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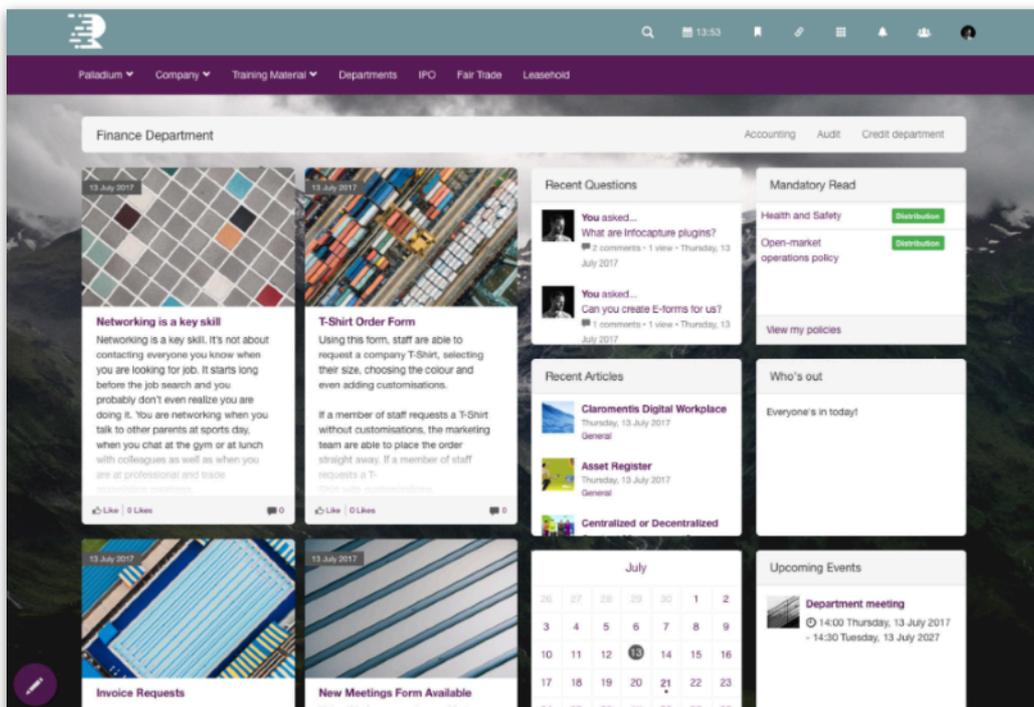
# Top Tips for Intranet Success

# Introduction

A successful intranet provides employees with an engaging workspace to efficiently complete their daily tasks and securely collaborate with colleagues. If you're planning on deploying a successful intranet for your organisation, here are our top tips:

## Create a beautiful intranet design

A beautiful, user-centric intranet homepage design is a key component to gaining user-adoption and ultimately achieving intranet success. In essence, it's the starting point for many employees in their quest to fulfil daily tasks and collaborate with colleagues. Putting in the time and effort to make it both aesthetically pleasing and user-friendly will pay off. The intranet's design should correlate with your company's branding guidelines but not replicate the company's website, as both have differing objectives and goals. Your intranet should possess a unique design to match its employee-centred objectives. Navigation should also be employee-centred and continuously tweaked as the intranet starts gaining some traction post launch.



Claromentis intranet homepage designed using out-of-the-box apps

## Create an intranet governance policy

An Intranet Governance Policy acts as a guide to all intranet users by providing a high-level strategic view of the intranet's purpose and a detailed overview concerning its management and maintenance. The policy can be presented to users as a document or accessible through a departmental intranet page. It ultimately helps companies achieve intranet success as it provides the following:

- Support for the intranet team
- Elimination of end-user confusion
- Firm establishment of the intranet's goals and objectives

## Have a purpose which is aligned with corporate values

An organisational intranet must be there to serve a purpose: from improving employee retention rates to assisting with the development and communication of the organisation's culture. Creating and defining the intranet's purpose should be one of the first tasks which needs to be fulfilled before the intranet is launched. The intranet's design, content strategy and overall goals will derive from this purpose. Each intranet is unique in the fact that it portrays and supports the organisation's corporate values. These values will help to support the intranet team during both the post and pre-launch phases and will ultimately help to answer questions, such as "should there be corporate social networking tools from day one?".

## Assign content champions from each department

Intranet content should be up-to-date and relevant; it will therefore require the contribution of various departments and project teams. It's also appropriate to define the content strategy in relation to each application, for example, what type of content should be shared in the Knowledge Base. If you have corporate collaboration tools, setting out basic usage guidelines will reduce any apprehensions related to sharing content.

## Deploy a phased approach to the intranet's launch

Deploying a phased approach to the intranet's launch will help to gain employee buy-in and increase user-adoption, as new applications and functionality will be rolled out in a systematic and manageable manner. It's always great, from an end-user's perspective, to introduce new functionality after the initial launch as it continues the 'just-launched' momentum. Be upfront and transparent with intranet users regarding the upcoming phases as their input is critical to the intranet's success.

## Monitor intranet usage and feedback

Try to identify intranet pain points and areas in need of improvement by continuously monitoring intranet usage and employee feedback. This is extremely important during the initial launch phase but it should also be an on-going activity. It may even be useful to create a feedback form on the intranet system to effectively capture important data and ensure it's received by the required employees. Monitoring search requests and implementing best bets and alternative suggestions will help employees quickly locate necessary information.

## Choose intranet applications for your current & future business needs

Intranet applications should correlate with the organisation's business needs and requirements. It's important to discover each department's needs to enable the intranet team to produce a 'check-list' of required functionality. Being aware of both current and future business needs are important factors in the intranet's success.

## Implement Single-Sign-On

Allow intranet users to effortlessly log in to their intranet without having to input their access credentials. Removing any unnecessary barriers which prevent employees from accessing important information on their intranet will contribute to its success.

## Effective intranet search engine

Effective intranet search functionality ensures that users can rapidly find information that's relevant to them. If intranet users cannot locate information quickly, intranet usage will fall as they'll lose faith in its abilities. Intranet search features such as Best Bets, Alternative Suggestions and Search Requests allow end-users to submit their feedback to an intranet administrator who can then implement beneficial changes.

## Social intranet functionality

Having social intranet functionality on your corporate intranet will help to create an open culture where employees can collaborate across departments and even office locations. If your organisation is quite apprehensive when it comes to introducing corporate social networking tools, opt for a phased approach to ensure you gain management buy-in.

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## 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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