

claromentis

Build or Buy Intranet Software

Introduction

While the decision to build intranet software is a massive undertaking, for organisations with in-house development skills, this topic may arise during the initial research stage. We've compiled a list of benefits and drawbacks for both building and buying intranet software to allow you to make a decision that suits your organisation's needs.

Building Intranet Software

Deciding to build your own intranet often involves the use of development tools like SharePoint or open-source content management systems, such as Drupal. This option is often cited by organisations initially selecting this route as being more cost-effective than buying and allowing for complete customisations to be made. However, it can take years of development time to get to the first launch phase and this equates to a significant spend in resources. The benefits and drawbacks of selecting this route are the following:

Benefits:

- Complete control over the development process.
- Customisations reflect the organisation's precise needs.
- Possible ease of integration with third-party business applications.
- Access to the code base.

Drawbacks:

- Lengthy implementation timeline.
- Significant budget required to support the long development process.
- Professional service consultation is often required.
- In-house technical team with the necessary skills to build new functionality, extend the current code base, fix bugs, perform ongoing maintenance, produce future upgrades and integrate with possible third-party systems.
- Problems arise when a key individual who was heavily involved in the project leaves the organisation as they possess detailed knowledge.
- In regards to functionality, it's difficult to compete with out-of-the-box intranet software providers that have been developing their code base for a substantial period of time.

- Ongoing maintenance and software updates are vital to an intranet's longevity, success and business relevance - this requires continuous resources, which may not be possible or prioritised.
- IT departments may consider the development of an intranet as being low priority.

Buying an Intranet

With this option, intranet software is purchased from a vendor and it contains out-of-the-box functionality. Deployment times are often short and the software can be hosted internally or via a cloud server. The option to 'buy' usually includes customer support and the ability to receive future upgrades.

Benefits:

- The software can be deployed and launched to end-users quickly.
- Non-technical users can be involved from the out-set and can efficiently manage and add content to areas of the intranet.
- Minimal involvement from the IT department with the hosted deployment option.
- Customer support from the intranet vendor provided.
- Entitled to receive future upgrades, enhancements and features with a Support and Maintenance contract in place.
- Intranet solutions such as Claromentis contain REST APIs to allow for third-party software integrations to be implemented.
- Custom functionality can be implemented through the extension of the framework.
- SaaS pricing models have made the option of buying intranet software more affordable, particularly in relation to upfront costs.
- Feature-rich, out-of-the-box intranet features are ready to be used instantly.
- The intranet design and layout is completely user customisable, with no Designer or Developer assistance needed.
- Comparatively, the cost of buying an intranet is lower when you take into consideration initial and ongoing labor costs and consultation.
- Active Directory integration and Single-Sign-On can be set-up with both on-premise and cloud hosting.
- Customer-driven future enhancements and applications produced.

- Rapid prototyping process can quickly prototype and produce custom applications using the framework.

Drawbacks:

- Initially it may lack customised features and applications.
- No access to the source code.
- Learning curve for all users involved, including the IT team.

What's next?

If you're planning to launch a new intranet, you can try our [intranet demo](#), [request a quote](#) or [get in touch with a member of our team](#). We'd love to hear from you!

Working With Claromentis

We have almost 20 years of experience in building, designing, and deploying digital workplaces for both large and small organisations, across a wide range of industries.

Our extensive experience, coupled with outstanding technical support and custom development, ensures that we meet and surpass all of your diverse needs and expectations. We pride ourselves in our consultative approach; creating a holistic environment which supports your business through continual growth and development.

Working closely with our customers and viewing every organisation as a unique entity sets us apart from the competition. Actively listening to your precise business needs and requirements allows us to deliver exactly the software you need.

REL needed a platform that allowed us to share information and knowledge with all our colleagues in an engaging way securely. Claromentis has provided us with a solution that matches our needs exactly and we are delighted with the uptake from our people and the flexibility of service provided.

- Stephen Gordon, Managing Director

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