

A woman with dark hair tied back, wearing an orange button-down shirt over a white top, is looking down at a laptop screen. She has her glasses perched on her chin. The background is a blurred office setting with a desk lamp and some papers. The lighting is warm and soft, suggesting an indoor office environment.

# Technology Insight

## Finding Your Perfect SharePoint Intranet

An e-book for business professionals

synergi

# Finding Your Perfect SharePoint Intranet

This e-book explores intranets from every angle, what is an intranet? what makes an intranet modern? what tools are available? what makes an intranet successful? and why use an intranet at all?

Businesses may possess a strong work ethic and experienced teams but if this is paired with disparate and clunky processes, poor communication, and a lack of focus on culture any team would struggle to reach their full potential. This is where an intranet can be incredibly beneficial, resulting in a strong return on investment. But which intranet is right for you?

 Watch our 'Finding Your Perfect SharePoint Intranet' Webinar

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## Meet the author



### Justin Short

*Chief Operating Officer, Synergi  
Nintex vTE (Technical  
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Justin co-founded Synergi in 2013 with a mission to support businesses digitising and transforming their processes. With over 25 years of IT experience, Justin specialises in business intelligence, automation, collaboration and modern workplaces.

Teamwork makes the  
dream work

What a culture of teamwork can do  
for your organisation

# Putting teamwork at the heart of what you do

We're taught the value of teamwork from a young age, playing team games in the nursery playground. As we grow, the ability to communicate and collaborate well with others becomes even more important. We know teamwork is a vital component of a successful business, building a sense of community, engaging employees, boosting morale and bringing a range of voices together in a constant thread of communication, but once you've translated your teamwork skills from the playground to the boardroom what tangible benefits can you see?



## Collective Intelligence

Teamwork often occurs in a central location in which teams can unite their process tools and knowledge, share guidance and support, and intelligently search for informative resources. This collective source of intelligence empowers employees to learn about, comment on, and support key processes.



## Higher productivity and profitability

When users are encouraged to work together and co-author resources, businesses see less duplication of documents, promoting a single source of truth that encourages productivity and efficiency.



## Company culture and team morale

With numerous teamwork tools supporting praise features, integration with wellbeing tools, easy remote communication, and centralised collaboration, it's easier than ever to unite teams and individuals, building a sense of community and workplace morale.



## Improved employee retention

86% of interviewees named broken processes as a factor in their seeking of new jobs. Effective teamwork facilitates efficient processes, team morale, and clear support networks. All of these factors work together to engage employees and improve retention, allowing you to harness the full potential of your teams.



## United people and processes

When organisations foreground effective teamwork through their technology they can see improvements in consistency, compliancy, and efficiency (with less switching between apps) as well as a reduction in incidental document duplication.

What is a modern  
intranet?

# What is an intranet?

From a technical perspective an intranet is a local or restricted communications network for sharing information, tools, and systems. From a business perspective an intranet represents possibility, possibility to unite not only information and tools, but people and departments, possibility to empower these employees by keeping resources, culture, and support at their fingertips, and possibility to turn these engaged employees into brand advocates and internal innovators.

An effective and modern intranet can improve employee engagement. Improved employee engagement in turn can provide higher productivity, improved employee retention, increased team morale, and fewer mistakes, supporting profitability.

## What makes an intranet modern?

Legacy intranets, such as Classic SharePoint, often require a new page to complete tasks and coding expertise to implement changes. In comparison, modern intranets are mobile responsive, with real-time updates, in-page editing capabilities, seamless integration with other business applications, personalised search tools, and optimised list and library experiences. A modern intranet is easy to use, can be deployed in a matter of clicks, and can easily integrate additional third-party services and tools.

By cultivating an intranet that suits modern working styles and supports the integration of additional business tools, organisations can use their intranet seamlessly as part of a wider digital workspace. It is this flexibility and ease of use that empowers intranet users and makes an intranet truly modern.



**Communicate necessary information**  
With remote working on the rise, now more than ever, organisations need a central location to communicate key information.



**Avoid information overload**  
Structure intelligence in an engaging and easy-to-navigate way, allowing access to important resources without overwhelming and overloading users.



**Centralise digital solutions**  
An intranet operates as a central hub for information, tools, and services. This means less time wasted switching between applications, helping boost productivity.



**Secure and easy-to-implement**  
Modern intranets can be deployed in a matter of clicks all with the peace of mind that the data stored within it is well protected.

# Intranet v Teams

# Why do I even need an Intranet?

Tools such as email are great for communicating and they're familiar to users, so why change a winning formula?

Well, whilst email might facilitate communication it can be hard to filter spam messages from vital information and even harder to relocate this information when you need it. That's where the information architecture of an intranet comes in.

And it is this information architecture again that separates an intranet from the exceptionally popular teamwork hub tool, Microsoft Teams. The centrality of Teams means it is ideal for individual, project, and team sites. In comparison the information architecture and intelligent search capabilities of an intranet are ideal for larger departmental or corporate areas and portals.



## Intranet

An intranet is a centralised location for corporate information such as values, vision, and objectives. An intranet presents structured and searchable information and resources that can be customised for individuals, allowing users to easily self-support.

### Key Features of an Intranet:

-  News pages
-  Web pages
-  Structured data
-  Intelligent search



## Microsoft Teams

Whilst some actions within Teams are powered by SharePoint (e.g. the creation of document libraries), the tool itself does not offer identical capabilities. Teams instead is a central hub for collaboration, allowing users to work together seamlessly, from anywhere, at anytime.

### Key Features of Microsoft Teams:

-  Chat and video tools
-  Real-time collaboration
-  Real-time co-authoring
-  Built-in Microsoft 365 apps



## Integration

With third party tools such as Powell Teams and Valo Connect, organisations can now bring the capabilities and power of an intranet into the daily-use teamwork hub of Microsoft Teams.

This ensures that users are able to make the most of their intranet capabilities without inefficiently and unnecessarily switching between applications, keeping operations centralised.

Meet the tools



Arguably the most commonly-known intranet solution, SharePoint was launched in 2001, and has seen two decades of development, transformation, and innovation since then. SharePoint is Microsoft's intranet solution offering a platform for shared access, interaction, and collaboration that is mobile friendly and can integrate and interact seamlessly with other Microsoft and third-party applications.

### Fresh Design

With fully responsive site and page templates, and the ability to use highly visual drag-and-drop web parts, SharePoint offers an engaging, highly-visual intranet that can easily be customised to suit your brand.

### Mobile Experience

Field, on-site, and remote workers can access resources and record observations and data onsite easily using any device using the SharePoint mobile app without compromising the quality of the intranet experience.

### Personalisation

SharePoint can offer an experience that reflects your brand but also prioritises the needs of individuals. Web parts and navigation can be audience targeted, with news and features visible based on location or role. This means users see only the resources most valuable to them.

### Corporate News Delivery

Communicating news is a key feature of an intranet. With the ability to centralise, audience target, and schedule news stories as well as implement a pre-publication approval process using Power Automate, organisations can communicate via SharePoint more effectively than ever before.

### Social Media

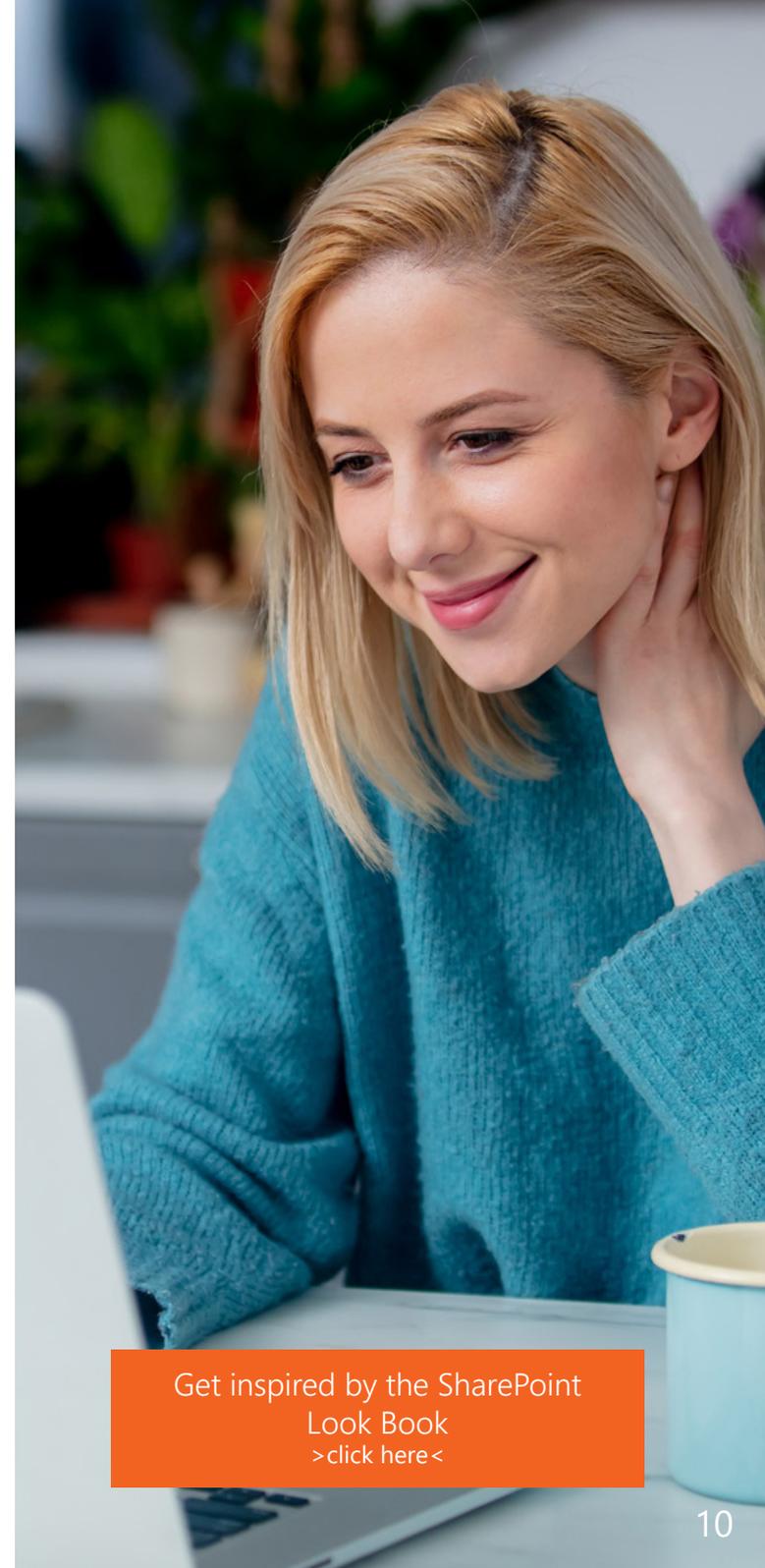
Many organisations heavily rely on social media to communicate their important message and encourage employees to amplify and support any posting. SharePoint allows you to incorporate and integrate social media feeds into intranet web pages, targeting specific accounts where necessary.

### Analytics

SharePoint supports your business in cultivating an effective intranet, offering metrics surrounding site visits, time of access, devices used, and article popularity. These metrics make it easier to identify where to focus training and adoption efforts.

### Business Process Integration

Graphical links to tools, services, and forms offer seamless integration to frequent business processes, ensuring that users can access all their required tools from one central hub, no matter where they are working from.



Get inspired by the SharePoint  
Look Book  
>click here<

Founded in 2015, Powell is a global digital workplace provider aiming to connect and empower employees and improve the employee experience. Serving more than 1.5 million users, Powell offers a single comprehensive platform that unites collaboration and productivity tools.

## Powell Intranet

Recognised as a stand-out intranet solution by ClearBox, Lecko, and Gartner, Powell Intranet is a customisable, out-the-box intranet solution built on Microsoft 365. This mobile-friendly intranet brings together workers for various locations to allow businesses to leverage the full potential of their workforce.

### Communication

Powell Intranet offers a central hub in which striking visuals make content engaging and easy to locate, corporate information can be accessed by any employees, wherever they may be, and interactive content and gamification features make communicating and engaging with your intranet appealing.

### Customisation

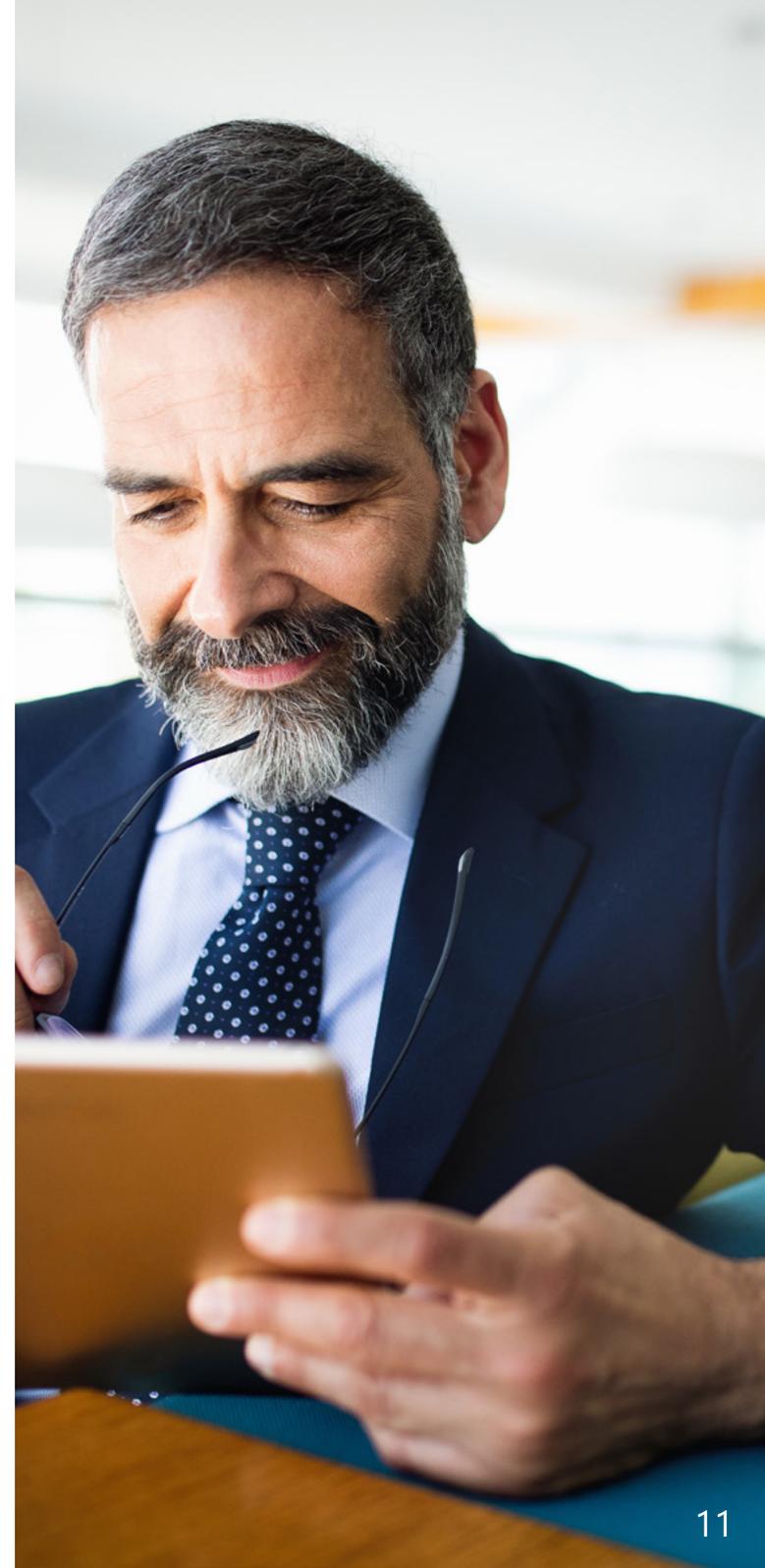
Powell provides a multitude of premade templates that allow you to create beautiful intranet pages without having to use code. Your intranet can be customised, updated, or scaled at any point to suit any brand changes or organisation growth, ensuring your intranet always works for you.

### Consumption

Investing in a Powell Intranet allows employees to access important corporate news and resources from any location and browser at any time. Alternatively, employees can have instant access to these resources using a mobile app. This is often ideal for remote, field, and on-site workers.

## Powell Teams

Powell Teams is an adoption and governance app designed to advance, strengthen and enhance your organisation's Microsoft Team's usage. With Teams templates, management and organisation tools, smart user dashboards, and activity reporting, Powell Teams supports organisations in using Microsoft Teams effectively, reducing potential threats to productivity such as Teams sprawl. Additionally, with bridged intranets (where smart bridges allow users access corporate resources and information within Teams) the power of your intranet and Teams can be harnessed simultaneously.





Valo is an award-winning digital workplace solution built on SharePoint. Valo's vision is to create a better digital workplace, where you can focus on the things that matter. Valo was named ClearBox's Global Intranet Choice in 2021.

### Valo Intranet

Valo has a host of modern, out-of-the-box intranet templates, features and capabilities that enable organisations to deploy rich, visual, branded and highly-functional intranets. These mobile friendly intranets are modularly built and available in more than 30 languages, making them easy to tailor to your unique needs. Valo's web parts turbo charge the functionality of SharePoint features alongside offering their own advanced features, cultivating an intranet that is powerful, informative, and easy to use. Valo's powerful mega menu feature provides users with a consistent way to navigate your intranet, making sourcing resources simple.

### Valo Products

Alongside their popular intranet offering, Valo offers additional solutions to extend and amplify this experience.

#### Valo Intranet

Harness a mobile-friendly, modern, and easy-to-use workspace with powerful search capabilities and simple customisation.

#### Valo Connect

Unite your intranet and Teams. Augment the capabilities of Microsoft Teams by enhancing search, accumulating news and connecting employees.

#### Valo Teamwork

Manage teams easily, with a single dashboard collating all your collaboration tools together in one view.

#### Valo Extranet

Create easy-to-manage and easy-to-use central collaboration hubs for external companies, stakeholders, and teams.

#### Valo Entrance

Allow IT teams to easily control and oversee permissions to Extranet hubs, making collaboration simple and secure.

#### Valo Ideas

Drive innovation and cultivate a workplace community with Ideas management available from within Microsoft Teams.



You've chosen your  
intranet.

Now what?

# What makes a successful Intranet?

So, now you know the leading options available to you when picking an intranet, it is important to consider the role you play in ensuring your intranet is a success. A powerful tool can take you a long way but it has to be supported by human action. There are 5 key considerations organisations should make prior, during, and after building their intranet that can help framework its success:



## Know your culture

If an intranet works to communicate your corporate news, brand, and mission, then it is essential that you consider the essence of your culture prior to designing your intranet. This allows you to communicate this culture more clearly and allows you to design your intranet in such a way that it supports aspects of this unique company culture.



## Integrate your business processes

Your intranet is a central hub for intelligence, news, resources, and self-serve support. This means it is vital to identify your key business processes and ensure they are integrated into your intranet and are easy to locate. By supporting and centralising these key processes, employees will use your intranet more frequently and effectively.



## Plan your architecture

Encompassing your organisation into an intranet can seem daunting. This is why architecture planning is so important. By investing time early in your design process to architecture planning you can ensure that each department is supported within your intranet and ensure that metadata tagging and intelligent search is effectively configured.



## Engage your employees

Ensuring that an intranet engages your employees is not a static task. Prior to building your intranet, ascertain your employees' wants and needs to inform your design. Post-deployment it is important to request feedback and monitor analytics to understand where training is required and where improvements can be made.



## Keep sites consistent

Intranets strive to make information and resources easy to locate. A key method to achieve this is to promote consistency over sites and pages. Users can use pre-existing templates (or create their own) to help achieve this consistency. In addition to this, ownership should be assigned to sites, to ensure information is consistent and current.

# Key Takeaways

With remote and hybrid working becoming the norm, digital teamwork is more important than ever before

With many organisations now adopting remote and hybrid working, attentions have turned towards facilitating effective communication and collaboration despite geographical disparity. Modern, mobile-friendly intranets allow users to come together and to access important news and resources on any device, from any location. This not only benefits those working from home, but also those working on-site.

Employee wellbeing is becoming a more prevalent priority and this can be addressed within your intranet solution

Forbes report that 38% of Gen-Z and 47% of Millennials view work-life balance as a top priority when choosing their employer. This prioritisation of wellbeing is also being seen reflected in technologies on the market such as Microsoft Viva and Powell's Virtual Water Cooler. Intranets unite and engage teams, can connect them to integrated wellbeing tools, and foster a sense of community, working to support wellbeing.

Technology is only half the picture: Human action, strategy, and continued effort and analytics are required for a successful intranet

Whilst this e-book acts as a guide of leading SharePoint intranet solutions we acknowledge that a technology, however powerful, is only half the picture. Prior to, during, and after building and deploying an intranet great attention should be paid to strategy, architecture, and employee engagement. This is often where the assistance of a digital partner is most beneficial as their experts can provide technical expertise and prior experience-based knowledge.



## About Synergi

Founded in 2013, cloud solutions and managed services provider, Synergi, was created to meet the fast-growing demands for cloud-based technologies in the UK. Recognising the need for SMEs in the region to harness powerful enterprise-level solutions to empower innovation, growth, and agility, Synergi was launched to provide a next generation "born in the cloud" technology partner.

Looking for support on designing, building, and deploying a modern intranet?  
Our highly skilled and experienced team are helping businesses across the UK with the technology strategies detailed in this e-book.

**Next Steps:** 1. Contact us 2. Recieve a free consultation with one of our intranet experts

# synergi

We put the **i** in modern intranet

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