manage. SharePoint is a highly flexible collaboration and content platform that has many great qualities, but it is not a dedicated intranet solution.

Specialist intranet software like Intranet Connections has been designed specifically around the core features of an intranet. It's more cost effective, far easier to implement, and is better geared to support internal communications, employee engagement, and being one source of truth for information. And it can be used in combination with SharePoint, so you can get the very best out of both platforms.

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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.

Request Demo

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

"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

"What we enjoyed the most was the collaboration with the internal team and the folks at IC. The project kept us on task to meet our timeline. The project also inspired us to add a few final touches (logos, branding, and colors) and to add more value to our offerings. We might not have thought of those things prior to the project meetings."

• GENIE BRIGGS, SENIOR VICE PRESIDENT OF MARKETING, POINT BREEZE CU

"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

Contact us:

Phone: +1 (604) 924 9770
Toll Free: +1 (844) 924 9770

clientservices@intranetconnections.com

145 Chadwick Court
Suite 360
North Vancouver, BC,
V7M 3K1 Canada

Connect with us:

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WORLD TRAVEL HOLDINGS