JANUARY 2026

ClearBoxCONSULTING

INTRANET AND EMPLOYEE EXPERIENCE PLATFORMS

Reviews of the best products on the market

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V5.0 issued January 2026

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Need help choosing a new intranet?
We can help - please get in touch and one of the team will get back to you.

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Base systems ☆ FULLY STANDALONE S REQUIRES SHAREPOINT ⚙ OTHER | 📱 FRONTLINE FOCUS

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SECTION ONE

INTRODUCTION

What you need to know before you read the reviews

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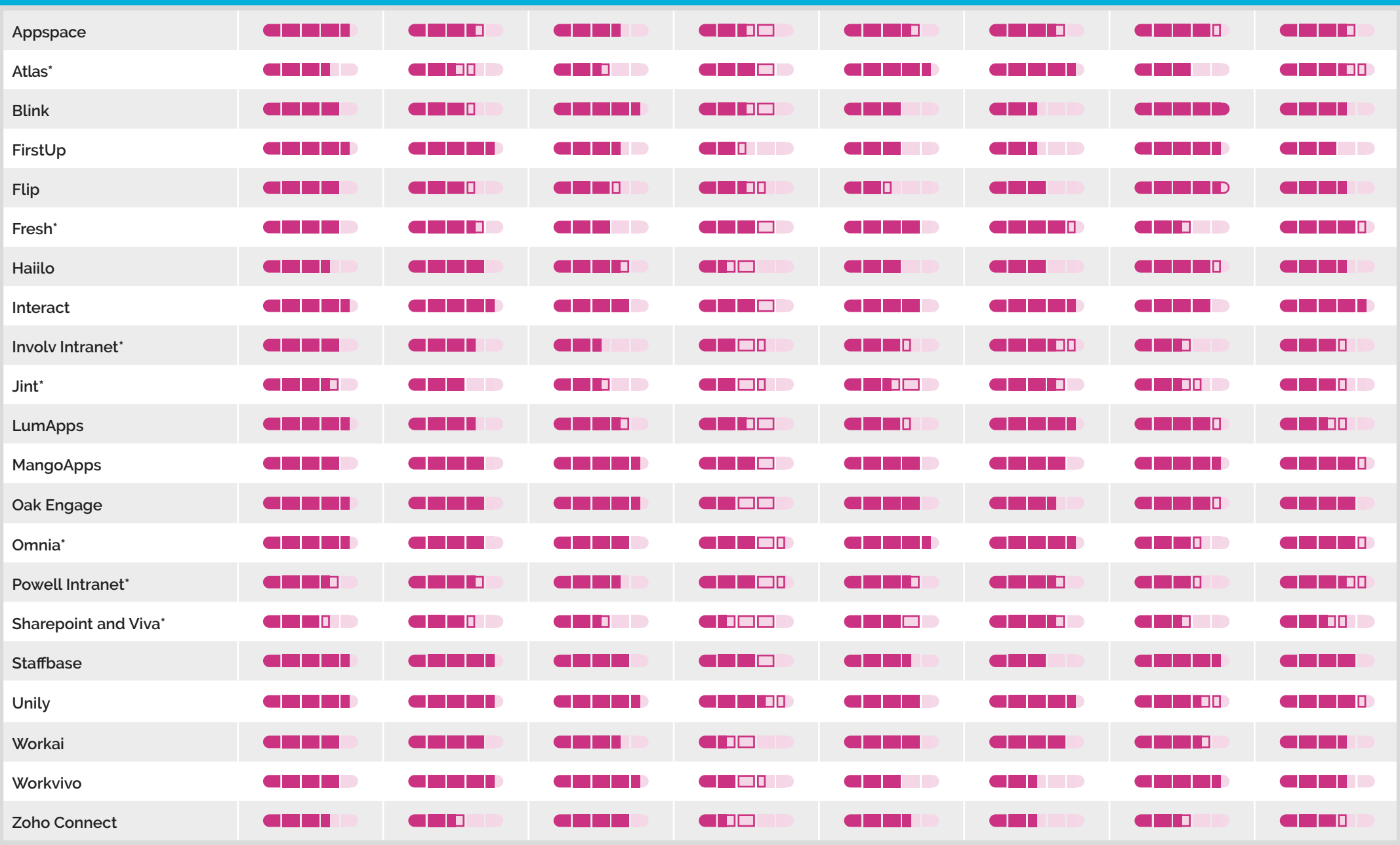
SCORE COMPARISON CHART



■ = product score ▢ = optional extra score

*Requires M365 / SharePoint

Please see the reviews for detailed scores, including the 'potential' scores where products will perform better where time / money is spent in a particular area.

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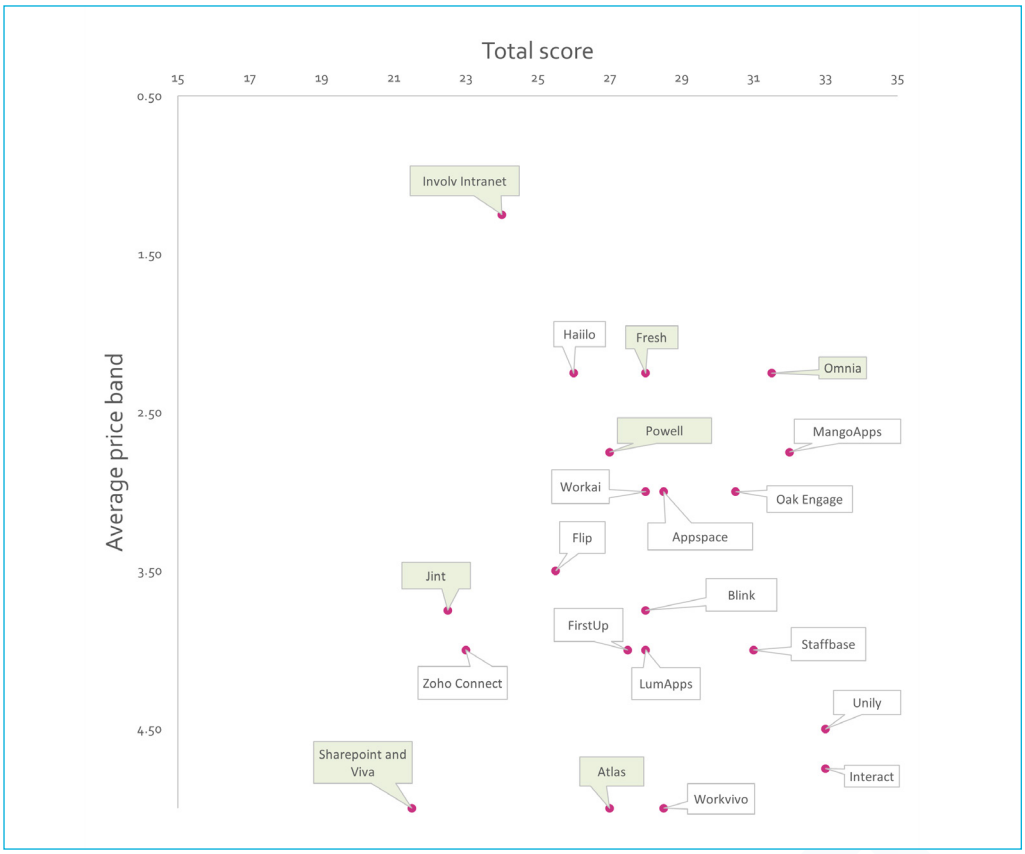
PRICE AND SCORE CHARTS

Please see the Pricing Findings section for further analysis on pricing and what these charts mean.



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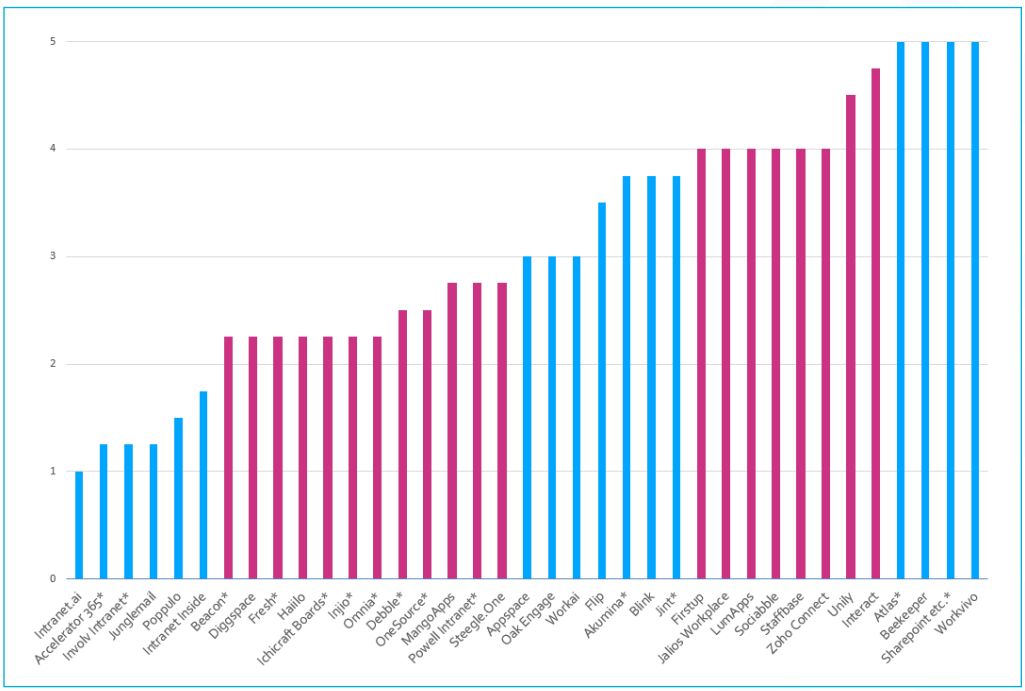

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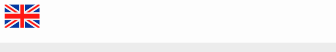
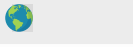
PRODUCT	LOCATION	BASE SYSTEMS				PRICE BAND			
		Fully Standalone	Requires SharePoint	Other	Frontline First	1,000 users	5,000 users	20,000 users	50,000 users
Accelerator 365*		✗	✓	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Akumina*		✗	✓	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Appspace		✓	✗	✗	✓	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Atlas		✗	✓	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Beacon*		✗	✓	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Beekeeper*		✓	✗	✗	✓	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Blink		✓	✗	✗	✓	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Debble*		✗	✓	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Diggspace*		✓	✗	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Firstup		✓	✗	✗	✓	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Flip		✓	✗	✗	✓	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Fresh		✗	✓	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Haiilo		✓	✗	✗	✓	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Ichicraft Boards*		✗	✓	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Injio*		✗	✓	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Interact		✓	✗	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Intranet Inside*		✓	✗	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Intranet.ai*		✗	✓	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Involv Intranet		✗	✓	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Jalios Workplace*		✓	✗	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Jint		✗	✓	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
JungleMail*		✓	✗	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
LumApps		✓	✗	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
MangoApps		✓	✗	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Oak Engage		✓	✗	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Omnia		✗	✓	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
OneSource*		✗	✓	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Poppulo*		✓	✗	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Powell Intranet		✗	✓	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
SharePoint and Viva		✗	✓	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Sociabble*		✓	✗	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Staffbase		✓	✗	✗	✓	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Steegle.One*		✗	✗	✓**	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Unily		✓	✗	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Workai*		✓	✗	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Workvivo		✓	✗	✗	✓	$$$ $$	$$$ $$	$$$ $$	$$$ $$
Zoho Connect		✓	✗	✗	✗	$$$ $$	$$$ $$	$$$ $$	$$$ $$

*See 'Product Overviews' section ** See the review for details

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WELCOME TO THE 2026 EDITION

I think it was about 20 years ago that I saw my first ever intranet, although it would be another couple of years before I got to work on one. The 2006 homepage was a circle with buttons to different department sites, everything was green and grey (not just out of choice), but I remember seeing the potential of what was there.

So much has happened between then and now in the digital workplace industry alone, with dozens of new players and lost brands among vendors. SharePoint remains a dominant presence; a colleague once said to me years ago that it threatens to "eat the world" and that has stayed with me. There have been significant new approaches to technology too – including the smart phone revolution over a decade ago, and the AI wave that we're sat in now. However, the technology we've been reviewing for over 10 years remains as valuable as ever.

Whether you call it an intranet, a digital workplace, an employee engagement platform, a comms platform, employee mobile app, or something else entirely – there are common organisational challenges the technology is trying to solve.

These platforms help people get things done, stay informed about what's going on, and help find that expert, that application or that little piece of data they need. They contribute to the way an employee feels about the place they work, encourage and reflect organisational culture, and can even improve levels of customer service. They are strategic investments that drive organisational benefits and support employees through their working day.

We put ourselves in the shoes of organisations looking to implement these platforms, as we understand the common challenges that lead up to the point where new technology is needed. It's from this perspective that we create this report – to save intranet teams' and tech buyers' time and help them make the right decisions. We hope the report helps you with your product and market research – please drop me a line to let me know how you get on.

If you're choosing new software

This report's purpose is to help you choose the correct software for your business and employee needs. This introductory section provides an explanation of what you'll find in our reviews, including the different types of products, scores, pricing, and 'Company and Product' tables.

Our reviews in Sections 2 and 3 are detailed, pointing out both strengths and weaknesses, and include dozens of screenshots so that you can see different elements of the platforms. Vendors have distinct views on customer needs and you can read their perspectives in the 'voice of the vendor' sections, while the 'voice of the customer' sections give you an insight into real customer experiences. We would advise you to read reviews of those products that perform best in the scenarios that matter most to you.

Section 4 includes detailed insights into the market as a whole, including pricing findings and an analysis of each of our scenarios' findings. There's also more summary information to guide you, such as product comparisons and charts, plus arguments about build or buy, SharePoint, add-on, or independent – which will be relevant for many of you.

If you're interested in market trends

We've provided an overview of what we looked for in our scenarios as usual, but you can also read about how we see common use cases evolving too. Of particular note:

- **AI functionality** continues to evolve and we've seen even more AI capabilities added to products in the past year. If this is an area of interest for you, we've written an overview of our findings on AI features in Section 4. We've not included a dedicated AI scenario in our reviews, however, as we think AI offers a way to address business needs (such as search or content creation) rather than a use-case in its own right.
- A knock-on of the AI developments is a return to the concept of the **intranet as the "front door"** to the organisation. Seasoned industry folks will recognise this as something vendors and intranet managers make a case for every few years, then it blows over. However, the power of AI functionality within these platforms combined with the intranet's agnostic stance (i.e. it wishes to aid people in their daily lives, not serve as a ticketing system or payroll platform for the whole organisation) means this is now a real possibility. Have a look at the Digital Workplace Integrations and Services section for more.
- Organisations are being more cautious about **budgets and spending more time on purchasing decisions** due to global economic concerns. We're seeing folks researching the market and benchmarking their current solution, which this report will help you with. Others are exploring lighter-weight add-ons as an alternative to a platform overhaul and many products in Section 3 will meet these smaller-scale needs.
- For the past couple of years, vendors have been turning their focus towards **internal communicators' needs and the features** on offer this year will certainly appeal to comms folk. More newsletter functionality is available now than we've seen before, while features to support communicators with campaigns have slowly increased too. We're particularly impressed by the variety of channels comms can manage from within these platforms, reducing the number of tools and simplifying the publishing process too. Read more in the Communications Management overview.
- The ripple-effect of Meta's announcement in 2024 that they would be sunsetting their Workplace platform continues to be felt. This year there are more **social and other engagement features** within many platforms, such as livestreaming. We've also seen the introduction of more functionality many people would recognise from social media platforms, such as 'stories' and multiple reaction types. These approaches won't suit every organisation, but will be familiar to employees so may help with adoption. Read more in our Community and Engagement overview.

A final thought

Although there's always room for improvement, what this report illustrates more than anything is just how many excellent options are available to organisations looking for a new intranet, employee digital platform, or mobile-first tool. The technology is mature; you no longer need to rely on in-house IT experts just to get the basics underway, and there are some genuinely innovative features coming through.

It's a great time to update your intranet or introduce an employee experience platform. We have a variety of consulting services to support you, so please get in touch if you need a hand to choose the right product, clarify your strategy or execute a first-class rollout.

Suzie Robinson
ClearBox Consulting
January 2026

PRODUCT REVIEW FORMAT

Each full review contains the following sections (and more):

- A 'splash page' for quick reference information about the product

- A summary of the product's strengths and weaknesses

- Overview of pricing
- Product type and branding opportunities
- What system (if any) forms the foundation of the product
- The sectors they target

- 'Voice of the customer' – feedback from customers

- Summary of scores
- Key strengths, improvements, and considerations

- Some things to keep in mind when considering the product
- Summary of why you should choose the product
- The vendor's development roadmap (where provided)
- If you like this product, you may like these others

- Scores for each scenario
- A write up of our findings for each scenario

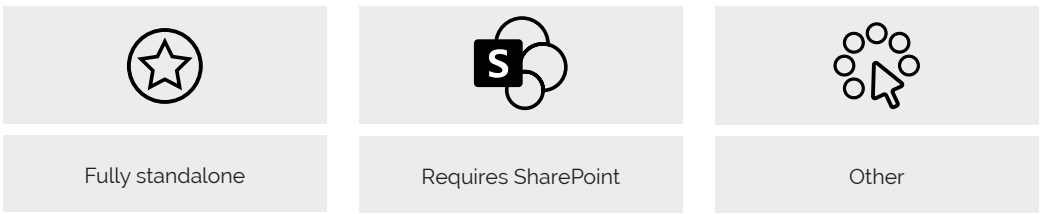
- Details of the company
- Technical specifications and support

- Up to four scenarios include highlights of some of the most interesting or well-done features

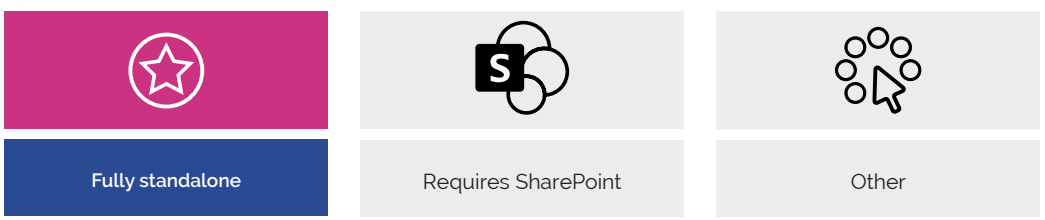
- 'Voice of the vendor' – a statement from the vendor

TELLING THE DIFFERENCE BETWEEN PRODUCTS

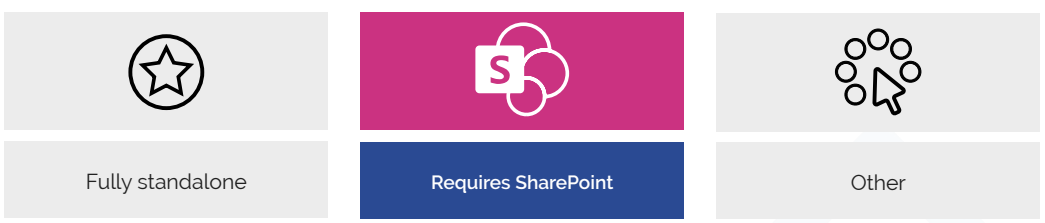
Each review includes three icons labelled 'base systems':



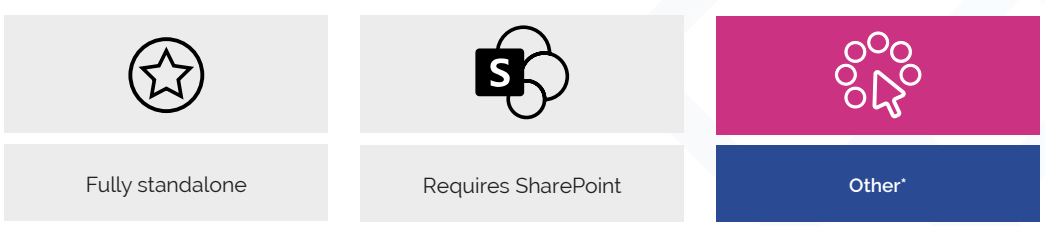
You'll also find these icons on the first page of a product review, in the index, plus in the 'technical table' for comparison purposes.



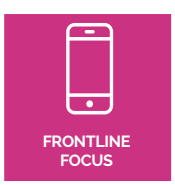
This icon reflects that the product is an independent intranet, or similar product, that doesn't require SharePoint, Google Workspace, or an equivalent in order to function. Often these will work well with SharePoint or similar systems, but see each review for details in the 'Integrations' scenario.



SharePoint intranet in-a-box products and those that work on top of SharePoint are included here. These products must have SharePoint in the background in order to work.



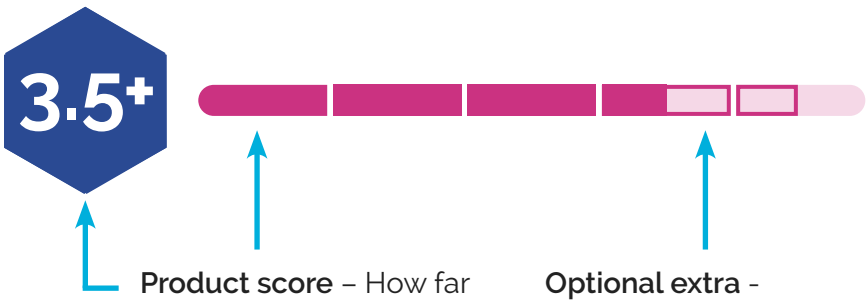
This icon is for those products that might rely on Google Workspace, Drupal, or something else in order to work. We've explained what it means in each case where it's used.



This icon identifies those products we believe have been built with a focus on frontline workers. Although this icon is associated with the performance in Scenario 7 (Mobile and Frontline Support), it doesn't mean products without this icon have a poor mobile experience. We would therefore recommend you refer to the scores for Scenario 7 as well as this icon when deciding which reviews to read.

SCORING EXPLANATION

Our scoring aims to be accurate and simple, to provide a point of comparison between products, but there are some aspects to explain:

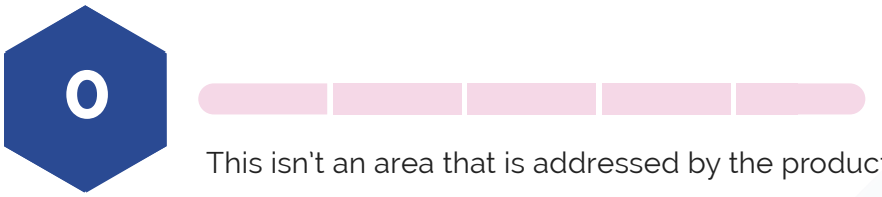


Product score – How far the product addresses the scenario out of a potential five points. Indicated in the hexagon and solid pink colour.

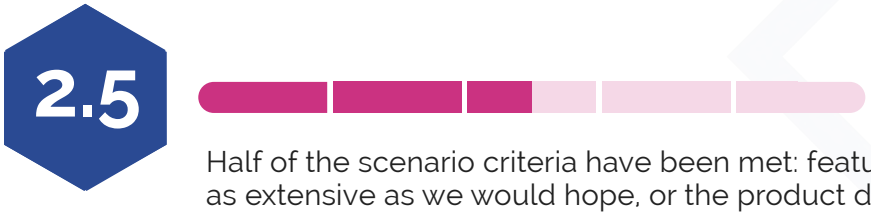
Optional extra - Features that may be added at extra cost and / or effort. Indicated by outlined blocks.

Maximum score - All scores are out of five; empty spaces indicate where the product did not score full marks, which may be because the product includes features for only part of the scenario, where the features just don't meet the criteria set in the scenario, or where the product doesn't include the feature.

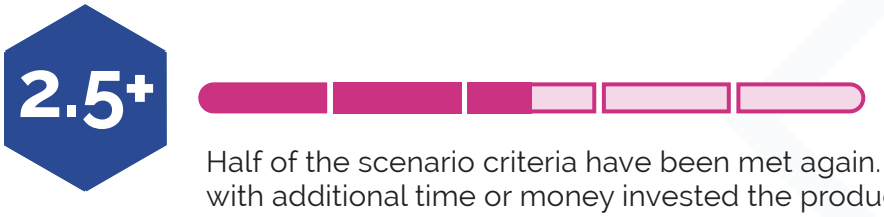
Examples



This isn't an area that is addressed by the product.



Half of the scenario criteria have been met: features aren't as extensive as we would hope, or the product doesn't address part of a scenario.



Half of the scenario criteria have been met again. However, with additional time or money invested the product would be improved and score the maximum of five points.

PRICING EXPLANATION

Very few vendors are willing to publicly show pricing, as there are many configuration dependencies or potential discounts to consider. To give you an indication of a product's cost:

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

- We asked vendors to quote a list price for different organisation sizes over three years (in USD$), with only the basic services needed to install the system.
- We created price bands ($ to $$$$$) to gather similar priced products together – like restaurant reviews.
- Where vendors had multiple price options, we have matched the pricing to the version we reviewed.
- We used 'optional extra' scores to show what could be achieved at a higher price point (see above).

Note that prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

We have also provided information on:

- **Pricing model** – for example, whether it's based on a subscription model.
- **Spread of costs** – we let you know how evenly costs are spread across three years; for example, whether there is a higher cost at the start of a project.
- **Discounts** – sometimes vendors award discounts to certain business types and / or sizes, such as charities, those with frontline workers, or very large organisations.
- **'Price includes'** – we ask vendors to supply pricing so that it includes installation, configuration, licensing, and any paid-for optional features they demonstrate to us for the review. Some vendors automatically include other services, however, and we present that information here.

Please see Pricing Findings in Section Four for our observations on pricing across the market, including where there might be additional costs you will need to factor in.

‘COMPANY AND PRODUCT’ TABLES EXPLANATION

Each review includes a ‘Company and Product’ section, which covers details of the most common non-functional requirements. This section will speed up the RFP or tender process, as quite often these ‘non-functional requirements’ can be a showstopper for an otherwise promising product. Here’s an overview of what these sections cover.

Company details

Company	The vendor company name, this can often be the same as the product, but not always.
Company founded	How well-established a vendor is may be a factor in deciding to partner with them.
Product launched	This gives a sense of how established the product is.
ISO 27001 certified	ISO 27001 is an international standard on how to manage information security. We have highlighted where vendors have been awarded this certification, and / or what else they have in place.
Data residency	It’s important to know where your data will reside if the vendor is the host (as covered in a question below). Some companies may not want to have data held outside of their continent, for example.
Typical client size	We ask this to give you an indication whether the vendor is used to working with businesses of your size – vendors choose from a set list to provide better points of comparison. Whether you are very large or very small, each comes with its own challenges and ideally your vendor will be familiar with these.
Company locations	Some vendors have offices in a variety of locations and finding a vendor that’s local might be important to you.
Partner locations	Some vendors work with partners across different regions who will help with the set-up and support of a product. Even if the vendor isn’t local, they may have a partner who is.
Customers	Vendors tell us up to five sectors that their clients typically fall into, and this is presented earlier in the review. However, we also include this section so that they can name up to ten of their clients, so you can see who they have worked with in the past. Note this list is unlikely to be exhaustive.
Largest deployment so far	This will be important to enterprise-scale businesses as it gives a sense that the vendor has a track record with large deployments.
Environmental / sustainability certifications	Many organisations are now aware of their impact on the environment and finding like-minded suppliers is becoming more important. Vendors have shared where they have certifications, accreditations or policies to address environmental impacts or sustainable processes. Please see our Environmental Considerations section for more.

PRODUCT AND TECHNICAL DETAILS

Name of product	The specific product we reviewed.
Deployment	There are a variety of factors that will influence where your company is happy for your intranet to be deployed and hosted, such as within your country, or the sensitivity of the information you handle. We have asked the vendors to indicate where they can support the intranet being deployed onto your private cloud or on-premises server. Alternatively, they may use web servers, such as Microsoft Azure, Amazon Web Services, Google Cloud, or your Microsoft 365 tenant. Finally, some vendors may host themselves or have another solution available.
Authentication supported	The digital workplace is vast and so reducing the number of times and places users have to sign in is a big bonus. We have asked vendors to tell us the different methods that their product supports. We expected them to support a mix of Entra ID (formerly Azure Active Directory), ADFS, Okta, Open ID, Oauth, Google Workspace, and SAML 2.0, although we do provide space for them to tell us about any others they support.
Mobile app deployment	There are three common methods for apps to be downloaded onto a mobile device. The first relies on users downloading themselves via public stores, i.e. Google Play or Apple. Despite in-built security measures to manage ex-employees, organisations can feel nervous about allowing users to download 'company apps' via public stores. The second method is therefore via mobile device management where an IT team takes responsibility for device content. Similar is the third method, mobile application management, where IT takes responsibility for individual apps on a device.
Accessibility	Accessibility is about designing intranets to assist those with a disability, impairment, or other difficulty. For example, high contrast text / backgrounds, and scalable font sizes can help with visual impairments; keyboard shortcuts assist people that have difficulty using a mouse. This is an important area as many countries have legislation to protect against discrimination. We have highlighted where products conform to WCAG 2.1 AA, AAA and WCAG 2.2 standards, or where they offer other approaches.
Document library sources integrated	Many of the products we have reviewed have their own approach to document libraries. However, you're likely to have other cloud repositories in your business and here is where we have asked vendors to share which they will support. The detail of how Box, Dropbox, Google Drive, SharePoint, OneDrive, ServiceNow and others are integrated is covered in the scenarios.
Optional integrated enterprise search engines	Most of the products we've reviewed include a native search engine, but in this question we want to know what others the product will easily (optionally) integrate with. We're particularly interested in Coveo, Elastic, Microsoft, Sinequa, but vendors are welcome to tell us about others and we've asked if they have an open API too.
User interface and menus multi-language	Approaches to multi-language can vary, so we asked vendors to tell us how multiple interface and menu languages are supported. For example, languages might be pre-configured, editable by admins, and right to left script might be among the approaches supported.
Content multi-language	Linked to the previous question, we also asked vendors to tell us how they support multiple language approaches for content. This could include machine translation for authors (that might then be editable to complete the content) and employees, manual creation options for publishers, and again right to left script might be supported.

Set-up and support

Set-up process for new clients	An overview of what a set-up process involves, including typical timescales for deployment.
Product updates	The frequency of product updates varies and can range from every two weeks, to every few months. While that may not be too much of a concern for you, the resulting impact on users when a new feature is launched will be.
Product update process	We asked vendors to explain how product updates are rolled out to customers. For example, they may choose to update everyone at once, or you might be able to influence the timing, or if something goes wrong then what are the options for rolling back an update.
Reverse-out options	We know that not all relationships work out. Where this is the case with your intranet vendor, you need to know that your data is your own and that you can easily extract what's yours (to move into a new platform). Vendors have summarised that information for us here.
Technical support	This covers channels for technical support such as phone / email / chat. Support hours can be particularly important for multi-national companies as many vendors only offer support during their own office hours – although critical issues, such as a platform outage, is usually supported 24/7. The customer feedback in the 'voice of the customer' sections will give a sense of service levels.
User community	Learning from others in a similar situation is a great way to develop how you use an intranet in your business. Vendors have provided an overview of what community spaces or activities they have on offer.

HOW WE EVALUATED

The initial selection

There are more intranet products on the market than we've been able to cover in our report; you can see all the ones we're aware of in the directory on our website. We selected the products to feature based on prior knowledge of the best candidates. We also considered their presence in the market, which included our experience with client projects, and their installed user base.

We're able to offer this report for free because vendors have contributed to its production costs. The independence of our reviews is critical. In order to ensure that reviews are unbiased and independent, all vendors included have signed an agreement committing to these principles. We have also ensured that our review and editorial processes remain rigorous, with reviews and checks in place to preserve consistency and reduce any individual bias. If the scores seem generally good, it is because we didn't invite any vendors where we thought their product would perform poorly and not because we were lenient. Please also see the section on our 'vendor neutral' policy, below.

Live demonstrations and sandbox

Each vendor was required to give a live demonstration of their product and show how it would fulfil the criteria in the evaluation scenarios. We made sure that what was demonstrated was available to buy (not a pre-release beta). We asked whether what we were looking at were ready-made features or examples of customisation so that these could be reflected in the scoring.

Where possible, we also asked each vendor to give us access to a sandbox environment (including on mobile), so we could get a hands-on feel of how it works.

By using scenarios, we can make cross-product comparisons and not be led into focusing only on the things the vendors want to show us. The scenarios reflect real needs we have seen with our clients and are focused on business scenarios rather than technical specifications.

Scenario evaluations

Each scenario could score a total of five points. If a better result could be achieved with additional product options or services, then we show this as an 'optional extra score' using one or more 'outline' score segments. To ensure consistency, each score was checked by three other reviewers and then all scores were reviewed together at the end.

If vendors have multiple tiers of product, our review is based on the features included at the price band shown in the tables. Where a module or feature is an optional extra, we've done our best to indicate this, plus say whether it was included in the pricing we had been given.

The scenarios are not intended to cover everything an intranet might do, but to be a representative sample. Our reviewers have expanded up to four of the scenarios to include more detail of the standout features, alongside screenshots to illustrate features.

The eight scenarios selected are:

1. Employee experience
2. Communications management
3. Community and engagement
4. Digital workplace integrations and services
5. Knowledge and content management
6. Information finding and search
7. Mobile and frontline support
8. Platform management

Each of these scenarios is covered in more detail elsewhere in this report.

Voice of the customer

The idea of the 'voice of the customer' is to get some real-world feedback about what it is like to live with the product and work with the vendor.

Vendors were asked to encourage customers to contribute to our survey; we accepted a minimum of four responses, but the average was nine customer responses. Vendors didn't supply any text or take part in conversations, and submissions were verified with the customer. Secondly, we spoke to ClearBox's own contacts, where we knew they'd been using a product we reviewed. Thirdly, we put out a public appeal for feedback via a short survey. Responses are a combination of quotes from all three sources. We then edited them down into our own commentary, but the quotes have been taken directly from the feedback we were given.

Customers were asked:

1. What is best about the product?
2. What changes would you like to see?
3. How has your experience been of working with the vendor?

Of course, this is a small sample, and like any public reviews, readers should bear in mind that responses are likely to be skewed either by happy customers, or ones motivated to speak out because of a dissatisfaction. All the same, even happy customers tend to comment on what they would like to add to a product, and this in itself is revealing.

Vendor fact-check

Vendors were given the opportunity to correct any factual inaccuracies in their review, but not to influence scores or opinions. They also answered a questionnaire about the key features of the product, technical requirements, their client support model, and details on how the product can be launched within a business. This too was given a second check before going to press.

Product overviews

Unfortunately, we aren't able to do in-depth reviews of all the products out there – the report would just become unwieldy. However, there are many good products on the market that may well be the ideal match for your particular needs, and we don't want those to be overlooked. The Product Overviews section therefore contains shorter summaries of products, including a series of screenshots too. We still give a commentary, and in all cases have seen a demo, but we don't score them in-depth. Products in this section tend to be newer, or ones that focus on a specific market, or perhaps aren't a full intranet solution but nevertheless do some components very well.

The inevitable caveat and disclaimer

At the time of our reviews all details are accurate as far as we know. We asked vendors to check the details in our reviews but ultimately, they are independent write-ups with our own opinions on a 'best effort' basis. Vendors are working hard to improve these products and it may also be that details have changed by the time you read this, so please confirm any details with them before making a final purchasing decision.

In most cases screenshots have been provided by the vendors and are subject to copyright.

The opinions and information in this report are for guidance only. Any decision around acquiring software should be considered carefully with reference to your intranet strategy, organisational needs, risks, and technology landscape. In all cases we are not liable for purchasing decisions made based on the contents of this report.

Please see the 'Using this report to choose a product' section for guidance and don't be afraid to ask us to help, we're always happy to have a no-obligation introductory chat.

Our vendor neutral policy

As a consultancy, we think it is essential that we act with our clients' interests foremost, so ClearBox has a strict vendor-neutral policy. This means that we do not enter into any agreements with vendors that would bias our recommendations to clients. We don't sell any software or licenses or take referral fees for any product we recommend.

To allow us to offer the report for free to readers, we ask vendors to cover our administrative costs. Hundreds of hours go into the production of this report, which we couldn't do without some sort of funding! However, we have only written the reviews we wanted to, and all our opinions (positive and negative) have remained in place. Our Choices selection is based on our findings, no vendor has paid to be awarded a badge.

ABOUT CLEARBOX CONSULTING

ClearBox Consulting is an independent consultancy specialising in intranets and the digital employee experience, supporting organisations across the UK and internationally. We help organisations make work simpler, more connected, and more productive by improving how people communicate, collaborate and find information at work.

Since 2007, we have been helping organisations of all sizes improve their intranets and wider digital workplace. We cover digital internal communications and collaboration tools (including Microsoft 365). We understand technology, but we approach it from the people side first.

ClearBox is led by Sam Marshall and operates as an employee-owned trust, supported by a core team and a trusted network of specialist associates. Every consultant brings hands-on experience of delivering change inside organisations, grounding our advice in real-world practicalities rather than theory.

> "ClearBox's independence was really what made us work with them, and their models and processes were outstanding."
>
> UK NATIONAL SCHOOL TRUST

PRIORY

Bringing clarity and confidence to Priory's intranet plans

Through our Express Strategy Service, we helped Priory define its intranet vision, engage staff across roles, and create a clear, evidence-based roadmap for confident, informed decision-making.

Love's

Steering Love's Travel Stops to an all-in-one intranet platform

Learn how ClearBox helped Love's Travel Stops replace four disconnected systems with one intranet. Through workshops and expert guidance, we aligned stakeholders and built a clear shortlist for future success.

Persimmon
Together, we make your home

Building Persimmon's first intranet from the ground up

Through our Express Strategy Service, we helped Persimmon define its intranet needs, engage frontline staff, and shortlist platforms – leading to the launch of its first intranet.

What we do and the services we offer

We bring clarity to digital workplaces. Organisations often come to us when their intranet or collaboration environment has lost momentum - engagement is low, governance is unclear, or the platform no longer reflects how people actually work. We help them develop and implement a strategy that supports their business goals, but which also understands employee needs.

What makes us different is that all our consultants have first-hand experience of managing intranets and digital workplaces, so we're not just about the theory. Collectively we've worked on over 200 intranets, so we can help you plan effectively and anticipate any challenges. We like sharing our thoughts too; our blog contains articles on all sorts of topics to help intranet management teams.

We are also technology and vendor neutral: we don't implement any specific tools or get fees for recommending them. That means we help our clients make choices with their business needs in mind.

Consulting for intranet and EXP product selection

If you need further help to choose the right product for your digital workplace, then we can apply our extensive knowledge of the marketplace to meet your specific needs. Our consulting help can range from:

- Our 'express strategy' service, which uses stakeholder-driven workshops to help your organisation converge on a vision and roadmap for your digital workplace.
- Detailed requirements discovery from stakeholders, employees, and partners and then our in-depth support to develop a strategy and requirements.
- A guided process to capture your platform requirements and our expert help to shortlist suitable vendors.

> "ClearBox didn't just follow a standard approach, instead they took the time to get to know us and our needs. They produced high-quality, tailored, practical outputs which helped inform how we can best improve our internal digital engagement."
>
> FINANCIAL OMBUDSMAN SERVICE

Our consultants

Sam Marshall

Andrew Marr

Suzie Robinson

Wedge Black

Our other services

- Intranet and digital workplace discovery and strategy consulting to directly support organisation goals
- SharePoint and Microsoft 365 strategy, governance and adoption
- Training on 'writing for your intranet' for content creators
- Information Architecture
- Intranet design and usability
- A 'one week intranet review' to create a prioritised plan for incremental improvements.
- Intranet advisory services

> "I'd definitely recommend ClearBox if you're in need of some 'no-baggage' thinking on how to boost employee engagement with your intranet."
>
> MULTINATIONAL BEVERAGES COMPANY

Who we work with

We work with organisations that range from a few hundred employees to over 100,000, typically as partners to Communications, IT and HR functions. Our assignments have included projects with both profit and non-profit sectors, including Bayer, Diageo, GSK, Marie Curie, Ofgem, Skanska, Royal British Legion, Persimmon, Sony, Loves Travel Stops, Unilever, DVLA, Vodafone, Electrolux, Priory and Scottish Government.

We are also proud to be an approved supplier on the Crown Commercial Service (CCS) framework, G-Cloud framework, and the Digital Outcomes and Specialists list, providing British government-endorsed services that meet public sector standards while ensuring compliance, quality, and value for our clients.

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+44 1244 458746

SECTION TWO

FULL REVIEWS

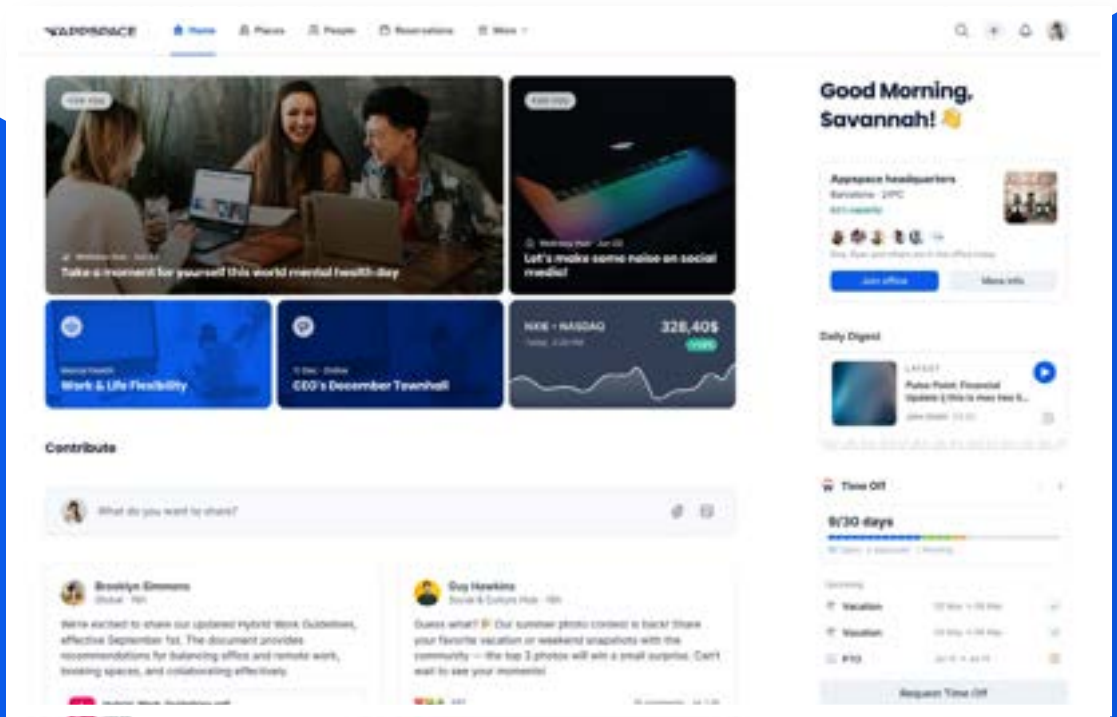
APPSPACE

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

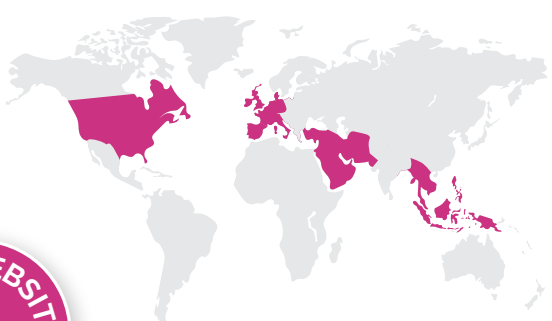
OTHER



Typical deployment:

10,000 to 15,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Appspace enhances workplace communication and efficiency, making it ideal for businesses with large, geographically dispersed workforces.

SUMMARY

The current iteration of the **Appspace** intranet platform was released a couple of years ago, but has been a presence in the industry since 2013 (although under the name Beezy until 2021). The vendor is large, with headquarters in Florida, offices in Europe and UAE, and a global spread of partners to support clients across the globe. The vendor offers other digital and physical workplace technologies and as such is a compelling option to explore for organisations that already have those in place.

The user experience for employees and administrators is strong across different device types. This includes the mobile environment, which offers a good solution for frontline employees. Appspace is a well-rounded platform, with effective features across communications, community, and evergreen content management. Feedback from customers about working with the vendor is entirely positive too; noteworthy given the higher amount of feedback we received when compared to previous years.

While Appspace is generally well-rounded, there are some gaps across our scenarios reflecting where the solution has room for greater sophistication. For example, polling and surveying features are simpler than similar tools we've seen. The search has seen significant improvements in the past year, but here too there is opportunity to expand further. In fact, we've seen improvements across the platform since the 2025 edition review and so are sure we'll see further enhancements introduced throughout 2026.

Overall, Appspace is a strong platform at a good price point for any size organisation. Those with frontline or mobile employees, or enterprise-scale organisations, will find Appspace particularly appealing.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

PRICING MODEL

Subscription – price per user per month.

DISCOUNTS

Schools and educational institutes, multi-year commitments, businesses over 20,000 users.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Maintenance and support, plus an account management team.

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

Product type

Ready-to-run, installed in days

Branding opportunities

All branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Manufacturing	Financial and insurance activities	Mining and quarrying	Utilities provision, management and remediation	Health and social work activities

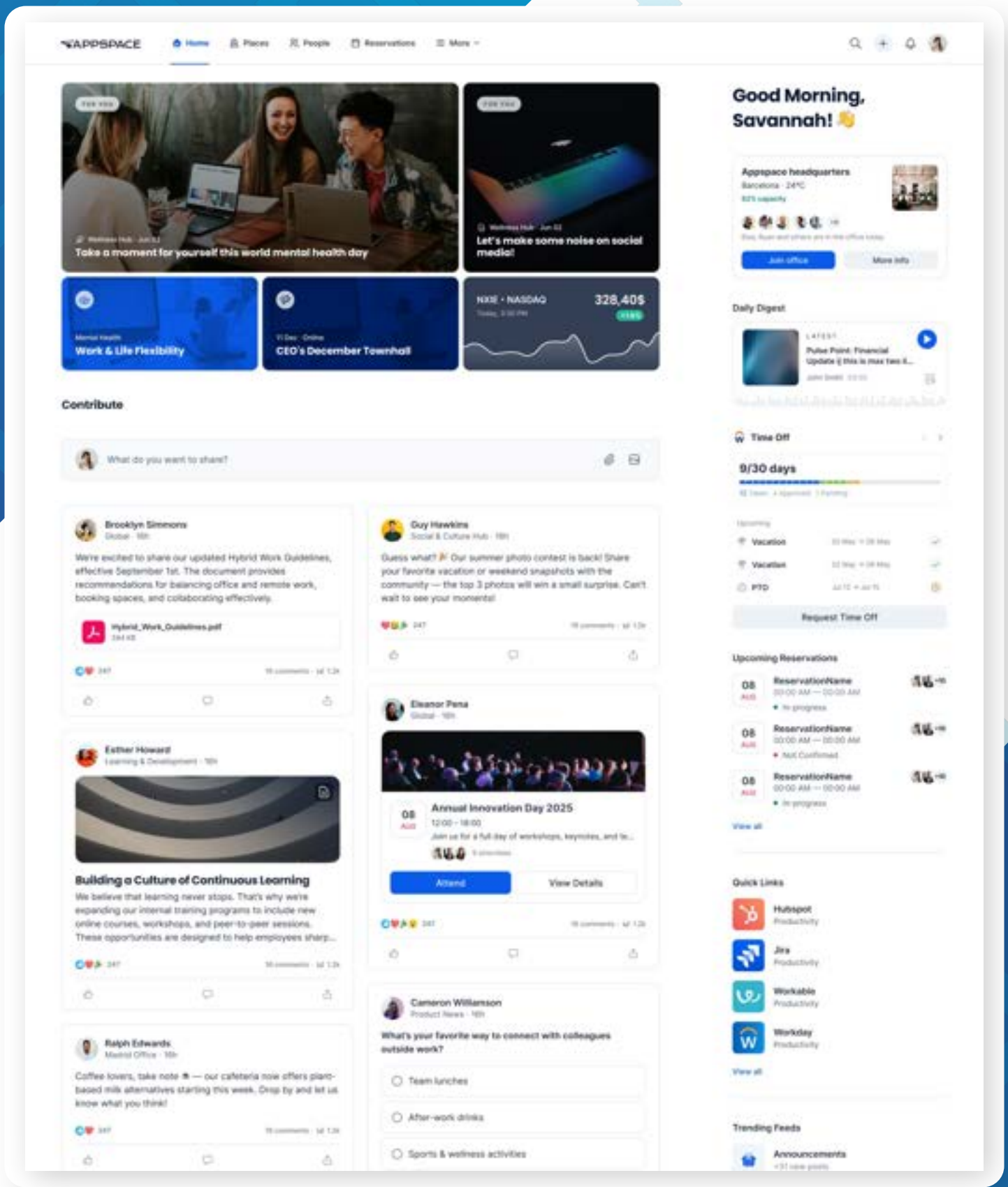
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

We received a large amount of feedback about Appspace this year and a common point of praise was its, "ease of use," with people also calling it, "intuitive." One customer said, "It functions well as a community and information-centric site," adding that it delivers on many business requirements for an intranet. Other customers praised its "adaptability," with one person highlighting how it, "adapts easily to our business needs and brand identity." The ease of publishing was also praised, and one customer summarised their experience nicely: "Appspace's intranet is modern, intuitive, and fast."

Feedback regarding changes was mixed, but a common thread was a request for even greater flexibility about the way the intranet can look, with one person asking for, "More customisation within the UX design." More picture editing and multimedia tools were brought up a couple of times too, with one person saying, "the process for embedding media is not user friendly." Better integrations with Microsoft applications and improved search functionality were also requested, along with, "Enhanced usage analytics and an editorial workflow with approvals."

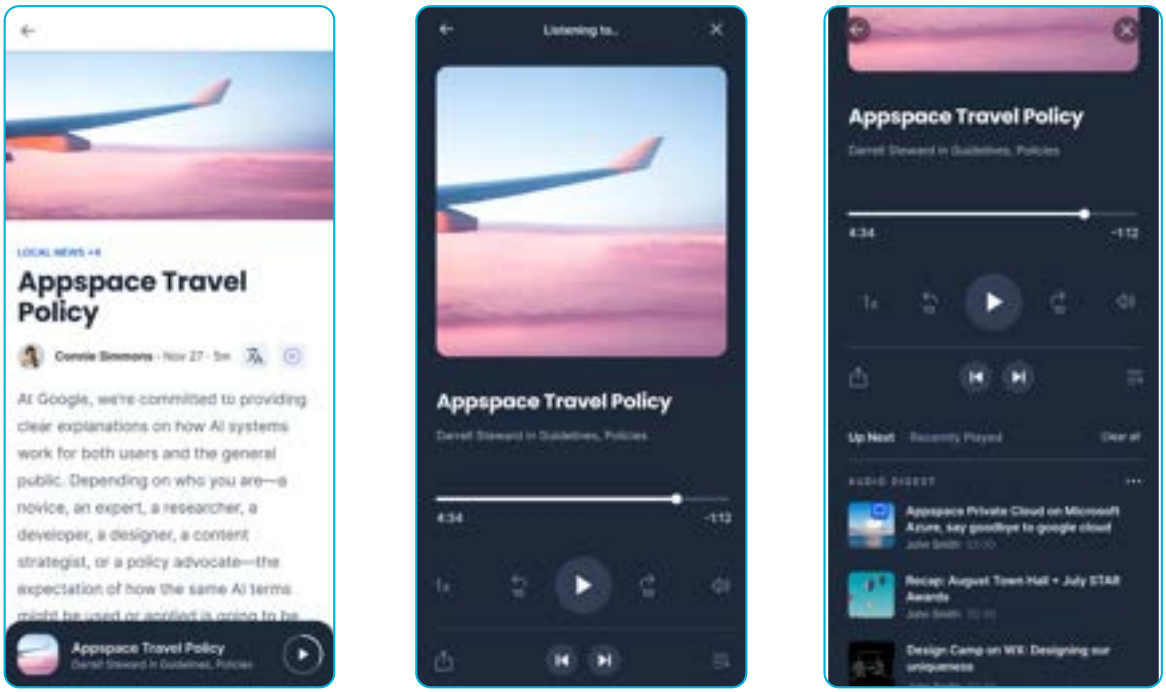
Comments about working with Appspace were entirely positive, with one person saying, "Fantastic! Team is great and highly considerate of our input." Another person described the vendor as, "attentive and helpful." We thought this quote summed up the overall experience nicely: "Excellent. Whenever we've had a question or issue, they've responded quickly and proactively, understand our context, and support us beyond the product itself. They often anticipate needs, suggest improvements, and share best practices."


APPSPACE
Home
Places
People
Reservations
More
Take a moment for yourself this world mental health day
Let's make some noise on social media!
Work & Life Flexibility
CEO's December Townhall
NXIE • NASDAQ
328,40$
Good Morning, Savannah!
Appspace headquarters
Join office
More info
Daily Digest
Time Off
9/30 days
Vacation
Vacation
PTO
Request Time Off
Upcoming Reservations
ReservationName
ReservationName
ReservationName
View all
Quick Links
Hubspot
Productivity
Jira
Productivity
Workable
Productivity
Workday
Productivity
View all
Trending Feeds
Announcements
Contribute
What do you want to share?
Brooklyn Simmons
Global · 16h
We're excited to share our updated Hybrid Work Guidelines, effective September 1st. The document provides recommendations for balancing office and remote work, booking spaces, and collaborating effectively.
Hybrid_Work_Guidelines.pdf
Guy Hawkins
Social & Culture Hub · 16h
Guess what? 🎉 Our summer photo contest is back! Share your favorite vacation or weekend snapshots with the community — the top 3 photos will win a small surprise. Can't wait to see your moments!
Esther Howard
Learning & Development · 16h
Building a Culture of Continuous Learning
We believe that learning never stops. That's why we're expanding our internal training programs to include new online courses, workshops, and peer-to-peer sessions. These opportunities are designed to help employees sharp...
Eleanor Pena
Global · 16h
Annual Innovation Day 2025
12:00 - 18:00
Join us for a full day of workshops, keynotes, and te...
Attend
View Details
Cameron Williamson
Product News · 16h
What's your favorite way to connect with colleagues outside work?
Team lunches
After-work drinks
Sports & wellness activities
Ralph Edwards
Madrid Office · 16h
Coffee lovers, take note ☕ — our cafeteria now offers plant-based milk alternatives starting this week. Drop by and let us know what you think!

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
4.5 **1. Employee Experience**	Excellent employee experience. Strong multi-language and multimedia support.	Opportunity for more notification options. A 'welcome tour' or similar would be a nice addition.
3.5+ **2. Communications Management**	It's easy to create effective news. Good features for sharing beyond the intranet.	Comms calendars could be more robust. Analytics feels a bit scattered.
3.5 **3. Community & Engagement**	Communities and activity feeds work well. Events and livestreaming are strong.	Smaller range of features on offer. Only simple options for capturing employee feedback.
2.5+ **4. Digital Workplace Integrations & Services**	Two-way integrations with SharePoint, Teams and other systems. Physical and location-based systems open the door to powerful possibilities.	Number of two-way integrations is a little limited out of the box. Integrations with the broader Appspace suite likely to incur additional cost.
3.5+ **5. Knowledge & Content Management**	Evergreen material is presented well. Governance and lifecycle features are strong.	Mandatory reads aren't supported. Analytics may take some time to set up effectively.
3.5+ **6. Information Finding & Search**	Pleasant search experience, including a helpful AI approach. Good people finding capabilities.	Limited number of out-of-the-box federated search sources. Analytics with actionable insights would need to be set up.
4+ **7. Mobile & Frontline Support**	Contemporary experience with good audience targeting features.	The introduction of additional integrations for a frontline audience would be welcome.
3.5+ **8. Platform Management**	Easy to administer. Good homepage configuration options.	More branding options would be helpful. Analytics would benefit from further expansion.



Caption The generative AI text-to-speech feature allows people to consume content in a way that's most suitable for them, without publishers needing to spend time recording audio.

Appspace delivers a contemporary and attractive experience to employees through an intuitive interface. We think introducing configurable walkthroughs would be a nice addition, particularly for new employees, and Appspace says this is on the roadmap.

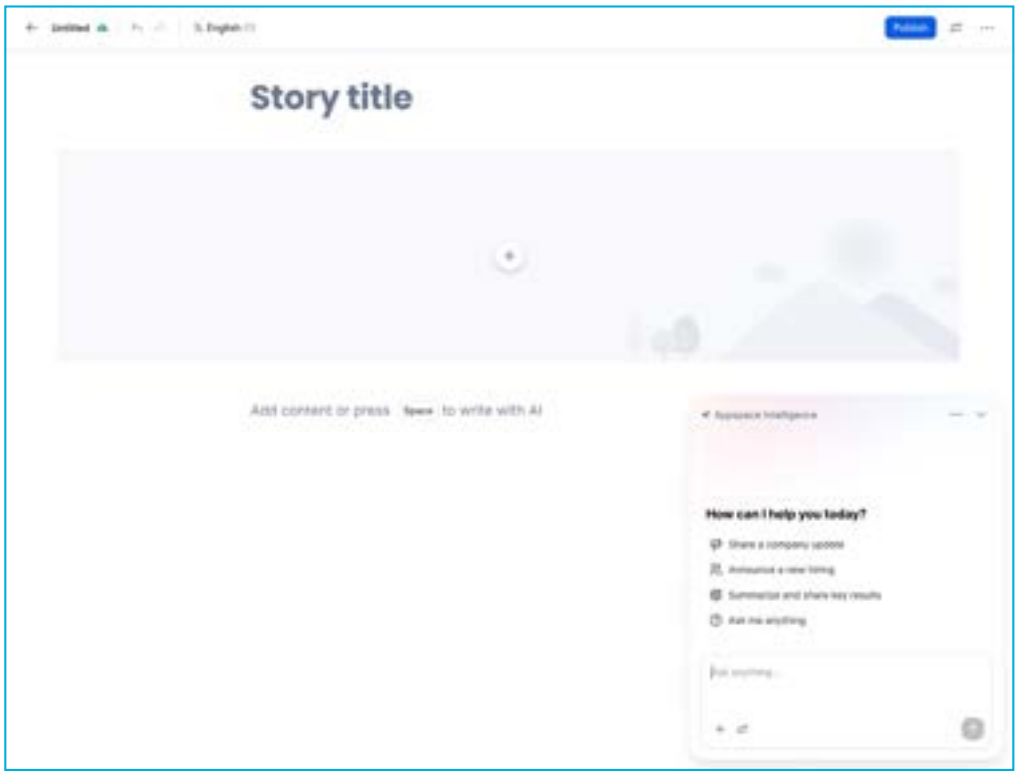
The platform is easy to navigate while also being rich in functionality. Platform navigation can be single or triple menu levels, all of which are audience targeted. Similarly, homepage 'content blocks' also reflect the audience(s) the employee belongs to. Audiences are built by admins using EntraID, HRIS and / or Appspace information, and can be 'Simple' (e.g. location) or 'Rule-Based' (e.g. attributes and properties, such as when someone last logged in).

There's a degree of personalisation within Appspace, with employees able to bookmark pages and see a list of recently viewed content. Events displayed in content blocks will show those that the individual is attending, as well as those that are open for enrolment. Employees can also opt-in to topics to follow, giving them a degree of control over what news they see.

A range of notifications are accessible via the bell icon, with those that are unread clearly distinguishable. Individuals may choose whether to enable web-based desktop notifications, but there aren't any other notification settings.

There is multi-language support for both the user interface and content. The platform automatically detects and adapts to the device's language settings, but users can also manually select their preferred language. Authors can translate content into multiple languages using AI-powered translation or a moderated translation workflow. We like the configurable language tick-list which publishers then choose from to generate translated content easily. Additionally, Appspace recognises when something in the original text has changed and asks whether the publisher wishes to apply to the translation too.

Multimedia content is also well-supported, such as with livestreaming (see Scenario 2) and video libraries that are created from native or embedded video. We really like the 'Latest Content' homepage block, which provides an AI-generated audio digest of articles the person hasn't read yet. This respects language settings too, meaning someone can listen to content originally written in another language.



Creating news Stories uses a simple interface that produces attractive results.

News articles in Appspace are called 'Stories' and we found the Appspace Story creation process among the easiest experiences we have reviewed. The Appspace interface allows for simple formatting via floating menus, with content positioned in sections or 'Blocks'. Selecting text lets you change the formatting, such as to 'Heading 1'. Those used to LinkedIn article creation, or web design tools like Squarespace, will find this interface familiar.

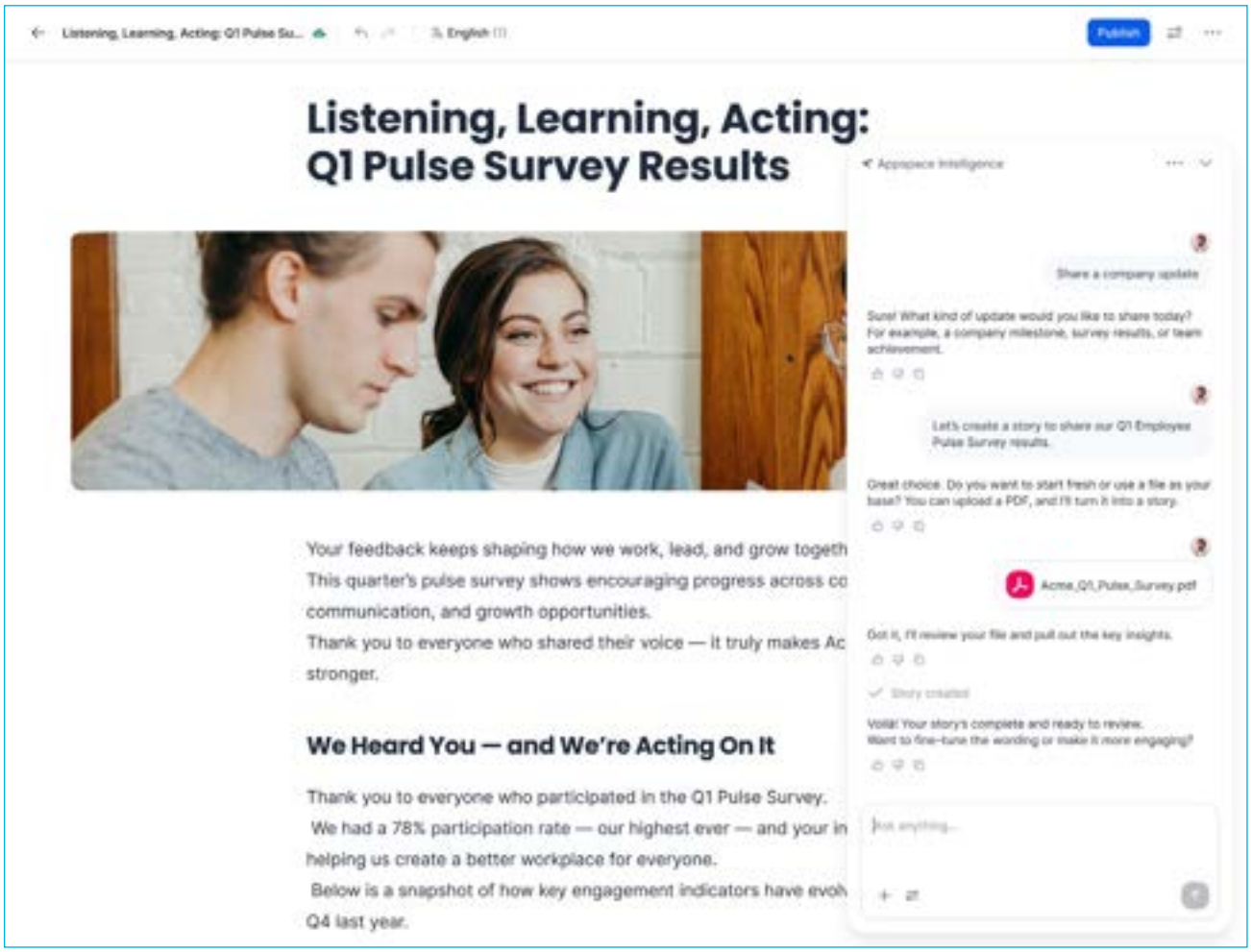
There currently aren't any templates, which we think is a shame, but this is on the short-term roadmap. The layouts of Blocks can be changed though, for example to embed images or video alongside text. Feedback from customers suggests that embedding media is tricky, but this is not something we've been able to test extensively. However, we like that Blocks of content can be audience targeted, meaning additional information for managers or specific instructions for frontline employees is shared with those audiences alone.

When writing, publishers may choose to use the helpful AI assistant. The AI is trained on organisational tone of voice materials and company context to guide its generated content more effectively. We like that any generated images are based on the body of the associated Story, rather than needing an additional prompt. Helpfully, the AI is also available for Story summaries where wanted.

Stories include a helpful range of settings, such as to assign multiple authors. Another setting is whether to schedule or publish immediately to a news 'Channel' or 'Community' (see Scenario 3). Approval workflows are available, and we like that this includes the option to add a message to the reviewer. Content from across the intranet, not just news, is added to a central calendar once published or scheduled. Hovering over an item shows a simple overview, although we'd like to see other supporting features added for publishers: filters, a local search or other ways to reduce the amount of content on the calendar would be useful for news heavy organisations.

Similarly, ways to add annotations to the days themselves, such as a note to avoid publishing comms on a year end date, would be beneficial.

It's easy to share news beyond Appspace. For example, posting an article into a Channel linked with a digital screen displays the background image, article title, and QR code as needed. Use of the separate digital signage features that are part of the wider Appspace suite is supported, but comes at additional cost and hasn't been explored for this review. Channels have other purposes too, for example it's possible to connect an Appspace Channel to an external source like Teams, Slack, or Viva Engage. Where wanted, this can be a two-way integration to allow posts within Viva Engage to be displayed in the Channel.



The AI assistant is trained on organisational tone of voice materials and other company context.

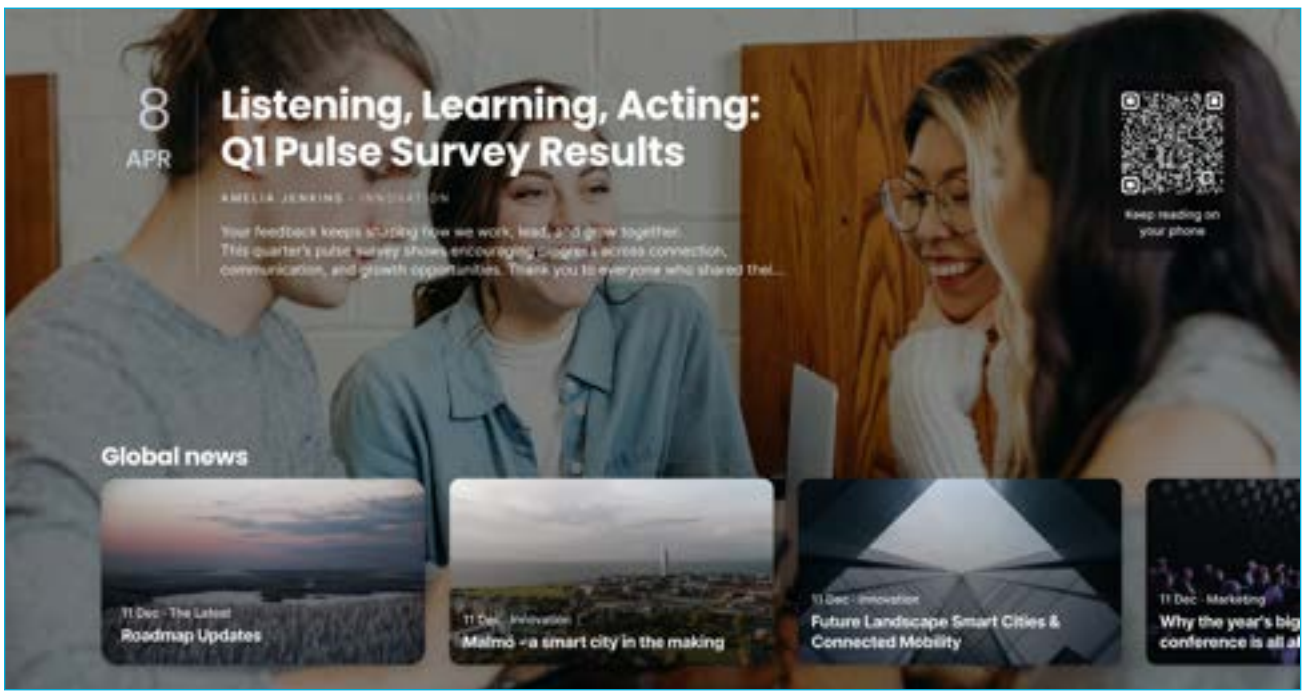
For employee advocacy, a publisher completes a simple form that will draft a post the employee goes on to share. We like the option to include a topic that explains why sharing the post is important, such as tying it into company values. However, whatever is shared must be available publicly, so articles from within Appspace shared in this way will not be accessible to anyone outside of the organisation. While secure, it does limit the advocacy feature when compared to other solutions we've seen.

We like the newsletter tool, which enables emails to be fully built by a publisher or automatically generated as a digest. The builder uses the Story creation tools, while also allowing Appspace articles to be embedded into Blocks. We like the 'Call-to-Action' Block, which tracks an action taken by employees. We also like that videos are automatically rendered into GIFs for Outlook, reducing the size of the email sent, adding movement into an email, while also respecting Outlook's limitations.

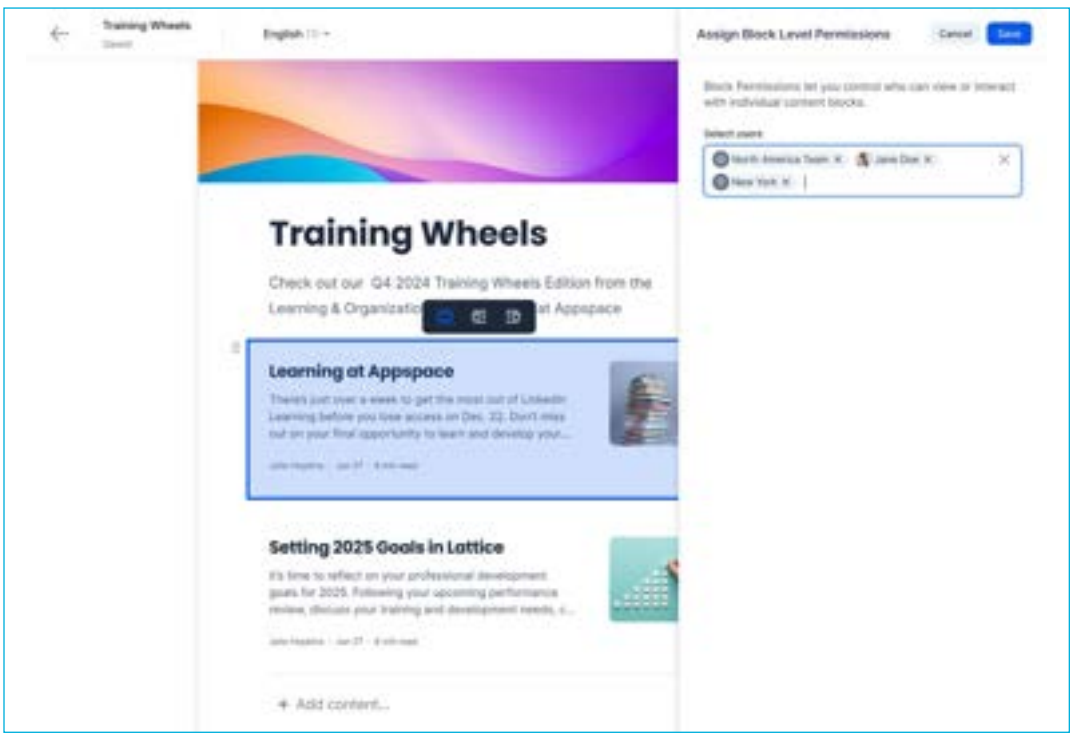
Any content items can be added into a 'Campaign', including newsletters, digital signage livestreaming (see Scenario 3), articles etc. Campaigns allow publishers to gather content under theme umbrellas with analytics covering individual items and the overall Campaign. Insights include the reach, engagement rate, referral source and more. There's no way to boost content or a Campaign, either automatically or manually, to improve performance. The Campaign area has its own content calendar, so communicators can see how top-level themes overlap. We think more detailed filters on one calendar would be more powerful, providing ways to see different layers of communications as wanted.

There is a good range of analytics for internal communicators, with dashboards formed of useful charts and tables. Publishers can create their own dashboards plus an AI assistant can give some guidance based on a natural language question. Please see Scenario 8 for more on analytics overall; currently it feels a little fragmented, as it requires effort to see how your news has performed overall and take appropriate steps to make improvements.

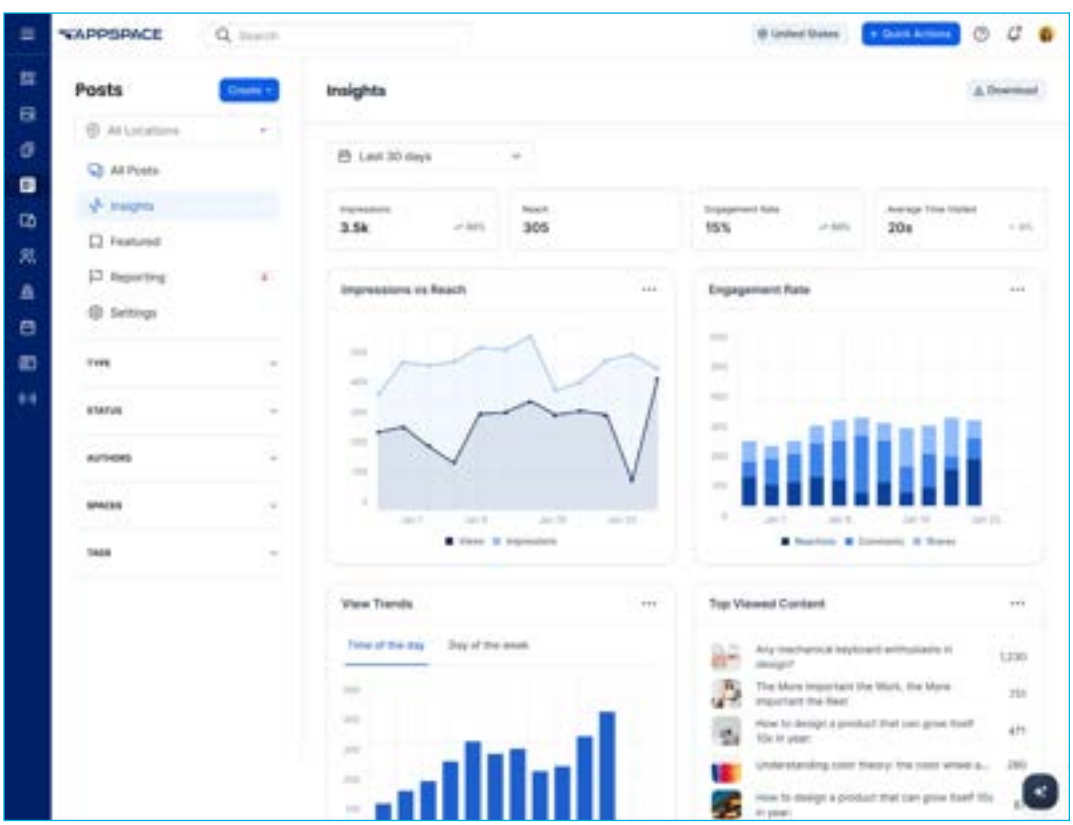
Overall, communications management is an area of strength for Appspace. There is room for improvement, but there is a lot on offer that will meet the needs of many communicators.



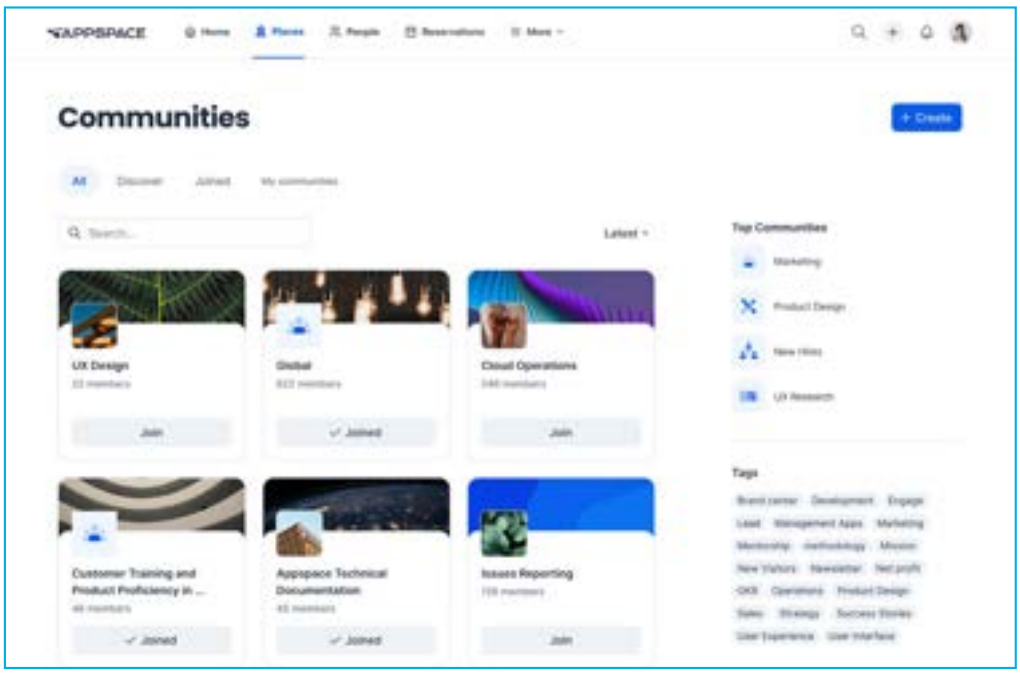
There are templates for displaying intranet content on digital signage, where the publisher doesn't need to do much to have content display appropriately on larger screens.



Newsletters can contain audience targeted blocks of content.



There is a good range of analytics for internal communicators.



Communities can be used for social groups or informal collaboration, such as in communities of practice.

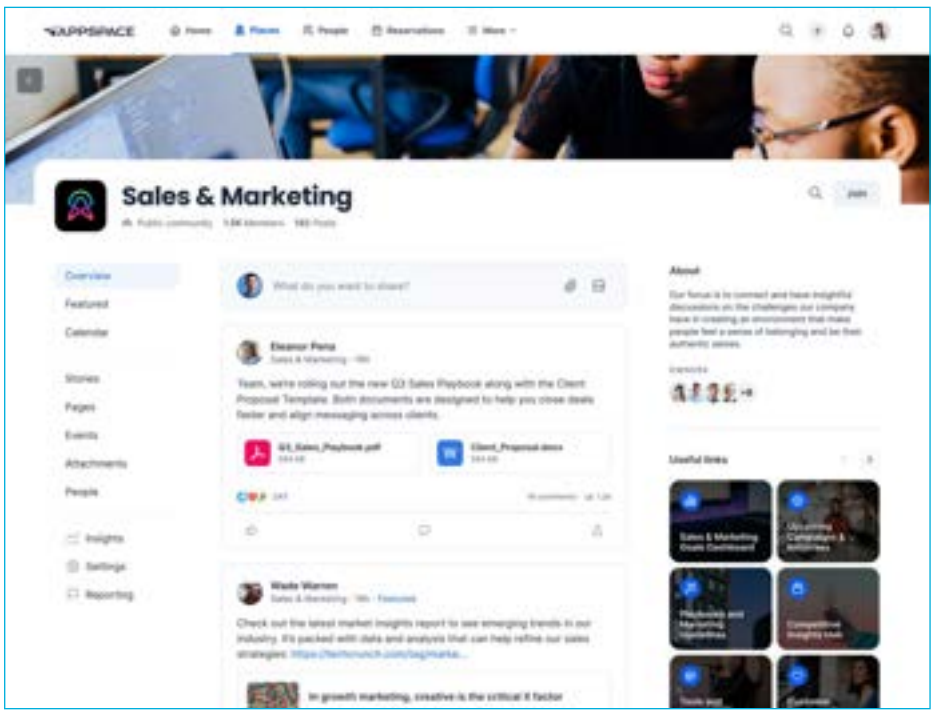
Appspace provides good support for employee groups through the 'Community' feature, which provides configurable spaces for communities of knowledge or interest. Each Community can be public or private and support mandatory opt-in, or opt-out, membership models. For example, a mandatory Community that uses an audience based on 'employee start date' could target new starters with specific information and resources to support the onboarding process.

Admins can easily enable widgets, such as a list of Community members, and arrange them on the Community landing page simply by dragging and dropping. We like the integration options via widgets here, such as a planner board from Monday within a project-related Community (see Scenario 4 for more). From an employee perspective, we like the 'Ask' AI widget that supports natural language questions, and is scoped to the Community content. Different content types, such as Pages and Events, can be included in the Community navigation where wanted, too. Analytics relating to content and activity within a Community is captured and presented to admins, so they can monitor health and make appropriate changes.

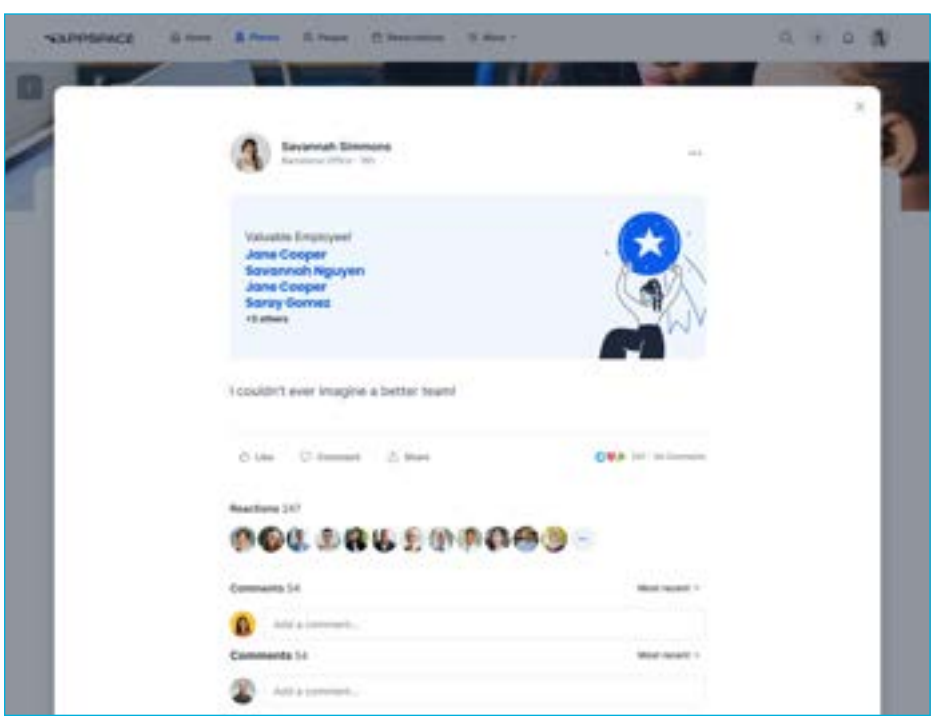
An activity feed is a common option within a Community, and Appspace includes a facility to consolidate activities into a single feed. 'Posts' within a feed include capabilities like @mentioning people, attaching files, and embedding associated media. AI is available to generate images where the individual doesn't have something appropriate to include, which we feel is somewhat unnecessary, but it may appeal to some. Posts are simple social-media-type messages that include no formatting or social elements like emojis or GIFs, which we think is a shame. It's possible to add tags for findability, change the author, schedule and feature on the homepage feed – all of which are helpful for reaching employees effectively.

Helpfully, a Post can be formatted as a 'Question', which other employees may vote up or down to highlight their desire for an answer. 'Poll' is another Post format type and is the only way of gathering employee opinions in Appspace at present, although MS Forms or SurveyMonkey could be embedded for more complex surveys. We like the facility where someone in the organisation can complete a simple form about themselves or a colleague changing role, which creates an associated Post in a feed.

Rewarding colleagues with 'Praise' is fully configurable by admins and works well. Employees create Praise via a Post where the nominator searches for appropriate colleagues and adds details. The person posting also chooses the relevant category, such as 'Awesome Teammate', which automatically applies an associated image.



Each Community includes configurable navigation and a widget-based landing page.

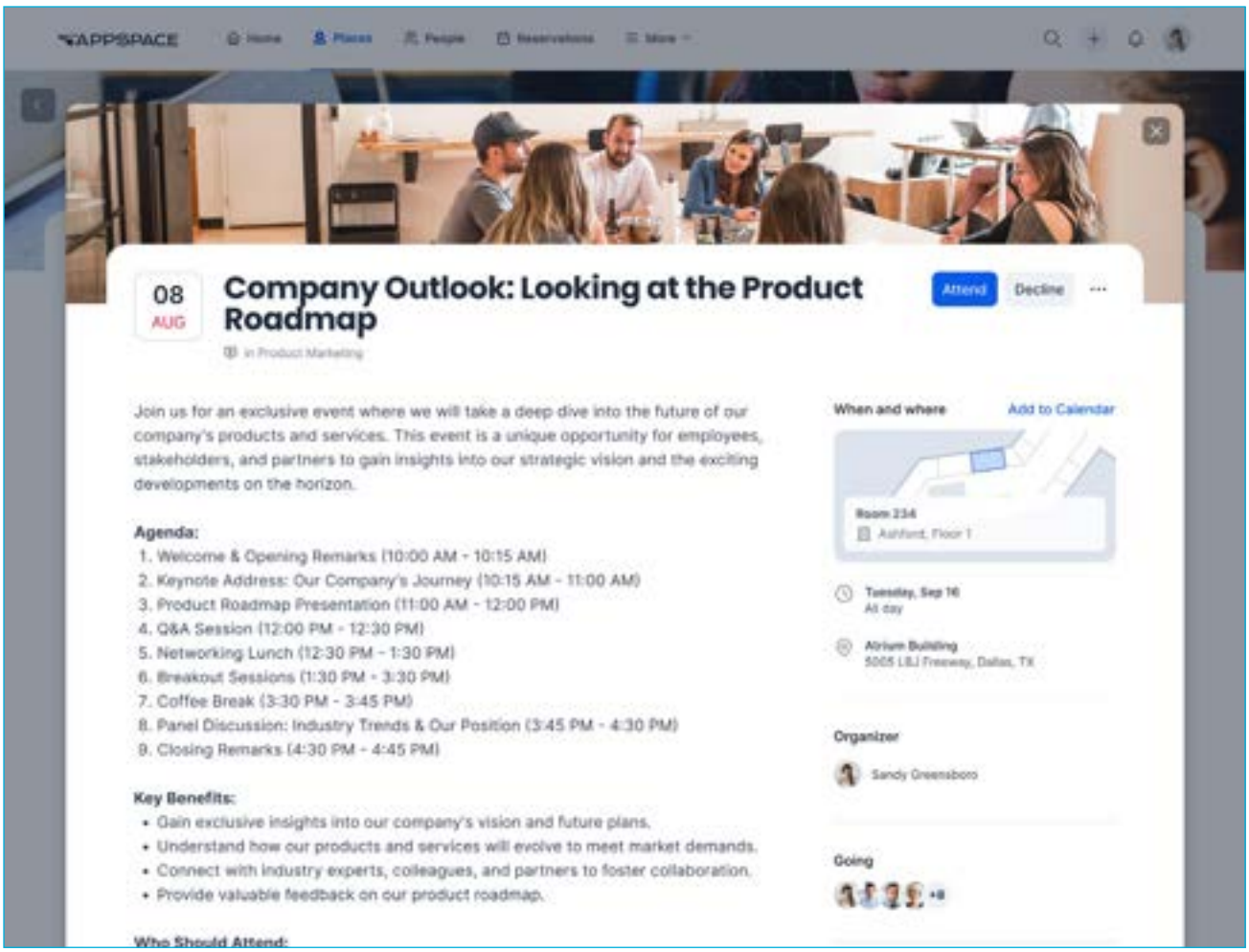


It's easy to send colleagues recognition through the Praise feature, where the category, image and other elements are all configurable.

For those who are concerned about moderation, it's possible to assign owners and separate moderators to a Community. Employees may report Posts for moderation, although not comments, which passes them into a moderation centre for review. The report includes a reason why it has been flagged, although there are no automated actions – for example, if something is reported multiple times it remains in place until manually reviewed. Appspace says AI functionality to check content initially and offer employees guidance for improvements is on their roadmap.

Elsewhere, employees can post threaded comments on content to share their thoughts. They can also choose from a handful of reaction types, such as 'love' and 'insightful'. Reaction types can be configured to an extent, for example admins may choose to remove a reaction type from a particular place on the intranet.

When it comes to other engagement features, Appspace has a couple of nice capabilities. 'Events' helps organise in-person and online activities, and event managers can choose to ask for RSVPs or not. Where the broader Appspace suite is implemented and connects the intranet to physical spaces, such as meeting rooms, capacity is set automatically and virtual options become available once physical spaces are full. See Scenario 4 for more on this.

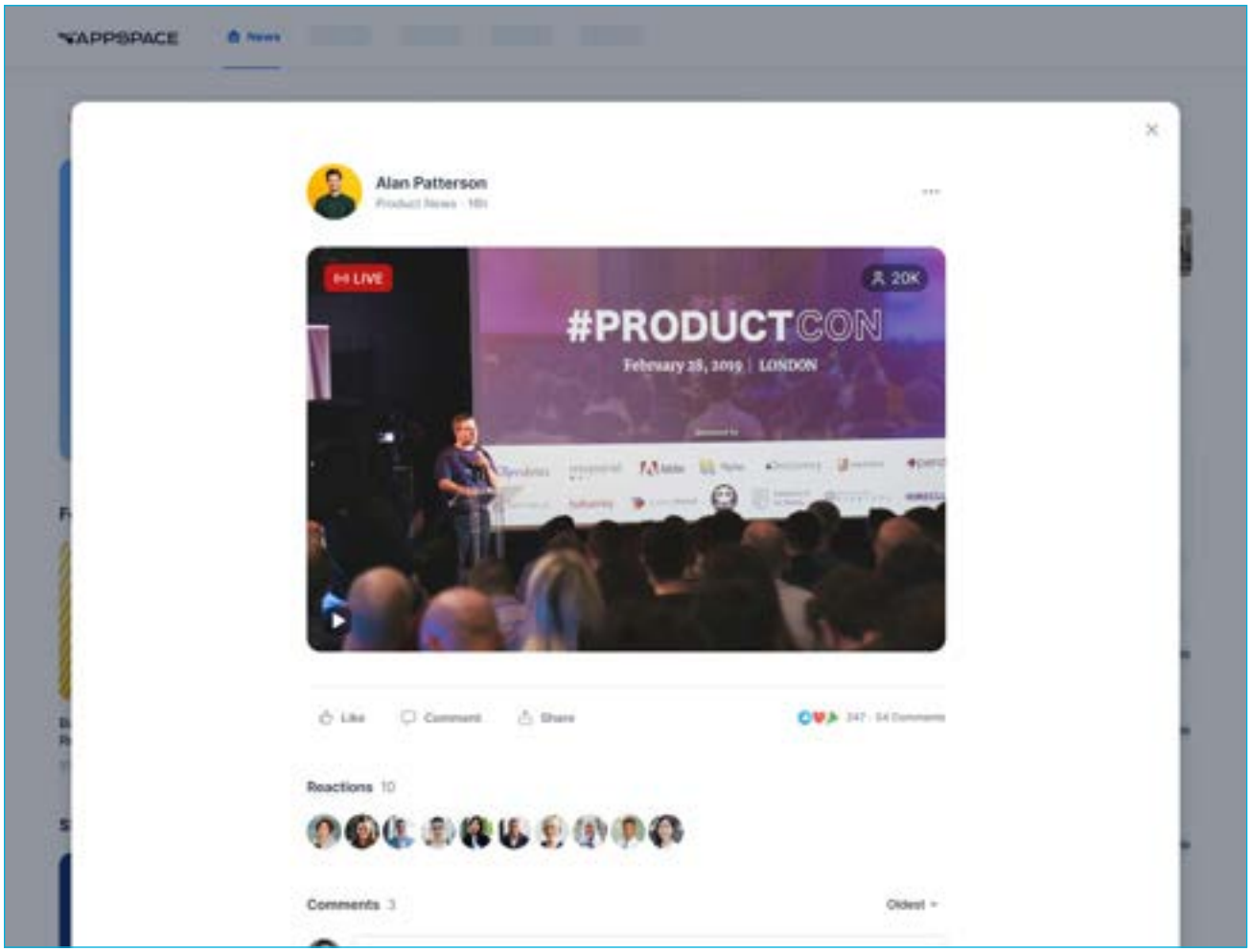


There's a helpful Events capability that integrates with other business systems too.

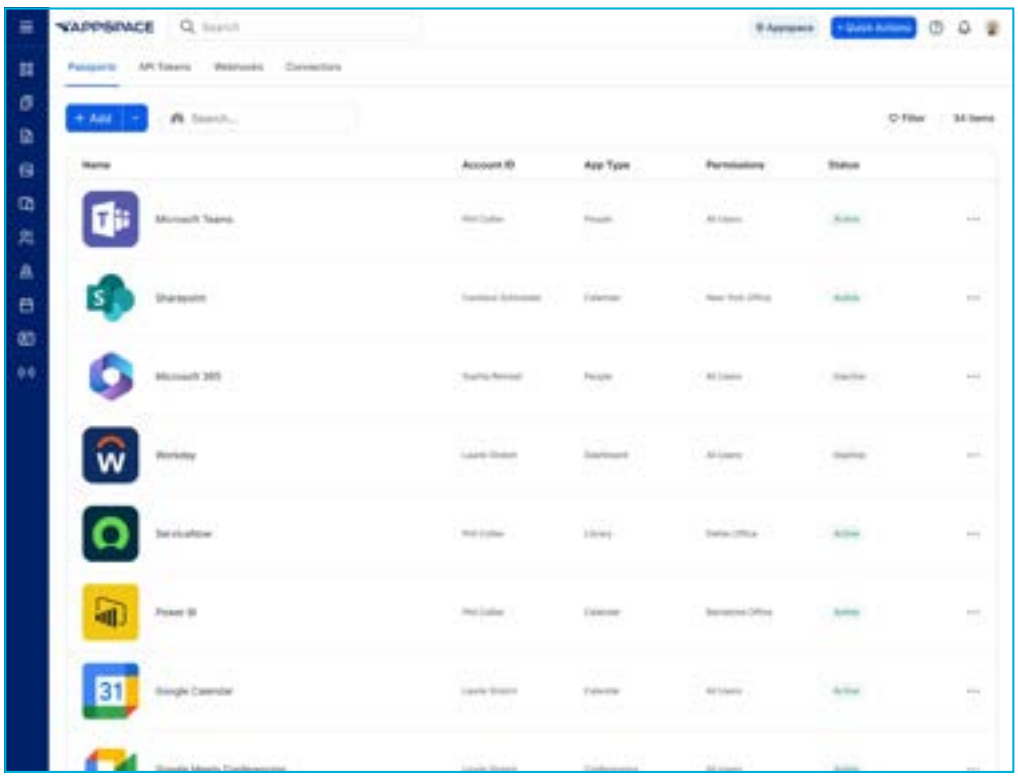
A virtual event option includes 'Livestreaming', which can also be tied into Campaigns discussed in Scenario 2. Livestreamers can see the reach of their video and the engagement rate of participants, as they ask questions and react. We like that Livestreaming videos can be watched via digital signage, where they display full-screen and include a QR code should someone wish to comment.

It's worth noting there is no 'Journey' type feature that we've seen elsewhere. We think this is a shame, as Appspace's structure and simple approach would lend itself well to this sort of feature.

Overall, Communities is a simple but flexible setup that will cater for most organisations' needs. Those with highly social, open cultures will like the flexibility and capacity for collaboration, while organisations with moderate cultures will appreciate being able to more closely manage Community contributions. While the range of what's on offer in this scenario might be less than in other platforms we've assessed, we think the quality is high and the use cases are clear.



Livestreaming gives communicators another method to reach employees.



There are a variety of two-way integration Passports out of the box.

Appspace offers a centralised, user-friendly place to seamlessly synchronise existing tools and services. The list of out-of-the-box integrations is a little limited, but those available make it an attractive option for organisations looking to simplify their digital workplace and improve employee experience. Integrations with physical location services, such as desk booking or digital signage, from the broader Appspace suite make this particularly powerful, although will come at additional cost.

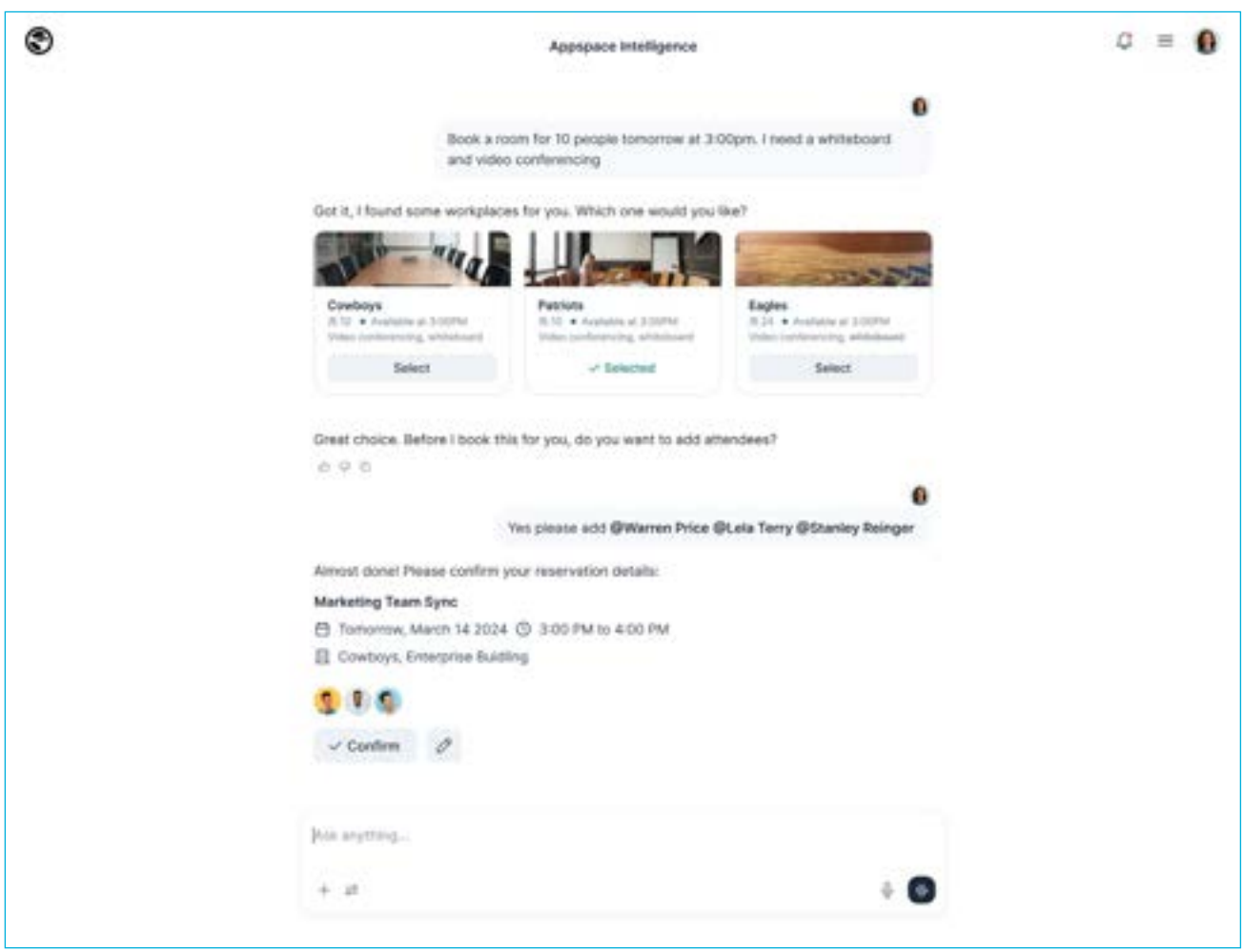
Appspace's pre-built integrations are called 'Passports' and have been configured to ensure secure and compliant data exchange. Passports manage the secure connection between applications and properties between the systems, allowing for real-time updates and synchronisation. Passports will display content in widgets and allow for multiple systems to be connected; for example, adding a Monday board to a Community being used for a project, with associated documents integrated from a SharePoint library.

Appspace can be configured to integrate into other systems, connecting with external business platforms like ServiceNow, ADP (payroll) and DocuSign. Many of these are links, rather than transactional, but support single sign-on (SSO) that injects specific user parameters, or profile fields, from Appspace into the linked system for a smooth experience. Integrations extend to displaying content as well, allowing Appspace to pull data from third-party tools and display it within widgets. For example, the status of open IT support tickets from ServiceNow displayed on the homepage, or a leaderboard from Strava could be displayed in an exercise Community.

The vendor says that integrations from external systems into the Appspace notification bell is on the short-term roadmap. However, alternatives can be set up with some effort. For example, if a shift was changed in an external workforce management system it's possible to configure a Broadcast (see Scenario 5) to alert the individual affected.

An AI agent gives people the opportunity to use natural language prompts to search for information or complete tasks. For example, an employee could ask to book a desk and it will work with the broader Appspace suite to complete this task. This works well although the range of third-party platforms that are integrated into the agent is limited at the moment. We like that organisations may use Copilot rather than Appspace's own AI, and integrations with other AI tools are on the roadmap. Similarly, organisations using Copilot may interrogate Appspace content from their preferred Copilot environment.

Appspace pulls content from SharePoint sites and displays it on digital signage, within widgets, or easily shares it to other channels like Slack or Microsoft Teams. This includes document libraries and, unusually, SharePoint news. SharePoint pages will be 'enriched' using AI by automatically applying Appspace-specific formatting, relevant language translations, and metadata. We like that admins have controls to map Appspace and SharePoint properties, while also being able to adjust elements such as the author. Additionally, if a document is added to an Appspace library then it would automatically be added to any associated SharePoint library too. Synch failures are easy to see in the back end, which is helpful. This approach allows organisations to leverage their existing SharePoint investments while extending their reach and engagement capabilities.

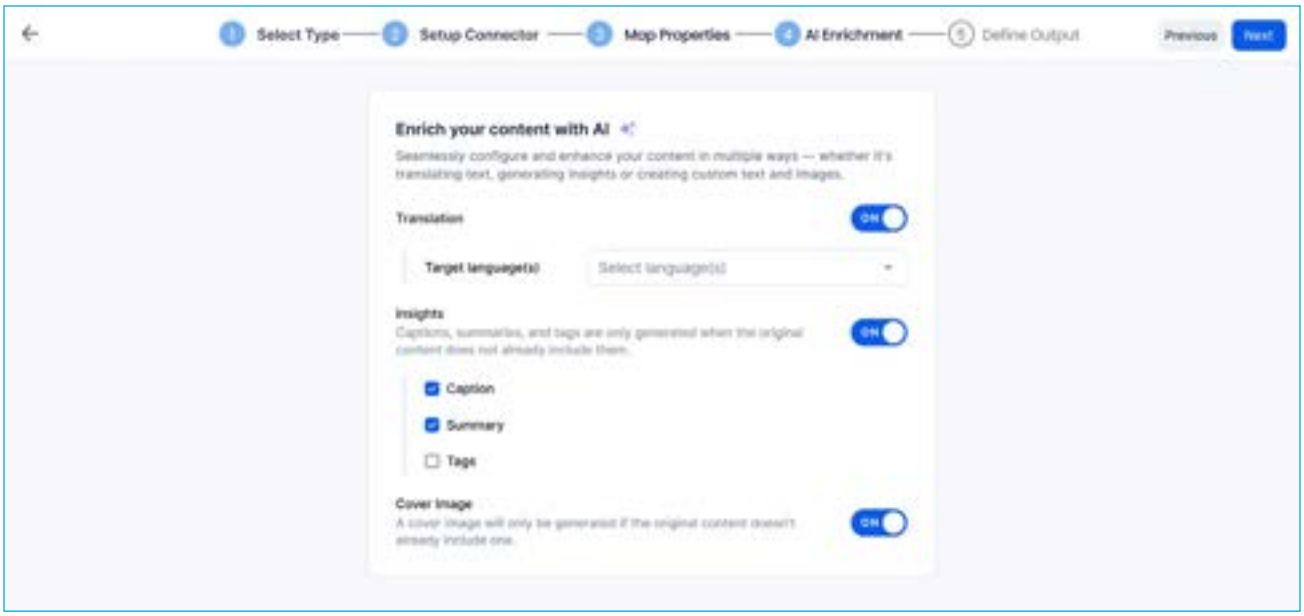


The AI agent lets people complete a variety of tasks.

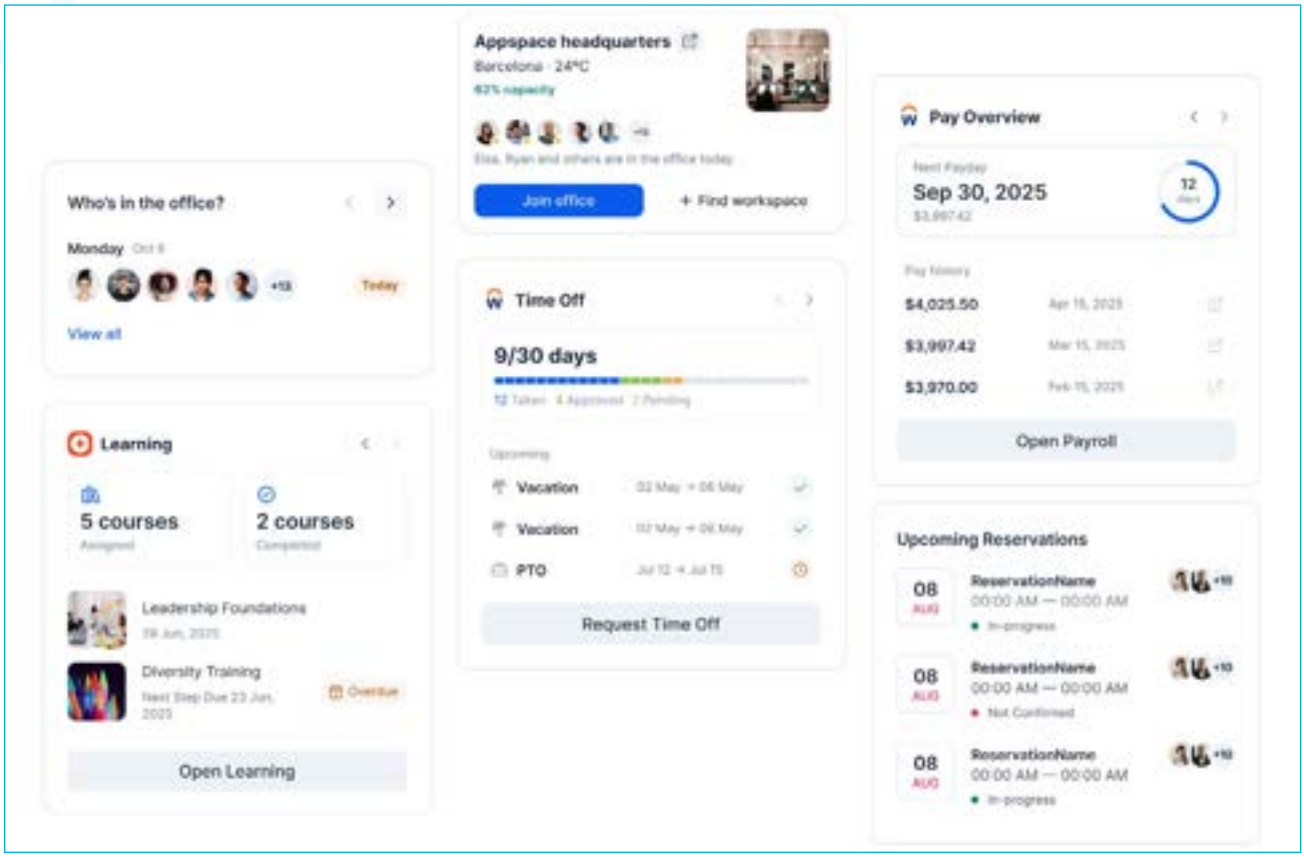
An Appspace app can be embedded directly within Microsoft Teams, allowing for content sharing, notifications and triggering actions within Appspace directly from Teams using Microsoft adaptive cards. Content can also be shared into Teams from Appspace, helping to meet employees where they're working. We like that a presence indicator is integrated from Teams to show when someone is online, as well as alongside an indicator from a desk or car park booking to show someone is on-site. Viva Engage is also integrated, with Community content passed into Engage (or Slack) or vice versa.

While there are few pre-configured connectors, organisations that invest in integration efforts can connect a broad set of tools using the supported methods. Additionally, in some places the platform allows admins to manage connections with different systems without requiring deep coding expertise, as much is managed via field pickers and simple screens.

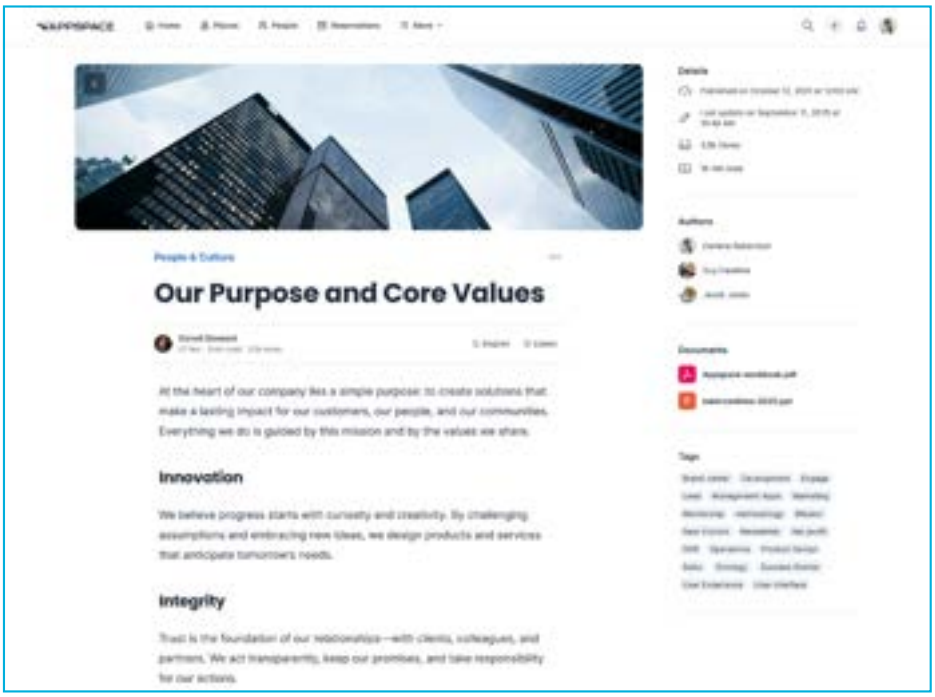
Given the range of services within the broader Appspace suite, it's unsurprising that the Appspace intranet is well connected to different business systems. We would like to see further two-way integrations added to the available Passports, however. Appspace does a good job of connecting digital and physical workspaces too, where additional Appspace services are in place (or will come at additional cost if not). For example, accessing a badge pass from an intranet notification to access the building in the morning, or booking a shuttle bus to the train station in the evening. Overall, there might be a few gaps in this scenario, but it is an area of strength for Appspace. It will appeal to organisations who are looking to enhance employee experiences in the digital and physical worlds.



There are extensive settings for admins to bring content across from SharePoint, where AI will make it look more in-keeping with the intranet.



Widgets display useful information to employees, such as latest pay information or remaining time off.



Evergreen content is handled via Pages and document libraries stored across Topics and Communities.

Appspace addresses this scenario well. Evergreen content is presented in Appspace via 'Pages' and document libraries. Pages are created in the same way as Stories (see Scenario 2) and include helpful formatting options such as accordions. Pages are then presented in different ways, such as being grouped into 'Topics' for ease of browsing, or presented in a single space with filters and local searches, or accessed via top-level intranet navigation (see Scenario 8). Communities can also be used as knowledge spaces, as Pages can be added as a content type. Where organisations want to use document libraries these can either be uploaded directly into Appspace, or integrated (see Scenario 4).

All content can have 'Tags', which are keywords that publishers apply, although the AI will suggest some based on content. It's possible to pull tags through from other systems, such as the SharePoint term store, but there is no structured taxonomy in the back end; Appspace says this is on the roadmap. Tags are visible and explorable via a 'tag cloud' widget too, helping findability.

All content includes version history and it's possible to restore old versions as wanted. Content owners will see 'Draft' and 'Expired' content via a list in their personal profile menu, making it easy to access information that's often buried in admin screens. There are notifications for expiring content and in the back end there are menus for 'Expiring Soon' and 'Expired' content, which helpfully includes integrated materials. We like that it's easy to bulk change page owners from here too.

For operational updates or urgent communications, Appspace advises publishers use 'Broadcasts'. Broadcasts are delivered across multiple channels, including in-app notifications, email and messaging platforms like Slack and Teams. The design ensures they grab attention and prompt acknowledgement, appearing prominently across the top of the screen and pushing notifications to mobile devices. Note there isn't any support for mandatory reads, whether of news or reference information, which we think is a shame.

The ability for admins to create their own analytics dashboards is useful, allowing content owners to focus in on what matters to them. The Appspace Intelligence tool (see Scenario 8) is also helpful in this scenario, such as for checking what's expiring soon.

Appspace Intelligence provides a generative AI answer, using information across the intranet and listing sources.

Appspace's search functionality does well to include the breadth of content in a single unified set of results; we're pleased to see there have been significant improvements during 2025 too.

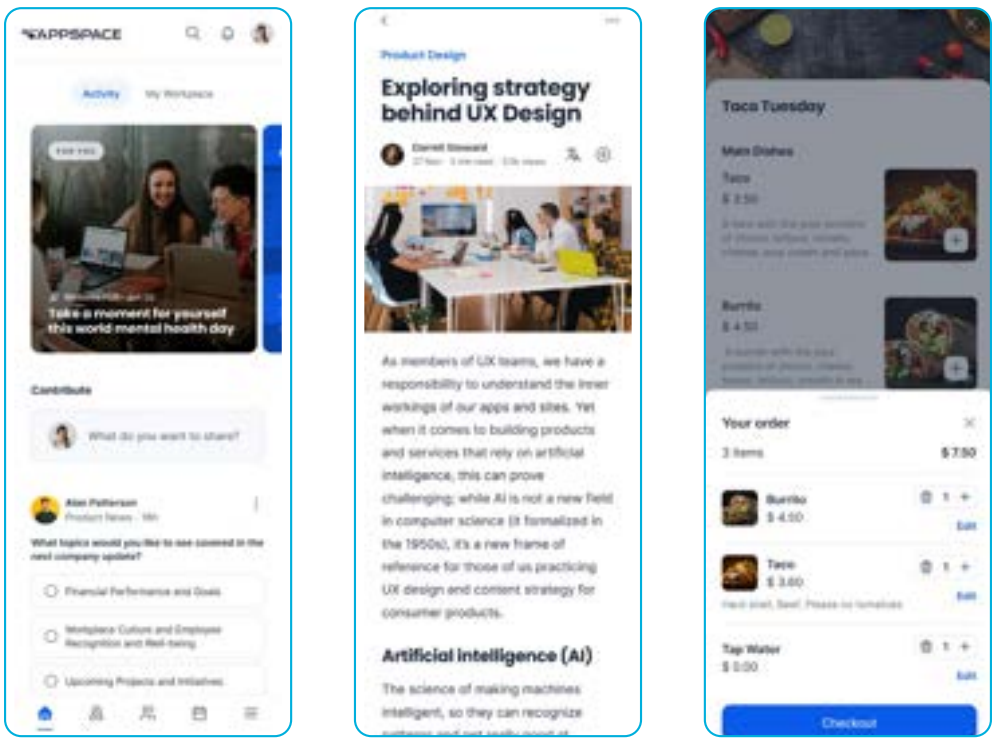
The search interface is clean, accessed via a persistent top-right icon. A pop-up of 'Best Results' opens once a term has been entered, with a helpful preview when you hover over a result. Users have the option of opening results full-screen and / or opening filter options. All content within Appspace is indexed, including titles, content, tags, files, profiles and even meeting rooms. Typing 'create' will return shortcuts to access Appspace admin functionality, which is a nice touch. There aren't many search management tools, but content can be tagged as 'Featured' or assigned 'Keywords' to promote and increase relevance in search results.

Introduced in 2025 is 'Appspace Intelligence', which users have the option to open during the search process or find in dedicated widgets. This uses AI to return summarised information alongside sources, respecting content permissions, and we like that users may ask follow-up questions.

There is federated search for Google, ServiceNow (including knowledge materials) and SharePoint content, which will either respect or bypass permissions in the source system as decided by admins. We were particularly impressed by the option to federate multiple SharePoint tenants.

People search supports profile attribute-based searches, returning results based on language spoken or skillset. Searching for a name will also return their posts, upcoming events, reservations and Community affiliations, giving a complete picture of the person and their activity. Favouriting a colleague means receiving notifications and updates on their activities, which supports networking and collaboration. An org chart is available either via integrations through Passports, or manually maintained by admins.

Search is well represented in analytics, including top search queries and top searched Spaces. As discussed in Scenario 8, further dashboards can be built and this is where we'd expect admins would create reports around searches with zero results and similar to get more actionable insights. Appspace Intelligence could also provide search data, but analytics for Appspace Intelligence itself is basic.



Appspace translates well to the mobile environment.

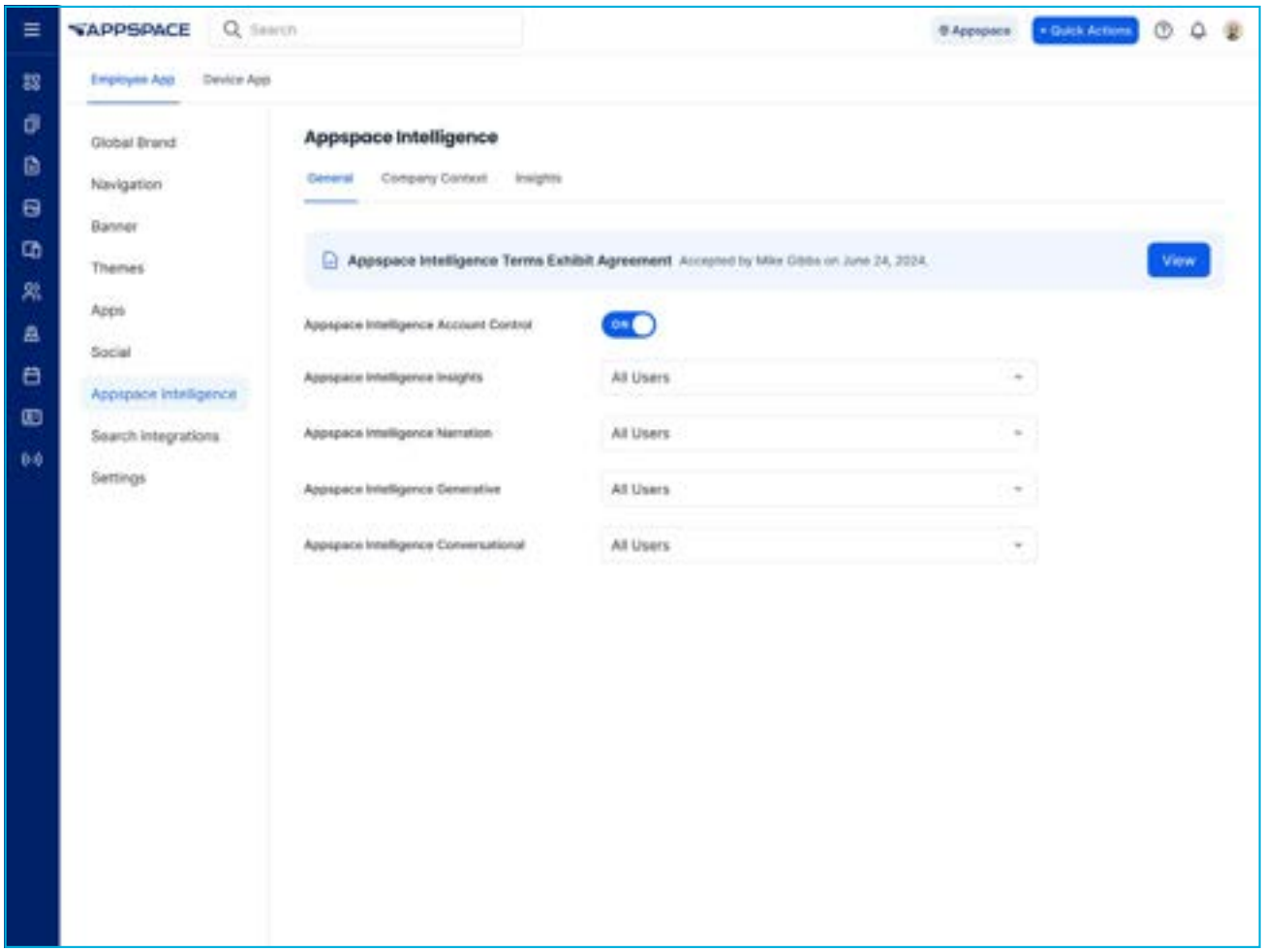
Appspace is a versatile platform designed to enhance employee engagement and streamline communication across various devices, including mobiles, tablets and shared screens. There is a good range of options to get people onto the Appspace app, including SMS or emails with a one-time password that line managers can trigger. Admins can generate a log in URL and QR code, which could be shown on digital signage, and guide users through a simple registration process using attributes such as badge number or unique HR ID to authenticate them.

Appspace dynamically resizes content to provide a consistent experience across devices. The widget-based architecture allows flexibility and adaptability. Configured to appear within set columns and optionally show in the mobile interface, designers can tailor the experience for specific audiences while avoiding the layout issues that can arise from highly complex designs.

Themes targeted to frontline worker segments can highlight essential information and streamline the interface to reduce information overload. Admins can easily enable or disable specific features at the user, user group or location level for even more granular control, ensuring that mobile users receive only content and features that are relevant. This is configurable, however, so organisations have a great deal of flexibility to build an app experience that's appropriate for the frontline.

Many of Appspace's features covered in other scenarios work well for frontline workers, such as easily awarding Praise via a Quick Post. Broadcast messages are prominent notifications that can be targeted to a frontline audience. These can be used for critical communications, but also guide users through specific actions, such as providing building passes or what to do during emergency procedures. We'd like to see more integrations introduced (see Scenario 4) to support the frontline further, such as shift swapping activities taking place within the Appspace app.

Overall, frontline workers will find a lot to like from Appspace's features. The AI-powered audio digest ensures they receive important updates and information hands-free, while the mobile-first design ethos allows them to access critical data and communications on the go. The Channels, Topics and Communities approach will particularly appeal to this audience too, as it's very easy to use and requires little browsing in order to find what matters.



There are some detailed settings screens for the AI.

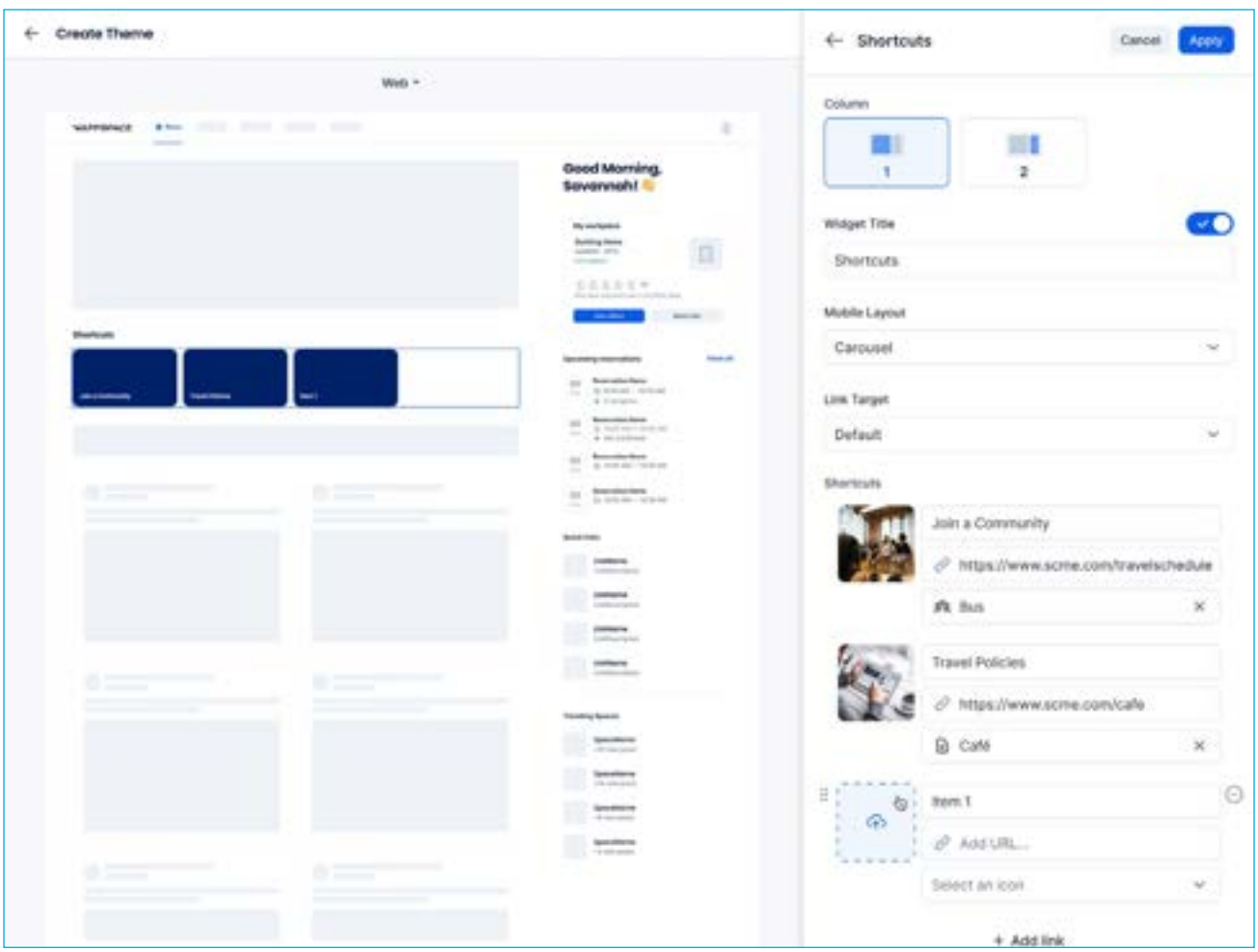
Appspace provides an admin interface that's largely easy to use, although the features are broad, and new users may take some time to become familiar with the options. Technical knowledge isn't needed in most places, as settings are mainly controlled by dropdowns and toggles. However, there are areas like integrations or more complex design options (where code is exposed) that will need that additional experience. We think tooltips would be a helpful addition.

Appspace offers granular control over user roles and permissions and supports multiple admin roles. Each role comes with distinct capabilities, allowing for tailored access and control; for example, access to and use of AI features can be limited. There are then similar settings and controls across the different parts of the platform, such as to individual digital signage screens.

As well as being able to control who can use AI features, there are noteworthy admin settings for Appspace Intelligence more broadly. This allows admins to define a 'company background' and 'tone of voice' overview that is then applied by the AI to all generated content. Admins can also configure the AI to generate regular content to employees, for example the AI could identify Channel Posts with the best sentiment analysis, consolidate, and share as a Story as "what people have been talking about". In these screens admins can see the overall usage of Appspace Intelligence, but more detailed analytics are on the roadmap.

Admins have a lot of control over homepage designs, with different column layouts providing the foundations that widgets are dragged and dropped into. Widgets are also configurable, such as to draw content from defined Spaces and to set a maximum number of Posts that can be displayed. If someone doesn't have permission to see the content of a widget then the widget simply wouldn't display. We like the preview settings here too, so admins can see how well a homepage will be displayed on different device types.

Navigation is easy to configure and can provide multi-level mega menus if wanted. Appspace advise clients to go for a flatter structure, but organisations do have choice. Menu items can be dragged to re-order, meaning parent and child menu items are easy to define. It's possible to add headers to group menu items under, define what is visible on mobile, and even add an image to the menu. This is a very flexible approach that will meet sophisticated needs well.



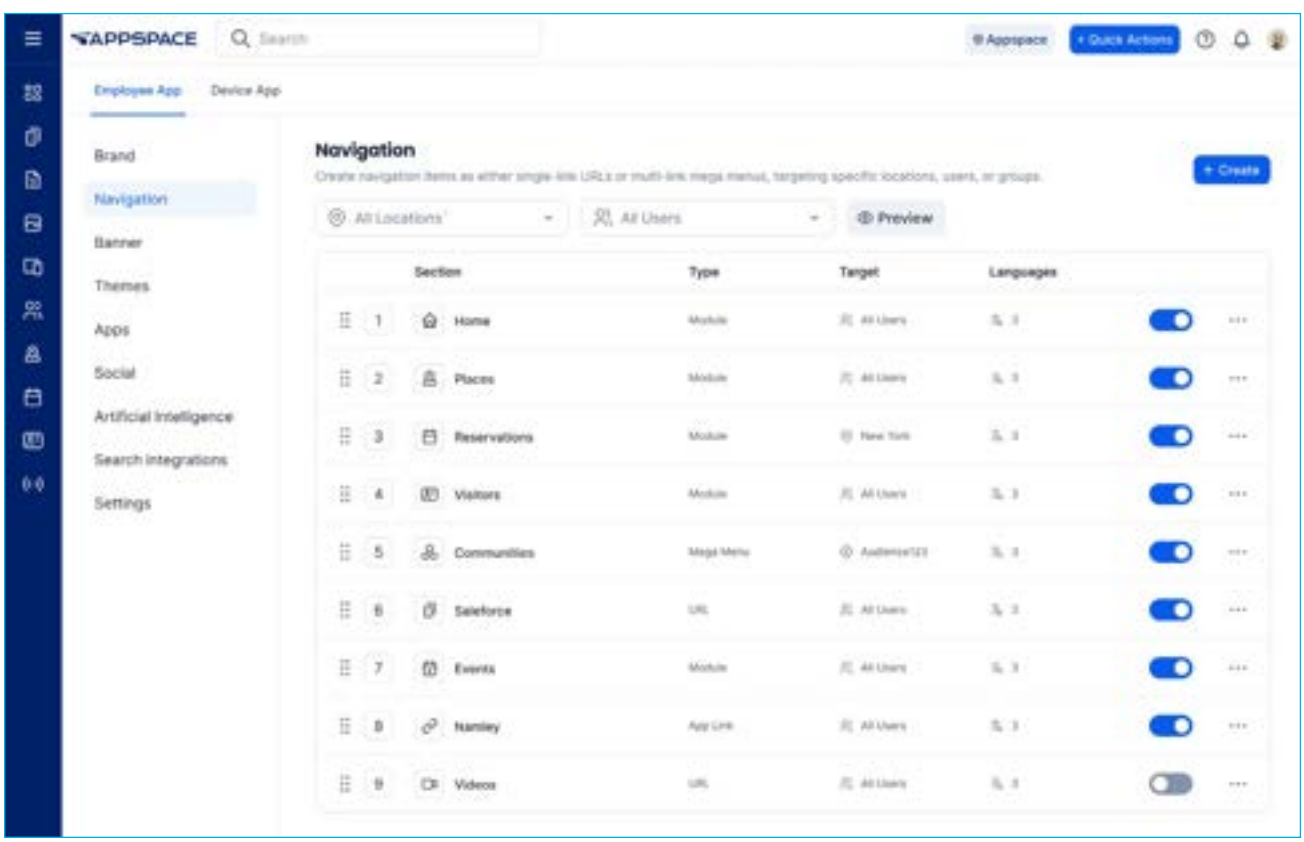
It's easy to configure an Appspace homepage.

Branding options are more limited than other solutions we've seen, and customer feedback suggests more options here would be appreciated. However, the design of Appspace intranets is very clean and contemporary and there can be benefits behind simplicity in this context. Appspace can also support with more sophisticated designs and code is available for those with the technical skills. Where organisations want to reflect different designs for different locations, e.g. a New York hotel vs one in London, or for parent and child businesses, Appspace can support this.

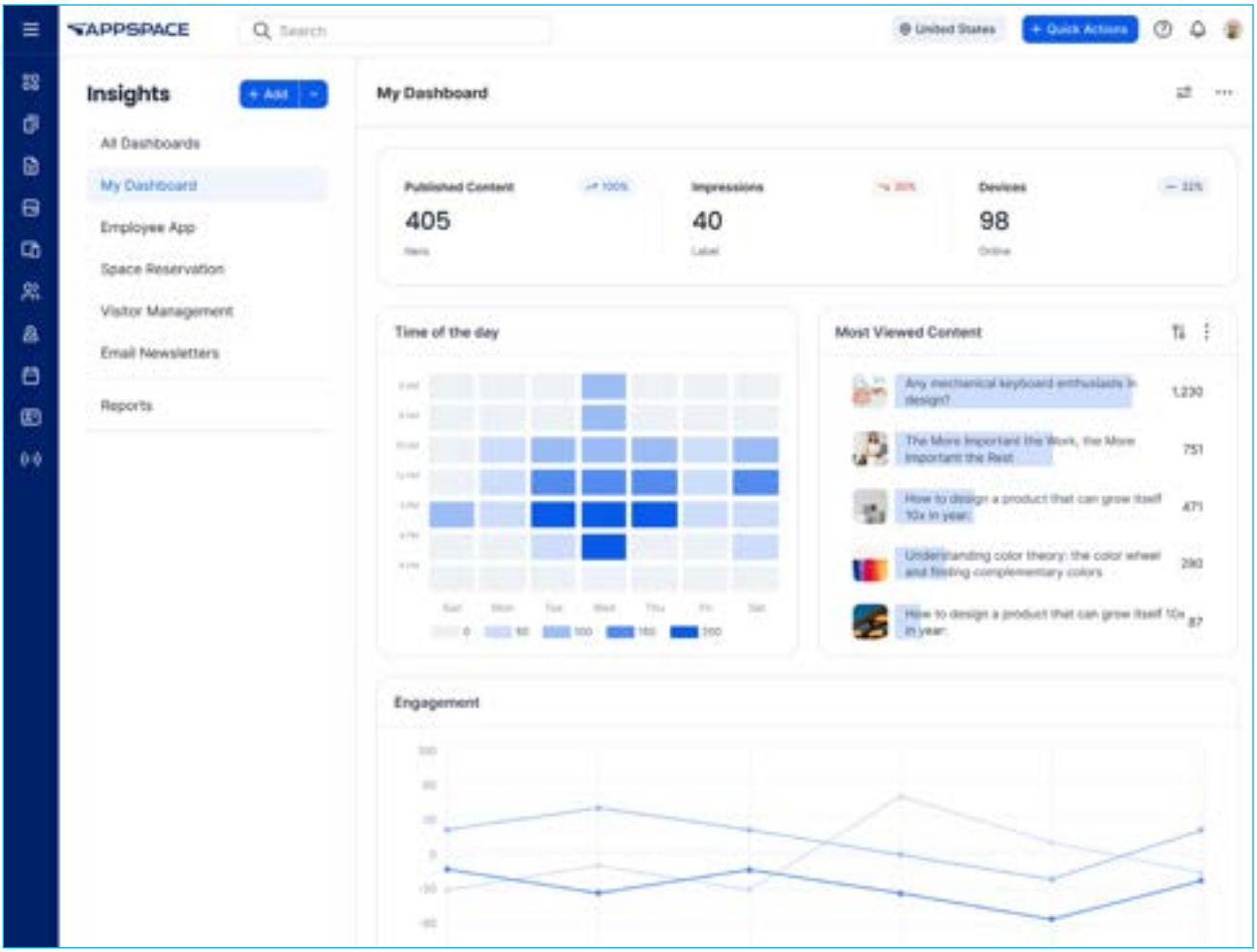
In late 2025 Appspace introduced some additional analytics to the platform. This expanded what was previously available, but we still feel they are somewhat lacking. We hope the AI capabilities will continue to expand, so that insights and advice are offered to individual admins based on their roles and responsibilities.

Analytics are presented in a series of charts and graphs, with helpful data such as popular times of day. Individual Posts, Spaces, news articles and more have their own analytics, while there is also data for the whole site. Additionally, admins are able to build their own analytics dashboards and this brings a degree of power to the data. They may import widgets and save favourites for use later, so they can build an experience that matters to them. We still feel that providing a better foundation would be helpful. However, Appspace Intelligence can also be used to ask questions and gain insights into platform usage and performance. This is tricky for us to test in a demo setting, but seemed to work well.

Overall, Appspace is easy to configure and administer for technical and infrequent administrators alike. There are a lot of options so it is possible to get a little lost, but we think this would get much easier with practice. While there are opportunities to expand functionality further, such as the branding options, we think administrators will largely find Appspace a pleasant platform to manage.



It's easy to organise the global navigation.



Admins can build their analytics dashboards as wanted, expanding on the basic data that's presented.

THINGS TO BEAR IN MIND

Our 2025 review saw the first iteration of the new Appspace intranet platform. Previous reviews were of the Beezy platform (purchased by Appspace in 2021), which had relied on SharePoint. Since 2025, we've seen a huge amount of change across the product, with developments moving in very positive directions. Appspace is now a strong platform with a lot of potential, although there are a few gaps for those with sophisticated requirements.

In late 2025 Appspace acquired Igloo Software, which was a well-established intranet brand in the industry. Evidence of the developments in Appspace in the past few years reassures us that any platform changes as a result of this acquisition will be well-thought-through; similarly the experience of the Igloo team is likely to bring benefits to the Appspace intranet development team. However, we would always advise customers to be mindful there might be unexpected issues or delays associated with any acquisition of this nature.

Appspace Intranet is part of the broader Appspace suite of products, which includes dedicated digital signage, space reservation, and visitor management tools. All of these tools work well together, with the intranet offering a central location for employees to interact with many of them. For organisations that already have Appspace tools in place, the intranet platform is a compelling option to explore. Otherwise, Appspace will appeal to enterprise-scale organisations or those with a distributed workforce. Organisations of any size will also find the price point attractive, particularly when compared with other independent intranet solutions.

Why choose this product

Appspace provides a strong set of features that support employees wherever they are, as both the desktop and mobile environments are attractive and easy to use. Features are consistently good across all aspects of the platform, meaning the needs of communicators and owners of evergreen content will be well served. The employee experience is strong as a result. Appspace will appeal to large organisations or those with frontline or mobile employees.

Vendor roadmap

No roadmap has been supplied by Appspace.

You may also be interested in...

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COMPANY AND PRODUCT

Company
Appspace

Company founded
2002

Product launched
2013

ISO 27001 certified
Yes

Data residency
Middle East, USA

Typical client size
10,000 to 15,000

Company locations
Florida, USA (HQ), Malaysia, Portugal, Spain, United Arab Emirates, United Kingdom

Partner locations
Global, with key partners in the United States, Canada, Australia, Singapore, South Africa and across Europe.

Customers
Clients include: TT Electronics, Santander, Merchant's Bank, Norfolk Southern, Glencore, State University of New York (SUNY), Plansee, Sony Pictures Animation, GSK, Willdan

Largest deployment so far
250,000 users across 64 countries

Environmental / sustainability certifications
Appspace is ISO 14001 certified, which provides structured practices to monitor, manage, and reduce environmental impact while committing to continual improvement. The broader Appspace suite helps customers meet their sustainability goals through features such as space reservation, desk booking, and workplace sensors. These enable organisations to optimise space usage and efficiency, and reduce energy consumption, all while providing a healthier workplace for employees.

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Product and technical details

Name of product

Appspace

Deployment

Client on-premises	Client private cloud	**Microsoft Azure**	Amazon Web Services	Vendor-hosted	Microsoft 365 tenant	**Google Cloud**	Other

Authentication supported

Entra ID	**ADFS**	**Okta**	Open ID	**Oauth**	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	**Apple store**	MDM	MAM	Other

Accessibility

Alt text is in use for images, keyboards can be used for navigation.

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	OneDrive	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	Open API available	Other

User interface multi-language

Machine translation	**Pre-configured**	**Editable**	**Right to left script supported**	Other

Content multi-language

Machine translation for publishers	**Machine translation for end users**	**Editable machine translation for publishers**	**Manual creation for publishers**	**Right to left script**	Other

Set-up and support

Set-up process for new clients

As a full SaaS platform, there's no back-end management to worry about. Setup is as simple as logging in and assigning access — there is no installation required. Every customer works with the Workplace Experience Team, who provide personalised guidance to ensure the intranet is tailored to customer needs. This team handles everything from information architecture to onboarding, so customers can launch quickly and effectively. This typically takes 2-6 weeks. An in-house team also offers smooth migration to Appspace, though this may add 2-4 weeks to go live.

Product updates

Major updates every quarter, minor updates every two weeks.

Product update process

The vendor deploys updates to public and private cloud servers based upon a published release calendar. For the public cloud, new versions are deployed first once the product has cleared all testing. Private cloud users will receive the same update either one week or one month after the public cloud. Customers cannot opt out, but private cloud customers can decide whether to have the updates weekly or monthly.

Reverse-out options

Customers own their data. Customers are free to export their data at any point before the contract ends. Otherwise, data is securely destroyed 30 days following the end of the service unless special arrangements are made between the vendor and the customer.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only

User community

Appspace Customer Care provides support services via phone, chat, and an online Account Management Portal. There is no customer community, however.

Voice of the vendor

Appspace says: "Appspace, headquartered in Florida, provides a unified workplace experience platform that brings together intranet, employee communications, digital signage, space management, and an employee app in one solution. Founded in 2002, and strengthened by the 2021 acquisition of intranet provider Beezy, Appspace combines two decades of experience in workplace technology with a modern, extensible platform used by enterprises worldwide.

The platform is designed to help organisations keep employees informed, connected, and productive across office, remote, and frontline environments. Appspace excels at simplifying publishing for internal communicators, who can create newsletters, digests, and campaigns once and distribute them across multiple channels including email, Teams, Slack, digital signage, and mobile. This multi-channel publishing approach reduces tool sprawl and ensures important updates reach employees wherever they work.

Appspace also invests heavily in AI features that make communications more efficient and inclusive. Built-in tools provide automated translations, summarisation, tagging, and audio digests, supporting content creation that works across languages, roles, and devices. AI is also being extended into analytics, providing insights into employee engagement, sentiment, and content performance that help organisations refine their strategies in real time.

For employees, the experience is location-aware, mobile-ready, and consistent across devices. From reserving a desk or meeting room to receiving a targeted update on workplace safety, Appspace enables practical tasks alongside communications in a single interface.

Integrations with enterprise tools like Microsoft 365, Google Workspace, and ServiceNow bring services into the flow of work, while hardware compatibility with room panels, kiosks, and signage extends the digital experience into physical spaces.

Appspace continues to evolve its capabilities for administrators as well. Governance and analytics are areas of active development, with a clear roadmap for more sophisticated controls around content management, search, and reporting. Accessibility is another priority, with features aligned to WCAG standards and an emphasis on ensuring communications and services are usable by diverse workforces.

Organizations with large frontline teams, geographically dispersed staff, or significant investment in physical workplaces find particular value in Appspace's unified approach. Pricing remains competitive in the market, with flexibility for enterprises to adopt the platform's full suite or individual capabilities as needed. Appspace's mission is to make the workplace experience simpler, smarter, and more engaging for every employee, wherever and however they work."

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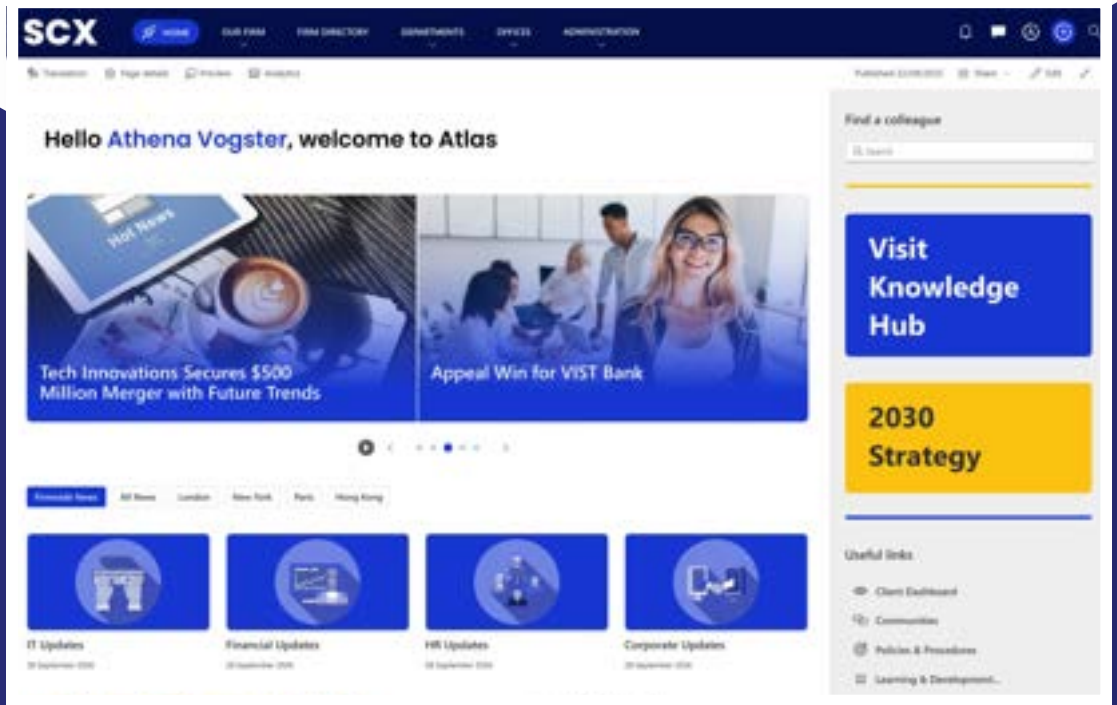
ATLAS
by ClearPeople

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

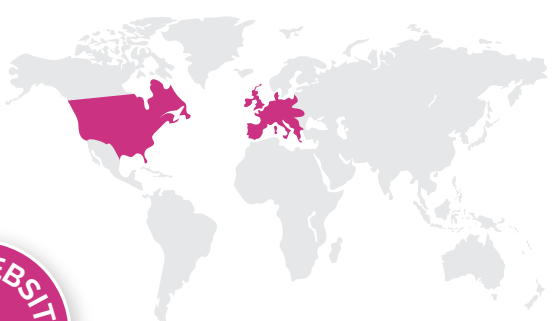
OTHER



Typical deployment:

1,000 to 5,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Atlas brings information, knowledge, and tools together into consistent, branded workspaces making effective use of Microsoft 365 as a foundation.

SUMMARY

Launched in 2019 by UK-based ClearPeople, the **Atlas Intelligent Knowledge Platform** (referred to as 'Atlas' from here) combines intranet, collaboration, and knowledge management capabilities to connect people to the information that matters most for their work. Building on SharePoint and Microsoft 365, Atlas plays heavily towards information-rich organisations looking to support and mature their knowledge management capabilities.

Atlas's core strength lies in how it brings coherence and structure across sites and content, which might be scattered over multiple Microsoft 365 tools or reside in third-party applications. Several powerful configuration tools bring this all together. ConneX, Atlas's governance and provisioning tool, allows templated workspaces to be seeded with a rich set of metadata. 'Add It', the Atlas content creation tool, then funnels information into the most appropriate workspace, ensuring the new content inherits the workspace's metadata. Information, irrespective of where it's stored, can then be aggregated by search-based web parts to create personalised, dynamic, highly targeted pages. Atlas also comes with a powerful and highly configurable AI assistant that allows knowledge workers to find precise answers derived from the structured content.

Given Atlas's focus on information management, other use cases are less well-served. In many areas, the product offers little added value over standard Microsoft functionality. For example, communicators will benefit from the 'Add it' tool to create news articles, but will have to rely on standard SharePoint functionality or on additional products such as Viva Amplify for news scheduling and campaign management. Atlas uses Viva Engage for community and social features, but integrates it well into its template for communities. Note also that there is no native mobile app, so organisations may find the mobile experience limited, even though Atlas works well as a responsive site or in the Teams app.

While businesses such as law firms and consultancies are typical customers, any organisation facing information sprawl or wanting to make more of their Microsoft 365 investment should consider the Atlas offering.
It is also worth noting that Atlas is at the higher end of the pricing in this report. Included in the price quoted for this report are premium Atlas modules such as ConneX Studio and the AI orchestration tool Atlas Fuse. Organisations that decide not to invest in these premium tools may find there are some savings.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Customer success services and software support. Also includes product upgrades at least 3 times per year.

Product type

Ready-to-run, installed in days

Branding opportunities

Good branding, complex options

Base systems

Fully standalone	**Requires SharePoint**	Other

Sectors

Information and communication	Financial and insurance activities	Construction	Professional, scientific and technical activities	Manufacturing

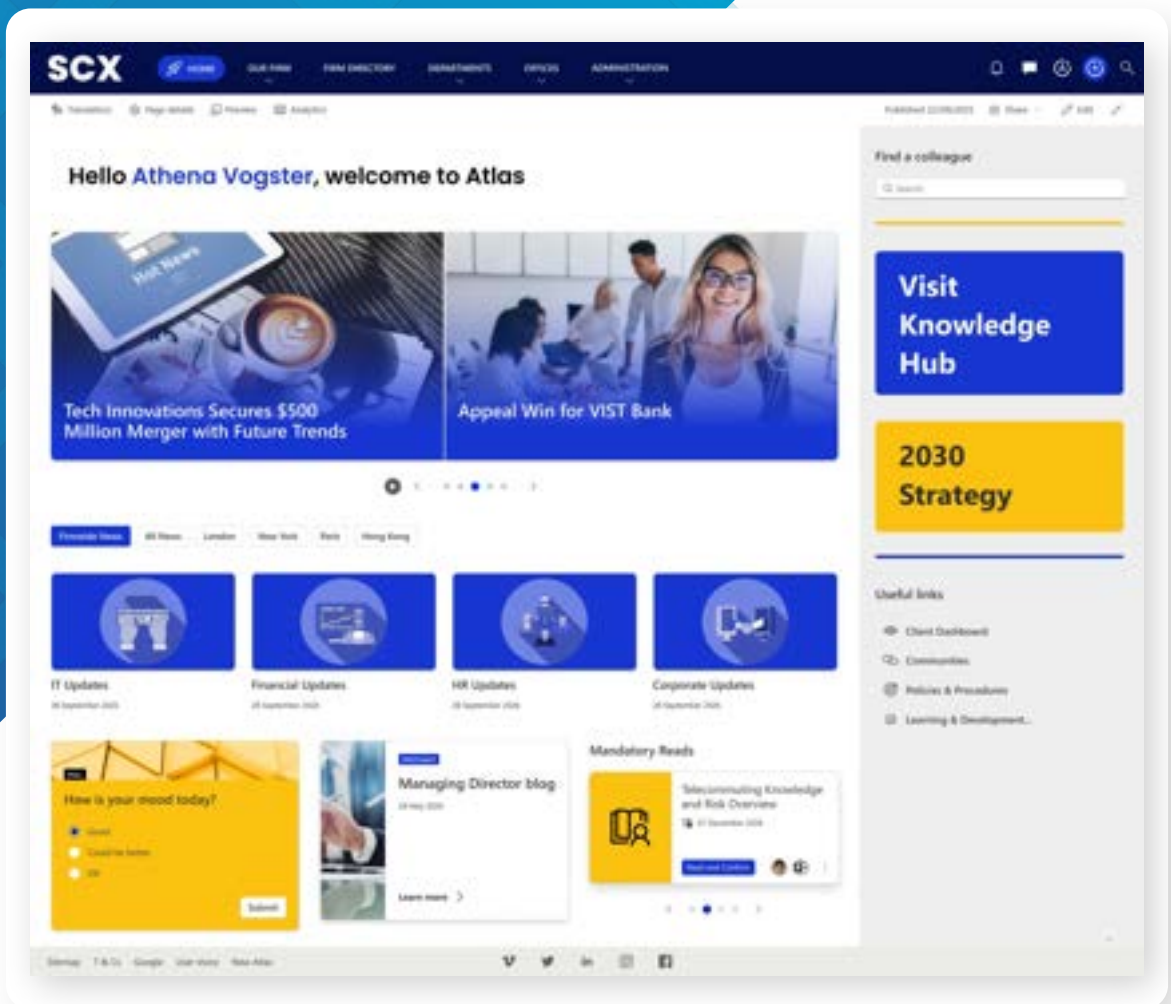
Voice of the customer

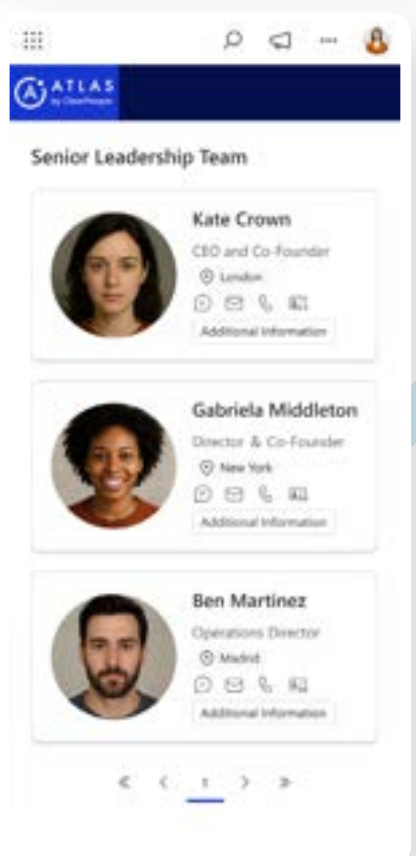
We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

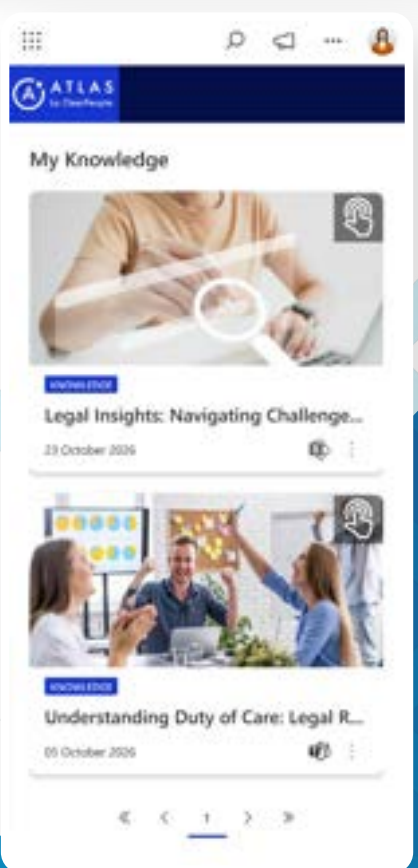
Atlas customers mostly praised the product for its strong integration with Microsoft 365 and for the excellent features around storing, searching and finding information. "The product extends Microsoft technologies in a way complimentary to Microsoft strategy" comments one customer, while another says that "it integrates well with the SharePoint environment, which is familiar to people". The product's structured approach to information management appeals to many: "It excels at surfacing content based on managed metadata tags, which makes it easy to deliver a great user experience" is the feedback from one customer, while another one praises the "built-in capabilities to provide intuitive and flexible ways to store, share and surface content."

A few improvement suggestions were made about different areas of the product. "It would be great to have Microsoft Search bookmarks surfaced within the Atlas search results" says one customer; ClearPeople say that this is on their product roadmap. Another customer would like to see better support for multiple languages, especially "the possibility to switch easily from one language to another". The back-end functionality for admins is extensive, and some customers are asking for "a structured training program to get people started if they are new to the role and the tool". It's encouraging to see that some of the customer's enhancement requests are actually in implementation: one customer is asking for "automation of tagging based on the content within the file" which is a feature that ClearPeople say is planned to be released in early 2026.

Customers unanimously praise the experience of working together with ClearPeople, during all stages of the relationship. "From the very beginning, they've been highly responsive, collaborative, and committed to understanding our needs" says one customer, who goes on to say that "their ability to translate complex technical capabilities into practical solutions for our global teams has been incredibly helpful". Several customers point out that the teams from ClearPeople are: "Open to feedback and proactive in suggesting improvements" and according to another customer "they are supportive, flexible, and very responsive to feedback". The expertise of the ClearPeople teams is also often mentioned, for instance by this customer: "Their experience in knowledge management is a huge added value". One customer sums it up well: "Overall, a great experience - they have been very collaborative and hands-on in providing assistance and expert advice".


SCX
Hello Athena Vogster, welcome to Atlas
Tech Innovations Secures $500 Million Merger with Future Trends
Appeal Win for VIST Bank
Find a colleague
Visit Knowledge Hub
2030 Strategy
Useful links
IT Updates
Financial Updates
HR Updates
Corporate Updates
How is your mood today?
Managing Director blog
Mandatory Reads

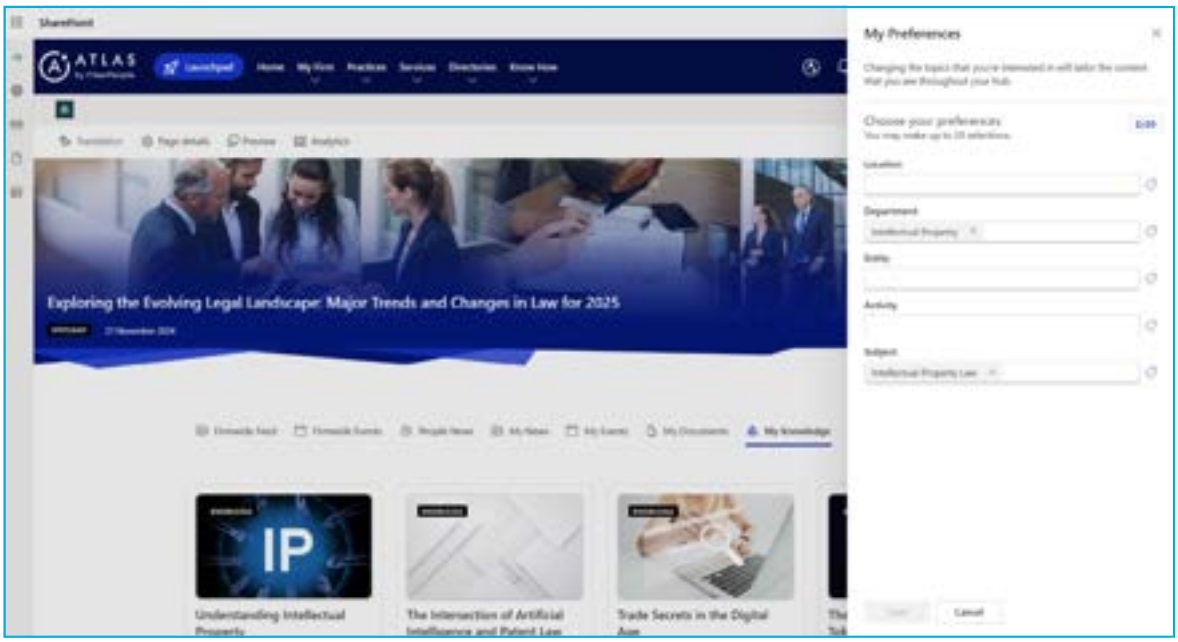

ATLAS
Senior Leadership Team
Kate Crown
CEO and Co-Founder
London
Additional Information
Gabriela Middleton
Director & Co-Founder
New York
Additional Information
Ben Martinez
Operations Director
Madrid
Additional Information


ATLAS
My Knowledge
Legal Insights: Navigating Challenge...
23 October 2026
Understanding Duty of Care: Legal R...
05 October 2026

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
3.5 **1. Employee Experience**	Wide range of custom web parts that extend Microsoft functionality. Strong features for personalised content delivery.	Relies on basic SharePoint features for multilingual and multimedia support.
2.5+ **2. Communications Management**	Slick and comprehensive 'Add it' tool to create news articles and other content.	Relies on SharePoint and Viva for many communication features.
2.5+ **3. Community & Engagement**	Smooth integration of Viva Engage for use in communities of practice.	Offers little functionality beyond out-of-the-box Microsoft capabilities.
3+ **4. Digital Workplace Integrations & Services**	Strong integration with external content sources for information retrieval.	No two-way integrations out-of-the-box.
4.5 **5. Knowledge & Content Management**	Powerful capabilities to apply metadata and surface information dynamically.	Standard analytics dashboards are dense with information and may feel overwhelming for novice users.
4.5 **6. Information Finding & Search**	Rich functionality for filtering search results, and a sophisticated AI assistant that delivers precise answers.	Microsoft Search bookmarks are not displayed on the search results page. Search analytics could be improved..
3 **7. Mobile & Frontline Support**	Launchpad applications can be hidden on mobile. 'HoverPoint' web part works well for frontline workers.	No native app. Microsoft licenses required.
3.5+ **8. Platform Management**	Powerful admin tools for templating, site provisioning and AI orchestration.	Analytics is based on tyGraph and Power BI, making the overall experience complex.



Employees can specify their preferences to personalise the content that is displayed to them.

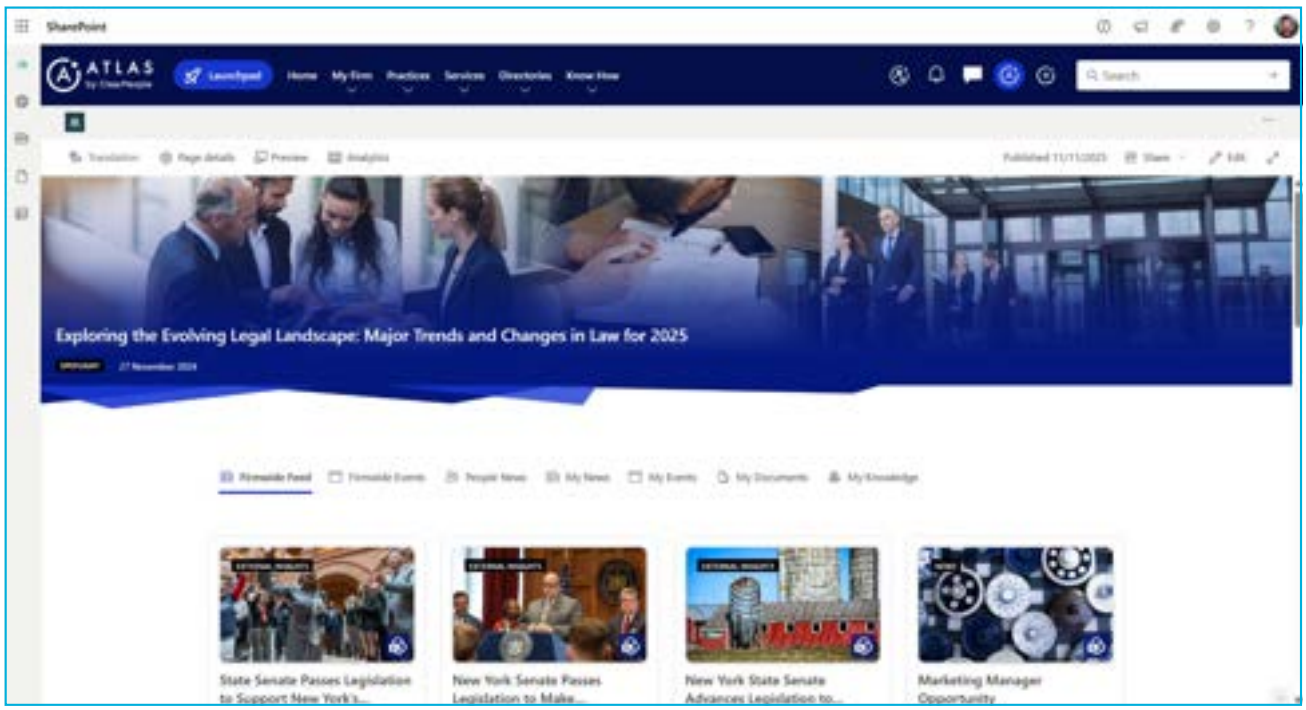
Atlas's user interface builds on top of standard Microsoft capabilities and works well across SharePoint and within Teams. A rich selection of Atlas-specific web parts maintains a clean and consistent look and feel across the product, which we found intuitive and visually attractive. We particularly like the 'HoverPoint' web part, which allows an image to be marked up with clickable areas that provide additional information (see Scenario 2). Most web parts are search-based and leverage the underlying metadata to display relevant content to employees. Some product areas would benefit from adding tooltips or a guided tour, helping novice users get comfortable more quickly; ClearPeople say that the HoverPoint web part can be used for this purpose.

Atlas supports standard SharePoint features for audience targeting and adds its own functionality for employees to personalise the content they see. From the 'My Atlas' icon in the top menu bar, users access a 'My Preferences' window where they configure their interests based on the organisation's structure and taxonomy; typical fields will include location and department.

Notifications are available from a bell icon in the top menu. They are optionally displayed as a banner across the top of the screen and could be used for urgent communications. While some notifications are built-in, including mandatory reads, most must be created using Power Automate. Behind the scenes, notifications are stored in a simple SharePoint list and can be integrated with other systems through the SharePoint API, although this is not out-of-the-box. There is also no functionality for end users to control the type of notifications they receive.

Multi-language support is basic and relies primarily on standard SharePoint features. While the user interface is available in a range of different languages, language variations for content items need to be created manually. There are no features for automated translation or for managing content updates across multiple language versions. For multimedia support, Atlas does not go beyond standard Microsoft functionality, such as embedding video.

Overall, the employee experience is intuitive and contemporary, with a few areas where further improvement is desirable. Employees will mainly appreciate the rich features around content targeting and personalisation, guaranteeing them a relevant intranet experience.

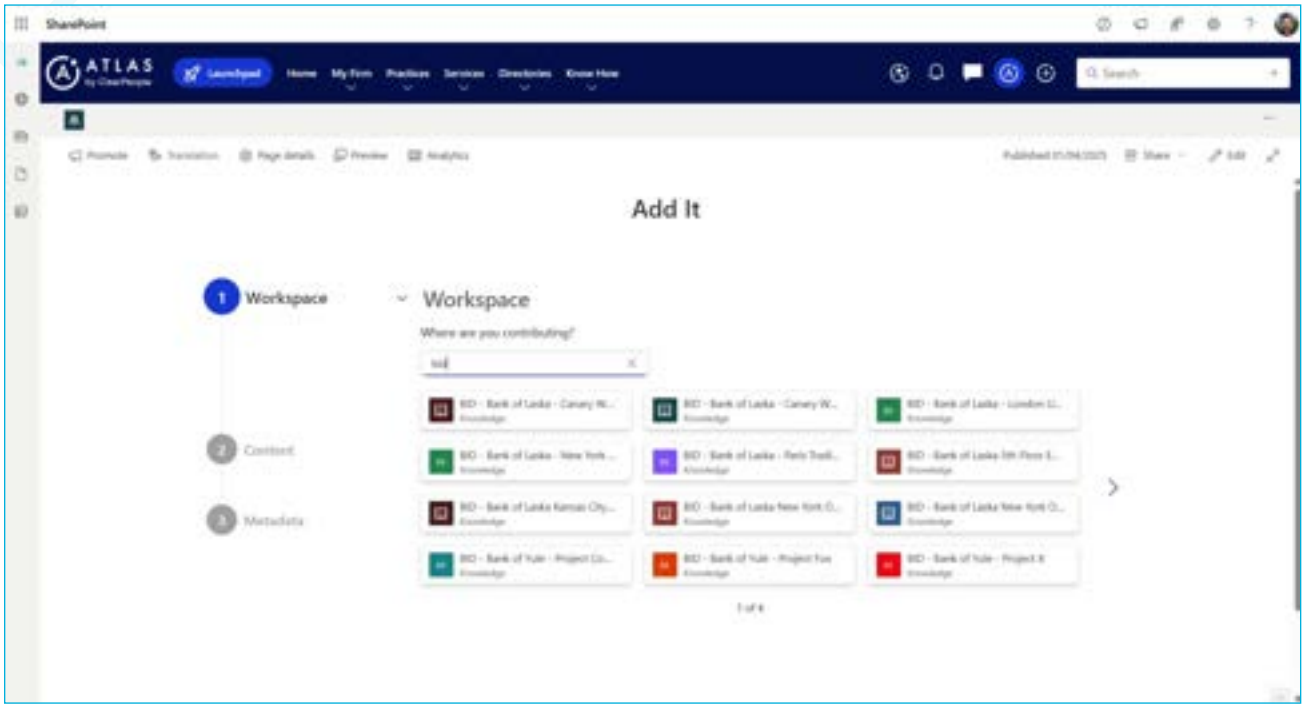


Atlas web parts bring news articles together in a carrousel, a firmwide news feed, people news, and a personalised 'My News' area.

Creating news articles in Atlas can be done using the native SharePoint news features, but the recommended approach is to use the product's global content publishing tool called 'Add it', which works equally well for knowledge content. 'Add it' is available to publishers as a button in the top menu bar and also as a separate Teams app. It provides a consistent and easy way to create content with a wizard-like workflow.

Publishers first select in which 'Workspace' they want to create their content (more about Workspaces in Scenario 8). Then they confirm the content type, for instance a news article, select a preconfigured template, then specify the metadata and security options for the content. After completing this workflow, publishers are redirected to the standard SharePoint editing environment where they will add content to the page and customise the layout (if the template has been setup to allow this). By using Add It, publishers ensure their content is organised and governed according to the organisation's requirements. This also ensures that it is optimised to be displayed in Atlas's search driven web parts as targeted or personalised content.

Atlas offers a variety of web parts to display news articles on the homepage and elsewhere. A 'Spotlight' web part allows communicators to manage a carrousel with corporate news stories, while employees can set up a personalised 'My News' feed by opting into selected tags in 'My Preferences' (see Scenario 1). Of particular interest to communicators is the 'HoverPoint' web part mentioned in Scenario 1, this web part adds clickable areas and navigation onto an image, creating interactive diagrams and process flows. It can be used as an overlay on maps, plans, process diagrams or photos of products. It's a versatile feature that will be useful in many situations, for instance by providing an interactive overlay with health and safety instructions, as illustrated in the screenshot.



The 'Add It' tool consists of a workflow that guides content creators through a structured set of screens.

While communicators will appreciate the power of the 'Add it' publishing tool, other areas of this scenario are less well served. For news scheduling and management, the product does not offer any built-in capabilities and relies instead on existing SharePoint features and on PowerAutomate to build workflows where required. This may be a suitable approach for organisations that have in-house Power Platform skills, but internal comms managers and editorial teams will miss features such as an editorial calendar or Kanban board; ClearPeople say that an editorial calendar is on the product roadmap. Multichannel publishing also relies on the standard SharePoint functionality in this area, which is not very strong. There is a newsletter feature within SharePoint, but no features for employee advocacy or integration with digital signage screens.

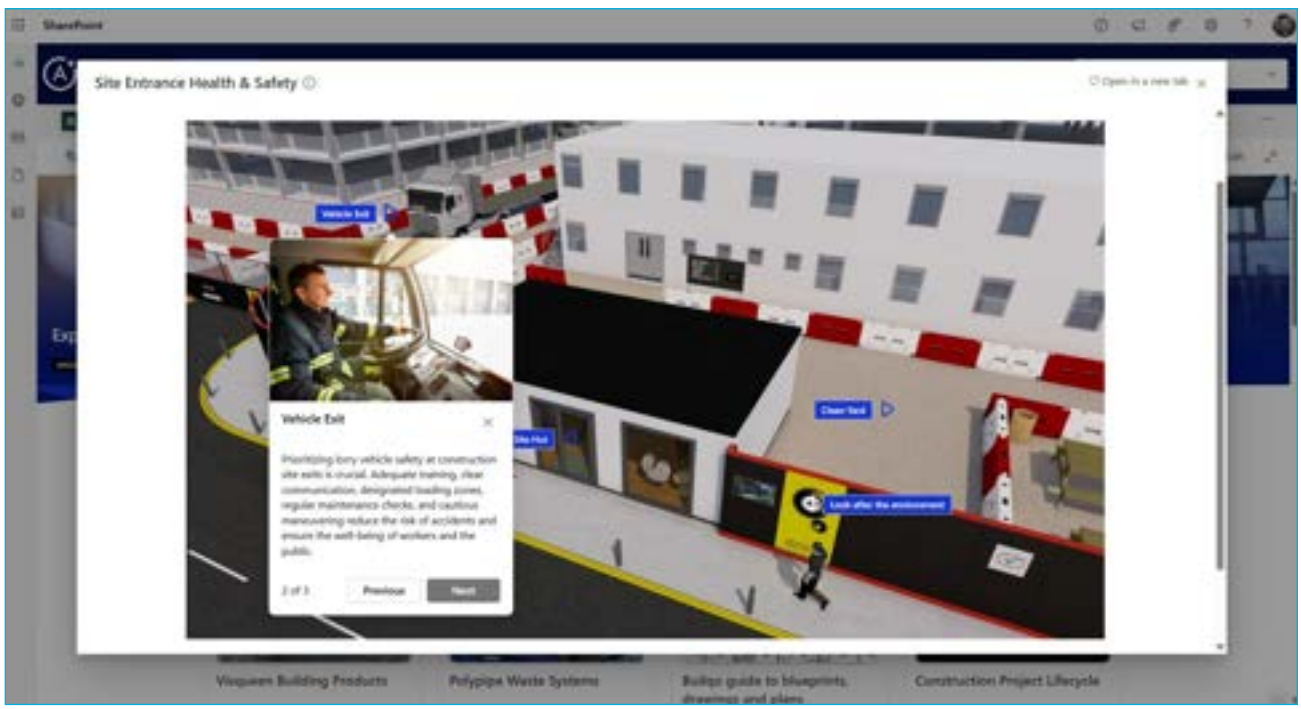
Atlas does not include specific functionality to manage communication campaigns, but the tagging and reporting features could be used to track related news stories and follow up on performance. Alternatively, ClearPeople say that some of their customers use Viva Amplify for campaign management. Viva Amplify is discussed as part of the SharePoint and Viva product review; it may come at an additional cost depending on the type of Microsoft licences deployed in your organisation.

Analytics around communication is available through a set of tyGraph dashboards (more about tyGraph in Scenario 8). There is a 'Content Engagement' report that gives a useful overview of activity and interaction with news articles, with the option to drill down for details. We like the 'author streaks league' metric that lists the most prolific content publishers; we can see how this could be used as a gamification element to encourage people across the business to contribute more. Another report that's relevant for communicators and content contributors alike is the 'Metadata Engagement' dashboard, showing the most often used and accessed tags.

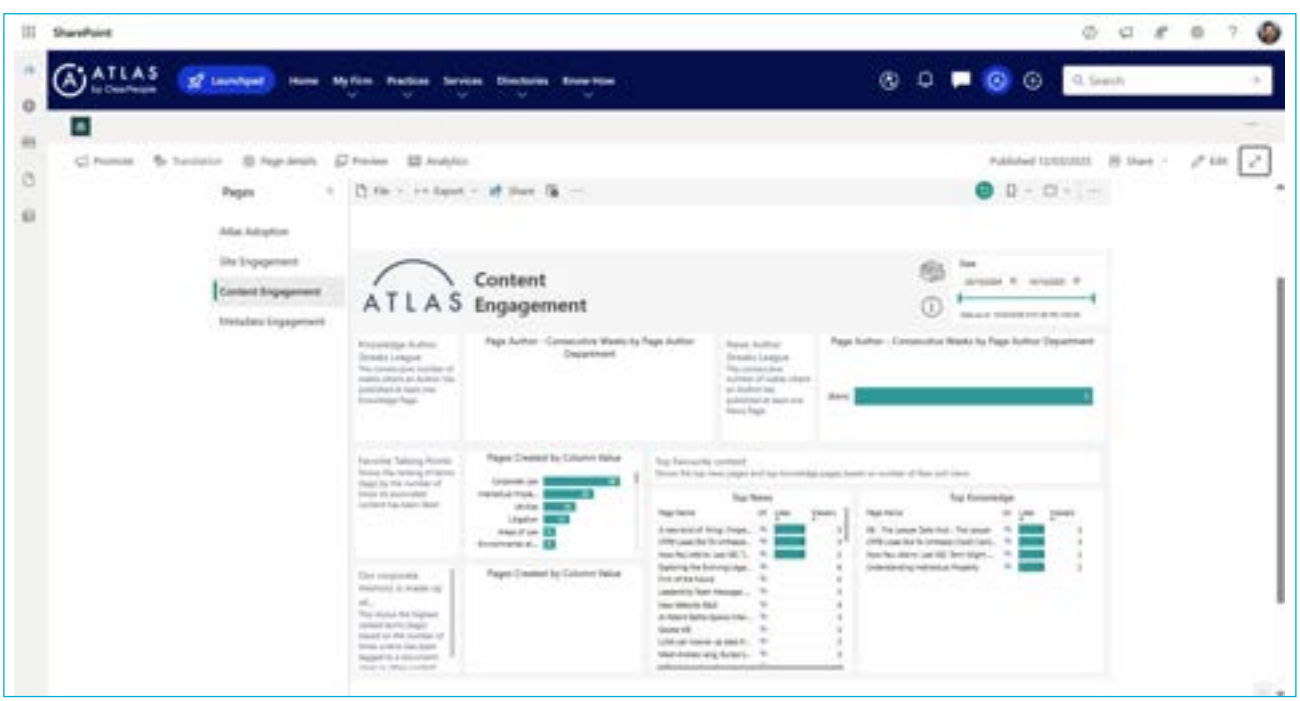
While there is a lot of useful information in the dashboards, the user interface is not immediately intuitive, and the layout is dense with information. We believe the product would benefit from some more simplified views that focus on the needs of communicators. For instance, a report that shows the effectiveness of a communication campaign using a common tag would be a useful addition. For larger organisations that have tyGraph and PowerBI skills in-house, this will be less of

an issue, since all the data is readily available in tyGraph and custom reports can be created.

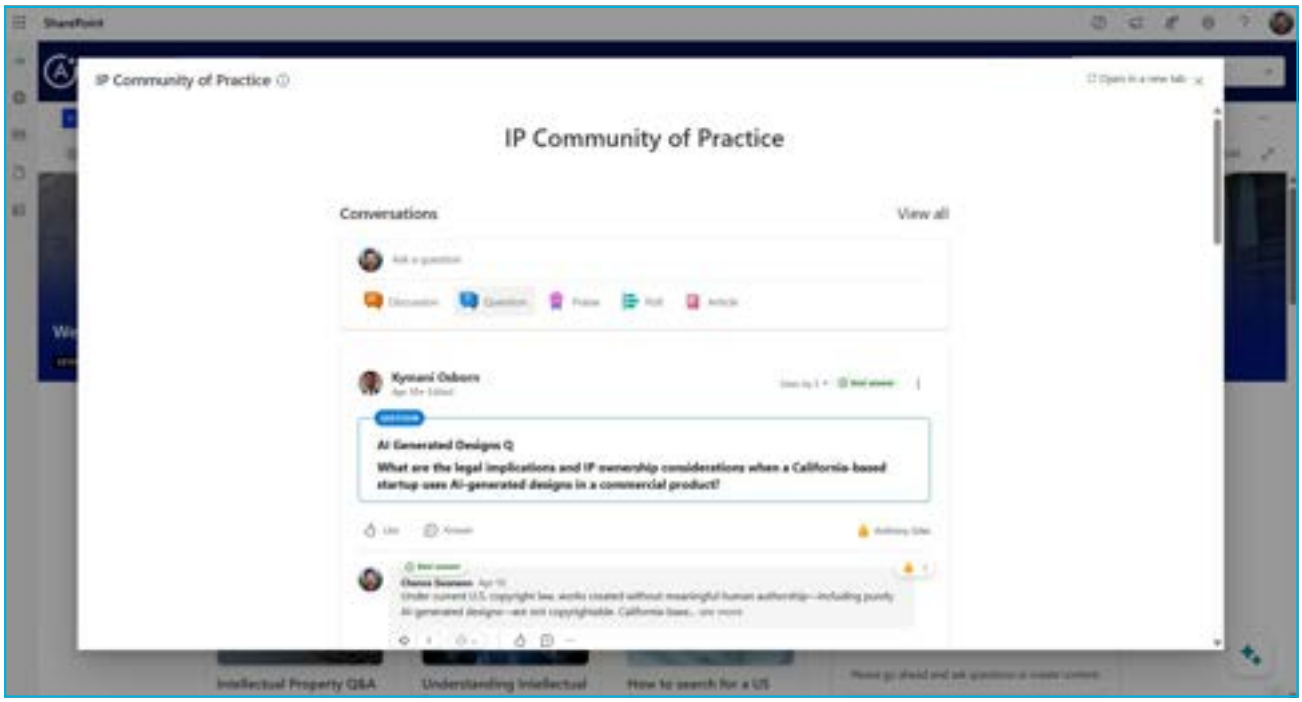
Overall, this scenario is not where Atlas's strength lies, and the features for internal communicators are not as rich as in other products in this report. Depending on their needs, organisations will have to rely on other products in the Microsoft ecosystem, such as PowerAutomate and Viva Amplify, to bridge the gaps.



. ***The HoverPoint web part adds clickable hotspots to an image, creating an interactive experience.***



The content engagement dashboard is one of several useful overivews of activity and interaction with news articles and other content types.



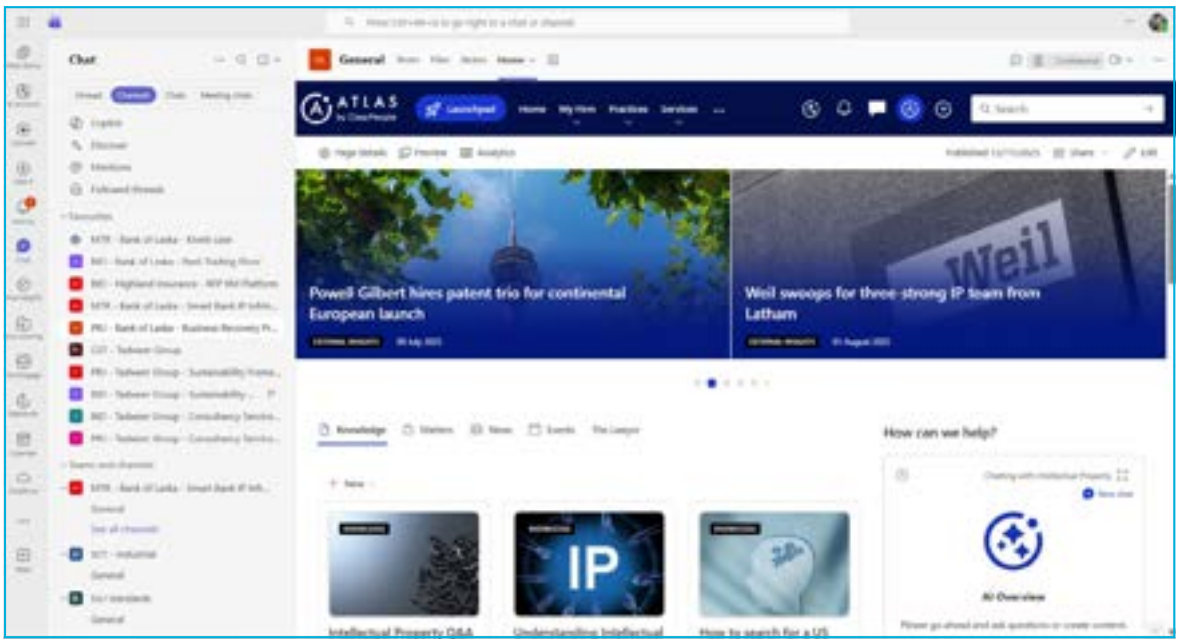
Conversations in Viva Engage are integrated into a community of practice within Atlas and prominently displayed in a pop-up window.

Atlas delivers community and engagement features mainly through the standard functionality available in SharePoint, Teams and Viva Engage, rather than compete with Microsoft by duplicating features. There are good levels of integration though between Microsoft's products and the Atlas user interface, making the employee experience smooth and intuitive. For instance, a community of practice area can be setup using relevant Atlas web parts, including a Viva Engage community that is prominently displayed in a modal window, as illustrated in the screenshot. There is also a strong integration with Teams that focuses mainly on business collaboration (see Scenario 4 for details).

Social reactions to news articles are limited to what SharePoint provides out-of-the-box, which is fairly basic. Atlas web parts will optionally show likes, comments and view counts, giving some limited visibility of social reactions, although this area of the product is less strong compared to other products in this report.

Atlas does include a useful feedback feature, in the form of a feedback button in the top navigation bar that opens a simple dialog box. Employees can pick a feedback category such as 'continuous improvement ideas' and provide their input for review by a platform owner or admin. There is also an Atlas-specific web part for quick polls, with the usual features to ask a question, display the answers in a visually attractive way, and collect results in a CSV file. Alternatively, a richer questionnaire can always be created in Microsoft Forms and then integrated into the Launchpad area; more about Launchpad in Scenario 4.

There are no specific features to support employee engagement, but other functionality can be used creatively to build attractive and useful content pages. Onboarding is one example where Atlas can target specific content to all recent hires based on a dynamic group in Entra ID. Another example is the 'Atlas Learning & Development Hub', where different learning paths are easy to customise based on the metadata that underpins all content in Atlas. Using an employee's location, department, and field of expertise, relevant training modules will be proposed.



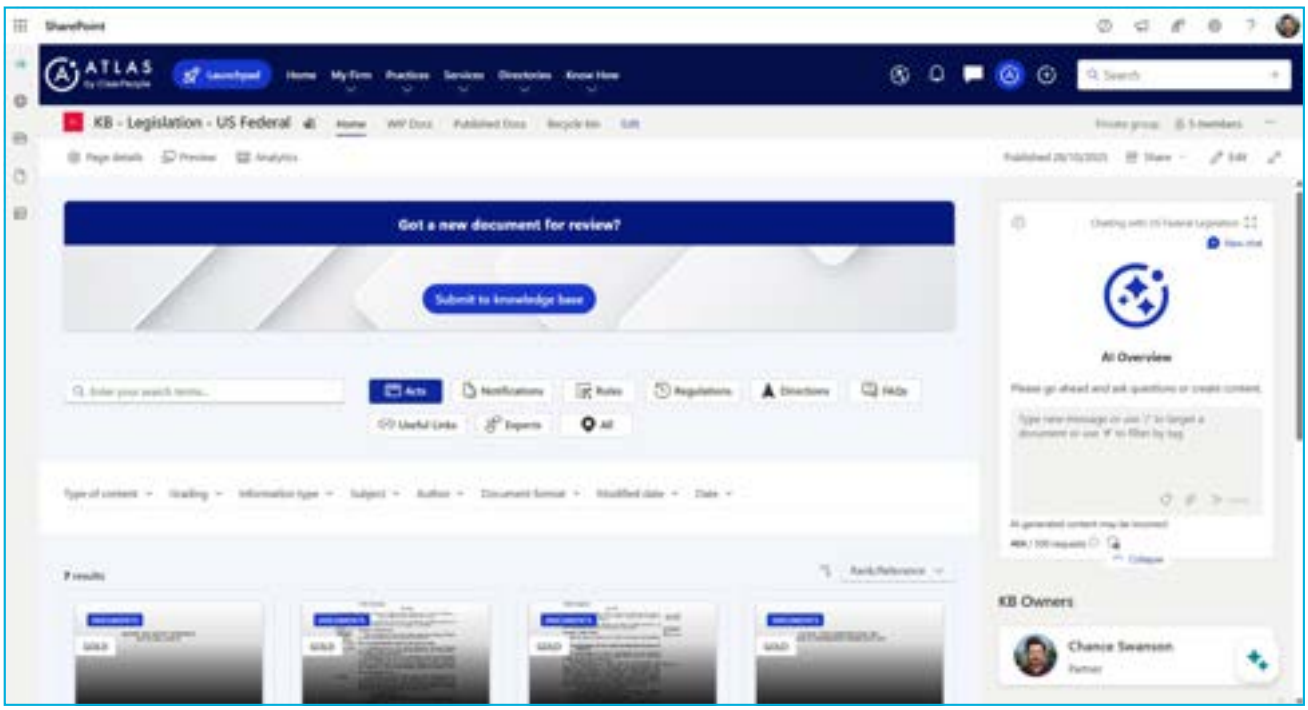
When using Atlas in Teams, relevant Atlas content is displayed within the corresponding Teams channel.

In keeping with Atlas's focus on structured content and search, most of the product's integrations are designed to extend these capabilities to third-party sources. Atlas works with both SharePoint search and the wider Microsoft Search, including any Microsoft Graph connectors to third-party systems such as Zendesk or ServiceNow. Additionally, ClearPeople have partnered with BA Insight, an enterprise search company, to offer additional connector services through their SmartHub tool. In this way, documents and other information from these connected services can be brought directly into Atlas. Given ClearPeople's focus on customers in professional services, supported systems include products such as iManage (document management), InterAction (CRM) and Aderant (billing software).

While not the focus of the product, direct access to third-party applications from within Atlas is supported in a few simple ways. A 'Launchpad' button sits prominently in the top navigation bar and displays a configurable list of icons that are audience targeted and take employees to the corresponding application. Notifications coming from external systems are not integrated out-of-the-box, but ClearPeople say that this can be easily implemented using the SharePoint API to place these notifications in the same SharePoint list as the native Atlas notifications.

Atlas does not include web parts to complete tasks in third-party systems. Instead, they include a 'script editor' web part which acts as a container for scripts that are custom built by ClearPeople's technology partners. We were shown a simple example of an interactive stock chart to illustrate the potential. Alternatively, PowerAutomate is available and will be able to address many needs in this area, albeit with some investment in time and effort.

Integration with Microsoft products is strong, as one might expect from a product that runs on top of SharePoint. We especially like the integration with Teams, where employees can collaborate within a Teams channel that is directly linked to an area in Atlas. This tight integration is set up by creating a 'Workspace' using 'ConneX' (see Scenario 8) and is central to ClearPeople's philosophy for the product. Workspaces bring an additional layer of structure and governance to Atlas's integrations with the Microsoft 365 ecosystem that we haven't seen in most other products.

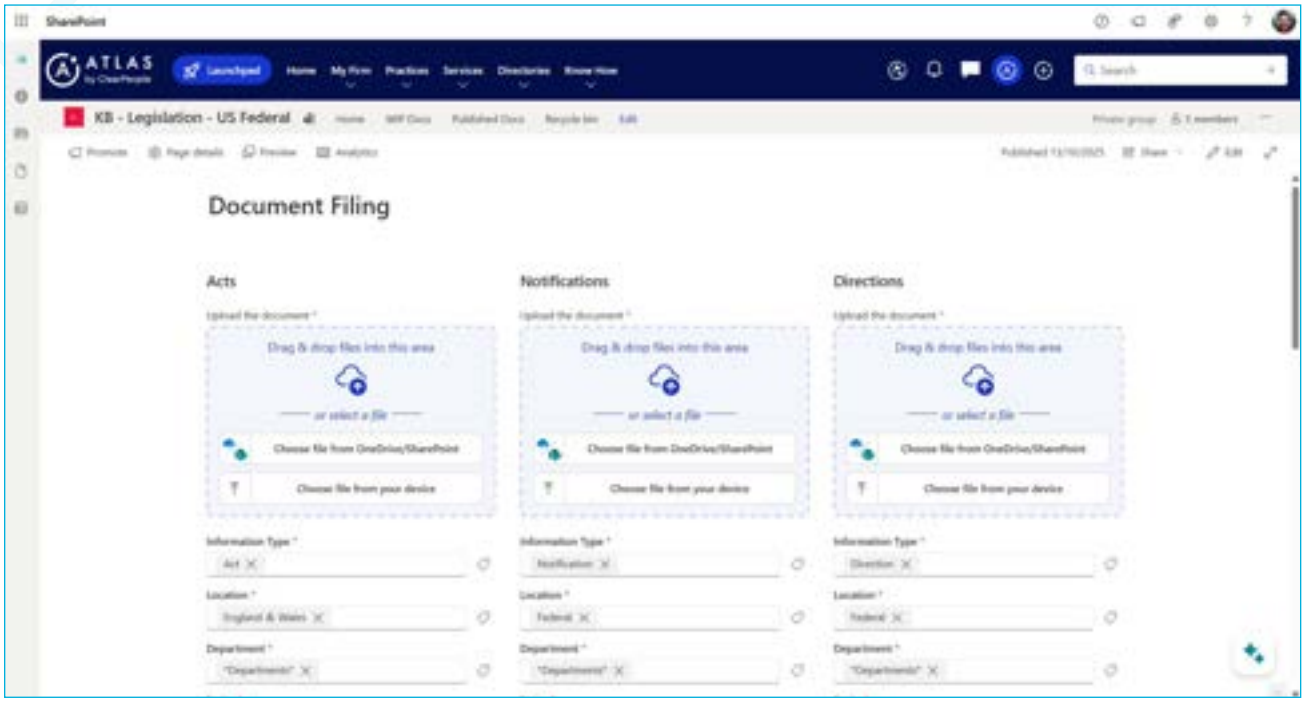


Atlas's Knowledge Base template includes an upload feature, various filtering options, and a domain-specific AI assistant.

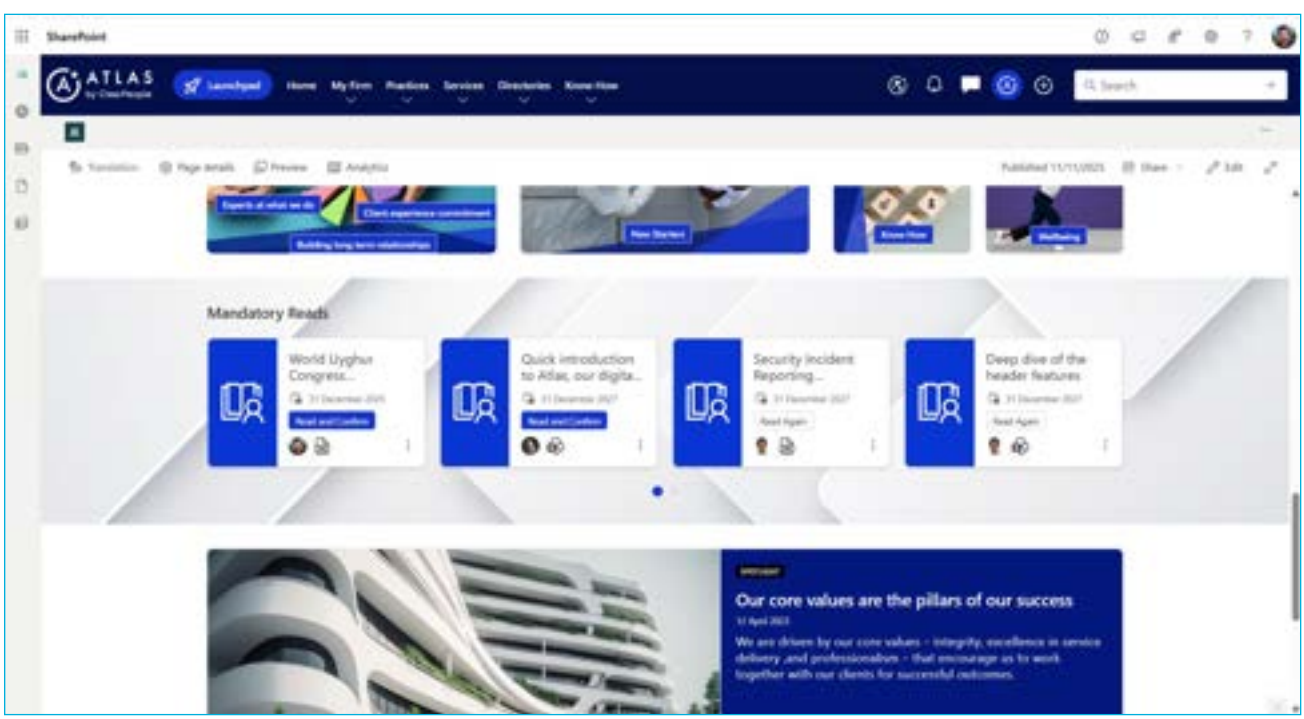
Organising knowledge and reference material is at the core of Atlas's functionality, so it's no surprise that this is a scenario where the product excels. Central to the employee experience is a configurable template for setting up knowledge bases. This template includes a number of web parts to access, search and filter for specific knowledge items, and it also comes with a domain-specific AI assistant that has been configured to use only relevant data sources (more on configuring AI assistants in Scenario 8).

Adding content to the knowledge base can be done using the 'Add It' tool that was discussed in Scenario 2, but there is also a well-designed feature to upload documents and add appropriate metadata to them. This will then kick off an optional approval workflow whereby a senior knowledge manager reviews and approves the uploaded content. We were impressed to see the richness of functionality that has been implemented in a user interface which remains intuitive even for occasional users. Behind the scenes, the document will be stored in SharePoint, but the complexity of dealing with SharePoint pages, folders and libraries is completely hidden from the end user.

Atlas includes mechanisms to deliver operational updates or important communications to employees, either through the notifications discussed in Scenario 1, or through a 'Mandatory Read' feature. A targeted web part can be placed prominently on the homepage, or on any other departmental page, and will show the relevant documents or other content items. Reporting is available through a simple but useful Mandatory Reads report, where managers can track progress and send reminders.



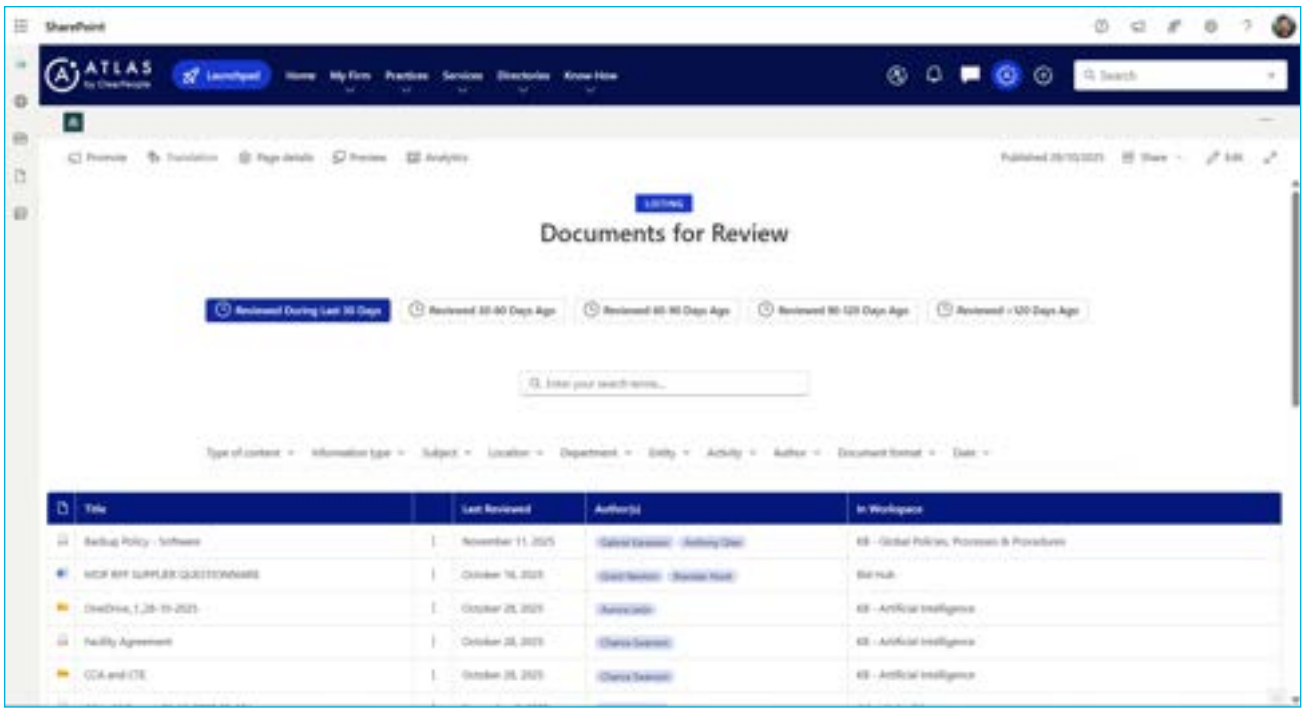
An intuitive user interface allows contributors to upload new content items and immediately apply relevant metadata.



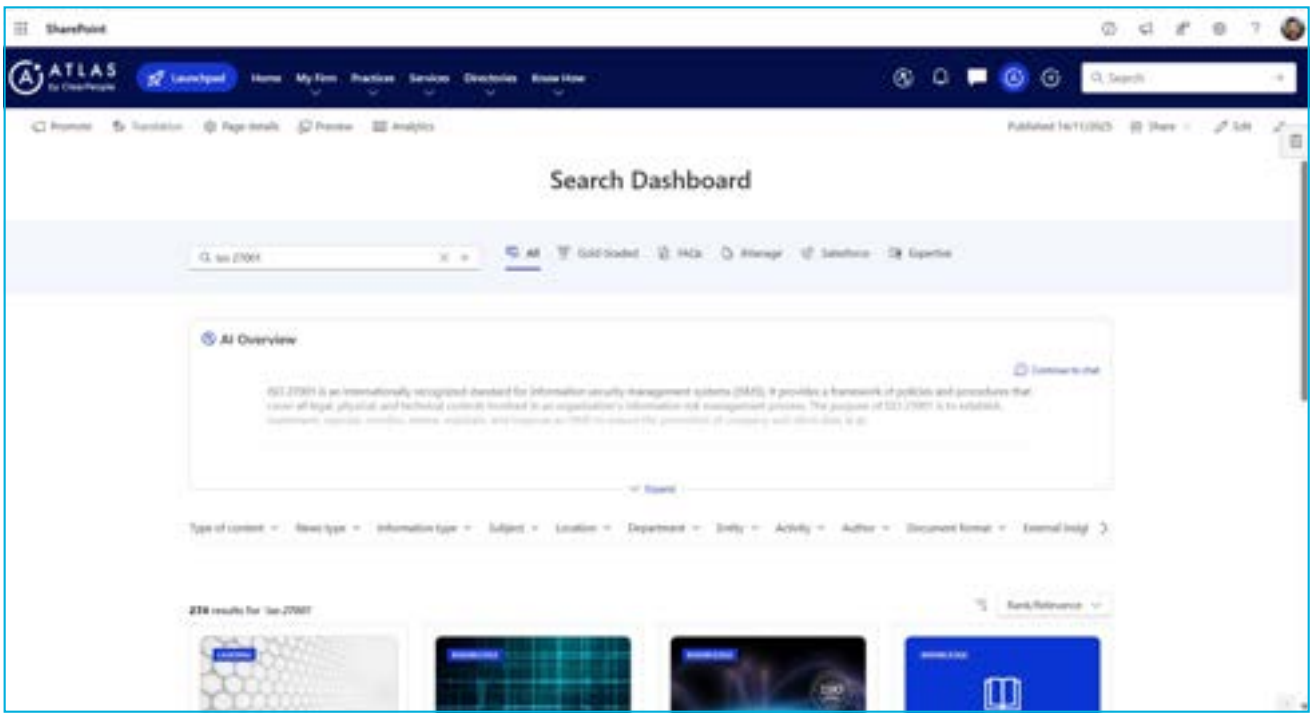
The 'Mandatory Reads' web part can be placed on any page and displays targeted content items for employees to read and confirm.

Managing content throughout its life cycle is well supported in Atlas and relies again on the extensive metadata associated with each content item. A 'Documents for Review' report allows any content contributor or owner to review content status and take appropriate action. Extensive filtering capabilities, just like on the standard search results page (see Scenario 6), are available to drill down further. Workflows can be used to automate some of the process steps, for instance to automatically send notifications to authors that have content past its review date. There is no built-in workflow to make bulk changes though, such as replacing an author by their successor. Overall, we like the available functionality but feel that it could be brought to the next level by thoughtful use of AI agents, for instance to detect missing items, authors who have left, or to recommend improvements.

Just like for news articles and communications, analytics for knowledge content and reference documents is available in tyGraph. Similar dashboards as described in Scenario 2 are available to analyse interaction with content. As we already noted in Scenario 2, dashboard layouts and tyGraph's functionality in general can feel overwhelming to novice or infrequent users. Large organisations that have in-house tyGraph and PowerBI skills will appreciate the richness of the available data and the flexibility to build custom dashboards. We were shown an example of a custom dashboard that collects detailed information about employees' activity within Atlas, such as the number of newly created knowledge items over a period of time. We can see how this information could be used as part of an incentive scheme to reward those employees that actively contribute to the quality of the knowledge system.



'Documents for Review' is a simple but useful report to track the review date of content items and take appropriate action.



The Atlas Search Dashboard presents search results in a tile-based layout, including an AI-generated overview and filtering options.

The search experience leverages the full extent of the strong metadata and taxonomy foundations that underpin all content in Atlas. Together with rich AI functionality for finding information, these features are among the most powerful we've seen in this report.

A traditional search box sits prominently in the top navigation bar and opens as a list of categorised buttons, offering different ways to refine and scope a query. This dropdown menu is larger and more complex than most would expect as an entry point to search, but we can see how it will help experienced knowledge workers to find content quickly.

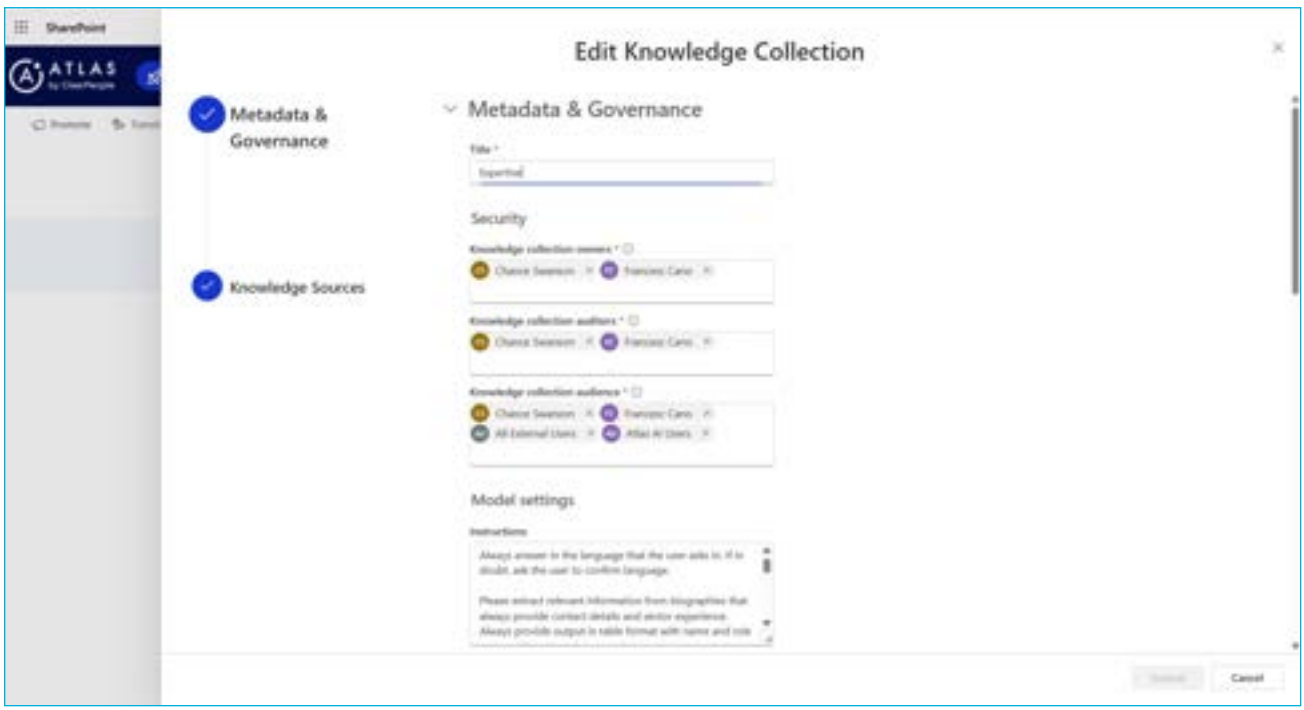
The search results page, called 'Search Dashboard' in Atlas, presents matching content items in layouts that will be different depending on the type of content searched. We particularly liked the tile-based layout that includes a preview function when hovering over the tile. An AI summary is presented at the top, with an option to expand the answer or to move into a chatbot interface. Filtering options for drilling down further are plentiful and will leverage the predefined metadata categories such as content type, author, location or department.

As an alternative to search, information in Atlas can also be found using the integrated AI assistant, which is accessed from the top navigation bar or as a separate app in Teams. Atlas's AI implementation is based on Microsoft Azure OpenAI, but the assistant can be replaced by Copilot for those organisations that have invested in Copilot licences. Employees can ask natural language questions and will be presented with answers that include links to the sources used by the LLM. A key feature that we found particularly powerful is the possibility for end users to set a narrower scope for the AI engine by selecting a 'Knowledge Collection'. This is conceptually similar to a custom GPT and will use preconfigured instructions and data sources to influence the answers; see Scenario 8 for details about how to set up Knowledge Collections.

Other features supported by the AI assistant include an option to review and remove content sources if required, or to directly use Atlas's metadata as part of a query. These are features that knowledge-heavy organisations such as professional services firms will appreciate, and go well beyond the current capabilities of Microsoft Copilot. ClearPeople say that they are planning to integrate their AI assistant into Microsoft Office applications, including Outlook, which is planned to be available by early 2026.

Atlas extends the reach of its information finding features to content repositories well beyond its own. As already mentioned in Scenario 4, the product integrates with Microsoft connectors through the Microsoft Graph, and uses SmartHub from BA Insight to include a range of additional content sources. Search results from these additional systems are presented alongside Atlas's own, and filters can be used to zoom in on a particular source. The AI assistant can be configured to optionally include information from specific applications such as Salesforce or iManage to create its answers.

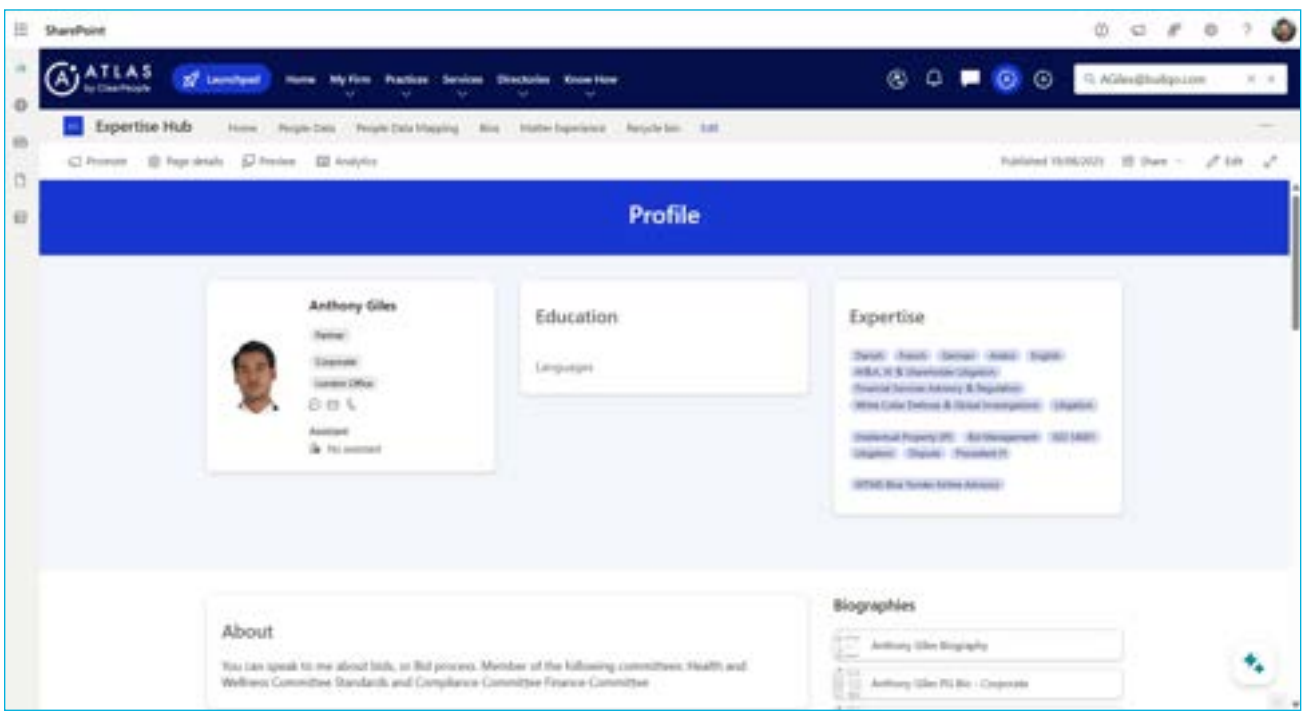
The people directory within Atlas has an engaging visual interface that takes full advantage of available metadata, and is particularly helpful as an expertise finder. Options to filter by department, location and title can be extended to include attributes like specialist skills. The search results are displayed in attractive cards that can be kept to simple headline information or extended to include additional profile information. Alternatively, employees can also use the AI assistant to look for people with a specific expertise, or rely on the AI overview in the Search Dashboard to generate a list of matching profiles. Overall, the people directory is a nice example of how Atlas delivers rich and powerful functionality through an intuitive user interface.



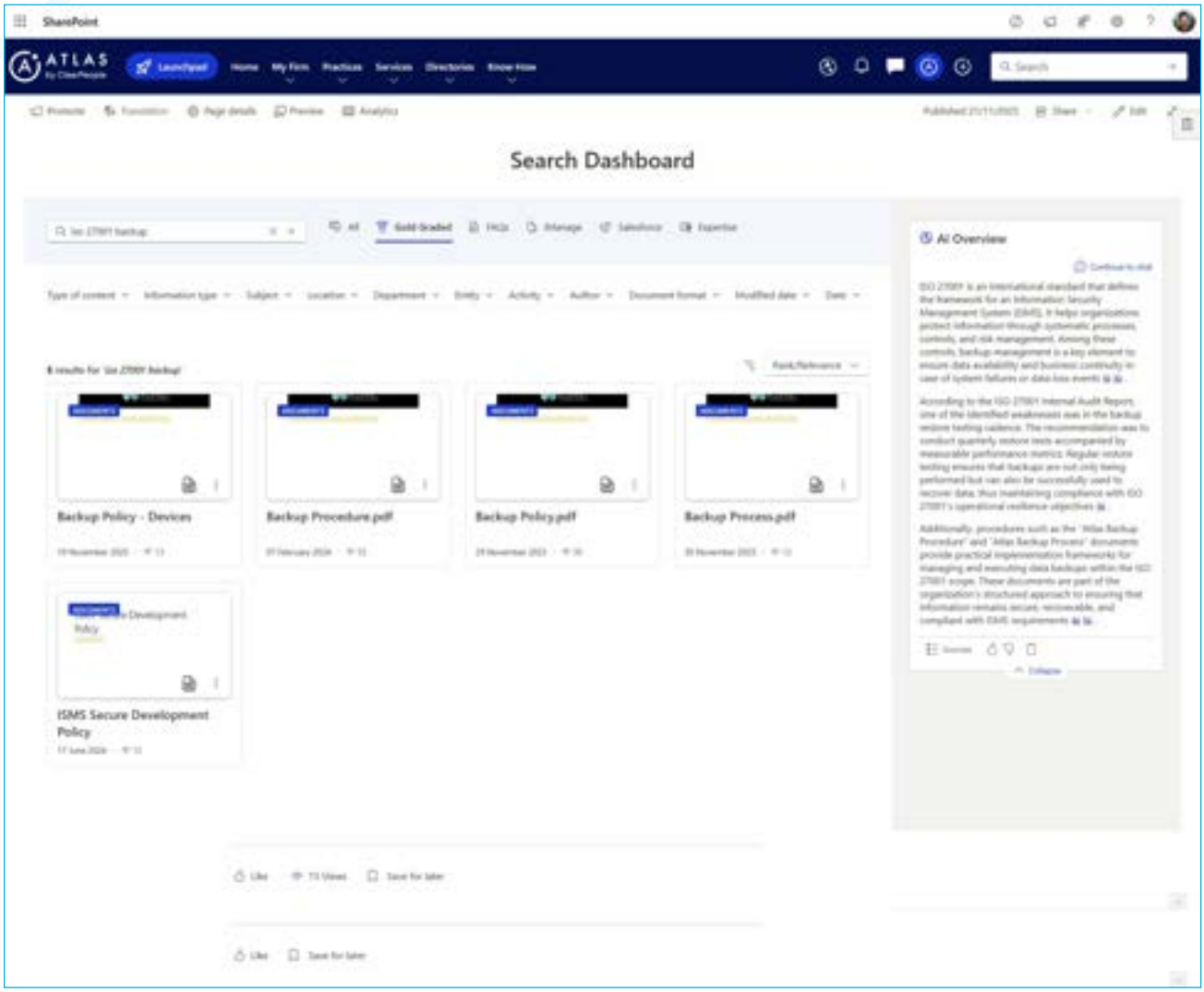
Knowledge Collections narrow the scope of the AI assistant by restricting the data sources and adding preconfigured instructions.

Authorised search or knowledge managers can promote content as 'gold graded' to ensure they're highlighted as official or most authoritative content. This is similar to promoted results, also called 'bookmarks' by Microsoft, but Atlas's feature gives more flexibility to people across the business to give specific content items a 'gold' status. Even so, it would be useful to optionally also show the Microsoft bookmarks, which is one of the requests in the 'Voice of the Customer' section. There are also options to add FAQs which will appear as highlighted content, along with people matches, to the side of the main search results.

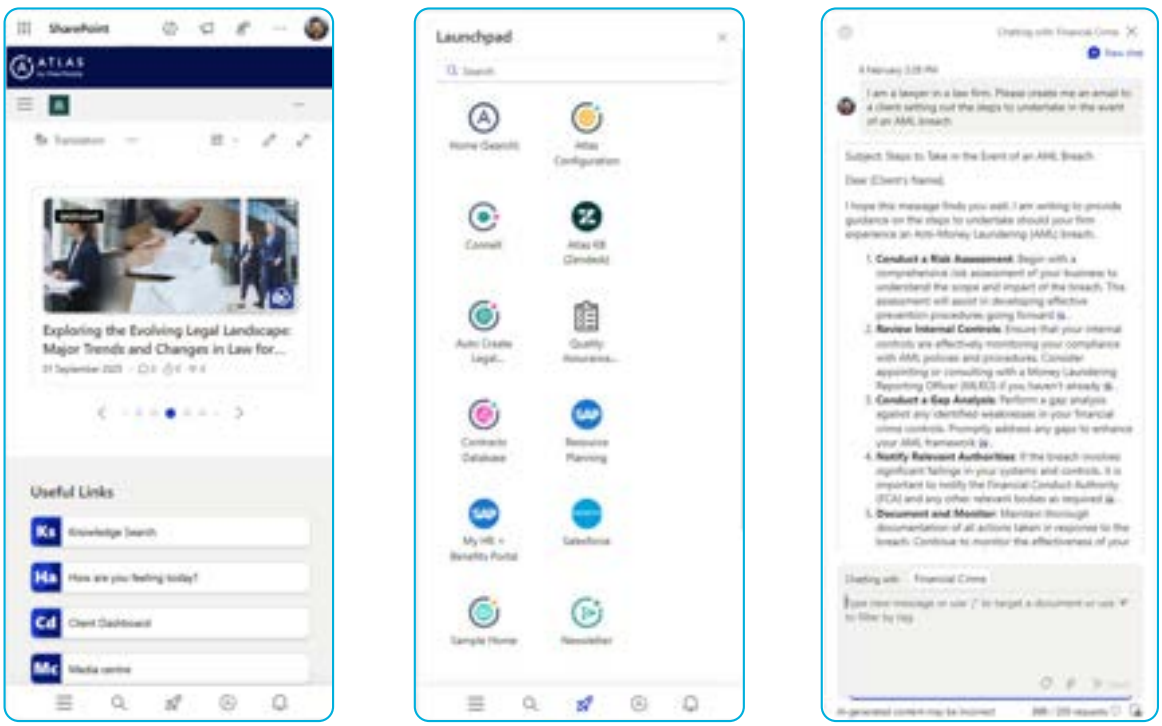
Search analytics are presented in a dedicated 'Search Dashboard' within tyGraph (see Scenario 8 for more). This dashboard offers useful functionality about most common search terms and associated pages. It offers little over the standard SharePoint search analytics, but the benefit is that it puts all the data into tyGraph, so custom dashboards can be built if needed.



The profile page brings relevant employee information from different sources together on one page.



Knowledge managers can assign a 'gold graded' label to authoritative documents, which end users will find using a filter next to the search box.



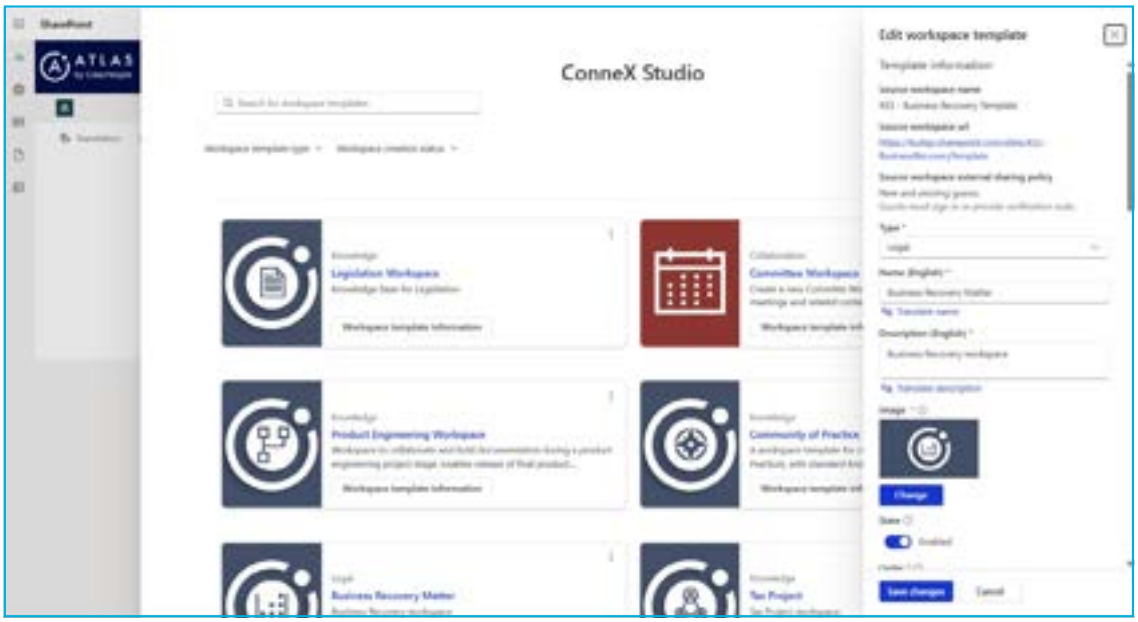
Atlas functionality such as Useful Links, the Launchpad, and the AI assistant work well on mobile, either in a web browser or in the SharePoint or Teams app.

Although Atlas works well as a responsive site in a mobile browser, ClearPeople say users mainly access it through the Teams or SharePoint mobile app, or as a web app delivered through device management systems such as Intune. Using Atlas within Teams has the advantage that it leverages whatever authentication mechanism has been setup for using Teams and gaining access to the organisation's M365 environment. Note that, being M365 based, all users will require at least a SharePoint license and an Entra ID login to enrol, making it less versatile for frontline workers than some other options in this report.

All the Atlas web parts, including the search features and the AI assistant, work well on smaller screens. Atlas improves on SharePoint navigation for mobile users by adding a clear cascading menu system, which works well with touch screens. Items in the Launchpad menu (see Scenario 4) can be set to appear on desktop only, simplifying the mobile navigation where some applications may not be needed or supported on mobile. Other parts of the menu are audience targeted, so provided that a group for all mobile workers has been created, users will see a reduced menu.

There are some thoughtful enhancements for mobile workers. The 'Add It' web part makes it easy to contribute to Workspaces on the go without navigating to them first. Even annotations to a procedure page can be fed back in this way from a mobile device. ClearPeople say that the HoverPoint feature (see Scenario 2) is often used in the context of frontline workers, and we agree that this versatile web part can work well in many use cases, especially on tablets. An example of adding safety instructions on an interactive map is explained in Scenario 2.

Overall, we think that the absence of a native app and the need for F1 or similar licences that include SharePoint will be a consideration for organisations with a large proportion of frontline workers. On the other hand, we found the user experience of the responsive site intuitive and fully functional, and the integration into the Teams app will feel natural for those users familiar with Teams.



ConneX Studio is a powerful tool for creating templates for the provisioning of new Workspaces.

Admins have several powerful tools for templating and provisioning 'Workspaces', which are structured content and collaboration areas using a combination of SharePoint sites, Teams channels and managed metadata. Site-wide admins create Workspace templates using a straightforward form-based interface in ConneX Studio. Default metadata can be set and will be automatically applied to all content in the Workspace. There is also an option to set default owners, members, and visitor groups, as well as sensitivity labels and access permissions.

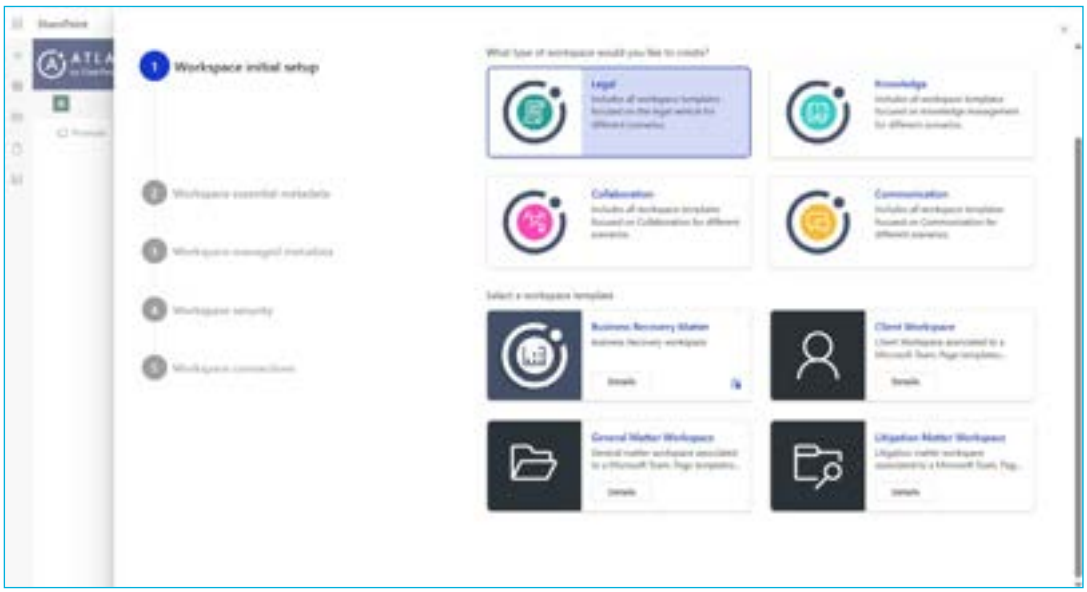
These templates are then made available through a ConneX Dashboard, which gives an overview of existing Workspaces and has a button to create a new one. Creating a new Workspace can also be done through the product's API from another system or process flow, such as creating a Bid Workspace for each new Salesforce opportunity. For organisations that already have many SharePoint sites, we like the feature to 'Atlasify' these, meaning that an Atlas template will be applied and the documents in the site will get the default metadata from the template. This is very useful solution for organisations that wish to deploy Atlas into an existing environment of SharePoint sites.

Another key admin tool is the Intelligent Knowledge Studio, Atlas's AI orchestration tool that underpins the AI assistant features (see Scenario 6). The tool allows admins to create and manage data sources combined with LLM instructions for driving answers to user prompts and search queries, called 'Knowledge Collections'. Examples include company-wide collections such as 'Expertise' or 'Policies and Procedures' but also specific collections about a particular business area such as 'Business Development'. Similar to custom GPTs, admins can select specific content to be used or not used by the LLM, and this content can also come from integrated systems such as Salesforce or iManage (see Scenario 4). User permissions are respected; when creating an answer, the AI system will not use information to which the end user does not have access. There is also the possibility to provide instruction prompts and to choose between the different types of LLM available in Azure OpenAI.

While ConneX Studio and Intelligent Knowledge Studio are powerful, they are also feature-

rich and complex. To get the best out of their capabilities, ClearPeople spend time with clients, running workshops on information architecture and taxonomy, configuring templates and setting up sample Knowledge Collections. Still, some customers are asking for a more structured training program to get people started that are new to the role, which we think ClearPeople should consider. The complexity of identifying and implementing a complete and useful taxonomy shouldn't be underestimated, but once this structure is in place, classifying, organising, and finding information becomes near effortless. ClearPeople say that their ambition is to provide Enterprise-grade information management and AI for generating precise answers, and we can see how the available tools deliver on that promise.

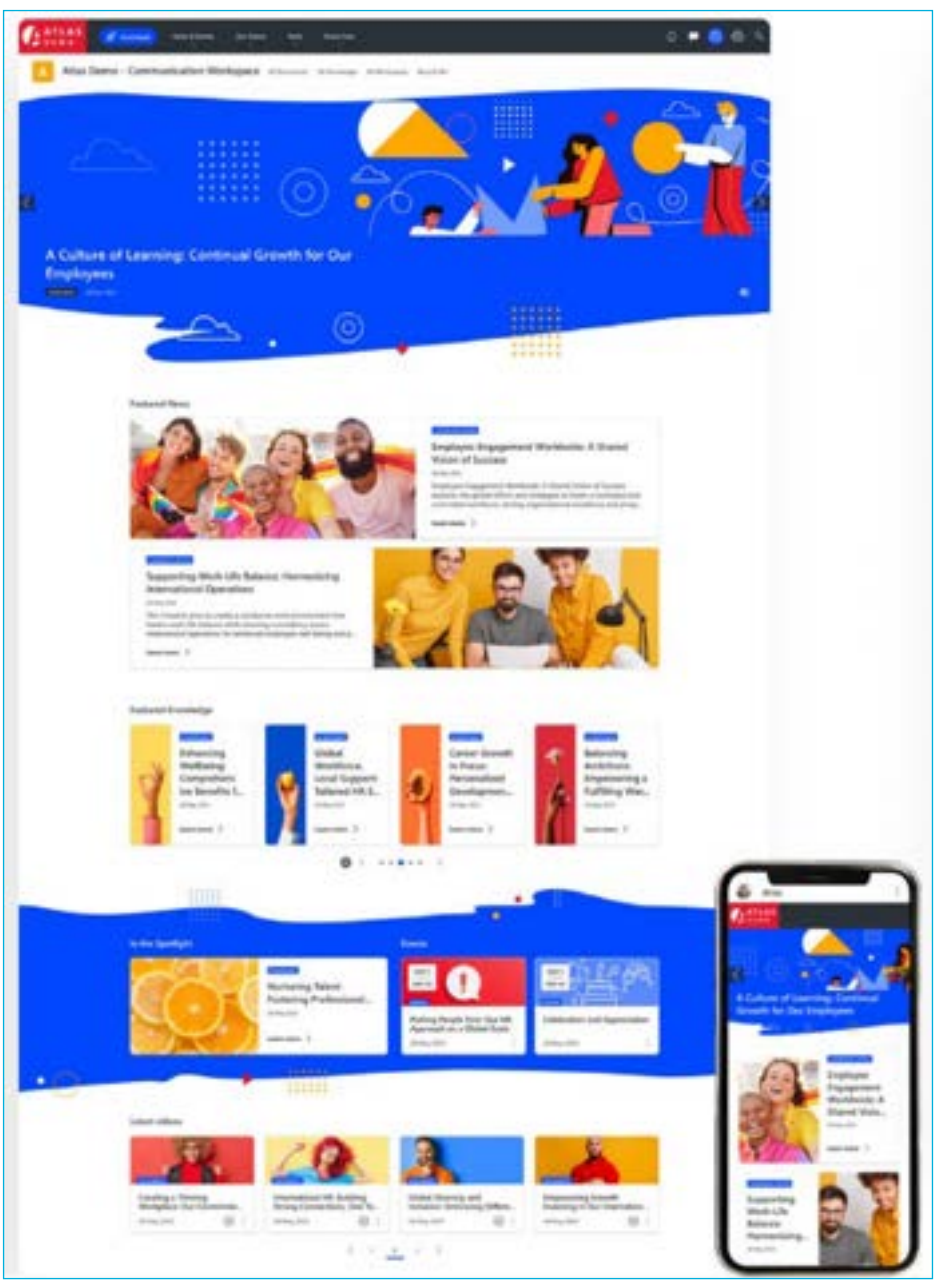
Existing SharePoint sites can be 'Atlasified' by applying an Atlas template together with a set of managed metadata.



From the ConneX Dashboard, authorised users can create a new workspace by applying a predefined template.

Laying out pages relies on the standard SharePoint editor, where Atlas enriches the available set of web parts with its own. Navigation improves on SharePoint's approach for hub sites, by providing a single navigation menu with items that are security-trimmed and can be audience targeted. The menu may either be configured as a top-level mega menu or as a cascading menu on the left side of the screen, and management of the menu is handled in the SharePoint Term Store. This all works fine, although support for images in the menu would make it visually more attractive.

Branding capabilities build on the SharePoint brand centre and allow site managers to create visually attractive headers. Atlas has its own Look Book with examples for inspiration. Various options are also available to style Atlas web parts and create a distinctive look and feel.

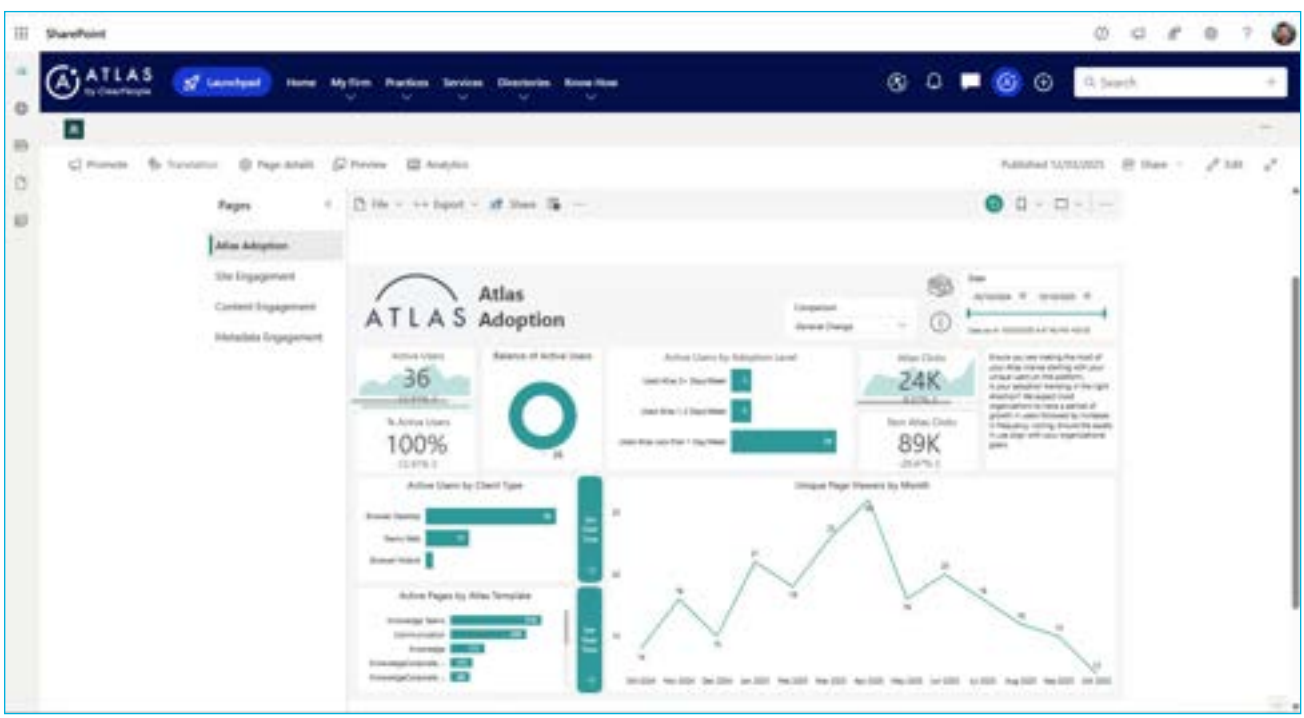


Inspiration for designing attractive intranet sites is provided in the Atlas Look Book.

SharePoint only comes with a limited set of native analytics reports. To provide its customers with a much richer set of analytics reports, Atlas integrates with tyGraph, a third-party product from AvePoint. The required tyGraph licence has been included in the pricing provided. This is a SaaS product and involves data being stored in the tyGraph data warehouse, so may require additional due diligence.

Organisations will need a PowerBI licence to access and use tyGraph, but the tool contains an extensive and detailed set of reports designed to highlight platform adoption, content engagement, content usage and page performance. Several Atlas-specific dashboards have been created and ship with the product, such as an Atlas platform adoption dashboard. Organisations that have tyGraph and Power BI skills can take advantage of the rich set of data points that tyGraph stores in its database to create custom reports for specific needs.

Overall, we find that the platform management and administration tools are very powerful and geared towards large organisations that want to deploy Atlas at scale. However, to get the full benefits of Atlas, companies will face a learning curve and will have to invest time across the business and IT to agree an underlying information architecture.



A platform adoption dashboard, built using tyGraph and Power BI, is included in the standard Atlas product.

THINGS TO BEAR IN MIND

Atlas isn't, and doesn't try to be, a traditional communications intranet. In many areas it relies entirely on SharePoint, staying clear of interfering with the default Microsoft functionality, and instead focusing its efforts on adding value through information management. This is a conscious choice and should not be an issue if you're comfortable with the way Microsoft 365 provides these capabilities or if you're happy to use Microsoft Viva products such as Engage and Amplify. Likewise, to get the most out of Atlas, Power Platform and PowerBI skills will help you to address any specific workflow or reporting needs that are not catered for out-of-the-box.

The area where Atlas excels is in structured information management as the basis for delivering the right content to the right audiences. The prerequisite for Atlas being successful in an organisation is to identify and implement a company-wide information architecture and taxonomy, a task that should not be underestimated. ClearPeople will help with training and workshops as part of the implementation process, but significant time and effort will also be required from in-house staff to manage the process. Some customers are asking for a more structured training programme to get people started that are new to the role and to the tool. Admin tools within Atlas are powerful but also complex, so there will be a learning curve before organisations can reap the full benefits.

It's also worth noting that Atlas is at the higher end of the pricing in this report. While it only requires the most basic M365 licence to function, some of the features described in this review require additional Microsoft products that may or may not be covered by current licenses. Included in the price quoted for this report are also premium Atlas modules such as Connex Studio and the AI orchestration tool Atlas Fuse. Organisations that decide not to invest in these premium tools will see some reduction in the price point.

Why choose this product

For organisations looking to invest in information management and resolve problems such as site sprawl or multiple poorly organised document repositories, Atlas builds on Microsoft's capabilities to provide a rich and capable solution. The product's features take the effort away from employees by automating tagging and simplifying knowledge curation. Any business with plans to further exploit their collective knowledge, through the implementation of AI tools or otherwise, will find a great deal to like about the Atlas solution. Knowledge-heavy organisations will particularly appreciate how Atlas delivers Enterprise-grade information management and AI capabilities to knowledge workers across the business.

You may also be interested in...

FRESH omnia Powell

Vendor roadmap

Roadmap image provided by ClearPeople.

COMPANY AND PRODUCT

Company
ClearPeople Limited

Company founded
2003

Product launched
2019

ISO 27001 certified
Yes

Data residency
N/A

Typical client size
1,000 to 5,000

Company locations
London, United Kingdom (HQ), USA, Spain

Partner locations
USA, United Kingdom & Netherlands

Customers
Clients include: Carpmaels & Ransford, Stradley Ronon, DAC Beachcroft, Munger, Tolles & Olson, Tokio Marine HCC, Wireless Logic, AlixPartners, Weightmans, Places for People, Costain. Please see their website for details.

Largest deployment so far
15,000 employees in 35 countries

Environmental / sustainability certifications
ClearPeople are ISO 14001 certified and are also certified to ISO 42001 (AI Management Standard)

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Product and technical details

Name of product

Atlas – Intelligent Knowledge Platform

Deployment

Client on-premises	Client private cloud	**Microsoft Azure**	Amazon Web Services	Vendor-hosted	**Microsoft 365 tenant**	Google Cloud	Other

Authentication supported

Entra ID	**ADFS**	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	Apple store	MDM	MAM	Other

Accessibility

WCAG 2.1 AA conformant

Document library sources integrated

Box	Dropbox	**Google Drive**	**SharePoint**	**OneDrive**	**ServiceNow**	**Other***

*iManage, NetDocuments

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	Open API available	**Other***

*BA Insight (this supports a range of search engines including Elastic)

User interface multi-language

Machine translation	**Pre-configured**	Editable	Right to left script supported	Other

Content multi-language

Machine translation for publishers	Machine translation for end users	Editable machine translation for publishers	**Manual creation for publishers**	Right to left script	**Other***

*Atlas utilises standard Microsoft services such as Syntex for document translation.

Set-up and support

Set-up process for new clients

The product is installed into the client's M365 tenant and Azure Resource Group in approximately four hours following a runbook provided by ClearPeople. This is followed by a standard implementation framework, including workshops, training etc. that is designed to be completed in approximately 14 weeks.

Product updates

Major updates every quarter.

Product update process

Customers are supplied with a package and a runbook to deploy at a time of their choosing. Initial install takes approximately 4 hours, upgrades approximately 1 hour.

Reverse-out options

All client data is retained within the M365 tenant. ClearPeople have a runbook that describes the steps to de-install Atlas from the client tenant.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only*

* UK Support Hours

User community

Both online and in person events are held at least once per quarter.

Voice of the vendor

ClearPeople Limited says: "Atlas is the go-to platform for teams that need to operationalize their knowledge assets. It connects people, content, and AI by automatically capturing, organizing, and applying knowledge at scale. With a proven 20 to 30 percent increase in AI precision, Atlas delivers trusted and contextual answers exactly when professionals need them.

Atlas reimagines how knowledge works in the age of AI. It transforms the entire knowledge lifecycle by capturing information wherever it is created, enriching it with context, and governing it with consistency. Atlas brings together content from Microsoft 365 and other enterprise systems and unifies it into a single and connected source of truth that is structured, explainable, and ready for both people and AI to use with confidence.

KM leaders choose Atlas because it is the only platform that operationalizes knowledge end to end. It also addresses a universal challenge across sectors: preserving essential expertise before it disappears through turnover or retirement.

By creating a trusted knowledge layer, Atlas gives organizations clarity and confidence in their information. It improves the quality and accuracy of AI generated responses, strengthens governance and provenance, and ensures that knowledge is consistent and reliable across the entire enterprise. Atlas turns organizational knowledge into a strategic advantage that powers stronger outcomes, continuous innovation, and greater value for your clients.

Atlas represents the next generation of knowledge productivity, where human expertise and AI work together with precision, context, and control."

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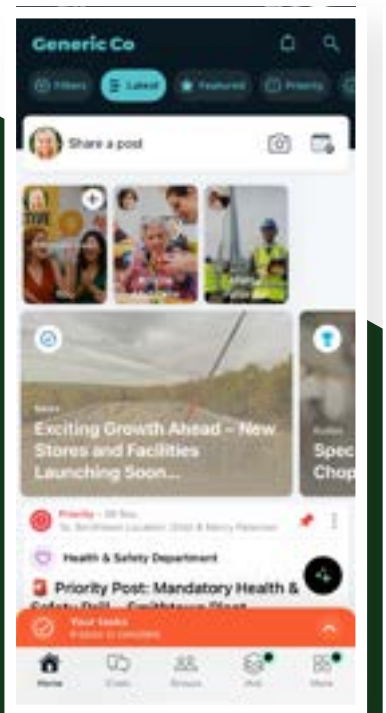
Blink.

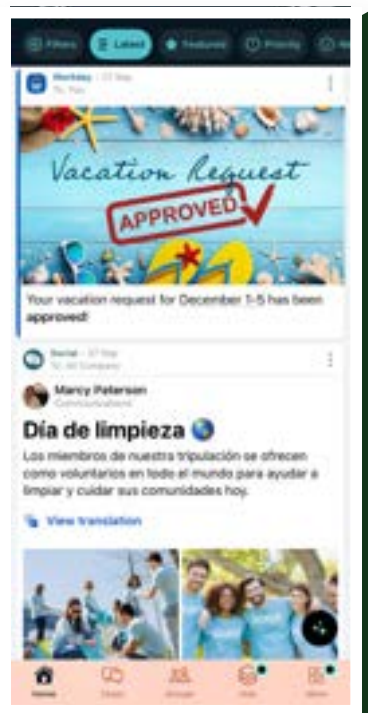
FULLY STANDALONE

REQUIRES SHAREPOINT

MOBILE FIRST

OTHER

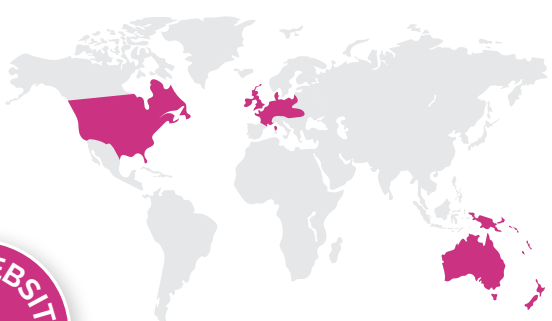




Typical deployment:

10,000 to 15,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Blink is an engaging, social and truly mobile first platform, ideal for organisations with a high percentage of frontline and deskless employees.

SUMMARY

Blink is headquartered in the UK, with offices also in USA and Australia, and launched its product in 2018. Today, Blink continues to stand out for its mobile-first design and intuitive user experience, making it a strong choice for organisations with frontline workers.

The platform's personalised feed and simple navigation give employees quick access to relevant content. Features like the 'jump back in' section, offline reading, and configurable notifications have all been designed with frontline workers in mind, and engagement tools such as Stories, Kudos, polls, and livestreaming add a social, familiar feel that encourages participation. Blink also excels in onboarding and adoption support, offering practical features like QR code access and in-person onboarding events.

Content creation and targeting capabilities are another highlight. Communicators can easily create Posts, Stories, and Pages, with options to schedule, pin and boost content. AI-powered writing and curation tools are particularly useful for busy teams and audience targeting is flexible, with dynamic and custom groups providing tailored experiences.

However, Blink does have some areas that would benefit from further development and should be carefully considered for organisations with more complex needs. News and campaign management tools are light compared to other platforms, and there's currently no integrated email publishing (although Blink have told us that this feature is coming very soon). Knowledge management is functional but lacks sophisticated features like version rollbacks or richer page design options. Search is also limited, with few filters and no AI-driven enhancements yet, although improvements are on the roadmap. Similarly, while there are integrations with key systems like SharePoint, Workday, and ServiceNow, the library of out-of-the-box integrations are less extensive than other products in this report.

Overall, Blink is a strong choice for organisations prioritising mobile engagement, particularly those with large frontline populations. Blink delivers an engaging, social experience and practical tools for communication, collaboration and productivity, without overwhelming users with complexity. Although organisations should explore the pricing options, as it's in one of our higher brackets for organisations over 5,000 users.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes, multi-year commitments.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Blink will help with the launch of the app, including sites and supporting end users.

Product type

Majority ready-to-run

Branding opportunities

Good branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Manufacturing	Hospitality	Health and social work activities	Transportation and storage	Wholesale and retail trade

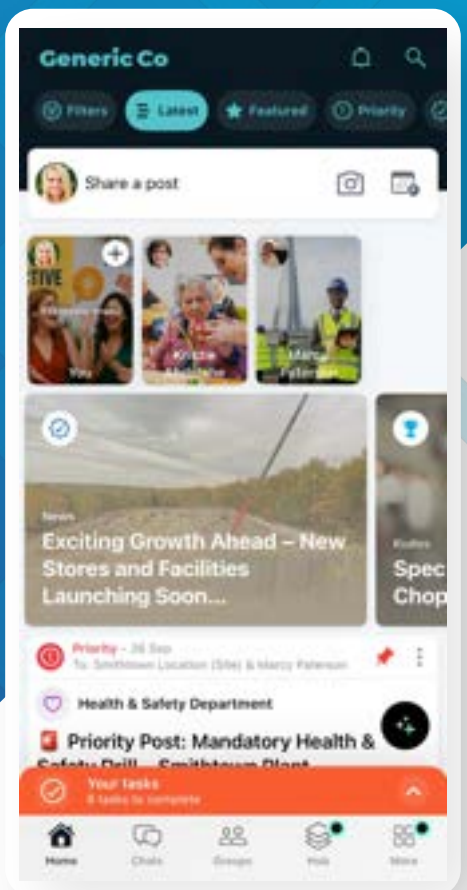
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

Blink is consistently praised for its simple, intuitive and user-friendly design, especially within the mobile app, where one person said, "Our users find it easy to use and intuitive, boosting activation and engagement rates" and another said, "It's easy to download, the UI is simple and familiar, and it's been a gamechanger for our company since launch". Customers also said it's helping them drive engagement and connection with frontline workers, "Blink has completely transformed how we communicate. Our frontline teams finally feel connected and included." Another person said, "Blink makes work feel more connected. It's like a social hub where everyone—whether in the office, on the frontline, or remote—can share updates, celebrate wins, and find what they need fast"

Blink says they use customer feedback to shape their product roadmap and this is consistent with what customers have told us, "We've leaned hard on them to make some changes specifically for us and they have been extremely accommodating to our timelines to make it happen." Enhancements that customers said they would like to see in the future include the ability to be able to reshare another employee's post, more comprehensive forms functionality and digital signatures for documents.

Customers described Blink's support team as "Excellent" with several describing them more as a partner than a vendor. One customer said "While they have lots of big clients, they always make you feel like you are their only customer. They are a fantastic bunch!" Another customer summarised nicely: "The Blink team has been a true partner from day one. They're proactive, responsive, and invested in our success."


Generic Co
Share a post
Exciting Growth Ahead – New Stores and Facilities Launching Soon...
Health & Safety Department
Priority Post: Mandatory Health &
Your tasks
Home

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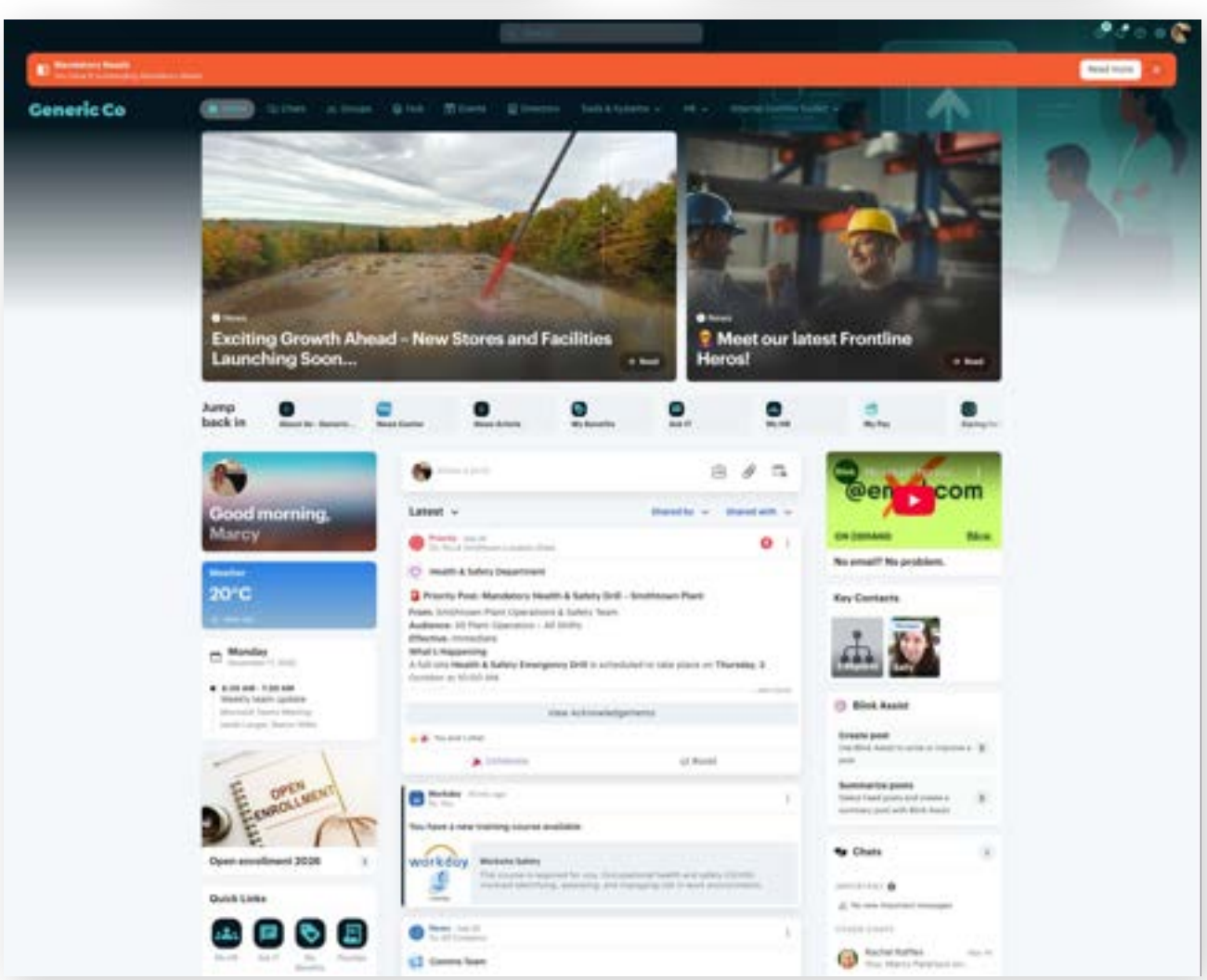
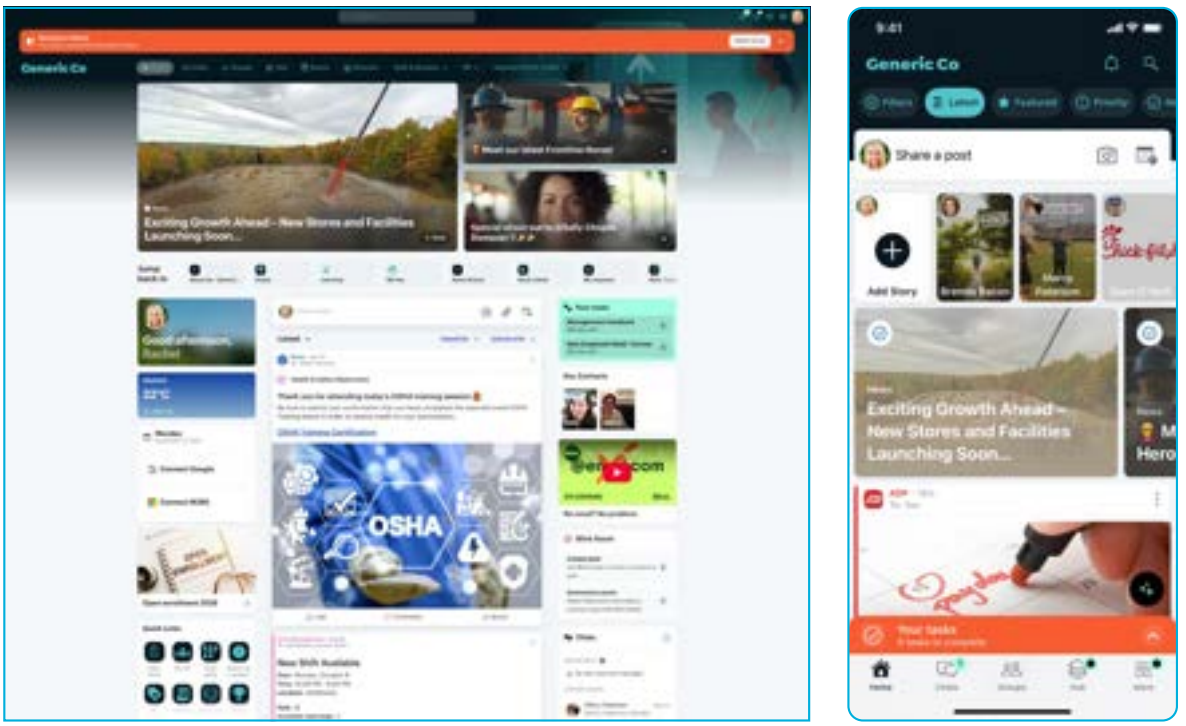
Quick Links
Quick Actions
Anonymous Feedback
Your tasks


Generic Co
Exciting Growth Ahead – New Stores and Facilities Launching Soon...
Meet our latest Frontline Heros!
Jump back in
Good morning, Marcy
20°C
Latest
OPEN ENROLLMENT

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
4 **1. Employee Experience**	Intuitive, and personalised experience, with a familiar social feed and engaging content features.	Translating content and Micro-apps independently is an inconsistent experience.
3+ **2. Communications Management**	Easy to create and share engaging, targeted content. Useful features for highlighting priority information.	Email is not currently a supported channel. Campaign planning tools are simple.
4.5 **3. Community & Engagement**	Powerful tools to build community and drive engagement.	Multiple places for conversations may require some thought to avoid confusion.
2.5+ **4. Digital Workplace Integrations & Services**	Tasks and notifications from third-party systems and Micro-apps available in the Feed.	Some integrations may come with added costs. Microsoft integrations are not as extensive as other products.
3 **5. Knowledge & Content Management**	Simple, permissions-based content structure ideal for frontline teams. Useful analytics to track content performance.	Overall approach may not meet the needs of organisations with sophisticated knowledge requirements.
2.5 **6. Information Finding & Search**	Effective people directory. Federated search across Microsoft and Google, plus others possible.	Search has limited filters, no management features, and no analytics.
5 **7. Mobile & Frontline Support**	A seamless mobile experience tailored for frontline workers.	More homepage layouts would be welcome for different audiences.
3.5 **8. Platform Management**	Intuitive administration including simple drag-and-drop homepage design. Good branding options and analytics.	Navigation and layout are less flexible than other platforms.



Blink provides an intuitive, user-friendly and engaging experience across browser, desktop and mobile applications.

Blink provides a clean and easy-to-use interface across mobile, browser and desktop app. It is built around a central social feed that will feel engaging and familiar to many. The navigation structure is relatively simple, making it easy for busy frontline workers on the move to find relevant content.

In the mobile app, users move between the 'Feed', 'Chats', 'Groups', and 'Hub' content, as well as search via an icon. The desktop and browser environments have a very similar look and feel, but additional content is available on the desktop homepage in the form of various widgets, links to third-party applications and other content in a simple three-column structure. All these elements can also be personalised and audience targeted, using both dynamic audience groups and custom audiences that admins can create.

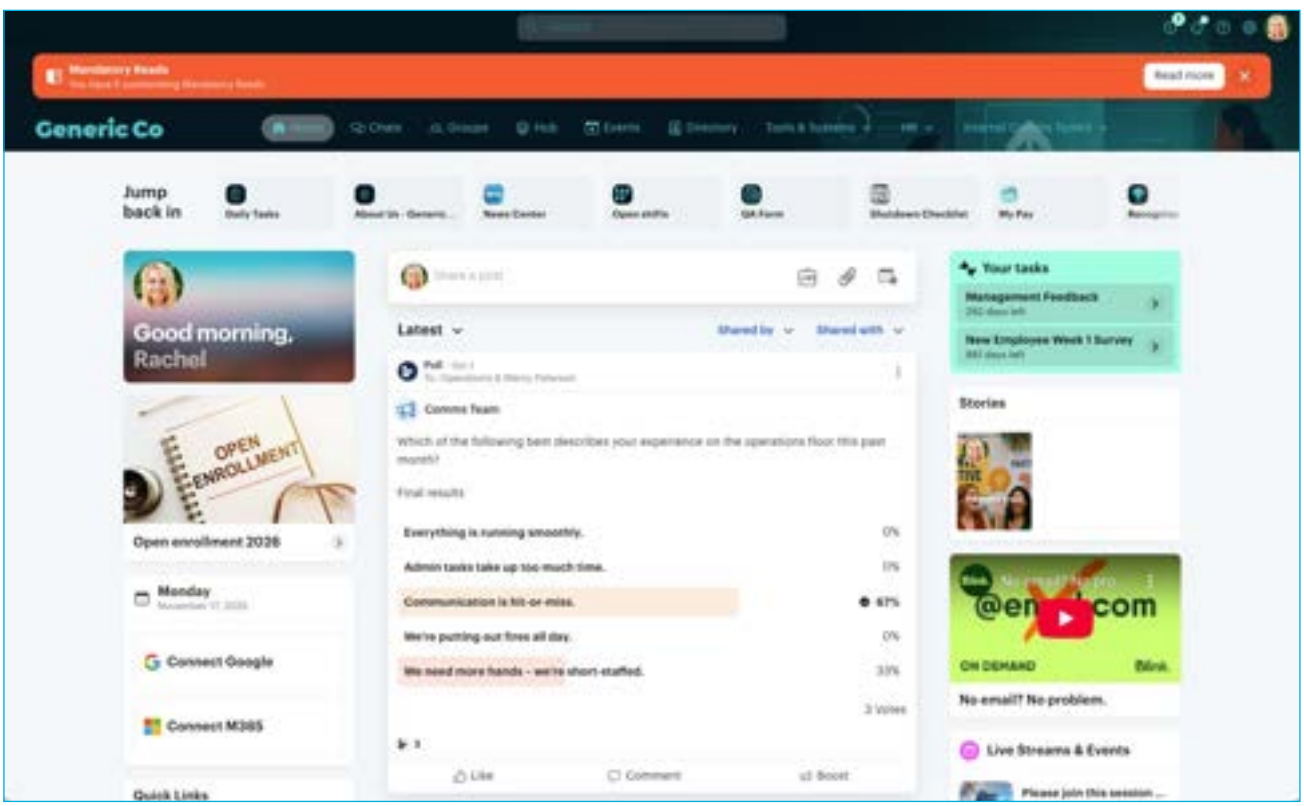
The Feed dominates the homepage in both environments, but is based on which Groups (Teams and Communities) an employee is part of, so is highly personalised. Teams are built using rules and updated dynamically based on employee attributes, such as their location or line manager. Communities are for communities of interest that can be made available to all users, or targeted, for employees to opt into. Feed content also includes personalised tasks, such as holiday approval or shift allocation notifications, as well as priority news and announcements that are pushed to employees.

Priority content can be featured and pinned to the top of the Feed or browser homepage, making it easy for employees to see what's important and interact with content quickly and directly. We really liked the 'jump back in' feature at the top of the Feed, which automatically curates links, pages and content that the user has looked at frequently or recently, and helps them revisit it quickly.

There are some engaging creation tools and a variety of content types available natively within Blink, including 'Kudos' and 'Stories'. Helpful image editing options allow all employees to quickly and easily share content with their colleagues on the go. Content in the feed can be filtered using various options – such as latest, trending, and featured posts. Users can also filter for content specifically from Groups that they are members of or individuals that have messaged them, making it easy to find relevant content.

Notifications are pulled together under a bell icon which is visible on the homepage, making it easy for employees to keep track of priority content and tasks. It's also possible, with some configuration on top of out-of-the-box functionality, to pull notifications from other systems into the bell, such as ServiceNow requests and HR systems notifications. Employees can also configure their notifications and set 'do not disturb' periods for example, which is particularly useful for shift workers.

Surveys, Tasks, and mandatory reads are highlighted in an orange bar across the top of the homepage, making this content straightforward to access. Useful reminders are given if mandatory reads or actions are not completed straight away, which help improve engagement and completion rates.



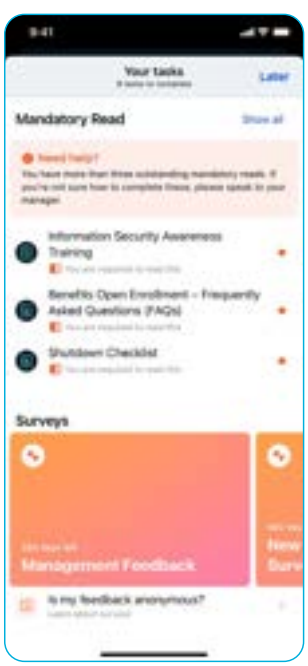
'Jump back in' is a dynamic feature on the desktop homepage, which automatically curates links, pages and content that the user has looked at frequently or recently.

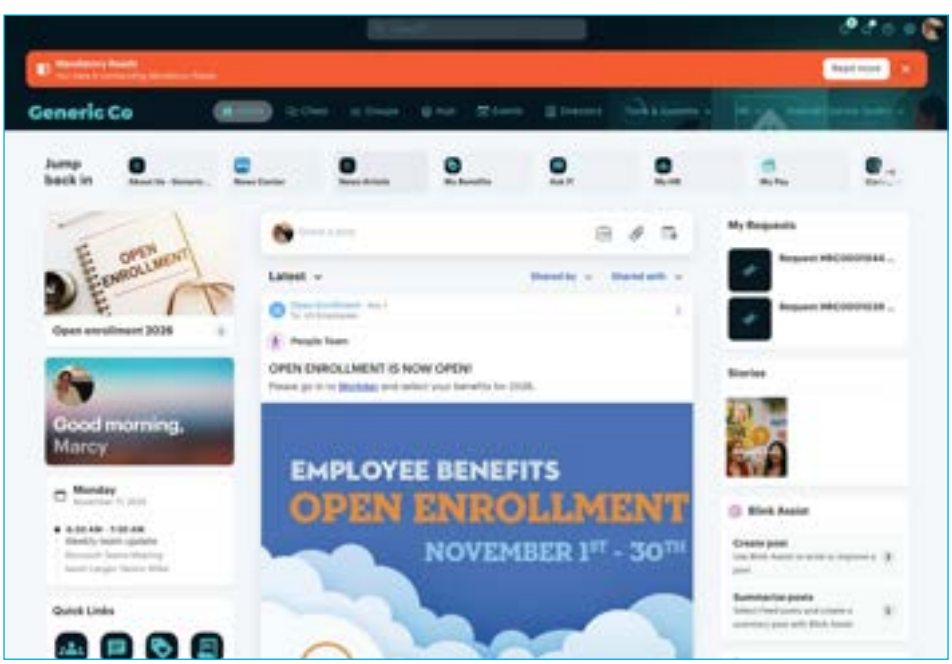
Language translation is an area that Blink has been developing in response to feedback from clients and works well on the whole, with several translation options available for both content publishers and employees. Employees may translate content on the fly, as well as set their preferred language for all content, the platform interface and navigation. Admins can set language options for a variety of content types, such as Micro-apps (see Scenario 3), polls and news, and have full control over specific words that they don't wish to have translated, such as brand names or business specific acronyms.

However, the approach to translate content and Micro-apps independently may result in an inconsistent experience for users across the platform, as it relies on admins enabling specific languages for specific content types. It's also not possible for owners of a translated piece of content to be automatically notified if the original language version is changed, which would be a useful feature to ensure translated copies are kept up to date.

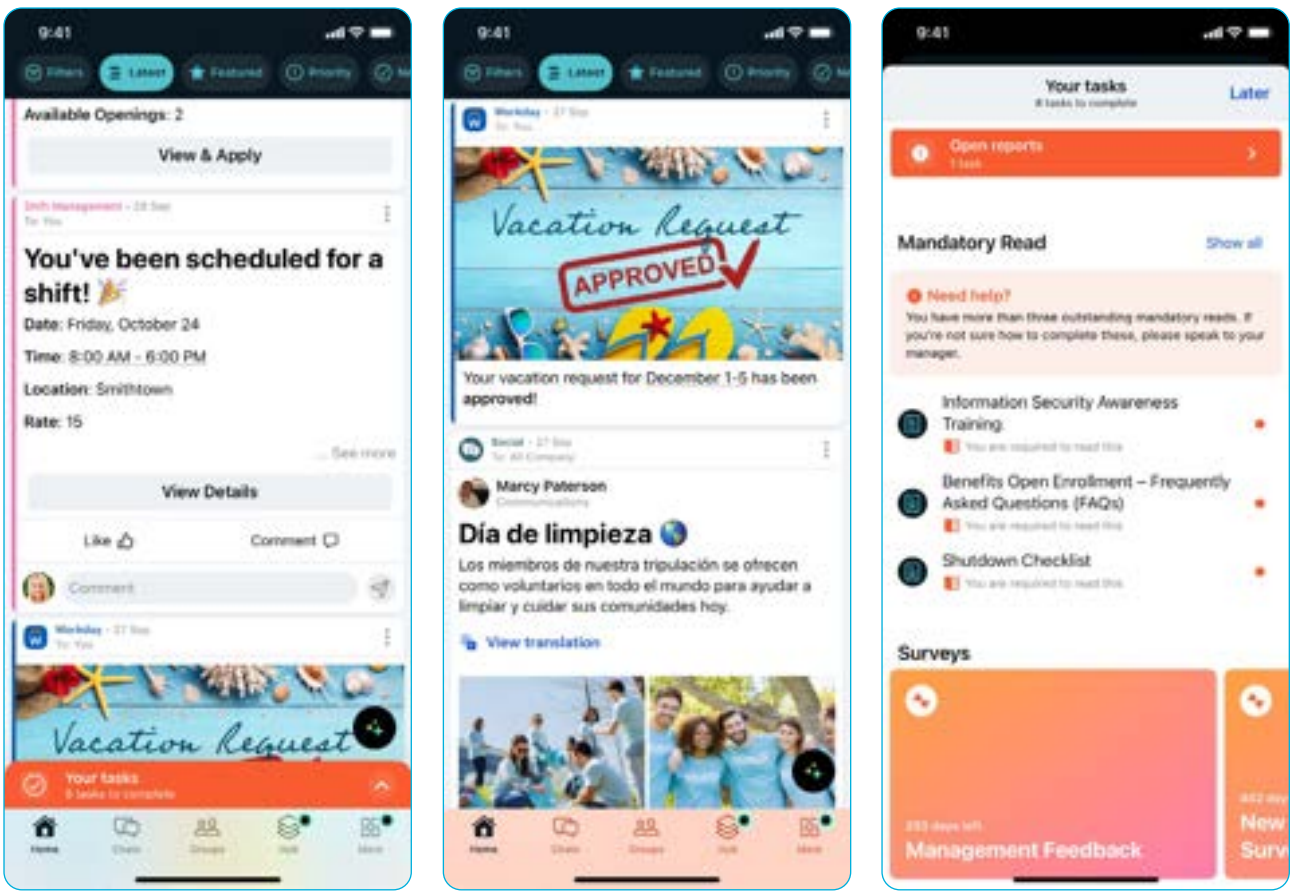
There are a number of multimedia options supported within Blink. Photos, gifs and videos can be uploaded and shared directly within the platform or embedded in the Feed from hosting sites such as YouTube. Employees with permissions can also livestream their own video content, connecting their phone, webcam or Teams / Zoom meetings, which appear in the audience's main feed and are later posted as a recording. However, there's no 'Netflix' type experience within Blink for users to browse a collection of related videos, although Blink says it is possible to create this in the Hub and feed with some effort.

Overall, Blink provides a highly relevant experience for all employees that is simple, intuitive and encourages participation and engagement from busy employees.





There are a number of useful ways to highlight priority content, including mandatory reads, pinning to the top of the feed or homepage, and mobile push notifications.



Blink delivers a tailored experience making it easy for employees to access information of interest to them and to complete tasks.

'Blink Assist' is an AI tool for generating and editing posts.

The content creation process is straightforward, quickly enabling communicators to share content across Stories, Posts, and Pages. Stories are created within the mobile app, with functionality similar to external social media platforms (see Scenario 7). Most other communications are shared as Posts, which includes some simple formatting, but the overall approach will be familiar.

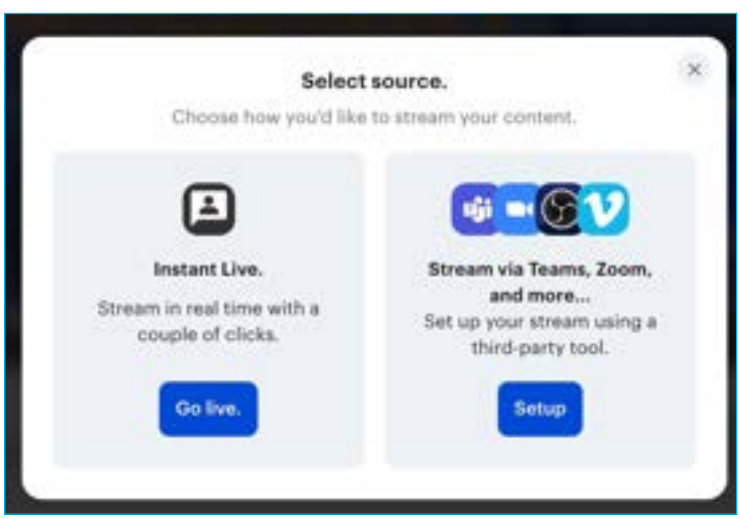
'Blink Assist' AI makes it easy for communicators to write a Post from scratch or edit and improve existing items. It can summarise text, change the tone and allow for refinement before posting. Another useful AI feature is the ability to summarise several existing posts into a short 'in case you missed it' style communication.

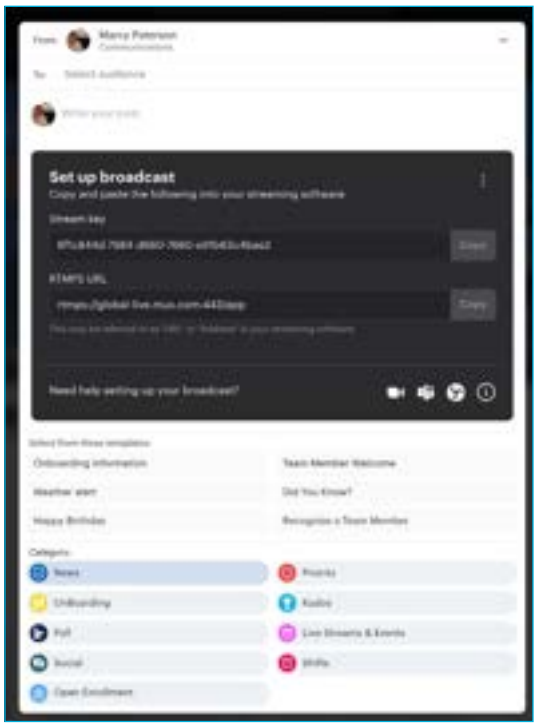
Content is targeted to individuals, Teams and / or Groups (see Scenario 1), but configurable Post categories provide additional targeting, highlight priority content and group related content together. For example, news stories are created as a Post and categorised as 'News'. Communicators can then collate these news articles together as a menu item under the navigation at the top of the homepage, or as a section within the Hub, to create a basic corporate news centre. However, this might not be comprehensive enough for some communications teams, as Posts can't be tagged with more than one category and a news hub created in this way isn't searchable.

Priority and urgent content are well supported (see Scenario 5); important posts can be highlighted in several ways, including carousels, banners and mobile push notifications. Communicators can 'ghost write' posts on behalf of others, such as senior leaders, which is another useful feature for sharing high priority content. We also like the ability to easily 'boost' content items to improve reach. This includes sharing it with other audiences, increasing the priority and visibility in the feed and sending targeted notifications to people that missed the content the first time.

Communicators can schedule posts for future publication and view all posts scheduled for a particular Group or alias they have permissions for. However, we think being able to view all scheduled content in one place, particularly from an audience perspective, would be a helpful addition. For campaigns, communicators can easily apply appropriate branding to the platform, add dedicated widgets to the homepage, or create a dedicated Group on the campaign topic. Whilst these options are simple and intuitive, there is a lack of more sophisticated communications campaign planning and reporting tools that are available in other platforms.

Sharing to Microsoft Teams and digital signage are both supported. Email publishing is not currently available, but Blink says this is on the immediate roadmap. Livestreaming comes at additional cost but is included in the pricing provided to us. Livestreaming is native within the platform and individuals with permissions can 'go live' instantly, with the broadcast embedding nicely in the Feed of the target audience. Streaming via Teams, Zoom and other platforms is also supported and can even be broadcast live to digital screens in operational sites, making it possible for frontline teams to join townhalls and virtual events easily. Livestream events are quick and easy to set up and when they are complete, stay within the employees' Feed as a recording.



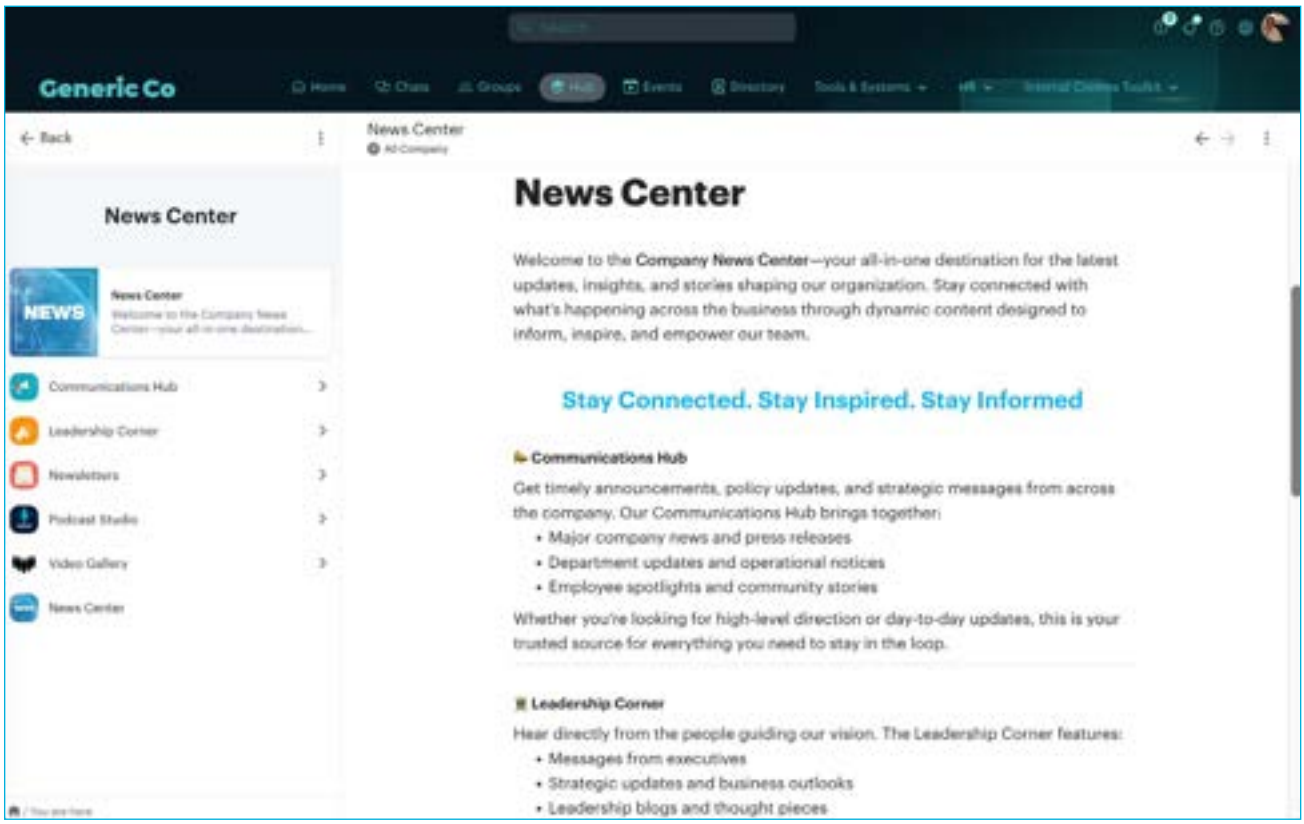


Livestreaming is a useful feature that makes it easy to reach office based and frontline audiences in an engaging way.

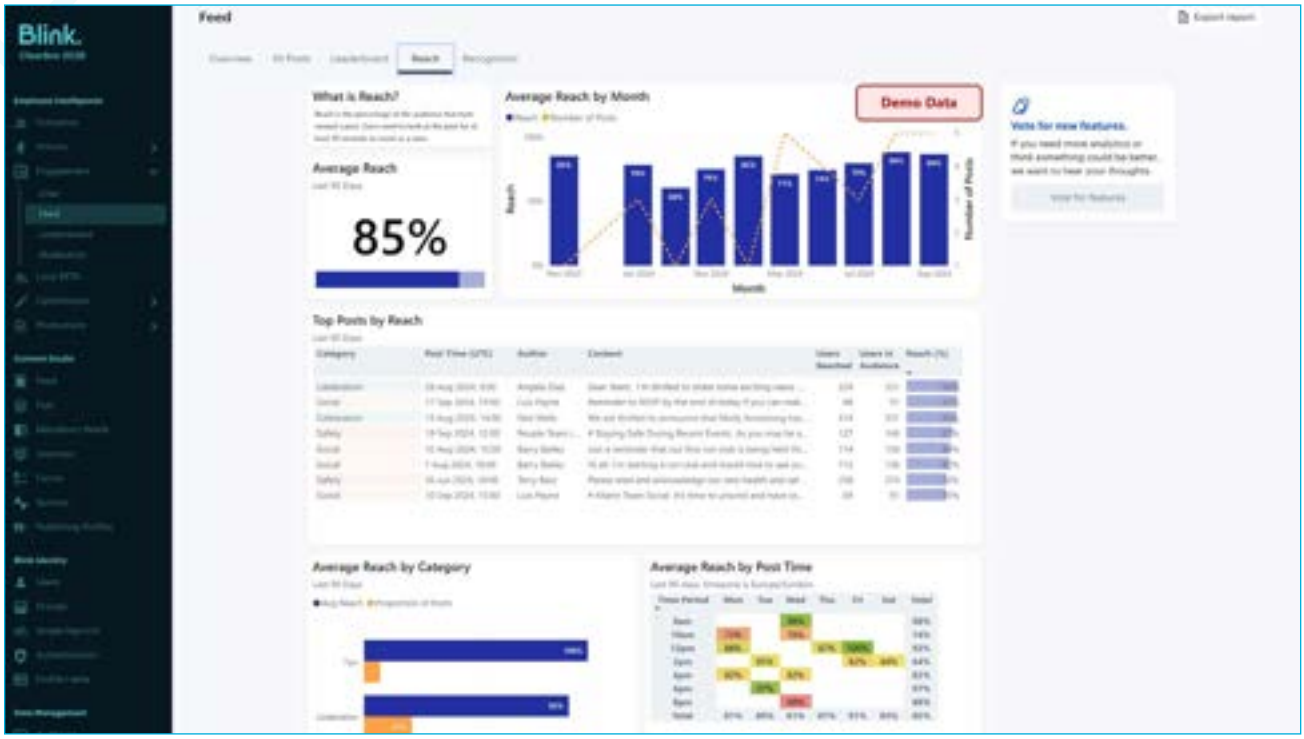
In addition to creating news Posts and Stories, communications teams can create static content or more detailed news articles using Pages within the Hub. There are some useful features for communications teams, including the ability to make a Page a mandatory read and post it directly to the Feed. Pages are built using a rich text editor, including the option to embed multimedia. However, overall, Pages do lack the flexibility of other platforms that we've seen, for example, it is not possible to add widgets to a page, or accordions to help break up large amounts of content.

Communications teams will find analytics dashboards useful to track reach and engagement across all content types, Teams, Groups and individuals; although reporting around campaigns isn't well supported. Data can be refined using a variety of filters and exported for more detailed analysis. The more people data behind the scenes, the more granularity the reporting. Whilst the data is good, we'd like to see communications teams supported with further insights and recommendations from this data.

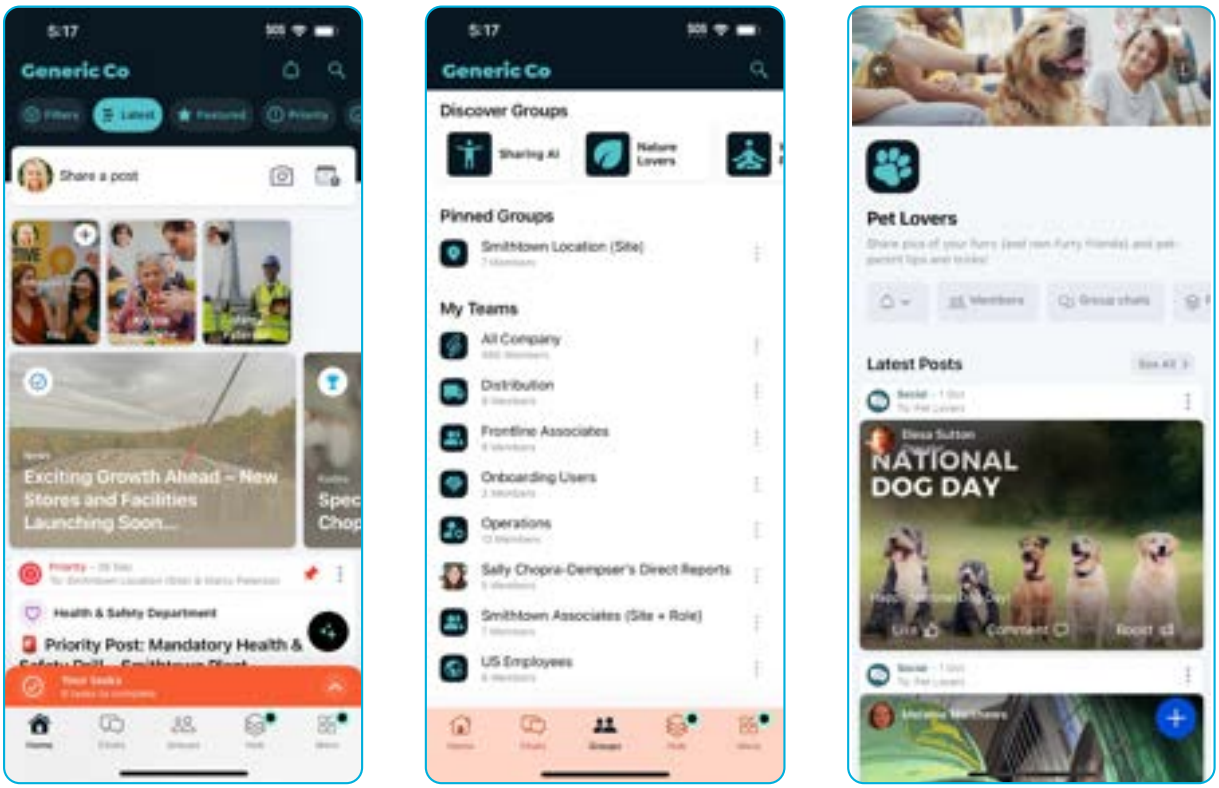
AI-powered insights is an area Blink is considering in their future roadmap, so we may see further enhancements to support communications teams. Blink lacks the comprehensive features that larger communications teams may be after, especially around campaign and news management. However, the ability to easily create engaging content, good audience targeting capabilities, and creative ways to highlight and boost important information, still make Blink a good option. Its mobile-first approach also shouldn't be forgotten in this scenario's context.



It's possible to create a news centre within the Hub.



Blink's analytics dashboards are useful to track reach and engagement across all content types, teams, groups and individuals, and data can be refined using a variety of filters.



Blink's community engagement tools, such as Stories and polls, work especially well on mobile devices and can be accessed via the Feed, from Teams and in Groups the employee is a member of.

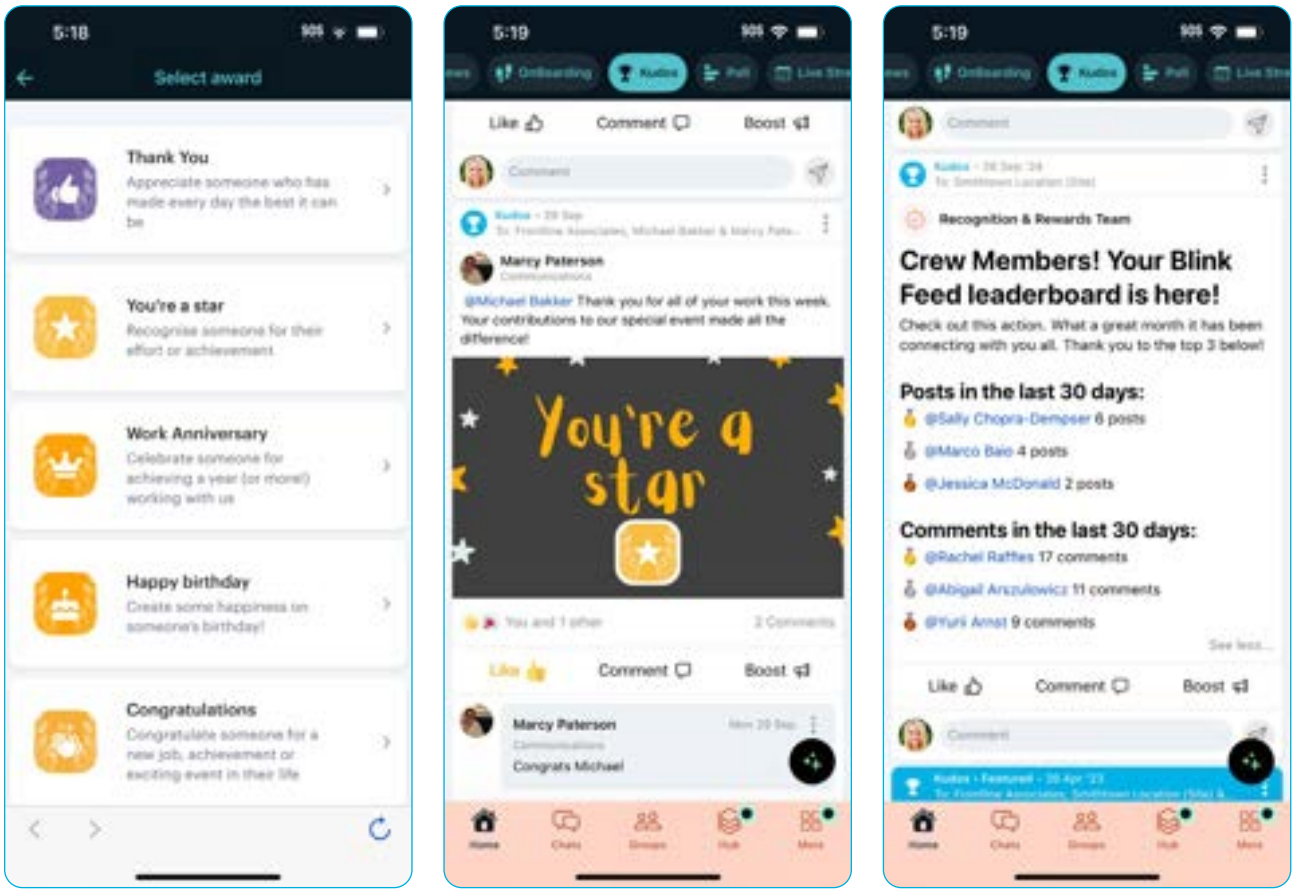
Blink has strong community engagement tools that work especially well for frontline staff on mobile devices. Employees can engage with their colleagues in 'Communities' that they can choose to opt into, within 'Teams' which are set for them based on their organisation and location data, and in 'Chats' which can be one-to-one or within Groups. Teams are useful for site and team managers to be able to share operational information, and Communities are intended for more informal topics and communities of interest. Organisations will need to ensure employees are clear about which information should be shared through which channels to make this effective.

There are several ways that employees can communicate and collaborate within Teams and Communities via 'Posts'. This includes sharing documents, images, videos, polls and other useful resources, and posting their own updates. Stories, covered in Scenario 7, and adding photos or other multimedia help colleagues share engaging Posts. People may react to their colleagues' Posts in comments and via different reaction types, although we'd like to see a greater range available.

Communities and Teams also have their own Chat channels and members can reach out to each other individually too. We think the combination of Chat, Communities and Teams might be confusing for users if they need to refer back to a message later, with multiple places to look. However, Blink says this isn't feedback they've received from customers. In addition to the usual functionality you would expect, such as commenting, reactions and sending voice notes, there are engagement features within Chats called 'Superpowers' which include a coin toss, a 'tea round' randomiser and confetti that can be sprayed in celebration. We like that employees can make voice and video calls and the ability to screen share aids collaboration.

The 'Kudos' Micro-app is particularly strong. This simple but engaging app can be used for peer-to-peer recognition and can be gamified with leaderboards to further drive participation. Colleagues can recognise their peers using different categories, which can be configured to align with company values and awards. They include eye-catching imagery, are quick to create and send to individuals and teams, and can be made visible to others in the Feed where appropriate.

Blink includes useful ways to gather employee feedback using surveys, with notably extensive options, including multiple questions, one question pulse surveys and anonymous forms. These are quick and easy to create using a drag-and-drop survey builder with a bank of questions to pick from, or the ability to create your own. Users can also create simple polls, and we especially like the option to include images within polls to make them more engaging. Once a poll is closed, the results are automatically shared within the relevant Feed, giving real-time feedback to employees. Communications teams will appreciate the granular analytics around sentiment analysis and survey participation, which can be filtered in a variety of ways to provide useful insights.



The Kudos Micro-app is a simple but engaging tool for peer-to-peer recognition and can be gamified with leaderboards.

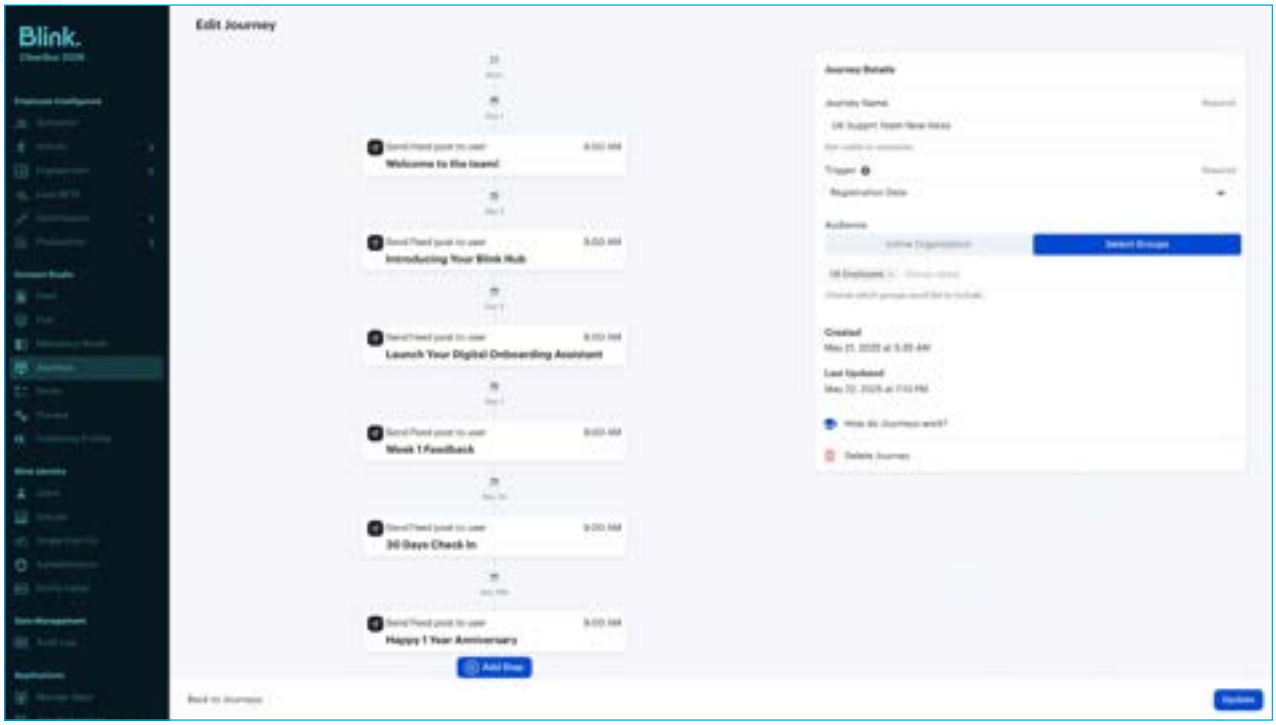
'Events' include social and more formal town hall type events that can be set up as livestreams or by invitation and RSVP, which can then be added to employees' calendars. Unfortunately, it's not currently possible to limit the capacity of an event, so this needs to be managed manually. However, each Event that is created within Blink gets its own Feed, so the host can easily send reminders, related communications and build engagement in advance. Adding 'Tasks' (see Scenario 7), forms and polls to Events makes it useful for training courses, and we liked that employees can be asked to 'sign' at the end of a course to confirm completion.

The community engagement doesn't just start when an employee joins the company, it can also be set up as part of a pre-boarding 'Journey', where certain content, Tasks and welcome messages can be shared with a new employee at pre-defined intervals. Managers will appreciate the Tasks and reminders that are sent to them to help them provide a positive onboarding experience for new team members. These scheduled Journeys can be used at various points throughout the employee lifecycle to support key milestones, not just onboarding. Journeys is a powerful feature for employees and admins alike.

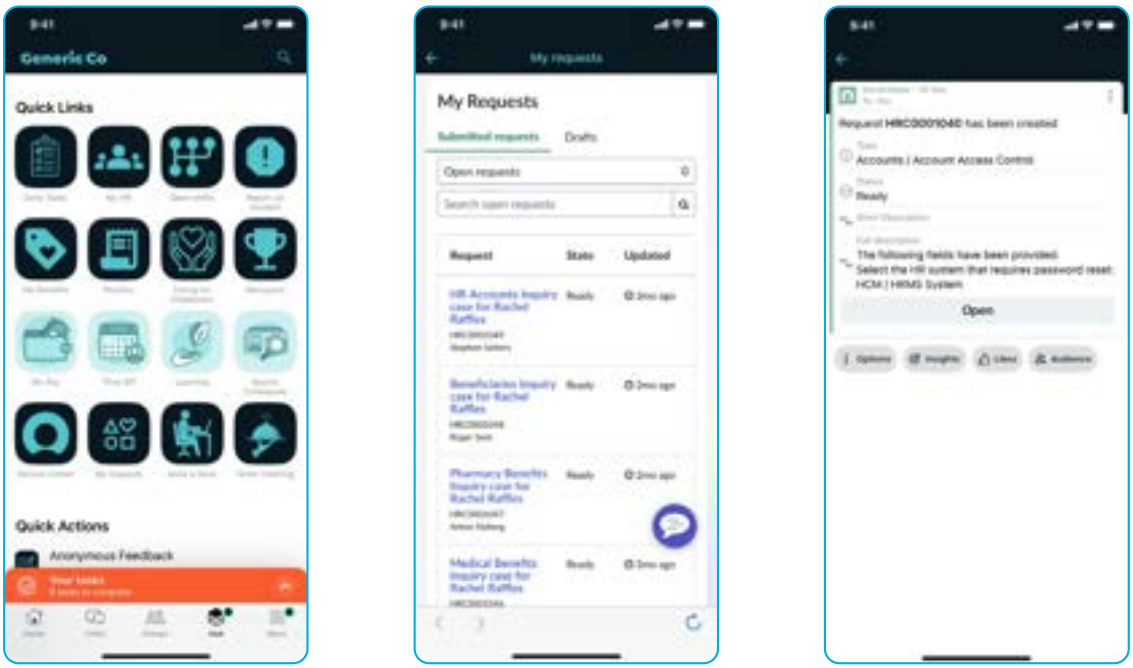
Whilst open engagement is clearly encouraged within Blink there are also moderation and permissions tools in place to give organisations flexibility around the level that they choose to enable this. Any employee can quickly and easily report an inappropriate post or comment, and all of these are tracked with workflow to make it easy for moderators to take action.

Overall, Blink provides a highly social platform that encourages participation and engagement in a variety of creative ways. We like that Blink is sensitive to the varying levels that organisations may want to enable and moderate social activity, providing flexibility so they can adapt and adjust their approach.

Blink has multiple survey options that are native within the platform. We especially like the option to include images within polls to make them more engaging.



'Journeys' allows you to schedule and track a series of related communications that are related to employee lifecycle events, such as parental leave or annual appraisals.



Employees can view articles, complete tasks and view notifications from third-party applications within the Blink Feed.

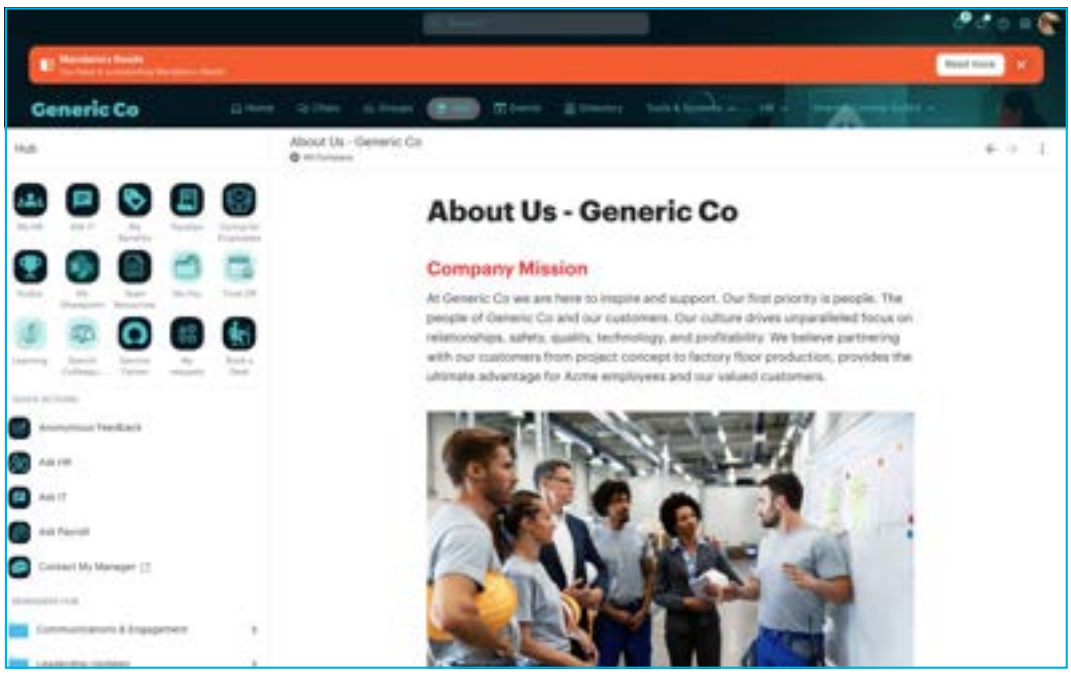
Blink has useful integrations available out–of–the box which can be configured through a marketplace, including Microsoft 365 and Google Workplace. The Microsoft integrations are not as extensive as some other platforms, but offer useful options. We like the ability to upload documents directly from SharePoint libraries to the Hub and post news articles from SharePoint directly into the Blink Feed. However, it's not possible to interrogate Blink content in Copilot.

Other integrations available include Workday and ServiceNow, allowing employees to complete tasks such as raising holiday requests or IT tickets. Often these actions are completed within the source system, but via a deep link, so users won't feel like they're navigating away from Blink. Blink also provides an open API for integration with other third-party systems and applications, which can be configured at additional effort / cost.

Employees access links to all their applications through a quick links widget on the desktop homepage or through the Blink Hub on mobile. Notifications can be pushed directly into an employee's Feed and, where appropriate, push notifications can be set up through the mobile app and into the bell icon, giving employees a central view of all their important system notifications in one place.

Third-party communications tools such as video calls and chats within Microsoft Teams, Zoom and Google are integrated well. For example, you can launch a Teams call directly from a profile in the people directory. Third-party livestreaming functionality is integrated, in addition to Blink's native livestreaming capabilities (see Scenario 2). We like that Blink's native Chat functionality can be replaced for organisations that prefer to integrate directly with existing chat channels in Microsoft Teams, Google or Slack.

Integration and employee services opportunities can be extended using Blink's Micro-app functionality, such as Kudos in Scenario 3. Micro-apps are created using a templated card kit, or in partnership with Blink at additional cost. This is an effective way to integrate functionality that might already exist within an organisation, such as room booking, or to introduce new features such as chatbots or gamification around a product launch, but may require some level of technical knowledge to achieve.



Employees can access reference materials via the Hub, which has a simple navigation and folder structure.

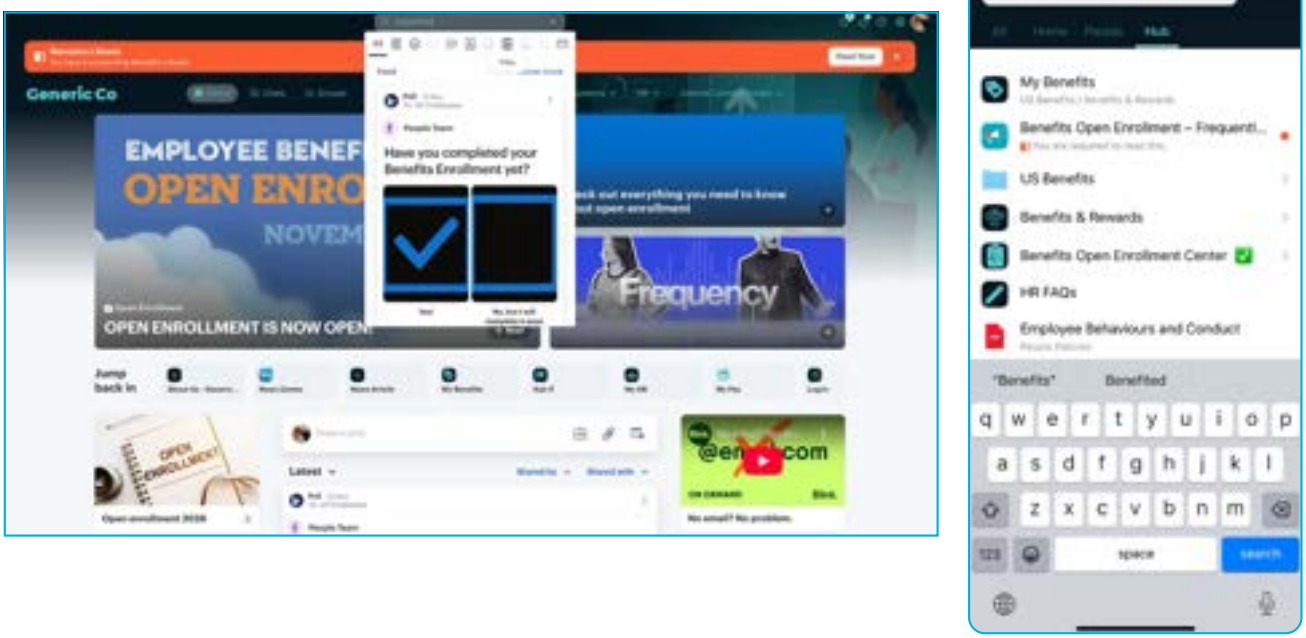
Blink's approach to knowledge and content management is basic, although likely to suit frontline employees who need to find information quickly through a simple navigation structure. Content, such as uploaded documents and 'Pages', is grouped within folders and sub-folders in the Hub and access is controlled through permissions. We like the 'protect page' toggle for sensitive content, which requires the reader to authenticate before it opens. Although Blink continues to make incremental improvements to Pages, some of the more sophisticated features, such as accordions and other creative ways to display content, are still lacking.

Administrators have audit logs for all Hub content, although we would like to see the option to roll-back to a previous version. Workflows are available to help manage content life cycles, including the ability to set review dates and send notifications to content owners in the Hub admin centre when updates are due.

Urgent communications and priority notifications are handled well. There are good options for pushing out important announcements and mandatory reads within the Feed: e.g. pinning an announcement to the top of the browser homepage, adding to the orange 'priority content' bar and sending push notifications within the app. Admins can also track who has acknowledged a communication and send reminders to those that have not yet completed relevant actions.

Blink's Analytic hub 'Blink IQ' shows data in simple dashboards that provide insights on a Page, Post, document or Micro-app. Analytics track a variety of performance and engagement measures and can be filtered and refined in useful ways to help admins track performance over time. We like the 'optimisation' report, which highlights content that is not being opened, read or engaged with, so owners can take action. We'd like to see this enhanced with recommendations to help admins draw insights from the data.

Overall, Blink's approach to knowledge management is simple but effective for organisations that need to get information quickly and easily into the hands of hard-to-reach employees. However, companies with lots of reference materials, or a workforce with office-based knowledge workers, may find the functionality is not yet comprehensive enough to suit their needs.



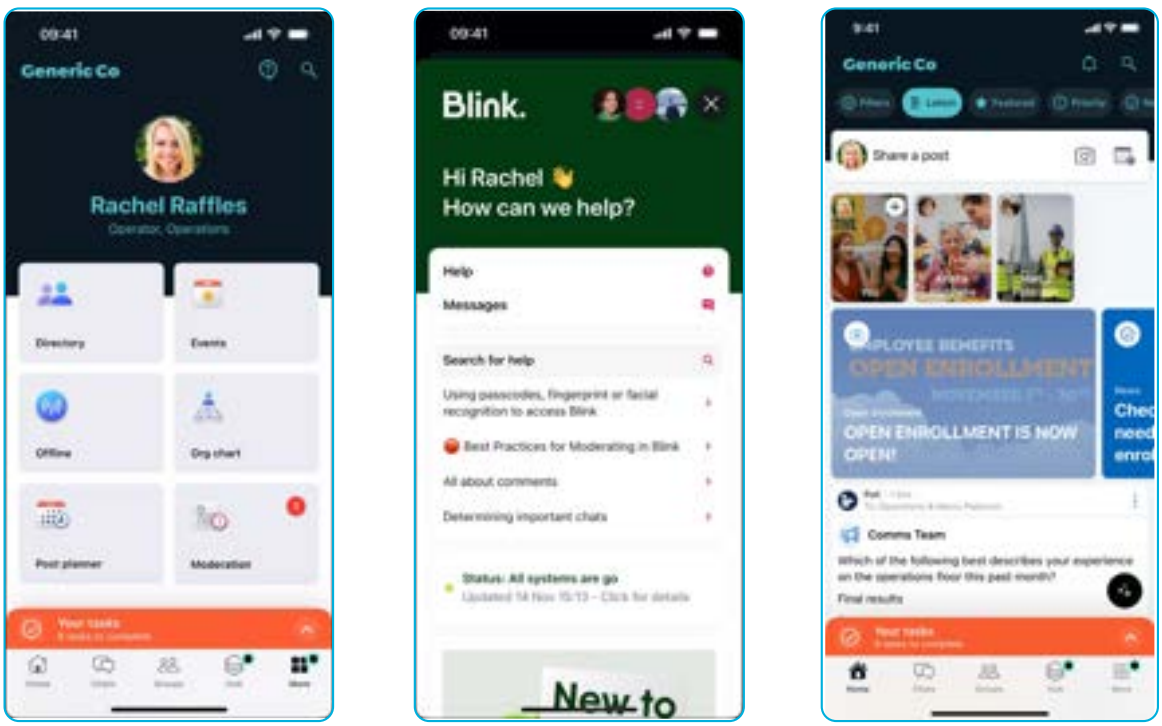
Blink has a simple federated search that returns results from across the platform and other integrated systems.

Blink's approach to search is simple; there is a persistent search bar on desktop and mobile, and results are shown in tabs grouped by content origin, such as 'Hub' or 'Directory', but there aren't any other filters or refiners. All content is indexed, including the content of attachments, but there is no support for alternative spellings or stemming. Federated search is available across integrated third-party systems, for example to find ServiceNow articles, which is possible using APIs.

The categories at the top of the search results refine what's displayed there, but we think it's unusual that categories aren't a search filter (or even a term that's searchable). Publishers may add hashtags to content, and this will group Posts; however, hashtags in comments are not returned in results. There aren't any search management features, such as the option to add topics to Posts, sponsored searches or likely answers. There also aren't any search-related analytics.

Searching for people is generally easy, people results are returned in the search or there is a separate directory function. People may search for their colleagues using terms found in any public profile field, although alternative spelling suggestions here would be helpful. Profile pages are simple but useful, we like the widget showing files the person has shared with you for example. Organisations may choose to let employees edit profile fields, or these can be fed from source systems, and fields can be public-facing or private (such as parental leave dates for Journeys). Someone's manager and direct reports display on their profile page, and we like the simple automated org chart that is easy to explore.

Overall, search is basic and those looking for specific information may have to resort to navigating to it. However, given Blink's focus on the frontline and social media-esque user experience, it's worth considering that Blink's approach may actually suit their target customers. Additionally, a natural language AI-driven 'smart search' is on the roadmap. We've seen an early iteration and think it looks good, so it may fill gaps in functionality that exist today.



Blink has been designed with the frontline worker at its heart, and this is visible right across the platform.

It's evident that every element of Blink has been designed with the mobile and frontline worker in mind. Blink is an excellent app product and one of the best we've reviewed in this report. Most of the scenarios cover the mobile experience, so please do read the whole review to get a full sense of the product.

Onboarding employees that don't have a work email is straightforward. All that's required is a phone number to create a onetime passcode. Users can also choose to enable their mobile device biometrics to make it simple to re-access the app. Leaderboards and dashboards help gamify and drive adoption. Line managers can see who in their team has accessed the app so they can provide support and even generate their own QR codes to help team members get on the platform quickly.

Blink also pride themselves on providing significant support for new customers to help them launch Blink successfully, and their adoption rates are impressive. This includes Blink team members travelling to client sites to provide support in person for onboarding, as well as branded giveaways and competitions to build excitement and drive engagement in a way that is fun and accessible. This level of service is highly unusual in this market and we think it will be valuable to those with a lot of frontline workers.

Other features designed specifically for frontline and mobile workers include the ability to set specific 'do not disturb' periods for notifications, which is useful for shift workers or employees that should not be disturbed at certain times, such as bus drivers. There are also read-only integrations with SharePoint documents. Blink Feed and Chats are automatically cached for offline reading and employees can select specific pieces of content from the Hub to make these available offline as well. This is a useful feature for workers that can't access the internet during the working day (such as airline staff) but still need to access policies, procedures and other operational content.

The communications and social features (discussed in Scenarios 2 and 3) will help get top-down news out to those who can be physically hard to reach, while also helping to create a sense of community across geographically spread organisations. Blink's 'Stories' feature uses familiar social media functionality for image- and video-led Posts in a dedicated space, where employees may add overlays, configurable and branded stickers and text. These appear in a dedicated carousel and provide a simple mechanism for someone to share a moment in their day. Blink Chats offers a credible alternative to replace unofficial tools, like text messaging or WhatsApp.

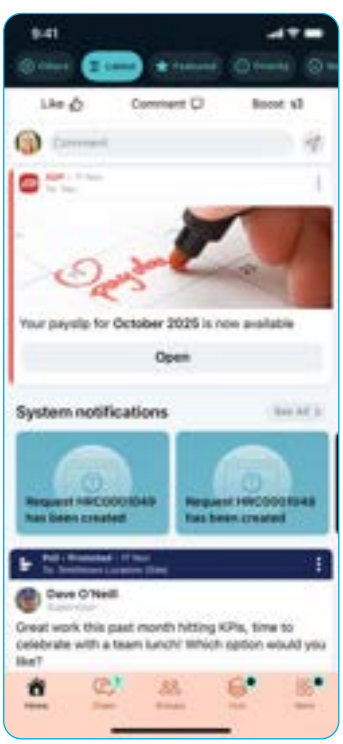
Productivity is also a big focus for Blink, providing a variety of useful ways to make it easy for frontline employees to complete tasks within the platform. This can be via integration with systems like Workday and ServiceNow or with useful Micro-apps to help manage shift allocations for example. A 'Your tasks' banner also makes it obvious when there is an activity requiring attention.

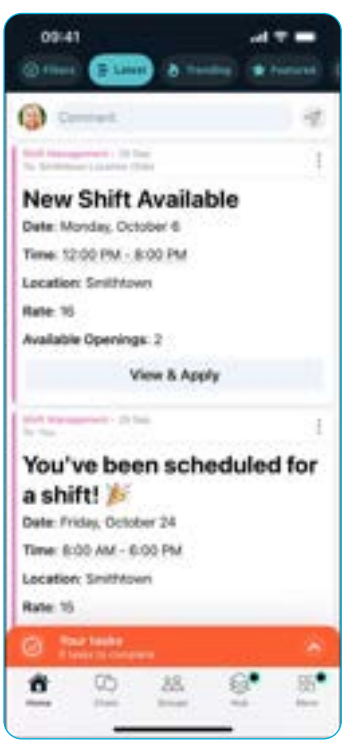
Navigation within the app is intuitive; the main elements – Home, Chats, Hub and Groups – are fixed and additional options are customisable, with more extensive options available in the browser. Desktop homepage widgets are displayed as carousels in the app, for example events, or posts with the category 'product updates'. These can be shown or hidden for different audiences depending on the targeting settings, for example to create a stripped-back experience for frontline workers. We would like to see different homepage designs for different audiences introduced, for example, a simplified employee onboarding experience would be welcome.

Overall, Blink provides a seamless and engaging mobile experience, which will particularly appeal to frontline workers, with clever features to drive adoption and ongoing engagement with the platform.

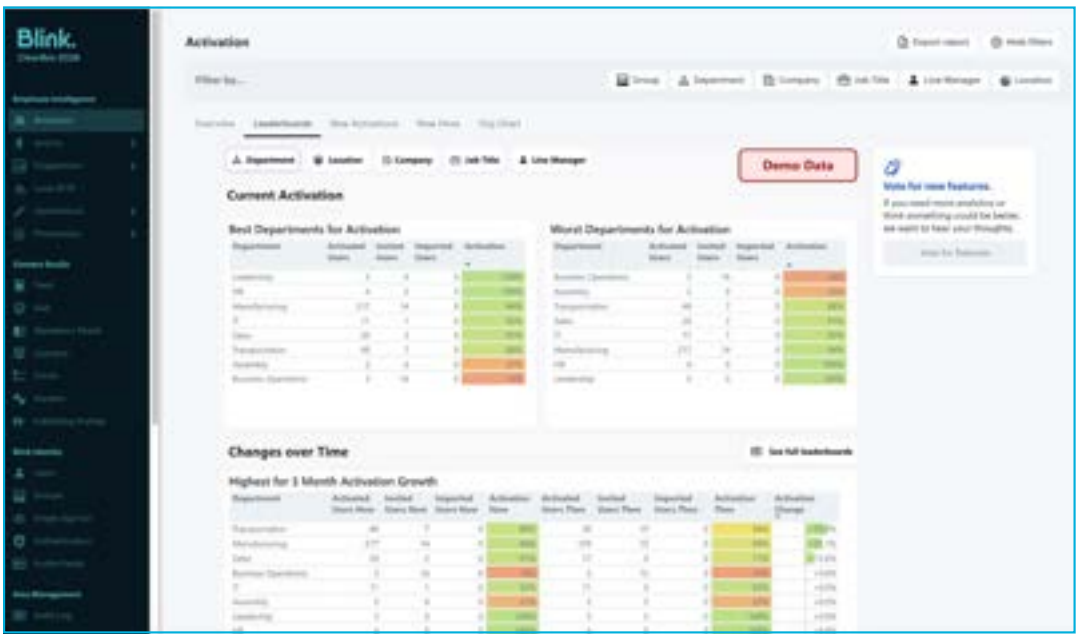
Blink launch teams visit client sites to help people download, log in and navigate the app (these examples iare from Booking.com and Oxford Bus launch days).

Blink has engagement tools to connect frontline workers, like Stories and Chats, and practical features like 'do not disturb' periods for notifications - useful for shift workers or employees that should not be disturbed at certain times such as drivers.





Micro-apps and integrations with third-party systems make it easy for frontline employees to complete tasks and view information.



Onboarding (activation) leaderboards can be used to drive adoption.

Platform management within Blink strikes a good balance between being comprehensive enough to suit most organisations' needs, and simple enough for non-technical admins to manage easily. Permissions can be set at user, Team and Group level. Configuration options for admins to manage permissions include bulk uploading of users to a Team or Group, or setting dynamic rules to create audiences. The interface is simple and intuitive for non-technical employees and includes step-by-step guides.

The desktop homepage is set to a three-column design which is easily edited. Drag-and-drop functionality adds and moves widgets around the page on either side of the main Feed. The Feed is fixed in the middle column but can be stopped from continuous scroll so two columns of widgets could be added underneath. Admins can configure new widgets for the homepage, adding images, text and links to create visually appealing cards.

Some menu options within the navigation are also fixed – Home, Chats, Hub and Groups – but admins can choose the order of their display. Other items may be added to the top navigation and other menu options added below Hubs to create a simple drop-down. This is more rigid than other platforms and the menus themselves are quite basic, which may not suit organisations that want a more structured approach.

There are good branding options and we were surprised by how different one Blink instance could look from another. Multiple brands are supported within the same tenant, which will be useful for companies with multiple different sub-brands, which can be assigned to different audience groups. Admins have control of the brands and can easily set up new ones themselves or change the existing brand colours to support a campaign.

Admins track adoption using Blink's analytics dashboards, where data can be filtered and refined in several useful ways. We particularly like the activation leaderboards that can be shared to encourage friendly competition between teams. However, it is not currently possible to compare analytics over specific time periods, and this would be a useful enhancement.

Overall, Blink's platform management approach is simple, yet effective and should suit most organisations.

THINGS TO BEAR IN MIND

Blink is an excellent choice for organisations with a large number of frontline or mobile workers. However, there are some areas for consideration for those that have a high number of desk-based workers, or employees that require access to large amounts of knowledge reference materials. The provision of reference materials works well for those with simple requirements, but lacks more sophisticated features, like version rollbacks and flexible Page designs. Search is also limited when compared to other platforms in this report, but a 'smart search' is on the roadmap and we think it will be a big improvement.

Communications teams will love the creative ways to share content and useful features for prioritising and boosting important information. However, they are likely to find news and campaign management tools lack the depth needed for larger teams with complex needs. There's also currently no integrated email publishing , which is a key channel for desk-based audiences, although Blink have told us that this feature is imminent. Similarly, while integrations with systems like the Microsoft 365 suite, Workday, and ServiceNow exist, they are less extensive than some others we've seen. Organisations may have to invest in additional time or assistance from the vendor to achieve the outcomes they want. Micro-apps too are powerful, but will require expertise to set up appropriately and creativity to understand fully what's possible.

Some organisations with sophisticated needs may want to consider introducing Blink for the frontline, while offering another solution for desk-based employees. The range of Blink's integration approaches, including federated search and the read-only access to SharePoint content, makes this a viable solution. Additionally, the developments we've seen to date and plans the vendor has on their roadmap mean that in future it may meet further desktop needs as well as the frontline. It's worth noting, however, that Blink is in the higher pricing categories in our report. If it is acting as an alternative to something like SharePoint, then this may not be an issue, and the benefits it brings to the frontline may prove its value beyond the cost. Overall, where a mobile experience is high on the list of requirements or where frontline employees dominate, Blink will remain an excellent shortlist choice.

Why choose this product

Blink is a strong choice for organisations prioritising mobile engagement, particularly those with large frontline populations. Every element of Blink has been designed with the mobile employee in mind, and this really stands out. Engagement tools such as Stories, Kudos, polls, and livestreaming add a social, familiar feel that will make disparate, often disconnected workers feel part of a team. Blink also delivers practical tools for communication, collaboration and productivity, in a simple and engaging way that is perfectly suited to busy, frontline employees.

You may also be interested in...

BEEKEEPER by lumapps

Flip

Staffbase

Vendor roadmap

Roadmap images provided by Blink.

COMPANY AND PRODUCT

Company
Blink

Company founded
2013

Product launched
2018

ISO 27001 certified
Yes

Data residency
N/A

Typical client size
10,000 to 15,000

Company locations
London, UK (HQ), Australia, USA

Partner locations
Most implementations are done in-house; however, Blink has implementation partners in the US, EU, UK and Ireland.

Customers
Clients include: McDonalds, JD Sports, Nokia, Elara Caring, Stagecoach, The Learning Experience, Poundland, Dominos Pizza, NHS Fife, RATPDev

Largest deployment so far
750,000 across the globe in over 28 different countries

Environmental / sustainability certifications
None

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Product and technical details

Name of product

Blink

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	Microsoft 365 tenant	Google Cloud	Other

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	Apple store	MDM	MAM	Other

Accessibility

WCAG 2.1 AA conformant

Document library sources integrated

Box	Dropbox	Google Drive	SharePoint	OneDrive	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	**Elastic**	**Microsoft**	Sinequa	Open API available	Other

User interface multi-language

Machine translation	**Pre-configured**	Editable	**Right to left script supported**	Other

Content multi-language

Machine translation for publishers	**Machine translation for end users**	Editable machine translation for publishers	**Manual creation for publishers**	Right to left script	Other

Set-up and support

Set-up process for new clients

Blink have an in-house implementation team specialising in the delivery of their product. Depending on customer size and complexity, their rollout process averages between 4 to 12 weeks. Each customer is assigned an Implementation Manager to coordinate the delivery and provide best practices and tailored support along the way.

Product updates

Minor updates weekly, major updates every month.

Product update process

Customers are notified of upcoming releases prior to launch; then, typically, all updates are automatically released to every customer. A production and test tenant can be provided upon request. Test tenants are hosted within the Blink production environment but allow customers to test Blink features, functionality and integrations without affecting their primary tenant. Customers can also be invited into their testing program for new features prior to go live.

Reverse-out options

At the customer's request, data will be deleted within 30 days of contract termination, although data will remain within backups for a further 7 days. Access logs are maintained for at least 90 days for security purposes. Upon request, customer data will be returned in an open file format.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only*

*Monday to Friday, 08:00 to 23:00 UK time.

User community

Blink run regular Industry / Technology / Trends / Product webinars for customers (as well as the broader public) and publish a monthly thought leadership newsletter called 'The Shift'. They also host weekly product sessions with clients to brainstorm product development and offer a Customer Advisory Board, which brings customers together to share learnings, insights and impact.

Voice of the vendor

Blink says: "Blink is the employee experience platform built for the modern workforce. Our mission is simple: Help organizations unlock the potential of their people — from the frontline to HQ — by giving everyone equal access to the tools, information, and sense of belonging they need to do their job.

We believe in two truths: Employee experience is a competitive advantage. Engaged employees drive engaged customers, and the ripple effect shows up in retention, productivity, and profitability. Businesses with a frontline, dispersed, or hybrid workforce can't expect the same tools built for desk-based employees to deliver results.

The reality? Too many frontline workers feel disconnected, unheard, and unsupported. That disconnection creates costly churn, operational friction, and wasted investments in technology that never gets adopted. Blink changes that. Our mobile-first platform acts as a digital front door for employees, bringing everything into one easy-to-use hub. With frictionless single sign-on and Blink Identity (our built-in IdP), any worker — including those without corporate email addresses — can easily access payslips, schedules, benefits, forms, promotions, and any enterprise system with just a single click.

Instead of juggling countless logins or relying on paper notices pinned to bulletin boards, employees just need to tap into Blink (seven times a day on average) — making it the daily destination for work.

For many organizations, Blink is the missing engagement layer for corporate tools that aren't designed for frontline access. Workday, ServiceNow, Microsoft, and other systems are powerful but often underutilized by frontline teams. Blink extends their value by wrapping them in an interface that's mobile, intuitive, and built for everyday use. When everyone's on Blink, engagement — and culture — thrives.

With an in-app News Feed, peer-to-peer Chats, Stories, Surveys and Polls, Communities, and Kudos, employees don't just connect to systems — they connect to each other and to the company's mission. Leaders gain analytics to continuously improve employee experience, and Blink's unique onboarding approach delivers industry-leading activation and sustained adoption.

The impact is proven across 300+ organizations worldwide, including McDonald's, JD Sports, easyJet, Domino's, Carrefour, Nokia, Elara Claring, and Stagecoach: 26% reduction in attrition 5x increase in enterprise software adoption 3x survey response rates Across all industries, regions, and company sizes, Blink helps organizations empower every worker to be engaged, empowered, and equipped to succeed."

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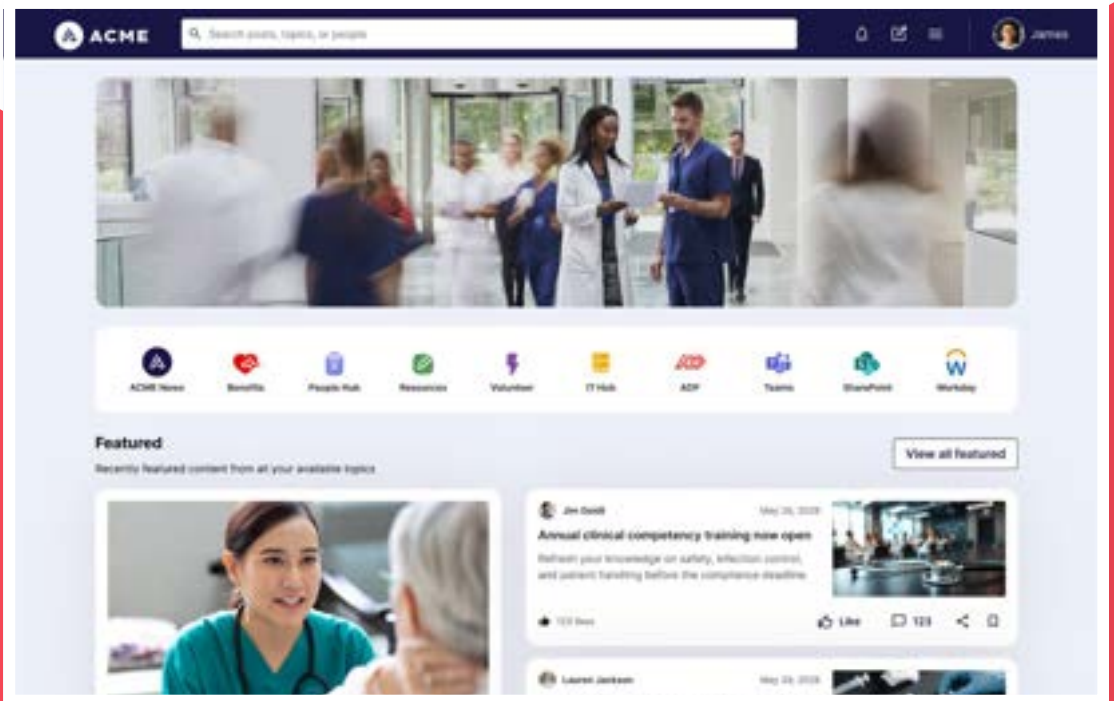
firstup

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

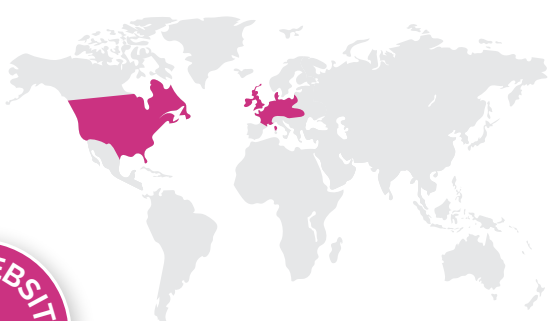
OTHER



Typical deployment:

20,000 to 50,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Firstup is a sleek and modern consumer-style employee experience platform, that combines a mobile-first, omnichannel experience with app-like interactions designed for large and global organisations.

SUMMARY

Firstup is headquartered in San Francisco, USA, but has offices around the world. The platform of the same name was created from the merger of Dynamic Signal and SocialChorus in 2021 but reflects over a decade of combined experience in employee comms technology. Notably, both platforms began as mobile-first solutions; and this foundation continues to influence Firstup's approach and design philosophy, with web, desktop, and other channels now layered on to support a full omnichannel experience.

The key highlight of Firstup is its user-friendly, consumer-style interface. For most people who have experienced any social media app or website, navigation feels familiar and intuitive, requiring little to no training as an end user. The mobile and desktop environments both have clean and modern layouts and have a parity of experience. There is also minimal friction when accessing or engaging with content with icons and texts seemingly accessible, well-positioned and pleasing to the eyes. The publishing and audience targeting tools are flexible yet simple to use, providing a lot of functionality that will appeal to internal communicators.

The approaches to knowledge management and search are relatively simple, so may not suit those with sophisticated needs. Similarly, integration options aren't as extensive as other platforms we've reviewed, plus there is room for improvement with the overall navigation and homepage design. It's also worth noting Firstup can tailor messages, news, and journeys based on role, location, or behaviour, ensuring that employees see content relevant to them. However, this level of personalisation relies heavily on how deeply the platform is integrated with an organisation's people data and on the hygiene / quality of the data.

Firstup may not be designed to function as the primary intranet or a central repository for static information such as policies or forms, although it has the functionality built into it. Instead, it shines as an employee experience and communication layer that drives engagement across channels, guiding users toward the right systems or actions. We think it works best as a complementary tool alongside SharePoint or other intranet platforms, extending their reach through personalised communication and an excellent mobile environment. It comes at a higher price point, but will suit large or complex organisations that want to reach every employee through intuitive, personalised communication.

Pricing

PRICE BAND	
1,000 users	$$$$$
5,000 users	$$$$$
20,000 users	$$$$$
50,000 users	$$$$$

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price per user per month, One-off payment, One-off payment and ongoing maintenance fee.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes, government / public sector, healthcare, frontline users, multi-year commitments, volume discounts.

COSTS TYPICALLY

Slightly higher at the start of the term, but generally spread.

PRICE INCLUDES

None on top of the pricing provided.

Product type

Ready-to-run, installed in days

Branding opportunities

Good branding, single choice

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Manufacturing	Health and social work activities	Wholesale and retail trade	Transportation and storage	Utilities provision, management and remediation

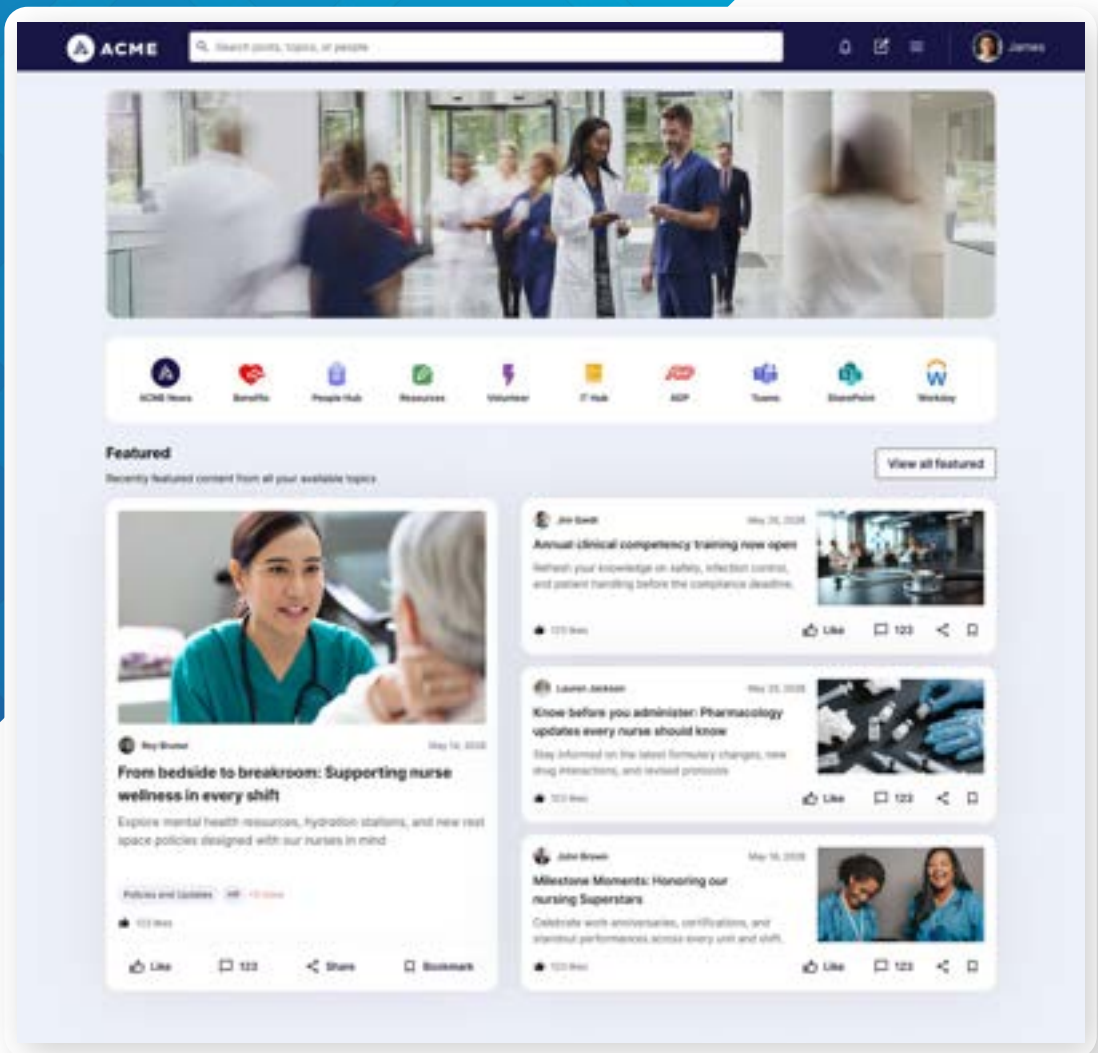
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

Notably, we received a significant number of responses from Firstup clients this year. Those who replied consistently praised Firstup for its user-friendliness, professional design, and targeting capabilities. One respondent noted "the ability to quickly create professional communications targeted to the right audiences and delivered when and where it is most convenient for the end user." Another commented that "the campaign builder is pretty intuitive and doesn't take long to learn." Many described the platform as "very easy to navigate," with one adding that "our team members enjoy the content we create." Customers also highlighted the benefit of reaching multiple channels at once: "I can create one message one time and publish it to all of my channels – email, SharePoint, app, digital signage, etc." Together, these comments reflect a platform that feels modern, intuitive, and effective for large organisations.

When asked about what could be improved, feedback focused on search, collaboration, and customisation. Several customers requested "better search engine capabilities" and "more intuitive navigation". Others mentioned a need for "better collaboration between content creators, publishers and admins" and "more layout options and homepage customisation". Some pointed out that "personalisation could go further, letting users pick their shortcuts or preferred channel for receiving information." One respondent summarised by saying, "it feels like more of a communication tool than a full intranet."

Feedback about working with the vendor was nearly wholly positive, but a handful of customers raised an issue with the high turnover of customer success managers. One person said this was "frustrating because they are on autopilot in terms of their 'check ins' vs. truly understanding our business." Another said they'd had "several outages" and "an ongoing mobile app issue". However, the vast majority of respondents were happy with the service they'd received. One person said, "Working with Firstup has been incredible", while others described them as "Great", "Excellent" and "Awesome." One customer summarised well: "The people are top-notch! Everyone from admin, to support, to product, is kind, helpful and great at what they do. Firstup wants us to succeed and have been great partners."


ACME
Featured
View all featured
From bedside to breakroom: Supporting nurse wellness in every shift
Annual clinical competency training now open
Know before you administer: Pharmacology updates every nurse should know
Milestone Moments: Honoring our nursing Superstars

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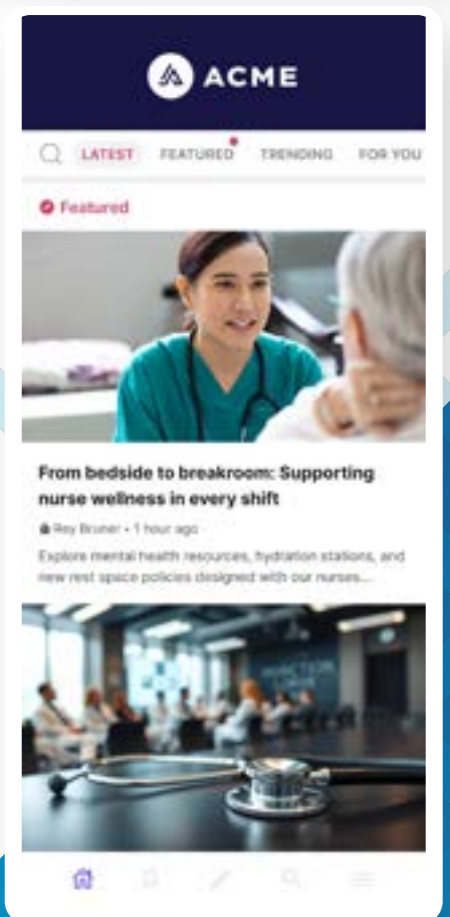
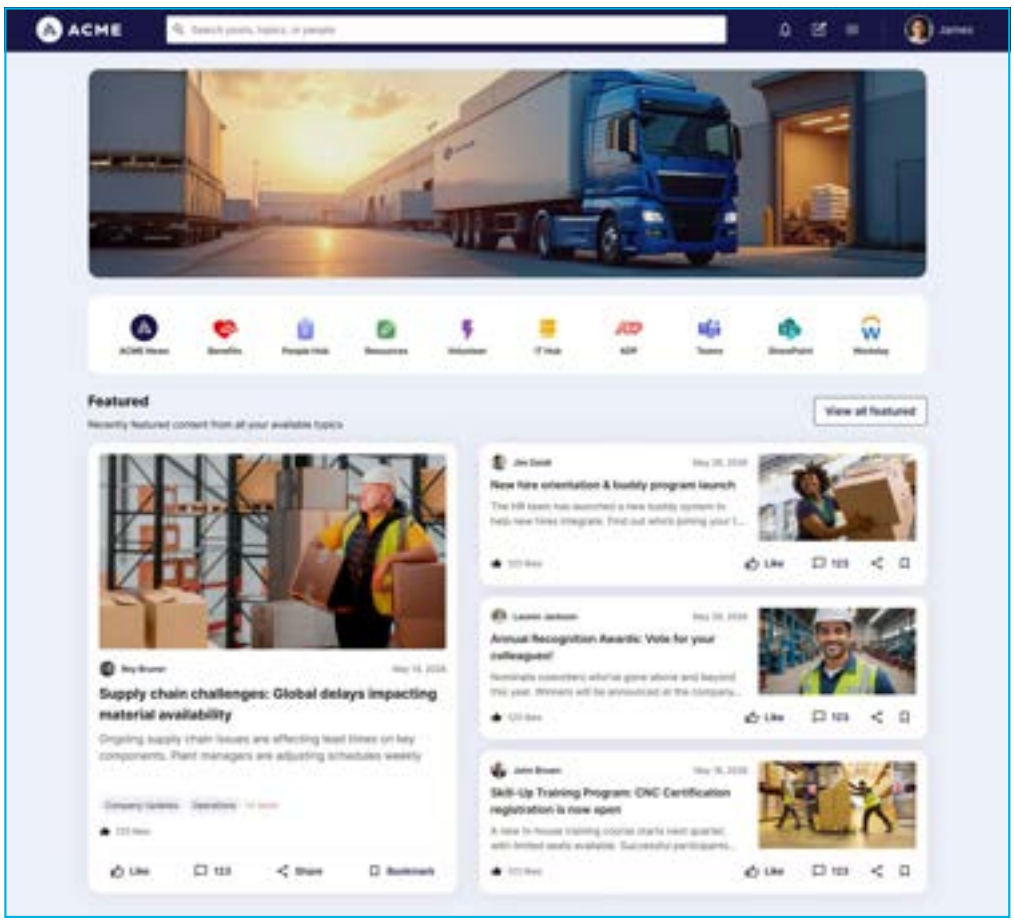

ACME
LATEST
FEATURED
TRENDING
FOR YOU
Featured
From bedside to breakroom: Supporting nurse wellness in every shift

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
4.5 **1. Employee Experience**	Stand-out audience targeting and multimedia features.	More personalisation and notification settings would be welcome.
4.5 **2. Communications Management**	Overall, very strong.	Content builder is very sophisticated. Calendar could include messages or ways to "block" dates.
3.5 **3. Community & Engagement**	Good range of social and collaboration features. 'Journeys' works well for employee lifecycle moments.	Limited dedicated tools, recognition and ideation are missing for example. Social approaches are structured, potentially limiting spontaneous community growth.
2+ **4. Digital Workplace Integrations & Services**	Integrations to pass Firstup content into other systems work well.	Practical and two-way integrations are limited.
3 **5. Knowledge & Content Management**	Operational and urgent communications are well served.	Knowledge management capabilities are adequate.
2.5 **6. Information Finding & Search**	Search interface is clean and clear. Attractive profile pages and org chart.	Overall experience is simple and geared towards comms, rather than reference materials.
4.5 **7. Mobile & Frontline Support**	Consistent with the desktop experience. Very strong on mobile overall.	More features for frontline workers would be welcome.
3 **8. Platform Management**	Permissions are fine-grained. Admin interface is easy to use.	Homepage and navigation controls could be improved.



Firstup's sleek landing page, mirroring popular social media app navigation and user interface.

Firstup is a sleek, consumer-grade employee experience platform with a strong user experience that feels instantly familiar to employees across desktop and mobile (see Scenario 7). The main feed is clean and uncluttered, and content is presented in a way that mirrors popular social apps, making it easy for users to scroll, explore and engage with the content. Navigation is straightforward, with consistent icons and menus that allow employees to move effortlessly between posts, campaigns, and shortcuts. The overall interface is intuitive and quick to learn, requiring little onboarding or training.

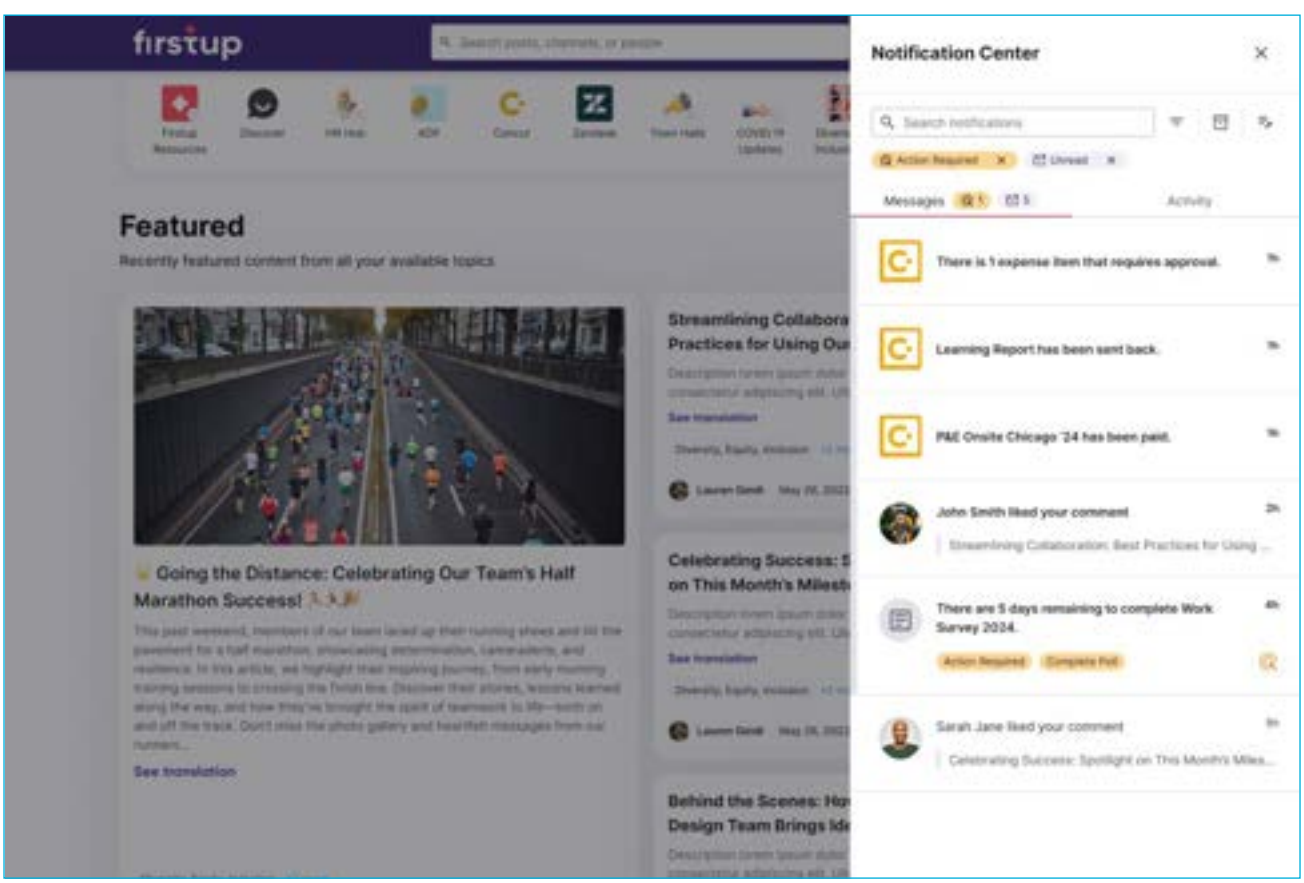
The targeting capabilities in the 'Orchestration Engine' are among Firstup's strongest features, offering communicators granular control over who receives which message, when, and through which channel. Audiences can be built dynamically using data attributes such as location and engagement behaviour. The process feels approachable, with filters and preview options that make it clear who will receive what. This functionality is completely no-code, allowing communicators to configure independently without IT support.

We particularly like how targeting operates across multiple layers of the platform, applying not just to news posts but also to shortcuts, banner messages, and notifications. For example, a regional HR update can appear automatically in the feed of relevant employees while remaining invisible to others, minimising clutter. There is also strong integration between email and in-app delivery, the same campaign can be sent through both channels, ensuring maximum reach and consistency (see Scenario 2 for more). Firstup therefore makes it straightforward to ensure messages land with the right people, through the right channel, at the right time.

Users see content targeted to their profile and activity, such as location-specific news or updates relevant to their role. The 'Discover' function offers additional recommendations, surfacing posts that match user interests or past engagement. However, this intelligence is not purely automatic; it depends on integration with people-data systems (more so than other solutions we've reviewed). Where this data is incomplete or inconsistent, the targeting precision declines and the experience can revert to broad-based publishing. Note that personalisation in Firstup is currently organisation-led; employees cannot fully customise their homepage or opt out of certain feeds, and "forced subscription" is sometimes applied for critical communications. While this ensures important updates reach everyone, it can limit user autonomy and contribute to notification fatigue if overused.

Firstup's notification experience is centralised and well-structured, helping both employees and publishers manage updates efficiently across mobile and web. Notifications are available through the familiar bell icon, which opens a consolidated notification centre. The platform distinguishes between two clear types of alerts: 'Messages', which are direct communications, and 'Activity', which relates to user interactions such as comments, likes, or shares. This clear separation helps reduce noise and ensures employees can prioritise what needs their attention.

We particularly like that notifications can be self-organised by the user. Employees can mark notifications as read, acknowledge messages, or flag items requiring action. Notifications can also be linked to audience targeting and campaigns, meaning alerts are only delivered to relevant segments. However, there are limited user preference settings. Employees cannot yet customise how frequently they receive push alerts or choose their preferred channels. Expanding those controls would further enhance usability and reduce notification fatigue (sentiment echoed in customer feedback).



Notifications are helpfully split into 'Messages' and 'Activity', allowing employees to prioritise what needs attention.

Working with multi-language content can be challenging, and Firstup does a commendable job to ensure a consistent experience on both web and mobile. The platform automatically detects a user's browser default language and can display translated content accordingly. Employees accessing the site in different regions see content auto-translated into their native language, while the overall layout and navigation remain identical.

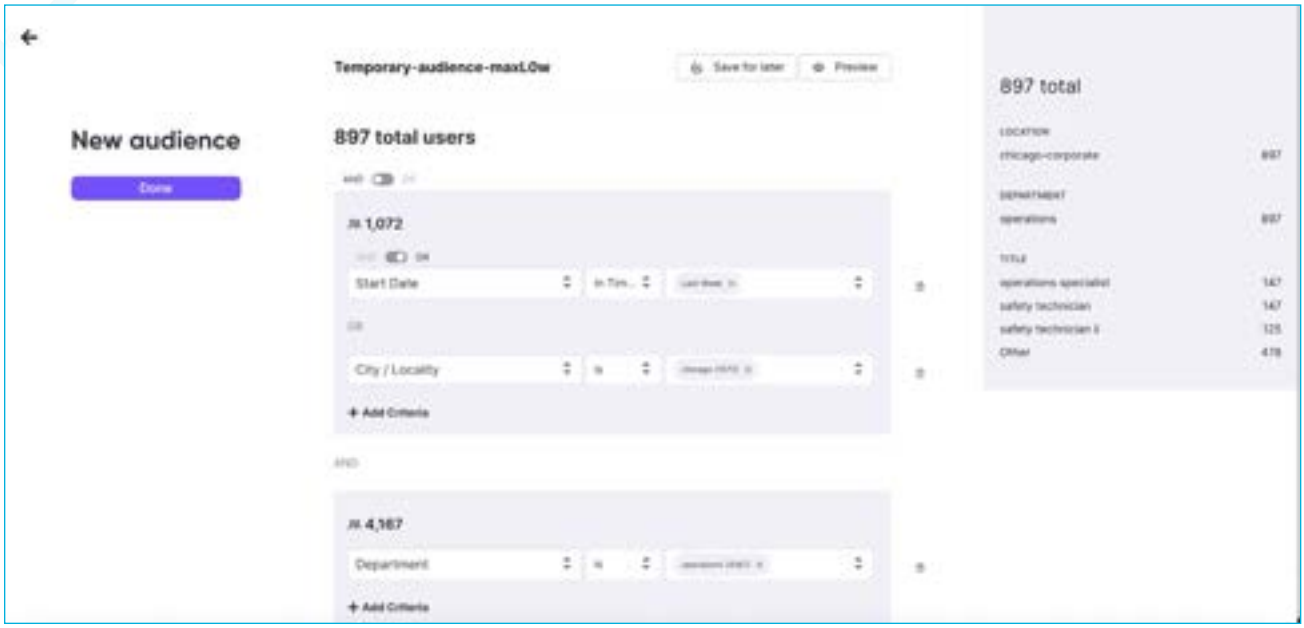
We particularly liked how the platform integrates AWS Translate, supporting over 35 languages. This automatic translation extends beyond the body text of posts and announcements to include menu items, headlines, and interface text. Captions for embedded videos further improve accessibility. Publishers can review and edit machine translations, refining tone and branding before publishing.

Additionally, Firstup provides a language guide for branding and corporate terminology, suggesting translations or alternatives for common internal jargon. These translation and review tools are found directly within 'Creator Studio' (see Scenario 2), keeping workflow simple. Translated versions of posts are stored alongside the source content, and publishers are notified when translations require review or approval. While the admin interface is English-only for now, multi-language UI options are on the roadmap.

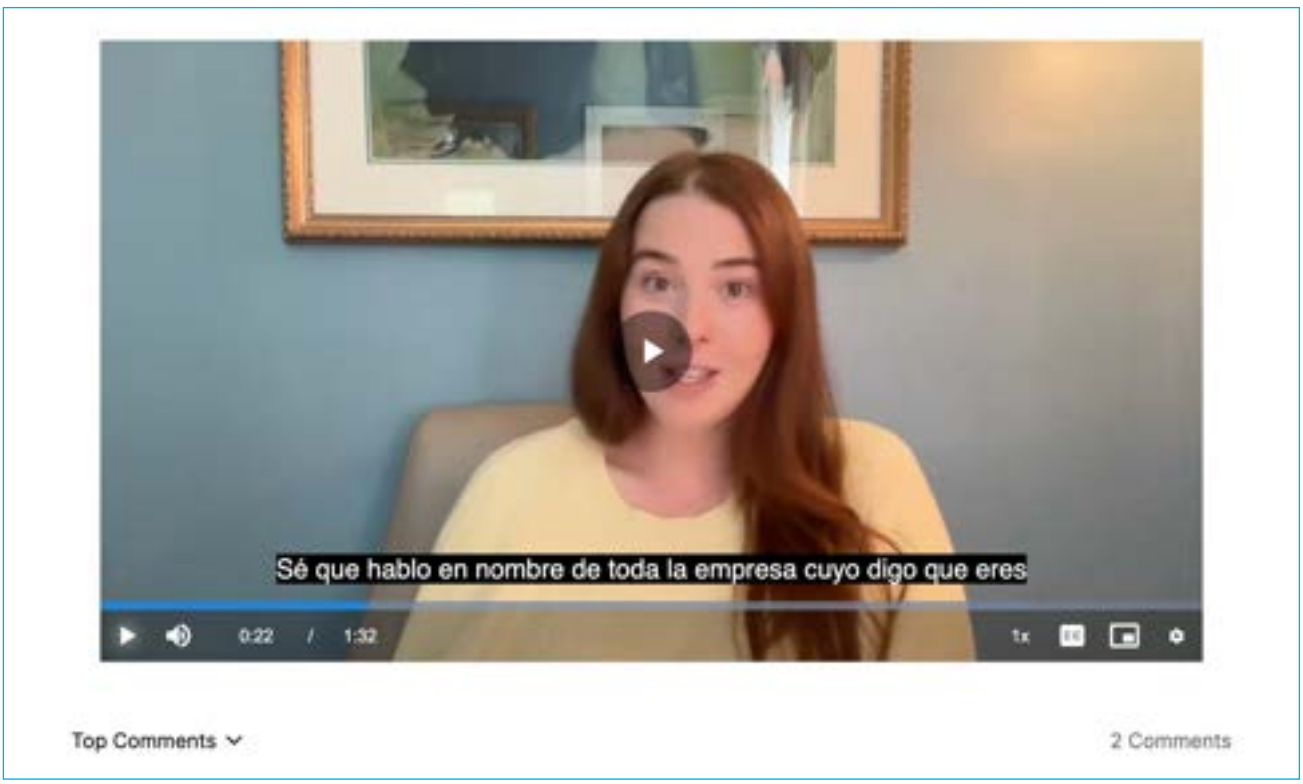
Finally, multimedia support is a standout. The platform supports a wide range of formats including images, GIFs, videos, and podcasts all via direct upload or embed. A built-in royalty-free image library saves communicators time and helps maintain visual consistency. Richer media, including livestreaming, allows organisations to host leadership town halls or internal events directly within the platform.

Each media type publishes cleanly across web and mobile, preserving formatting and playback quality. While there is limited central control over media reuse or asset governance, the overall experience is flexible, accessible, and designed for communicators to create visually engaging content with minimal technical effort.

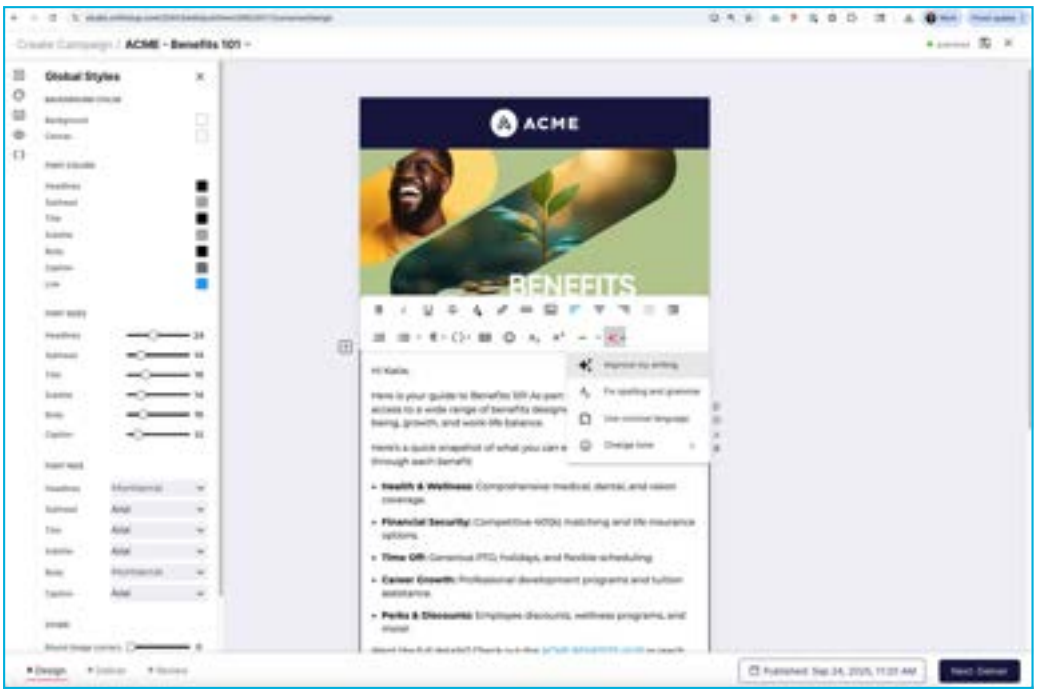
Multi-language needs are well supported, with a helpful language guide for translations.



It's easy to create audiences using a simple 'Criteria' approach that doesn't require technical knowledge to configure.



There is good multimedia support, including livestreaming that features caption translations too.



There are sophisticated tools for creating attractive content.

Firstup has a flexible and structured publishing environment that helps communicators create visually appealing news articles and campaigns with ease. Its range of templates (built by Firstup but can be co-developed with customers), supports different communication needs, from leadership messages to campaign wrap-ups.

Content is built using modular blocks of text, images, videos, links, or embedded media, where publishers can easily drag and drop elements to reorganise layouts. This is an excellent approach, although may feel overly comprehensive in places for infrequent publishers. We like the availability of newsletter-style formats that combine multiple pre-published posts into a single scrollable digest, ideal for weekly or monthly wrap-ups. A generative AI 'Compose' tool assists writers by suggesting headlines, rewriting sections, or adapting tone for different audiences, providing value for time-sensitive communications.

Two content types are available: 'Feed' and 'Direct'. Feed articles appear in the employee news feed and can be categorised under specific 'Topics', such as departmental updates or wellbeing stories. They can also be pinned under 'Resources' for reference content or 'Features' for business-critical updates (see Scenario 5 for more on both). Direct content is distributed through email, push notifications, or the notification centre, and a force delivery option ensures mandatory updates like safety notices reach all employees.

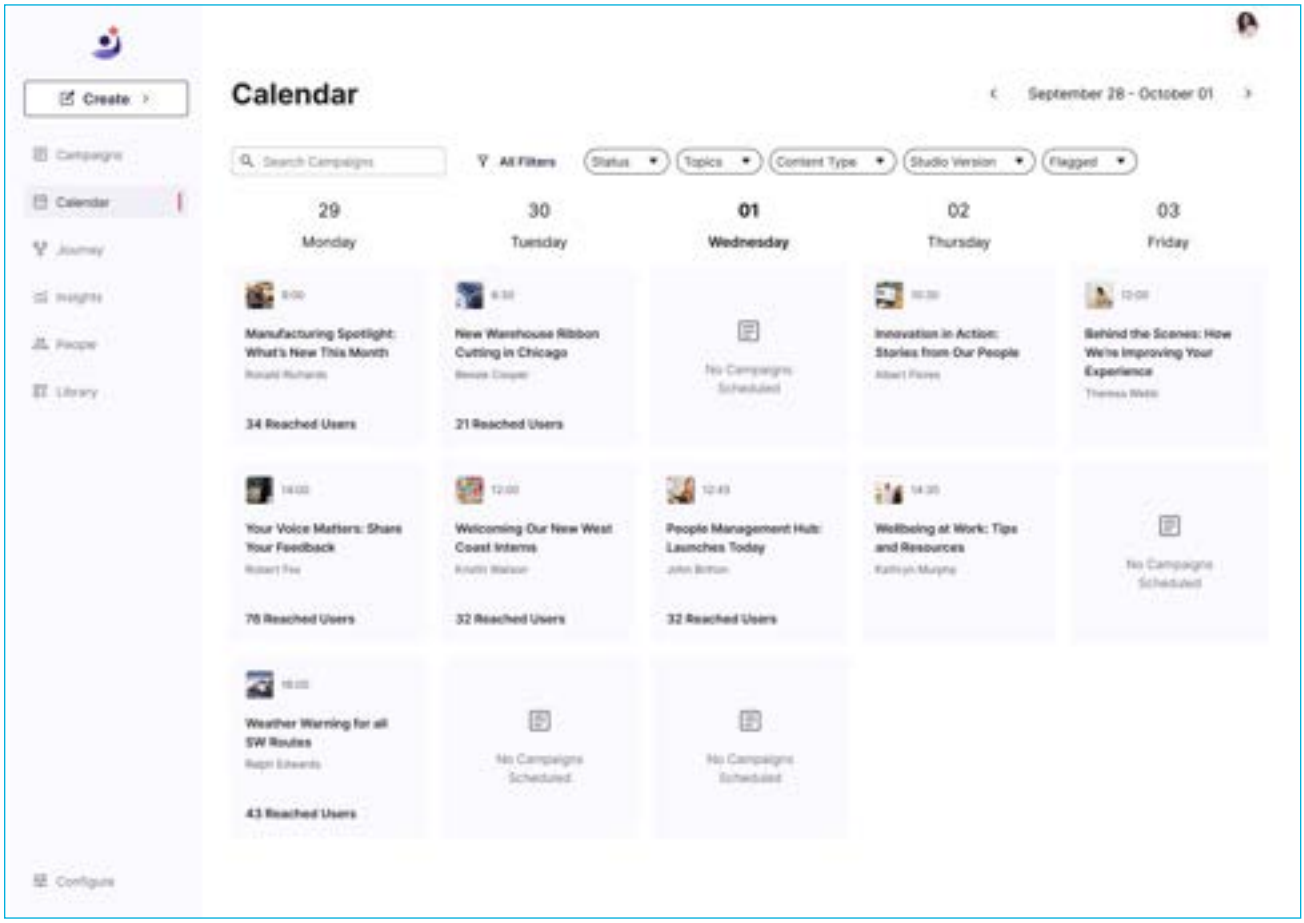
We particularly like the 'Engagement Boost' feature which automatically re-targets employees who have not interacted with a message. Using engagement data, the platform can re-send or make content appear through alternative channels. This clearly demonstrates Firstup's commitment to data-driven communication that maximises reach without causing fatigue.

Scheduling and management tools are similarly refined. Posts can be scheduled for specific release times or set to auto-archive after expiration. We liked the filterable, permissions-based content 'Calendar', which provides an at-a-glance view of upcoming and past publications. Communicators can filter by author, status, or topic, making it easy to manage a large volume of posts. The Calendar also supports workflow permissions, ensuring only authorised publishers can approve, edit, or release scheduled content. We'd like to see ways for communicators to leave notes in the Calendar, or "block" dates due to external factors such as year-end.

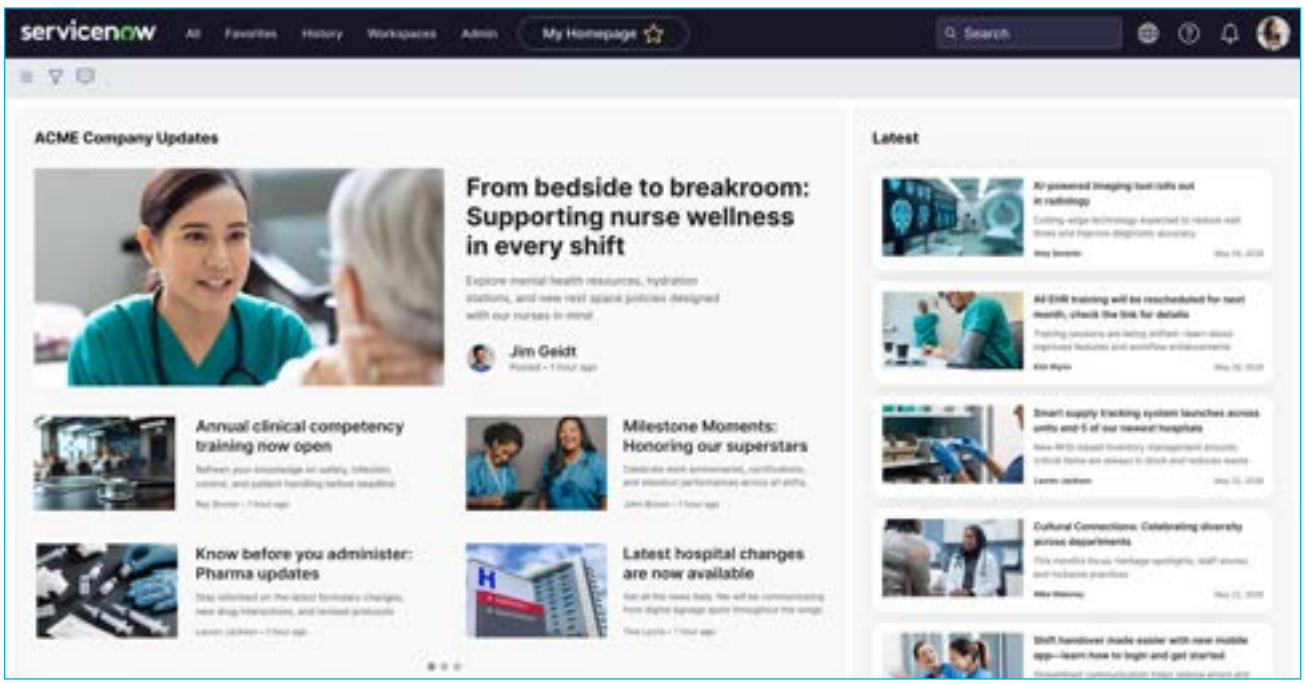
Firstup's intelligent delivery engine learns from user behaviour to send messages through preferred channels at optimal times. Someone who frequently engages via mobile may receive content by push notification, while another who reads via desktop will get email instead. Communicators can also request acknowledgements, disable comments for sensitive topics, and publish on behalf of leaders / departments using author aliases, giving teams fine-grained control over tone and visibility. Communicators also prioritise content as 'Critical', 'Must Know', or 'Standard' so that employees always receive what is most relevant first.

The platform's multichannel publishing is one of its strongest points. Once a message is created, it can be shared simultaneously across the feed, email (in a newsletter format), push notifications, and the notification center. Automatic re-targeting ensures important updates are not missed, particularly by frontline staff. The ghost author or 'email on behalf' option lets communications teams send authentic messages under executive names without extra manual work.

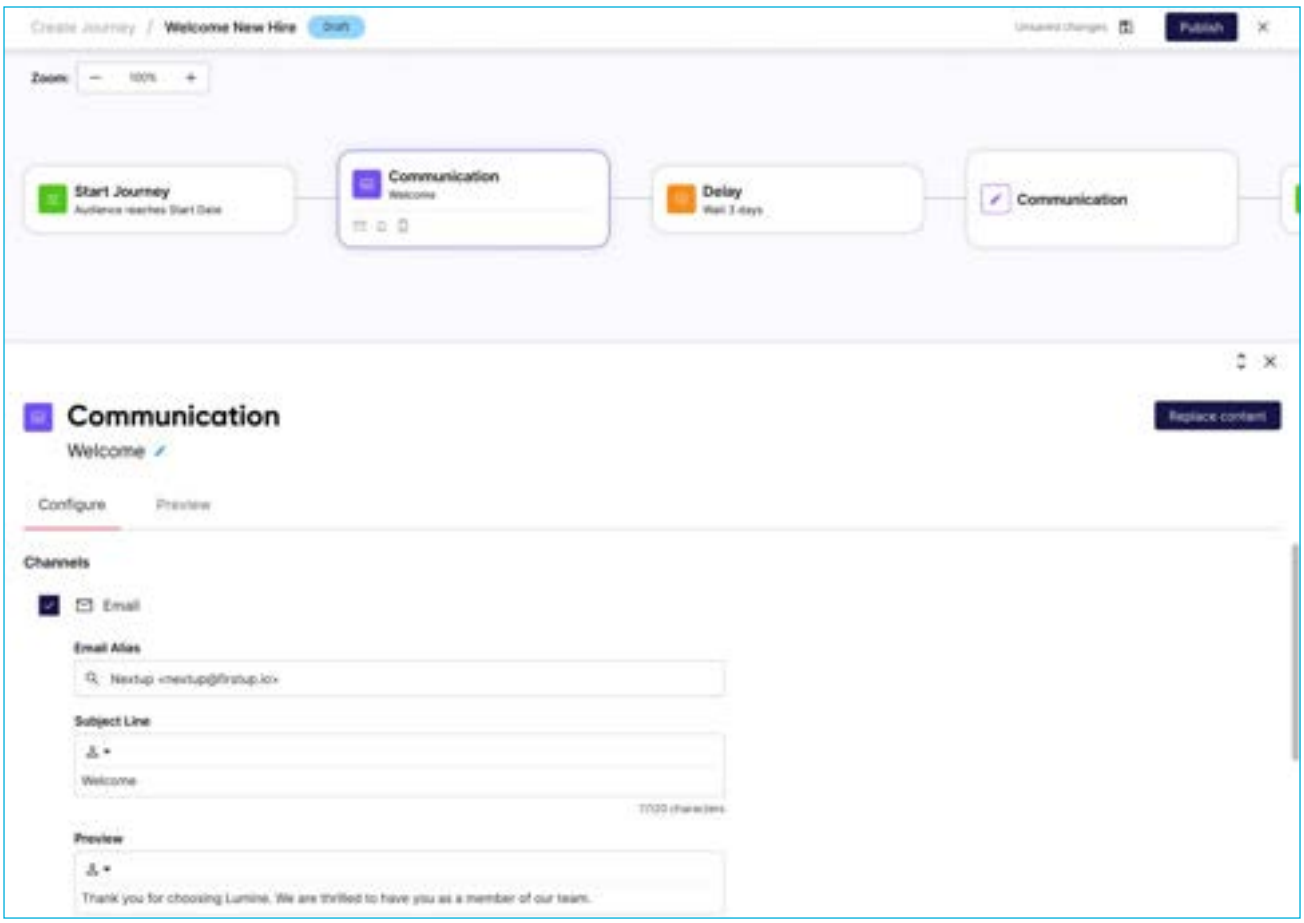
From an integration standpoint, Firstup connects seamlessly with the broader digital workplace. APIs and iframes allow live content to appear in widgets in platforms like SharePoint and ServiceNow, while extensions support posting into Microsoft Teams, Viva Engage, and Slack channels. Helpfully, topic-to-channel mapping automatically syncs Topics such as 'Company News' or 'Safety Updates' with third-party channels like Teams or SharePoint. A partnership with ScreenCloud enables digital signage that mirrors live Firstup feeds, with QR codes so people can read more on the mobile app.



The filterable content Calendar gives communicators an effective tool for managing the flow of news.



It's possible to display Firstup content in external systems, such as in SharePoint web parts or in ServiceNow widgets.



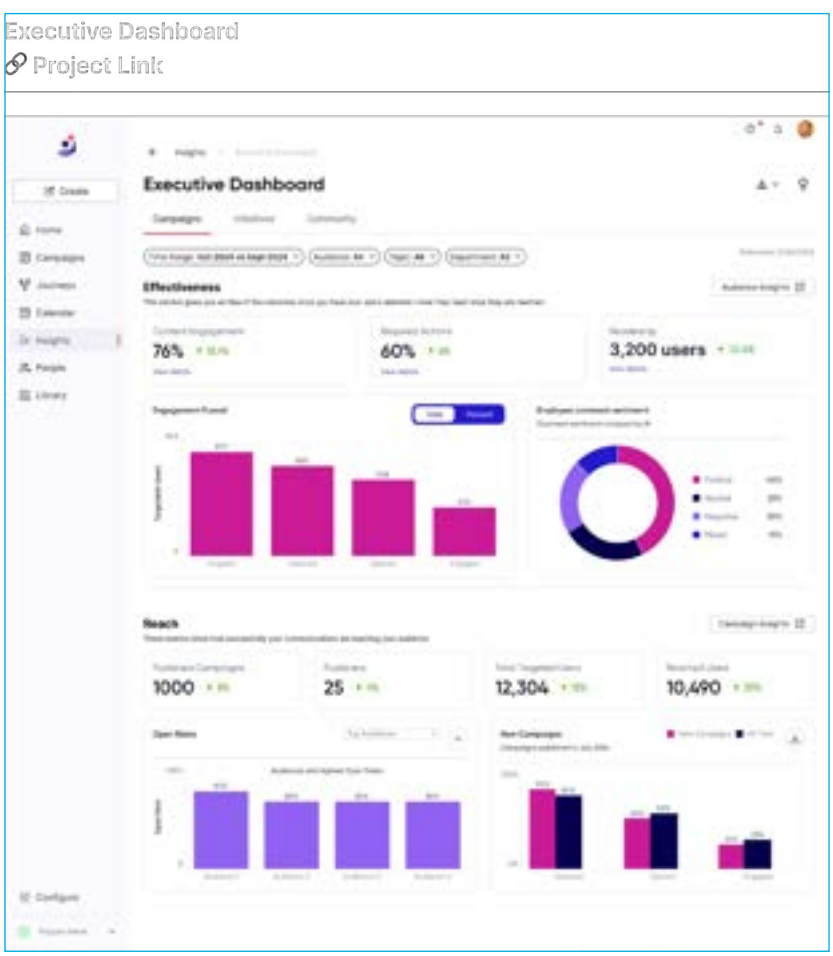
Journeys are simple to build, using logic pickers and a workflow approach.

'Journeys' facilitates communication campaign planning by orchestrating sequences of messages over time and are easy to build using a workflow approach. Campaigns can be triggered by an event (such as hire date, covered in Scenario 3) or set to run over given periods, plus can include 'decision' or branching-logic points. Audience filters are displayed alongside content blocks, and communicators can preview exactly how posts will look for each segment. Journeys can reuse existing posts or create new ones, and each inherits Firstup's targeting logic. It's possible for managers to receive one version of messages while employees get another, ensuring contextual communication.

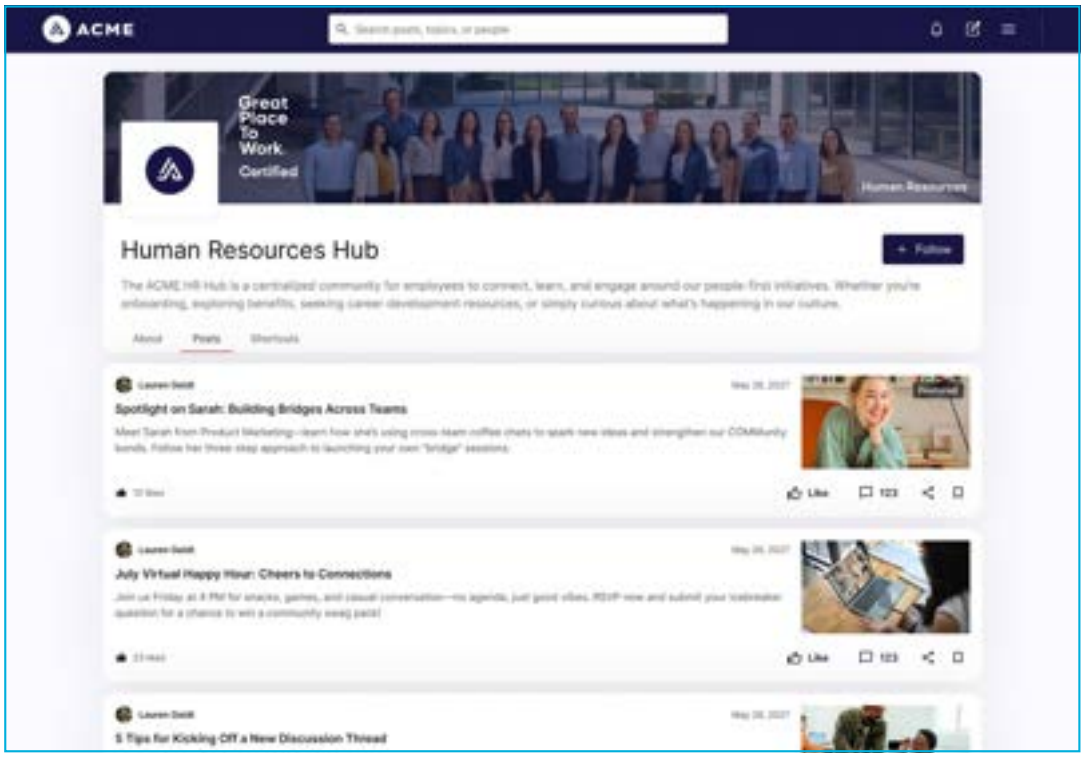
Each campaign includes a built-in analytics dashboard providing a consolidated view of omni-channel performance. Metrics such as impressions, opens, and engagement are visualised clearly, while AI-driven sentiment analysis interprets comments and reactions to reveal tone and mood. Predictive analytics draw on historical data to suggest adjustments before publishing, turning reporting into a planning tool.

Individual metrics can be viewed for U.S. audiences, while analytics for other regions are anonymised to meet privacy standards. Data exports are available in multiple formats or via secure transfer to business-intelligence systems.

Overall, Firstup's communications management suite combines ease of creation, intelligent targeting, and meaningful analytics in one cohesive system. It helps organisations deliver the right message through the right channel at the right time, elevating communications from routine publishing to a measurable, continuous engagement practice.



Firstup includes strong content-related analytics, which communicators will find valuable for assessing success of activities and planning what to do next.



Topics act as structured community spaces intended for user generated content.

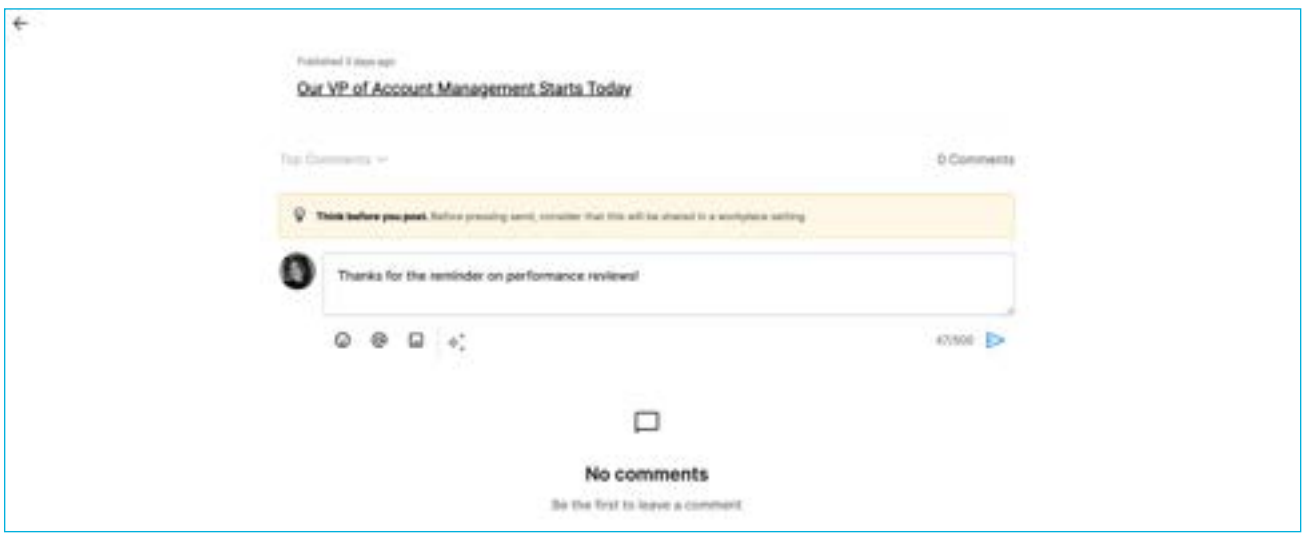
Firstup offers structured social collaboration through Topics, which function as a blend of discussion space, department hub, and communication channel. Topics can be owned, closed, or public, giving organisations a clear framework for governance and moderation. Each space serves as a hub for updates, knowledge sharing, and employee interaction, which can in turn be used as 'Knowledge Hubs' (see Scenario 5) and are similar to departmental sites in SharePoint.

Posts within Topics support text, images, GIFs, videos, podcasts, and links, allowing employees to share updates in varied and engaging ways. The interface is simple and social, letting users like, comment, or share posts in a familiar feed-style format. A built-in "Think before you post" reminder reinforces responsible participation and brand-safe communication. We also like the AI post-generation prompts that help users craft content and tags, encouraging contributions from employees who may be less confident writing.

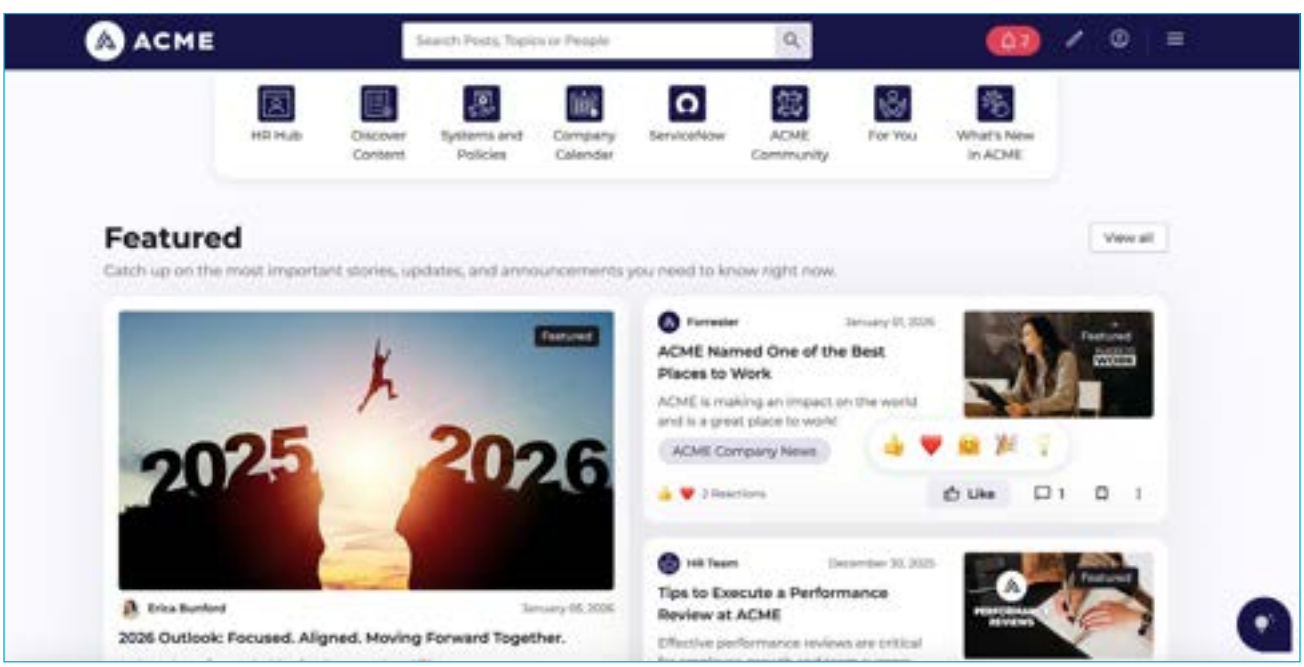
From an administrative perspective, 'publish-with-approval' workflows and 'auto-publish' options make it possible for different governance models to coexist. Moderators can review posts before publication, and reporting tools provide visibility into community engagement trends. These controls create a balanced environment where employees can contribute while communicators maintain oversight and tone consistency.

There are, however, some limitations in community management. Users cannot create their own Topics, which could restrict spontaneous or bottom-up community growth. Anonymous posting is not supported, limiting sensitive or feedback-based discussions, and pre-hire or external access is unavailable, preventing engagement with candidates or partners. While Topics can link to resources and embed departmental content, there are no structured idea management capabilities, which could make collaboration more dynamic. Overall, Firstup offers a well-governed, professional approach to community engagement designed for organisations that prioritise structure and quality control over informal, open conversation.

Firstup supports a range of social reactions that make it easy for employees to engage with content. Users can respond to posts with configurable emoji-style reactions, allowing expression beyond a standard 'like'. These options replicate consumer-grade experiences and make engagement feel more natural and expressive. Comments are fully moderated, letting communicators approve, flag, or remove inappropriate content when needed, and commenting can be turned off for sensitive updates.



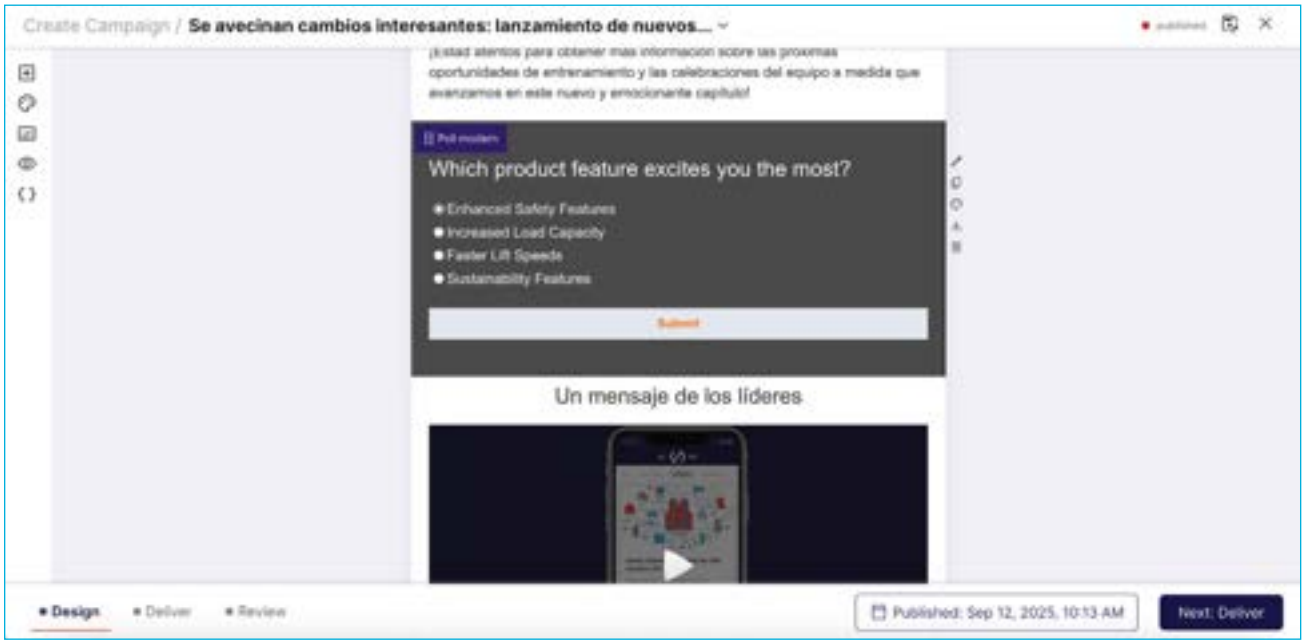
Commenting includes full moderation features, including a helpful reminder to "think before you post".



Users can react to posts using a range of expressive emojis.

Although reaction options are engaging, there are no gamification features such as badges or leaderboards to further encourage participation. Similarly, there is no aggregated activity feed that highlights trending posts or top interactions, which could help draw users further into community-based discussions. Although Firstup says dedicated Topics could be used for employee recognition, it would be good to see dedicated functionality introduced. Even so, Firstup delivers an expressive and well-controlled social layer that balances creativity with professionalism.

Feedback tools are straightforward and effective. Quick polls can be embedded directly into the feed or content blocks, and are especially useful for pulse checks or short engagement surveys. Poll outcomes feed into the same analytics dashboard used for communications, allowing engagement to be tracked alongside readership and reactions. For deeper input, longer-form surveys from Microsoft Forms, Google Forms, or other third-party tools can be embedded; this is more basic than other platforms we've seen. Although there are no gamified surveys or idea-generation spaces, the available tools are practical and sufficient for most communication use cases.

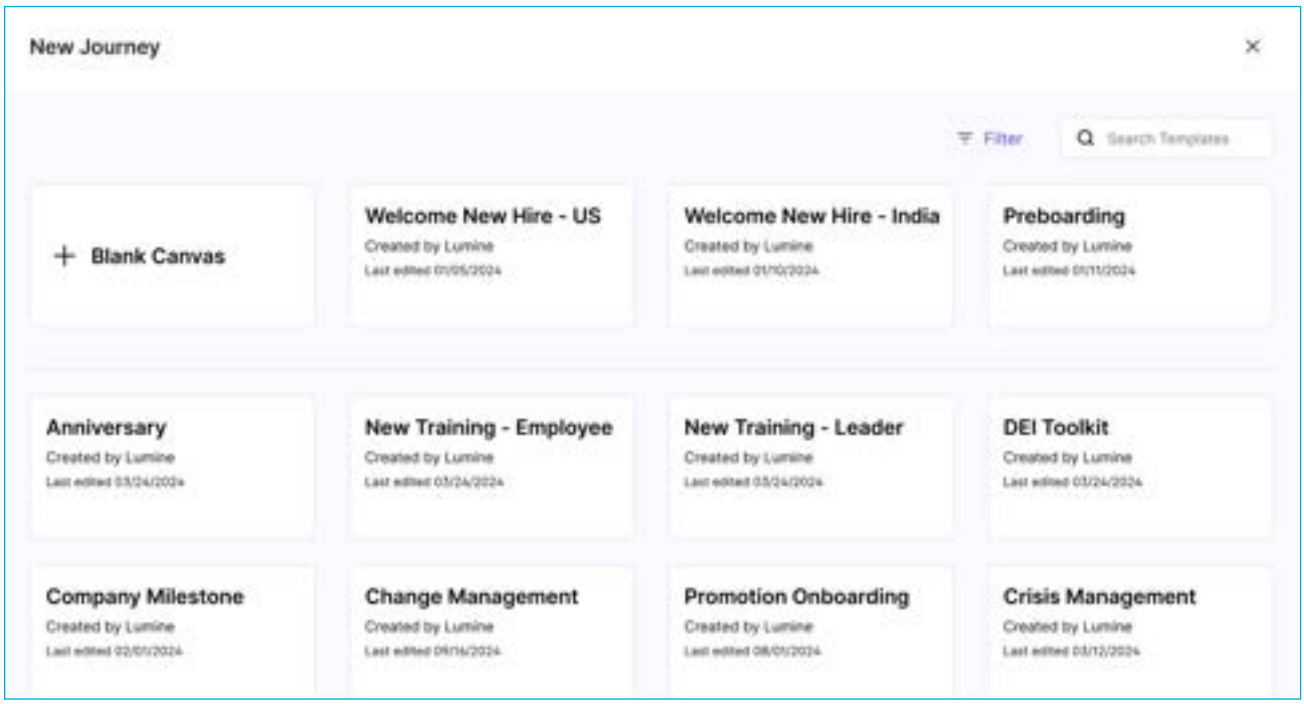


Polls can be created within the feed or as part of a larger piece of content, such as a newsletter.

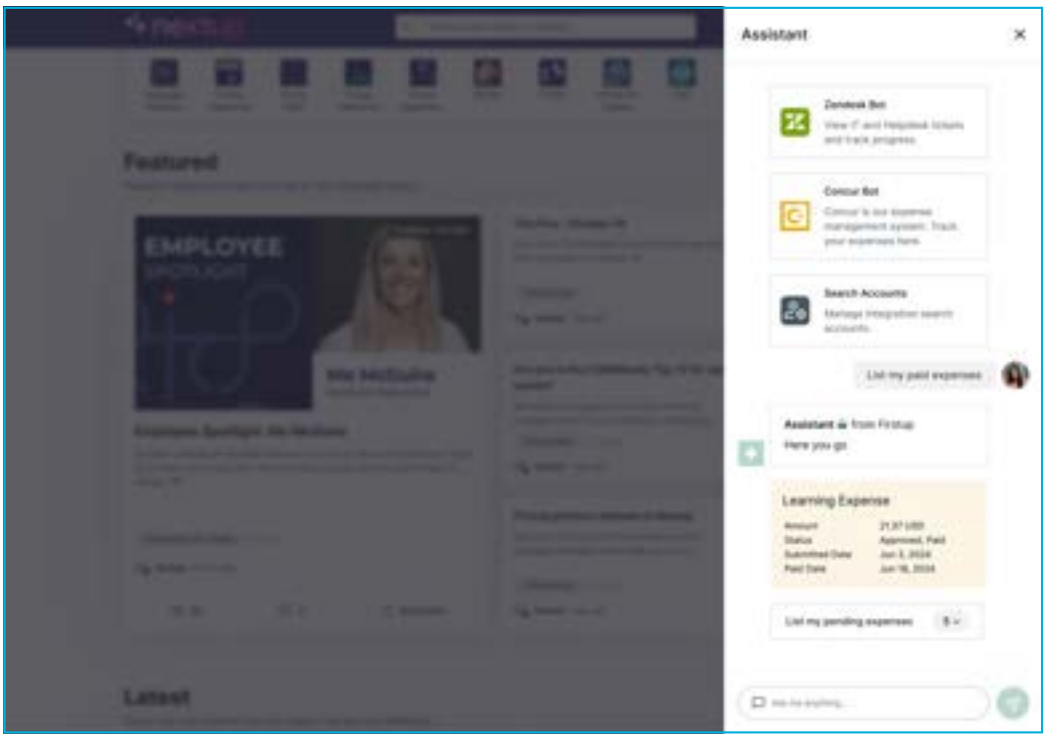
The Journeys tool (discussed in Scenario 2) extends community interaction across the entire employee lifecycle. Communicators can design automated sequences that reach employees at key stages such as onboarding, internal moves, or returning from leave. Journeys can be triggered by data changes like new hire dates or role shifts, or by fixed milestones, ensuring employees receive relevant content when it matters most. Managers can receive leadership guidance while employees receive task- or role-specific information, allowing for differentiated yet consistent engagement.

Each message within a journey can reuse existing posts or be newly created, offering flexibility while maintaining brand coherence. Automated triggers reduce manual effort for communications teams and keep information timely. While recognition, training, or performance management features were not demonstrated to us in detail, the Journeys capability itself provides tangible value for organisations looking to automate engagement at scale.

Overall, Firstup's community and engagement features combine structure, governance, and user-friendly participation. Its Topics framework and AI-supported tools make it easy to foster conversation and share ideas in a controlled environment, while its feedback and lifecycle communication tools help maintain connection and continuity across the workforce. The result is a professional, data-informed community experience that encourages participation while keeping alignment with organisational tone and standards. There are a few gaps, however, for example a more sophisticated surveying feature would be a welcome addition.



There are a variety of Journey templates available out of the box to help acknowledge and facilitate employee lifecycle moments.



There are lightweight workflow activities available from within Firstup.

Much of Firstup's approach to integrations concentrate on Firstup content going out into other systems; including into configurable SharePoint web parts (see Scenario 2), federated search (see Scenario 6) and people data sources (see the tables). For example, we like that Firstup Topics can be mapped to Teams and / or Slack channels and that Firstup is accessible via an app in Teams too.

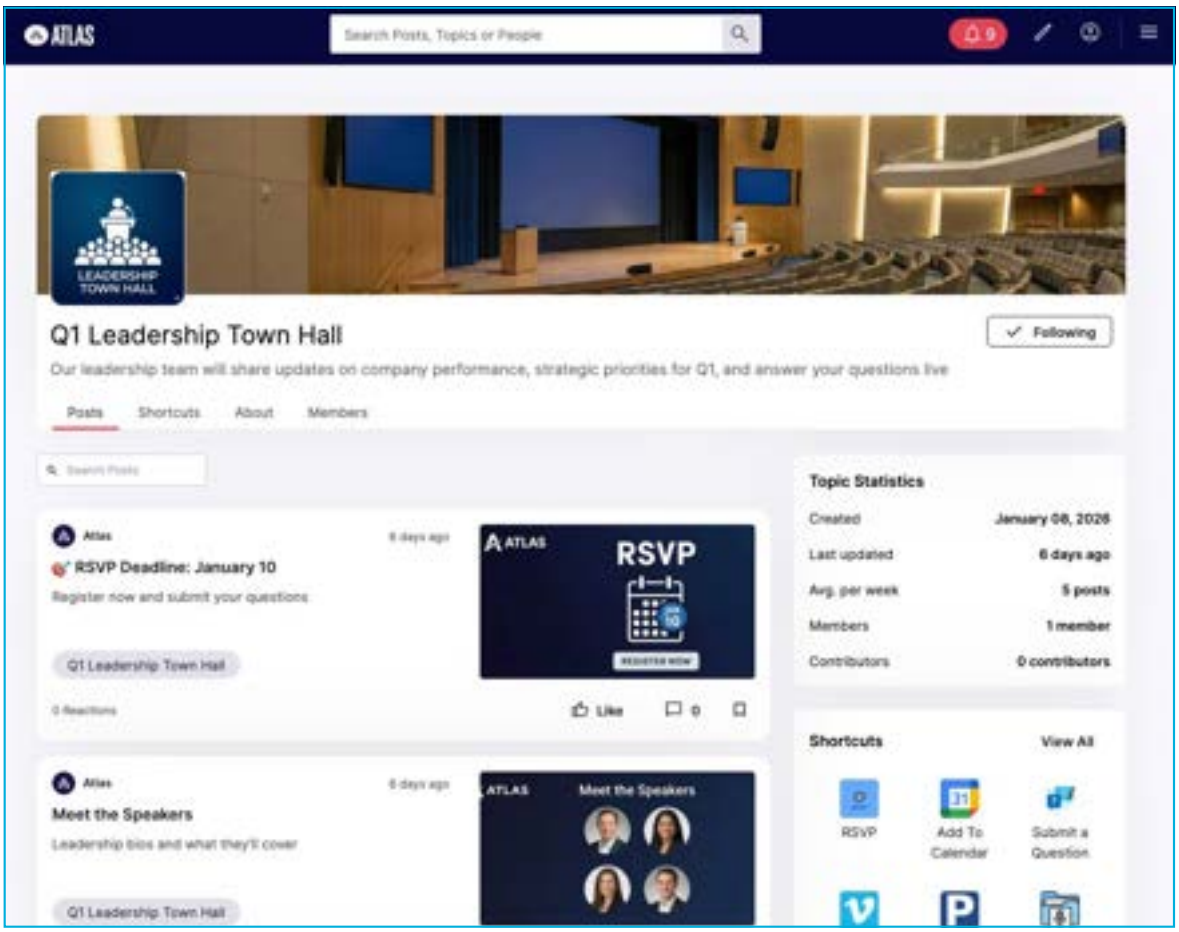
'Shortcuts' are available via the mobile burger menu and / or via a homepage widget. These include links to internal content and to external business systems, with single sign-on supported where available. It's also possible to add links in Knowledge Hubs to SharePoint document libraries or similar, but there aren't closer integrations of SharePoint content in Firstup.

Notifications from third-party platforms also aren't presented in Firstup, which we think is a shame. Reminders can easily be scheduled as part of Firstup content, however, so employees could receive prompts to complete regular or repeated tasks. It would be good to see something more robust introduced.

There is an open API for integrations with other business systems into Firstup widgets, although the number available out of the box is limited. We saw a nice integration with UKG that displayed shifts and another for punching in / out of work.

A chatbot interface 'Assistant' is another integration route, such as with ServiceNow. This presents a series of configurable prompts that steps employees through activities from the source system. For example, viewing latest pay slips or approving a request for a new laptop. Some of these are fully two-way, allowing people to stay in Firstup and complete tasks, while others will open the third-party system to complete activities.

Overall, Firstup's approach is limited compared with other platforms we've reviewed. If you want to get content out onto other platforms then that is well served, but other activities are fairly basic. On the roadmap is "bring your own LLM" capabilities that the vendor says will enhance the platform's context-based intelligence and integrations. We look forward to seeing how this performs, as it sounds like a beneficial enhancement.



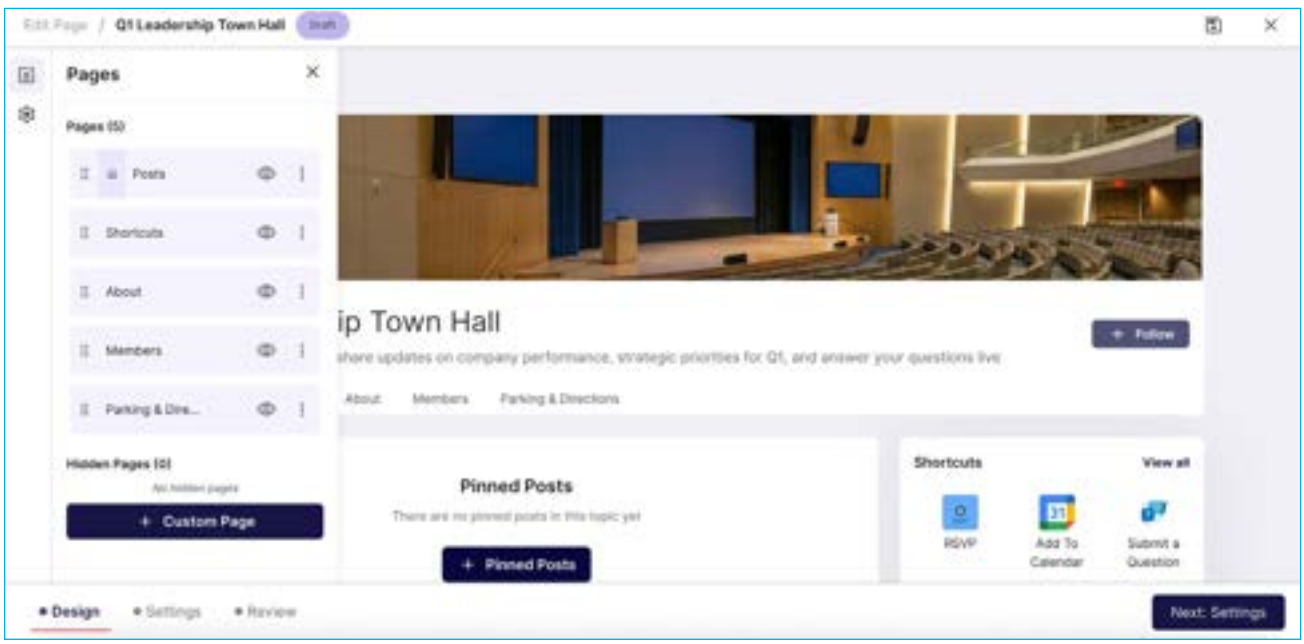
Knowledge Hubs allow teams to curate departmental or functional content using a simple, structured layout.

Firstup provides a simple solution for managing and presenting knowledge resources; although its strengths sit mainly in content creation and delivery rather than long-term lifecycle management. For example, we observed that Firstup's approach to knowledge management is communications-driven rather than repository-driven.

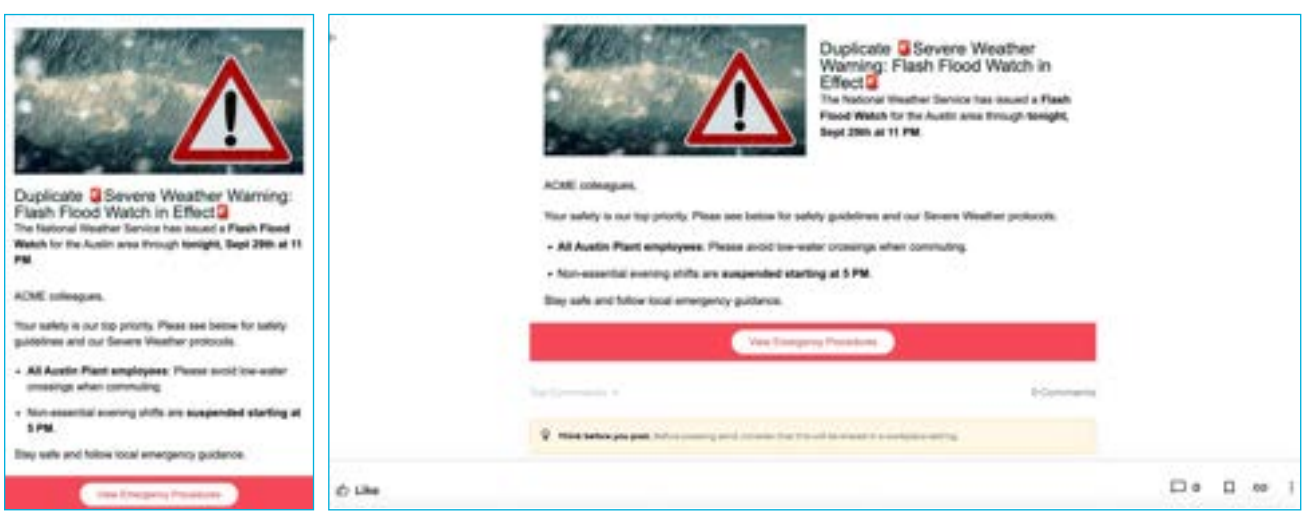
Topics (covered in the context of communities and social spaces in Scenario 3) can also serve as departmental or functional spaces that Firstup calls 'Knowledge Hubs'. These allow teams to create and curate static information, attach resources, and share posts. Within a Knowledge Hub, administrations can easily add sub-pages via a toggle or by choosing to 'create a custom page'. These pages are then clearly displayed to end users in a tabbed navigation, helping employees access policies, training materials, or guidance in context. Links can be added to document stores, such as SharePoint or Google Workplace, but there's no support for a traditional A-Z policy library.

Pages, including the Knowledge Hub landing 'About' page, are simple to configure using the same Studio experience covered elsewhere. Knowledge Hubs can include multimedia such as videos, images, and links to add variety into the content stored there. We like the 'Meet the Team' page, so that employees can easily see who's responsible for content and the associated topic. Tagging supports organisation-wide consistency, though search is currently limited to titles rather than full-text content. See Scenario 6 for more on search.

The experience for operational and urgent updates is consistent with Firstup's content creation and targeting capabilities. Editors can push critical messages across all relevant channels. Banners and forced delivery options can ensure visibility for essential updates, while mandatory acknowledgements allow organisations to verify readership. Banners themselves can remain visible until acknowledged, ensuring important content is not lost in the feed. Notifications can be configured for email, push, or within the notification centre, and the system can even support "mark as safe" confirmation flows. This makes it effective for safety alerts or crisis communication, particularly for frontline employees.



Setting up navigation and configuring pages is easy to do in Knowledge Hub Topics.



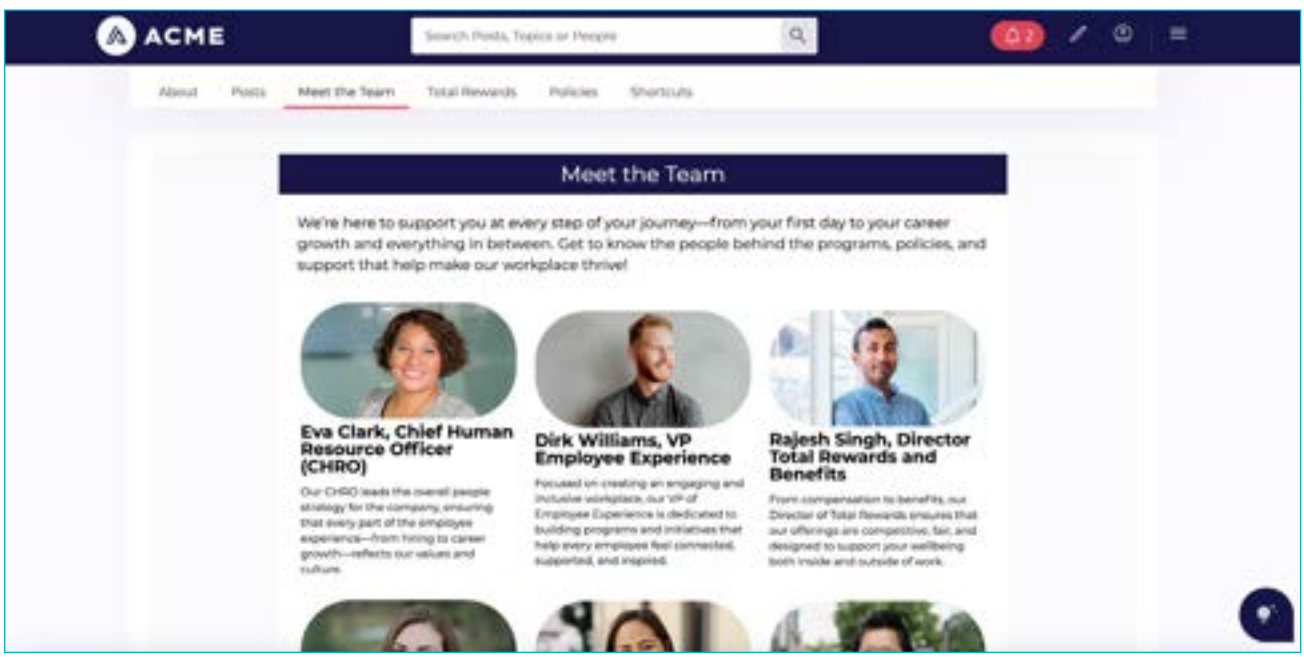
Urgent messages easily reach people wherever they're working, for example via the Firstup mobile app or their email inbox from Firstup.

The notification framework also keeps publishers and administrators in mind, who have a dedicated notification space for workflow management. From here, communicators can receive alerts about approvals, flagged comments, moderation tasks, RSS feed issues, and translated content reviews. This helps publishing teams stay on top of governance tasks without relying on email alerts or manual follow-up.

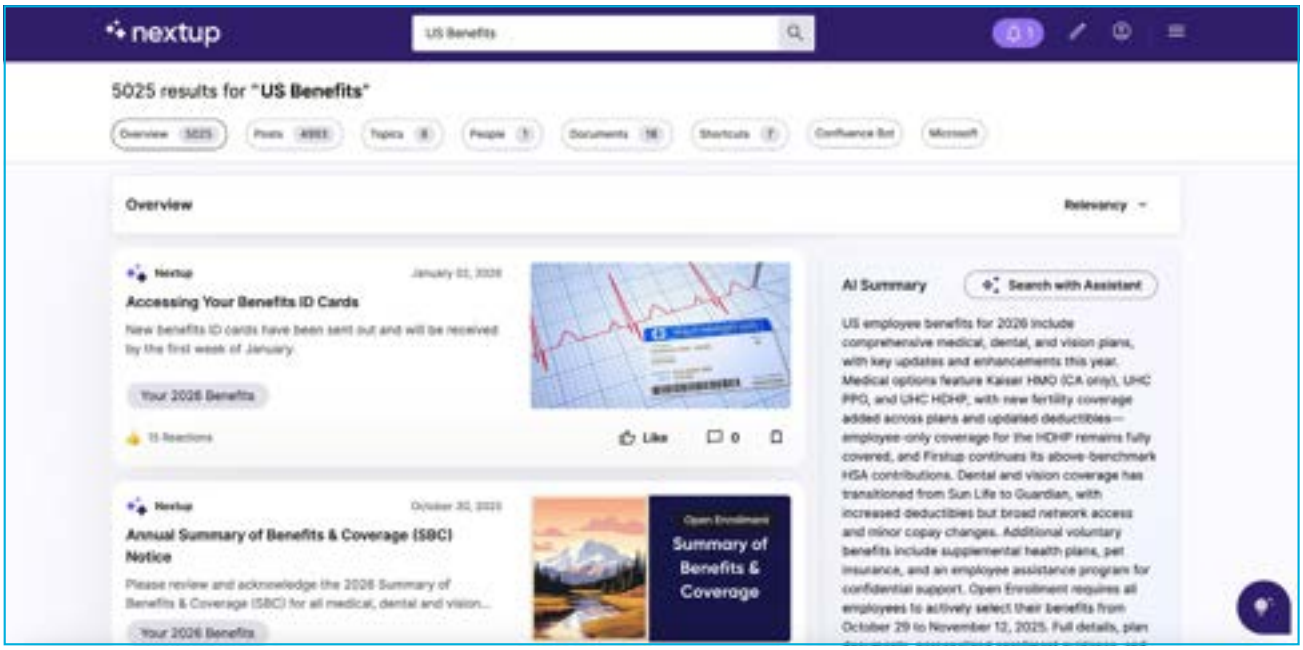
In terms of lifecycle management, scheduling and auto-archiving tools are available but limited. There are no expiry prompts or lifecycle dashboards to help content owners review aging or outdated information. While the Journey tool could be repurposed to nudge publishers for review activity, this would require manual configuration. A central dashboard of content status, such as last edited or upcoming expiry, would be a helpful addition.

Analytics for content performance are strong with detailed visibility into impressions, engagement, and sentiment on content and posts level. However, there are no dedicated governance dashboards to track aging or under-used content. The AI sentiment analysis tool helps communicators understand how posts are received, but AI for governance recommendations or content quality insights is missing. Similarly, there is no reporting on the overall health and activity within Topics and their pages.

Overall, Firstup delivers an adequate solution for knowledge management, but governance tools remain lighter compared to dedicated intranet systems, something echoed in customer feedback. Firstup would therefore work best as a first or secondary layer for knowledge visibility, such as through the integrations with SharePoint, not as the primary store of record. The urgent and operational communication capabilities are understandably strong, however.



'Meet the team' is an attractive page design, presenting those who are responsible for the content in the Knowledge Hub as well as the broader topic.



Search results are clearly organised by content type, helping users locate relevant posts, documents, or Topics efficiently.

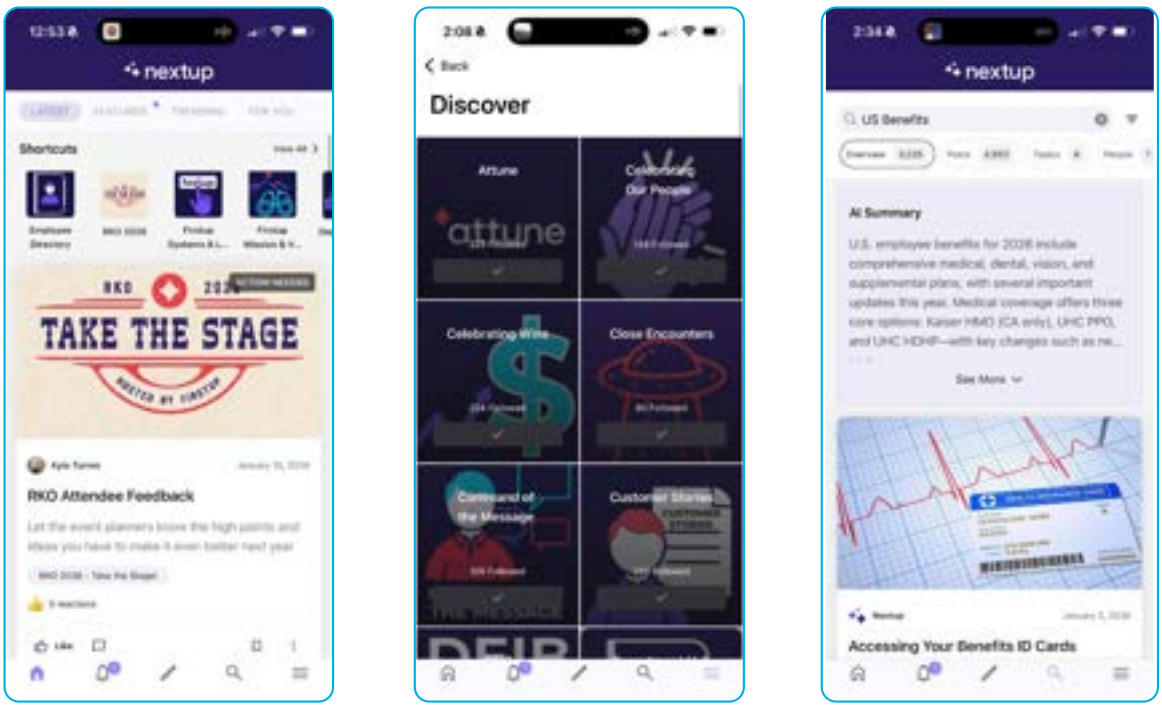
Firstup's search experience is clean and easy to navigate, supporting keyword queries with filters for labels, authors, and dates. Suggested and trending searches help users discover content more intuitively, and results are neatly organised by type: People, documents, Topics, and shortcuts. However, searches currently scan titles rather than full-text content, which makes it better suited to finding communications and updates than deeper reference material.

Federated search extends to connected repositories such as SharePoint, OneDrive, and ServiceNow. This allows employees to find documents and links without leaving the platform. The experience is consistent and visually clear, although more advanced indexing across multiple tools has not yet been implemented. Note federated search may come at additional cost, but is included in the pricing provided.

People search fairs well, bringing data from HR systems and Entra ID to form detailed user profiles, including roles, reporting lines, and interests. The addition of an org chart is helpful for understanding team structures, though search by department or skill is not yet available (but on the roadmap).

Search management and analytics is quite simple. Administrators can review search analytics, including top keywords, failed queries, and overall trends, helping to refine metadata and improve searchability over time. They can also define custom keywords and organisation-specific jargon to ensure that internal terminology searches result in relevant content.

Overall, Firstup's search feels consistent, simple, and helpful for locating updates and people, though less geared toward deep enterprise knowledge discovery. It is evident that they have a communication-led philosophy for search and information finding, but customers clearly want more (see the 'Voice of the Customer' section). On the roadmap is an AI-based search that aims to introduce natural language querying to evolve how the platform retrieves and summarises information. We think this will be a valuable addition.



Firstup works well on mobile, providing parity with the experience on desktop.

Firstup's mobile experience reflects its origins as a mobile-first platform, with the design and navigation giving parity with the desktop experience. Biometric authentication provides quick access while single sign-on (SSO) reduces the need for repeated logins. The platform supports dual authentication, allowing both SSO and non-SSO users to enter through the same environment. Frontline employees who lack company credentials can verify their identity through simple first-time prompts such as employee ID, birthday, or department number, then create a username and password. This inclusive feature ensures that even employees without a corporate email address can access the app.

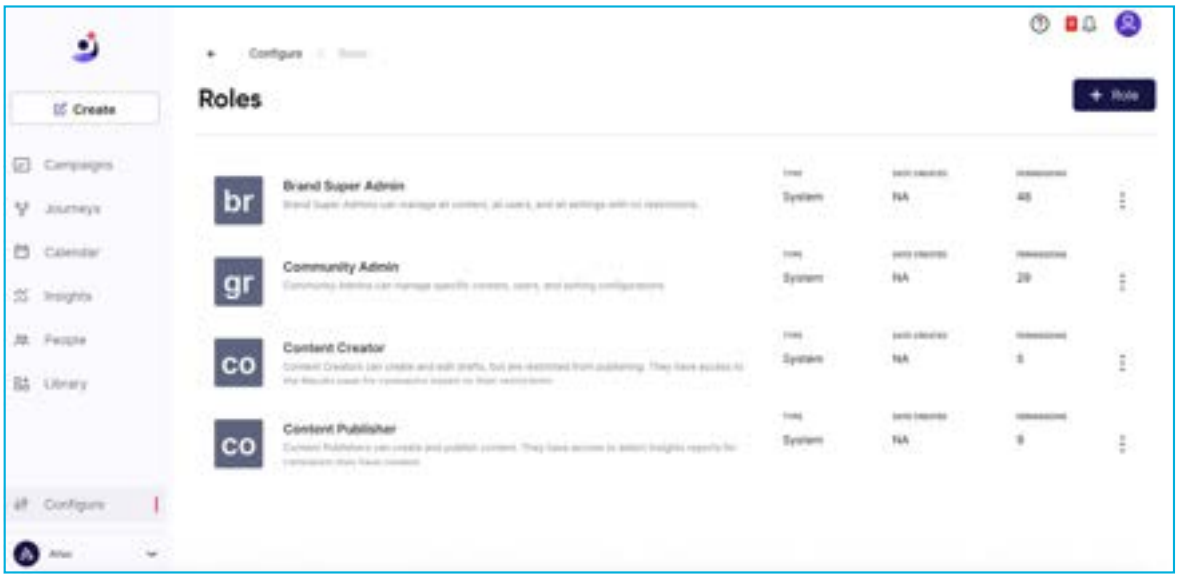
For frontline environments where devices are shared or restricted, Firstup supports department-level logins and digital signage to extend reach (see Scenario 2 for more). Signage screens and kiosks can display real-time updates or micro-apps, and QR codes allow employees to scan and access content or log in directly from their phones. These methods make it easier to connect staff who may not be permitted to carry a device on shift.

The mobile interface feels polished and intuitive, aligning with consumer-grade expectations. Administrators can define which content blocks appear on each device type, ensuring that mobile users do not encounter inaccessible items such as VPN-gated SharePoint links. However, the row of icons at the top occupies noticeable screen space on first view, slightly reducing how much of the feed content is visible at a glance.

Search performs consistently with the web version and can be targeted to include or exclude certain integrations such as Microsoft 365 or ServiceNow (subject to license), maintaining a relevant experience for each user group. We think Topics / Knowledge Hubs work better on mobile than on desktop.

Notifications is one of the strongest features for frontline communication. The Orchestration Engine delivers alerts at times when users are most likely to engage, adapting to behaviour patterns such as shift schedules. While employees cannot set personal "quiet hours" or restrict delivery windows, this intelligent timing helps avoid message overload.

Areas for improvement include greater control over notification settings and deeper integration with operational systems to support frontline workflows. However, Firstup's mobile experience stands out for its accessibility, inclusive authentication options, and thoughtful design that prioritises communication in the flow of work.



There are four core out-of-the-box roles that organisations can then configure or apply to individuals as wanted.

Firstup provides a well-organised and intuitive administrative experience. The permissions structure is strong, offering four core out-of-the-box roles: Brand Super Admin, Community Admin, Creator, and Publisher; however it is also possible to build custom roles to support governance. Every action in the system, from audience creation to insights access, is permissioned, providing fine-tuned control over how each role interacts with the platform. Assigning and updating roles is efficient, for example administrators can bulk-update permissions by filtering users. While permissions are highly granular, there's no centralised admin overview showing role assignments, usage, or governance alerts.

Homepage and navigation management are handled within the Studio backend, providing a clean, drag-and-drop interface for configuring content widgets and layouts. Administrators build the homepage by adding and reordering structured sections, such as a 'Featured' hero, or 'Trending' gallery of posts. There is no preview, which we think is a shame. The menu contains a 'Discover' section where all Topics are found, and a static homepage widget is straightforward to configure with external and Firstup links. More advanced functions, such as breadcrumbs or conditional menus, are not available. Homepage and navigation options are overall simpler than other solutions we've seen, but the vendor says enhancements are on the imminent roadmap.

Branding controls let administrators upload wallpapers, logos, and accent colours, and apply custom fonts across both desktop and mobile experiences. These features give organisations the ability to create a visually appealing interface aligned with their brand identity. A major redesign is planned for 2026, with new features including targeted banners, personalised layouts, and enhanced flexibility for multi-brand organisations, which we think will add valuable enhancements.

Analytics and reporting are managed through the Executive Summary Dashboard, which provides clear time-period comparisons for engagement, readership, and campaign effectiveness. Metrics such as employee sentiment are analysed using AI, giving administrators a quick understanding of how people are responding to content. Reports can then be exported in multiple formats, including JSON and Excel, or securely transferred to BI tools through SFTP for deeper analysis. An analytics API is also planned for 2026, extending data portability further.

Overall, Firstup's platform management is easy to use and largely provides effective controls to administrators. There is room for improvement, but future plans may well fill some of these gaps.

THINGS TO BEAR IN MIND

Compared to a traditional intranet, Firstup's experience is designed around communications and engagement rather than navigation, reference material support, or content discovery. It doesn't replicate an intranet's structure but complements it by surfacing high-priority messages and updates in a visually engaging way. Many organisations will find that it complements tools like SharePoint, ServiceNow, or Google Workplace, rather than replacing them outright.

The mobile experience continues to reflect Firstup's origins as a mobile-first solution, providing consistency and ease of use across devices. There are some elements, such as Topics / Knowledge Hubs that we think work better on mobile, and when combined with other tools (as mentioned above) it could provide a compelling frontline solution. Several elements, such as deeper homepage personalisation and AI-powered search, are on the roadmap for 2026 and will enhance the mobile experience further.

Analytics and insights are a notable strength, particularly for communications performance and sentiment tracking. That said, governance and lifecycle reporting are still developing areas, with most intelligence focused on communication outcomes rather than broader content management. Exports and integrations with BI tools are available, offering flexibility for teams that prefer to analyse data externally.

Additionally, there are notably fewer AI features than in other similar platforms, but AI capabilities are being introduced thoughtfully, beginning with features for content creation and sentiment analysis. Configuration and transparency controls are still limited, but the approach feels intentional and towards a sustainable trajectory.

Overall, Firstup stands out as a well-designed employee communications and engagement platform, offering a clean user experience and growing AI capability. For most organisations, it works best as a powerful complement within a wider digital workplace ecosystem. The higher price point is worth noting, but for those organisations who want to enhance communication and engagement Firstup is a strong contender.

Why choose this product

Firstup is a powerful communications platform that helps organisations reach every employee with targeted, engaging content. Its intuitive, consumer-style interface and intelligent automation make it easy to plan, personalise, and measure communications across multiple channels. With flexible integrations and practical use of AI to support content creation and analytics, Firstup is well suited for large and mid-sized organisations, particularly those with frontline or dispersed workforces looking to elevate engagement without replacing their existing intranet.

Vendor roadmap

No roadmap has been supplied by Firstup.

You may also be interested in...

BEEKEEPER by lumapps

Blink.

workvivo by zoom

COMPANY AND PRODUCT

Company
Firstup

Company founded
2021 (following a merger)

Product launched
2008

ISO 27001 certified
Yes

Data residency
USA, Europe (including UK)

Typical client size
20,000 to 50,000

Company locations
San Francisco, USA (HQ), Northern Ireland (Belfast), Great Britain (London)

Partner locations
Global

Customers
Clients include: Boeing, Dow, Ford, JetBlue, KraftHeinz, Providence, Toyota, Swissport, McKee Foods, Boston Children's Hospital

Largest deployment so far
2 million users across 100+ countries

Environmental / sustainability certifications
None.

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Product and technical details

Name of product

Firstup

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	Microsoft 365 tenant	Google Cloud	Other
			■				

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other
■		■	■	■		■	

App deployment

Google Play store	Apple store	MDM	MAM	Other
■	■	■	■	

Accessibility

WCAG 2.1 AA conformant

Document library sources integrated

Box	Dropbox	Google Drive	SharePoint	OneDrive	ServiceNow	Other
■	■	■	■	■	■	

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	Open API available	Other

User interface multi-language

Machine translation	Pre-configured	Editable	Right to left script supported	**Other***

*The Creator Studio supports browser translations, Firstup says other functionality is being explored.

Content multi-language

Machine translation for publishers	**Machine translation for end users**	Editable machine translation for publishers	**Manual creation for publishers**	**Right to left script**	Other

Set-up and support

Set-up process for new clients

On average, Firstup programs are launched within 6 to 8 weeks, however some customers have been set-up in days. A dedicated technical services team runs a technical planning schedule and ensures that Firstup "does most of the heavy tech lift." Firstup only requires a few key access points into client data, including provisioning, attributes, branding assets, integrations, etc.

Product updates

Major updates every quarter, minor updates weekly.

Product update process

The majority of customers take updates in realtime, though Firstup does allow for those that like to determine their mobile release through MDM or MAM. Before any release, all notes and key updates are provided to the customer base.

Reverse-out options

Customer data is retained throughout the lifetime of the customer program. Upon program termination, Firstup can export and purge data if requested by the client. Backups are retained for a 30-day window prior to expiration.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only

User community

COMMunity is Firstup's customer community with over 3,000 active members. Through a series of offline and online experiences, customers actively engage around a variety of topics on a monthly basis, including content sharing and best practices, industry trends and benchmarks, peer-to-peer networking, and product / industry / topic virtual roundtable discussions. Every month, Firstup hosts customer-only roundtables on timely and important topics—sharing best practices and keeping attendees on top of the latest trends in internal communication and employee experience. In addition, Firstup sends out a monthly package of "thought starters" to encourage customer teams to create inspiring content for employees.

Voice of the vendor

Firstup says: "Firstup's mission is to improve the employee experience at every moment that matters, with a vision to make work better for every worker. We are the world's first intelligent communication platform, fundamentally believing that the problem of disengaged workers and disconnected tech was a huge opportunity for positive change. Firstup excels at creating personalised omnichannel campaigns and real-time engagement data through our intelligent communication platform.

We've built a platform that can reach and engage employees not just anytime and anywhere, but at the optimal time—and through the optimal channel. We serve as the communication pipeline for the world's workforce, connecting millions of employees globally for some of the largest and most complex organisations in the world.

We address several critical workplace challenges:

- Initiative Failure: Most transformational initiatives fail due to poor communication and execution. Our platform ensures critical priorities reach and activate every employee. We address this by guiding workforces through initiatives with precision using dynamic, personalised journeys at scale—driving faster results with less effort. Our approach moves organisations from reactive to proactive employee communications, from fragmented silos to orchestrated journeys for each employee, from information overload to exactly what each employee needs and wants.

- Employee Disengagement: We tackle the root causes of employee disengagement by delivering highly personalised and timely communications that resonate with each individual's needs and preferences. We save millions on the cost of onboarding and attrition with personalised campaigns that guide employees to action—and keep them engaged from day one. Our platform creates meaningful connections by using employee communications to engage people and help organisations learn about their workforce through a continuous two-way conversation.
- Frontline Worker Disconnection: We specifically tackle the comms gap for frontline workers with personalised information wherever they are, on whatever endpoint they're using. Our platform reaches employees across multiple channels, ensuring every worker is activated in the flow of their day with the right message at the perfect time, wherever they are.
- Digital Overload Crisis: Our research found that over 70% of communicators and HR leaders recognize an increase in employee burnout and frequently discuss the corrosive impact of digital overload. Our platform helps organisations facing a communications paradox—employees have never been so overloaded with digital noise and felt so disconnected. We solve this by delivering relevant information proactively, eliminating distractions and reducing the time per day employees waste searching for what they need."

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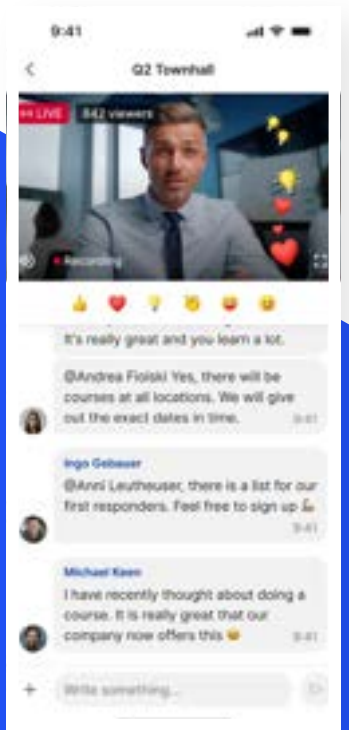
Flip

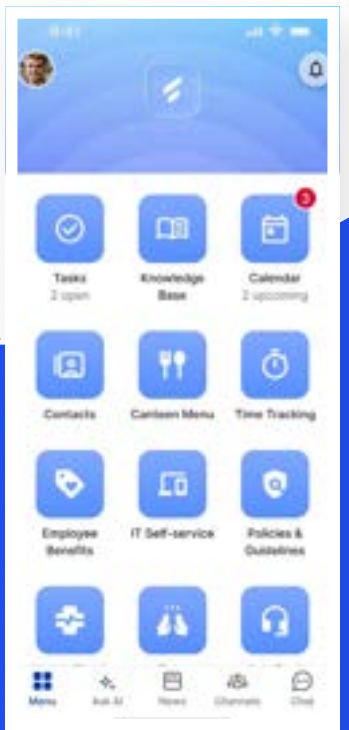
FULLY STANDALONE

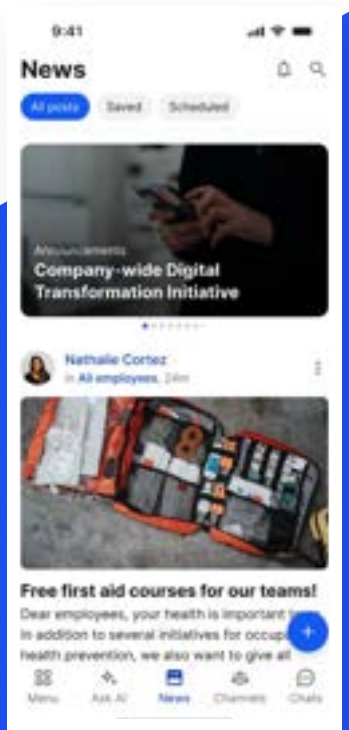
REQUIRES SHAREPOINT

FRONTLINE FOCUS

OTHER



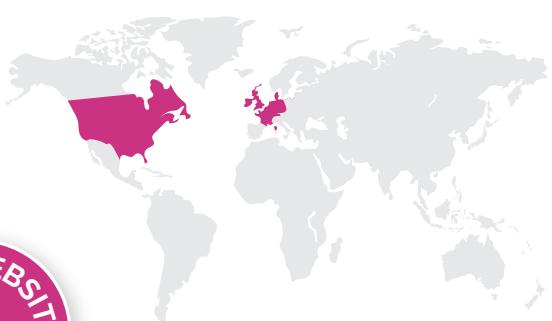




Typical deployment:

5,000 to 10,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Flip is a mobile-first platform unifying communication, AI-enabled workflows, and essential HR, Operations, and IT systems into one experience for the frontline.

SUMMARY

Flip is a mobile-first solution that was launched in 2018 and is primarily focused on serving the needs of a frontline workforce. The vendor is based in Germany, but also has a presence in the UK and USA as well as having global partners, meaning there is good customer support across the world. We've seen some exciting developments in the product in just the last year, so we think Flip will be one to watch in the longer-term.

The overall user experience on desktop and mobile is strong for both employees and admins, meaning it is very easy to use. Communicators will appreciate being able to reach people with news, while evergreen content is easy to access too. Completing tasks is supported by configurable 'Flows' and other helpful transactional integrations. Flip has taken its first steps towards agentic AI through its AI-powered search and this provides a good foundation for what's coming next.

Given its purpose to primarily serve the frontline, organisations with strong requirements around traditional desk-based needs may find Flip limited in places. 'Knowledge Base' content for example may be too simplistic, particularly as there aren't governance and lifecycle features to support. Additionally, there are some tools that would benefit from enhancement to make them more robust, such as 'Tasks', while there are gaps in other places, such as a detailed surveying tool.

The large amount of customer feedback about working with the vendor was noteworthy in its volume and positivity. Overall, we think Flip serves its purpose well and it will appeal to organisations with a large number of frontline employees.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price per user per month, subscription – price band based on number of users.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes, multi-year commitments.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Support packages include an individual Customer Success Manager person and customer support.

Product type

Ready-to-run, installed in days

Branding opportunities

All branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Manufacturing	Construction	Wholesale and retail trade	Hospitality	Transportation and storage

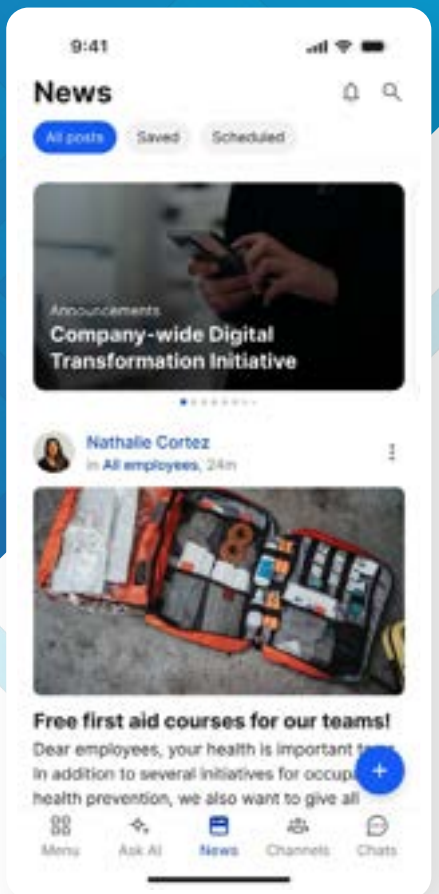
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

The overall purpose of Flip was praised multiple times, as organisations appreciate being able to easily reach their mobile workers. For example, "My employees have the knowledge exactly where you need it, right on the floor!" The ease of use was also frequently praised, where one person said, "Very easy to use despite extensive features, simple administration." Customers repeatedly highlighted that "the product is constantly evolving" and one person added, "customers can actively participate in shaping the solution". Customisation, integrations with SharePoint, and ease of maintenance were also mentioned as positives. "The product delights us day after day," said one customer.

Requests for developments covered a variety of aspects within Flip but overall reflected a desire for greater flexibility within features. A few people asked for AI capabilities, some of which has been implemented since the customer survey, yet there is still room for improvement. There were a handful of requests to enhance the Knowledge Base, particularly around "design freedom" of pages and "structure" for storage options. There were requests to make the task tool, surveys (including introducing forms / questionnaires), analytics, and Flip Calls more robust. The "synchronisation of more than one language" was also highlighted as an issue.

We received a significant amount of feedback about Flip this year and it's noteworthy that all customers were pleased with the quality of service they have received from the vendor. The experience has been positive from implementation, where one person said there was "very quick response times for questions", right into long-term relationships, where one customer said, "The collaboration has been very positive from day one". "Personal contact and support" was a common theme around what works well. One customer summarised nicely: "The collaboration has been very positive from day one, and especially the development over the years has been remarkable."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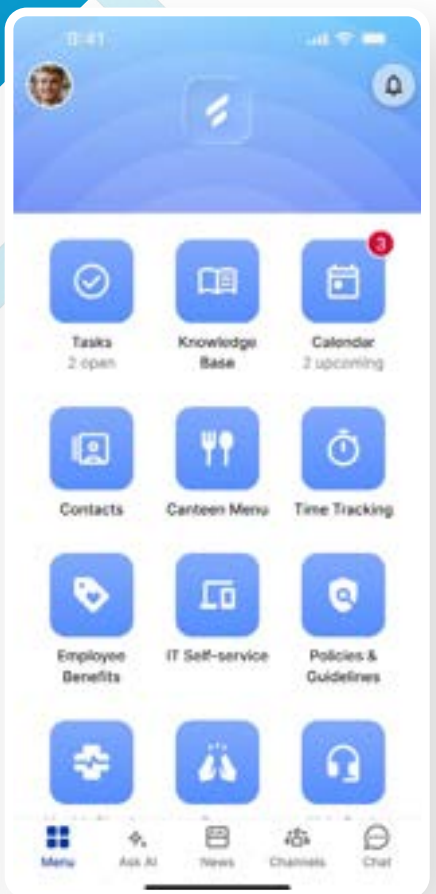
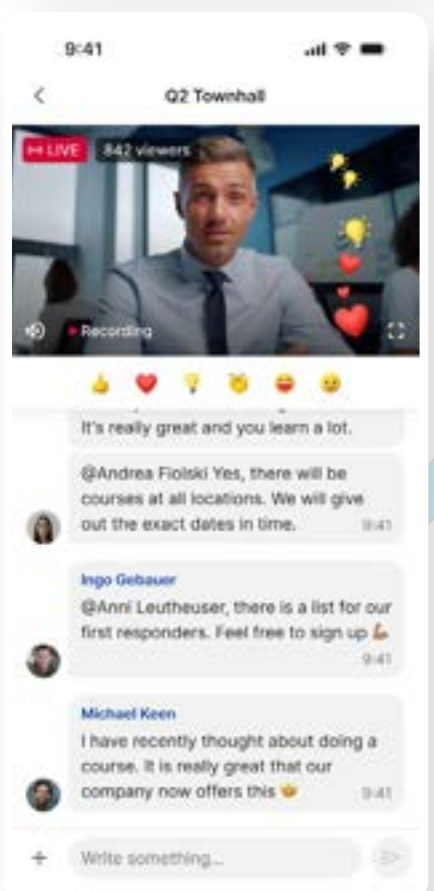
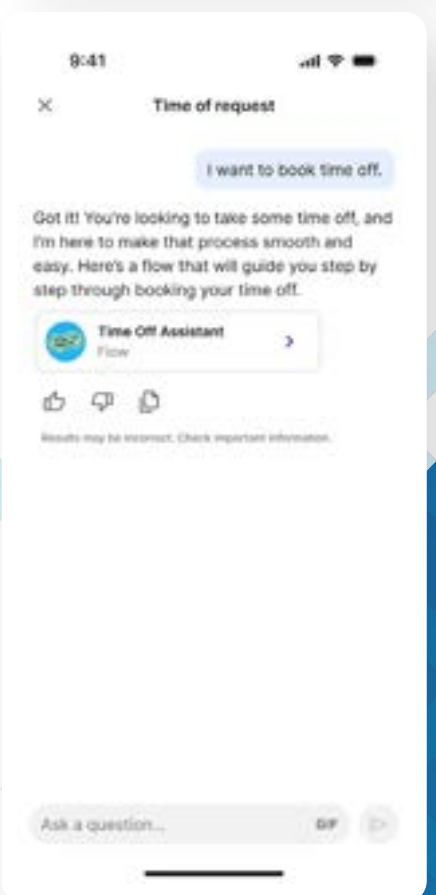
News
All posts
Saved
Scheduled
Announcements
Company-wide Digital Transformation Initiative
Nathalie Cortez
in All employees, 24m
Free first aid courses for our teams!
Dear employees, your health is important t
in addition to several initiatives for occup
health prevention, we also want to give all
Menu
Ask AI
News
Channels
Chats


Tasks
2 open
Knowledge Base
Calendar
2 upcoming
Contacts
Canteen Menu
Time Tracking
Employee Benefits
IT Self-service
Policies & Guidelines
Menu
Ask AI
News
Channels
Chat


9:41
Q2 Townhall
LIVE
842 viewers
Recording
It's really great and you learn a lot.
@Andrea Fiolski Yes, there will be courses at all locations. We will give out the exact dates in time.
Ingo Gebauer
@Anni Leutheuser, there is a list for our first responders. Feel free to sign up
Michael Keen
I have recently thought about doing a course. It is really great that our company now offers this
Write something...


9:41
Time of request
I want to book time off.
Got it! You're looking to take some time off, and I'm here to make that process smooth and easy. Here's a flow that will guide you step by step through booking your time off.
Time Off Assistant
Flow
Ask a question...
GIF

SCENARIOS AND SCORES SUMMARY

FLIP

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
4 **1. Employee Experience**	Simple and friendly interface that should be easy to adopt for most employees.	Desktop experience is comparatively basic. More multilingual capabilities would be welcome.
3+ **2. Communications Management**	Effective Post creation tools, including a helpful AI. Scheduling works well.	Lacks robust campaign and multi-channel options.
3+ **3. Community & Engagement**	Users create and join topic-based Channels to collaborate and chat.	Polls and feedback features are simplistic. 'Flows' offer impressive automations but require effort to set up.
2.5+ **4. Digital Workplace Integrations & Services**	Good range of transactional integrations via a friendly interface.	Microsoft integrations are basic. Mix of Flows and Mini-Apps might get confusing.
2+ **5. Knowledge & Content Management**	Good support for urgent comms. Useful integrations with knowledge tools such as SharePoint.	May be overly simplistic for those who need robust content and knowledge management.
3 **6. Information Finding & Search**	The AskAI search is a strong information finding tool that provides conversational responses.	There is no global traditional search. AskAI is relatively new and there are gaps.
4.5+ **7. Mobile & Frontline Support**	The entire experience is designed for frontline workers.	Elements covered in other scenarios might still be too simplistic.
3.5 **8. Platform Management**	Simple administration that can be managed by non-technical teams.	Configuration of elements important to desktop users is limited.

While Flip is focussed on the mobile experience, the desktop environment works well too.

Flip provides users with a simple and friendly interface that should be easy to adopt for most employees. The mobile interface reflects experiences in consumer-facing products, with clear interactive buttons for important actions such as accessing the 'Knowledge Base', contacts, 'Tasks' and more. A menu nested at the bottom helps people navigate to key sections of the platform like the 'Chat', Newsfeed and 'AskAI' – a series of AI-powered searches and assistants (see Scenario 6 for more). The home screen has a profile button to access your settings and preferences, where you can change the appearance to light or dark mode.

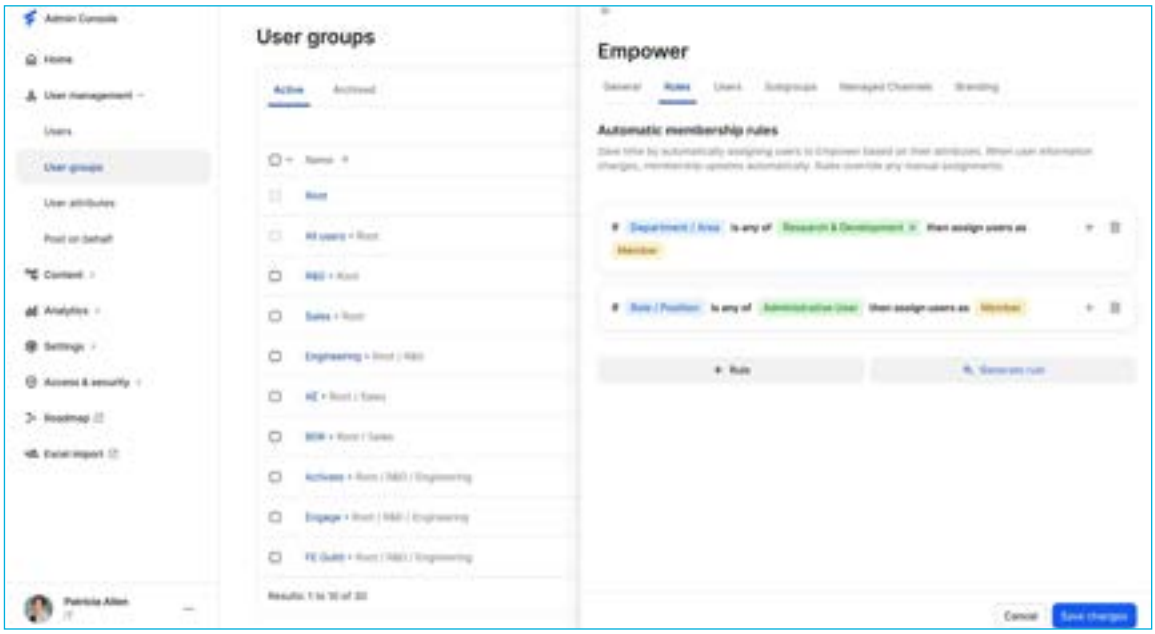
Flip leans heavily on connecting the frontline workforce to information via the mobile experience, but the desktop environment is also pleasant to use. However, at times it can feel overly simplistic in its design and layout, especially compared to leading desktop-based platforms. We explain more in relevant scenarios but, overall, everyone should have no problem adopting the platform.

Once a new employee joins, their profile is populated with attributes like department, role, location and more. These are then utilised within 'User Groups', which can be dynamic and built using logic. Alternatively, User Groups are populated via a CSV upload. Administrators can also create custom attributes directly in the admin console for advanced targeting and permissions.

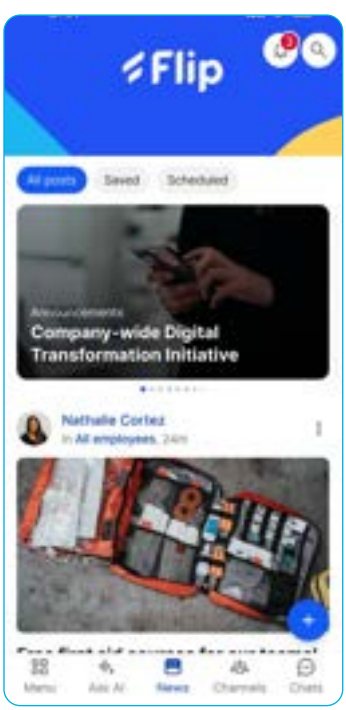
User Groups control the experience across Flip, which is particularly important for 'Channels' where all news, social and similar content is posted. Some Channel content is displayed in dedicated homepage widgets, while most appears in a consolidated 'Newsfeed'. Employees can tailor their Newsfeed by opting into open Channels and can also mute Channels to reduce noise and notifications. There aren't options for employees to personalise elements such as the homepage layout, which would be a nice addition for the desktop environment.

Notifications are managed in two ways: via mobile push notification and via a bell icon in the navigation. Push notifications can be managed in the user settings profile and easily switched on or off, although urgent Channels or Chats could be exempt from this setting. Activities across Flip trigger notifications into the bell icon, such as calendar invites, task reminders, if someone comments on a post you make in a Channel, or if you receive a Chat message.

Helpfully, Flip allows administrators to set 'quiet hours' so push notifications are paused during holidays or after-hours, this reflects local time zones but is a blanket setting. We think it would be helpful to give some further notification controls to employees. However, we like the 'On leave message' capability that mimics an automatic reply in email accounts; it displays the message to those viewing your profile or wanting to send you a message.

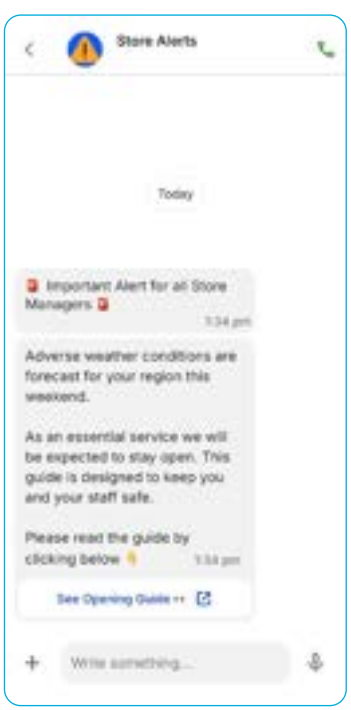


User Groups can be populated using rules, meaning they will dynamically update.



Notifications are clearly displayed via the bell icon.

There's a handy 'on leave message' setting.



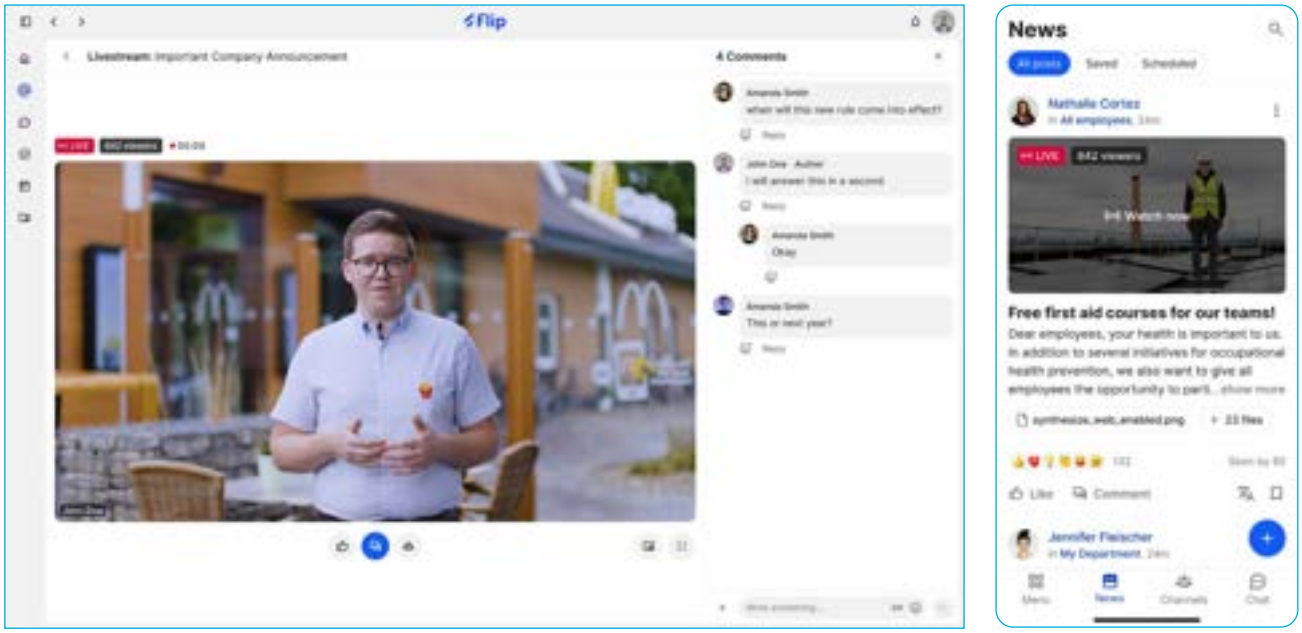
Some Chat or Channel messages can push through to employees regardless of mute settings.

Global companies will find the language translation features simple yet helpful in reaching a multi-lingual workforce. The app language reflects the system language of the employee's smartphone or browser. On-the-fly translation of comments, posts, chat and events is also available. Admins can control language versions of Knowledge Base content and menu items, but notably not news. Admins choose languages from a platform-wide tick list of languages, which content owners select from to generate language variants for editing during the content creation process. Any updates to the source language are automatically translated and should be visible to users a short time after publication. Note this may incur additional cost if a large number of languages are used frequently.

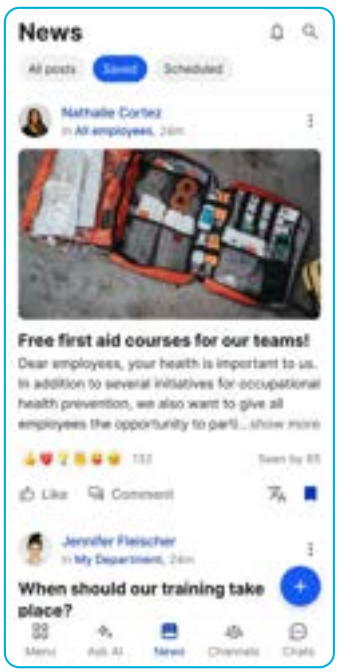
Flip supports common multimedia formats, including images, videos, documents, gifs and short polls. Audio files can be sent in Chat or used in comments, which is helpful for those who prefer communicating in this format. Videos will embed in the Newsfeed and display well on mobile; however, videos are largely associated with Channel posts or Knowledge Base articles. For organisations seeking to build a central repository of video content, they may find Flip basic.

A less common media format supported in the platform is native livestreaming. These are created like any other Post (see Scenario 2) but have a 'go live' date and time, to allow the livestream to be promoted in the Newsfeed before it begins. Live commenting is available to encourage engagement during the livestream and conversations can continue once it's over too, allowing whoever was featured in the broadcast to respond at their leisure. We like that an AskAI bot can be configured to accept livestream questions in advance too, meaning if someone will miss a live town hall their question will still be posed. For companies with leaders or executive champions eager to communicate in a less scripted, more authentic manner, Flip may be a compelling vehicle to do so.

Overall, the experience feels clean, intuitive and places an emphasis on quickly connecting frontline employees to the information they need most.

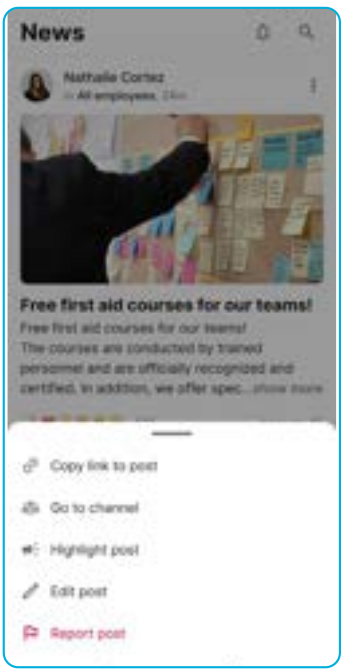


The livestreaming capabilities are strong on desktop and on mobile.



News is displayed as a series of attractive Posts on mobile.

Creating news is simple, following familiar social media approaches.



Communicators can pin Posts to make them easier to spot.

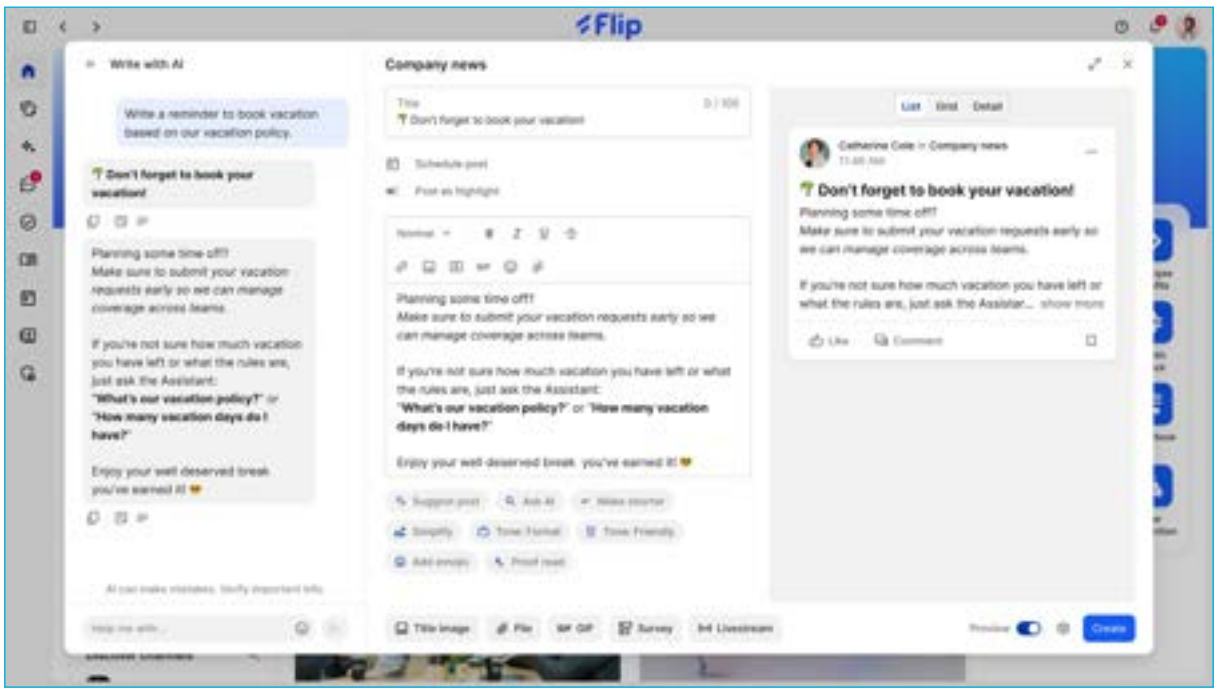
For communications content creation, planning and publication, Flip provides the basics for internal communications teams. The mobile and desktop experience homepage both default to a Newsfeed that lists articles and posts chronologically, based off the channels that the user has joined or been placed into. Mobile users tap the 'News' icon on the menu to access the Newsfeed on their device.

Creating content, called 'Posts', is straightforward. On mobile, publishers access the Newsfeed and tap the blue + button to create a new Post that is shared to a specific Channel. Content creators are prompted to add a title and use a text editor with simple formatting elements, like bold, italics, bullets, and headers, to create the Post. Publishers can also add multimedia here, including images, documents, videos, gifs, and polls. Admins can highlight a Post, which pins it to the Newsfeed for a period to promote visibility.

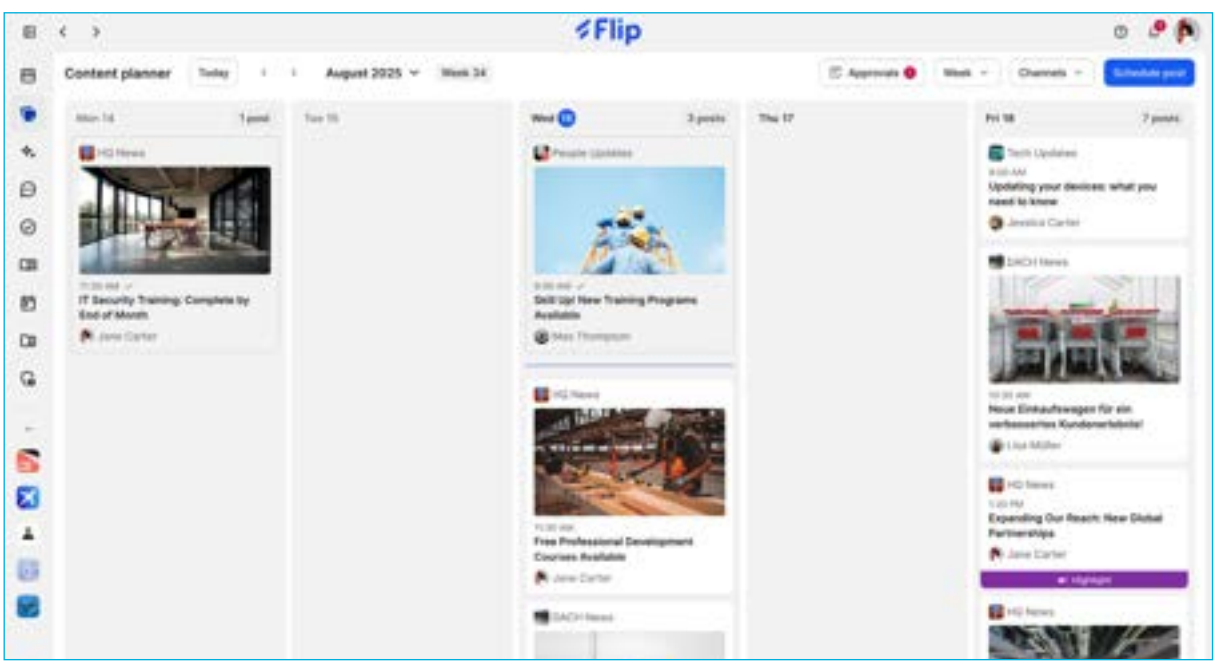
The desktop editor offers a few additional features, most notably the 'Write with AI' tool. Using a natural language interface, publishers can create and rework their Post. See Scenario 6 for more on AI settings. We like the preview to the right of the screen that shows publishers how their Post will appear in the grid or list format. Overall, content creation is simple, but effective, and encourages the creation of short and easily consumable content. For internal communications teams who are primarily focused on sending short and simple messages to frontline staff, these features should meet their needs.

Channel administrators have access to the 'Content Planner', which provides a weekly or work week view of planned Posts across all Channels. Content can be created or moved directly in the Planner, allowing internal communicators to shift publication dates easily to avoid overwhelming users with too much news on a specific day. Admins can filter the planned Posts by Channel to see a more granular view of upcoming content. We think this interface is easy to navigate and helps manage the scheduling of content.

Channel admins can also require approval before a Post is published. When this feature is turned on, admins receive a notification in the Content Planner that a Post is ready to be reviewed. From there, admins can edit the Post or approve it, which moves it into the Content Planner. Finally, to support the Planner we like that Flip will draw on analytics and Channel choices to recommend the best date and time to schedule a Post. Overall, scheduling and managing the flow of news is robust and better than approaches we've seen in some desktop tools.



The generative AI feature supports communicators well.



The Content Planner works well and helps communicators manage the flow of news.

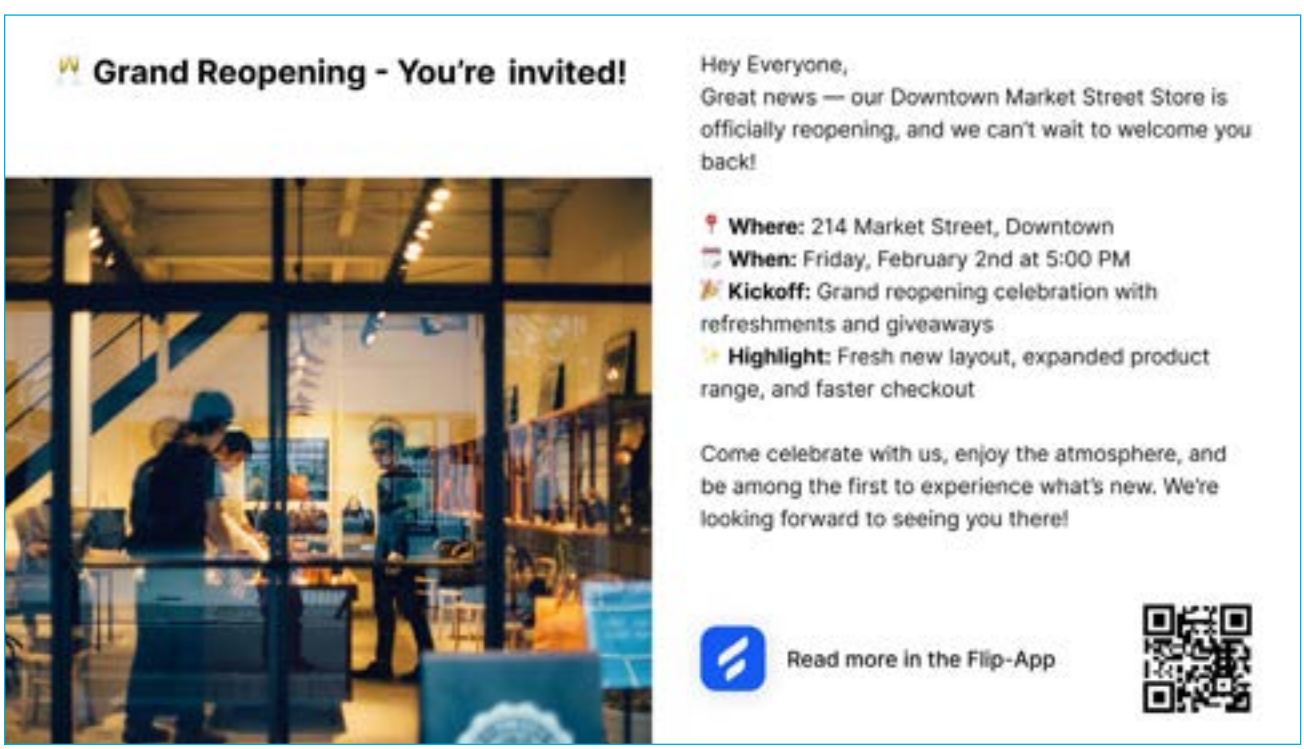
There are options to post content to other channels outside of Flip, but the offerings are limited here. For instance, there is no native newsletter or email digest feature in the platform. However, news from Flip can be integrated into SharePoint.

Flip does provide a way of broadcasting content into digital signage, however. Communications teams can share a slideshow version of a Channel or highlighted news onto devices that have an internet browser. Each page has a QR code so employees can find out more. Overall, the intention is clearly to keep employees in the Flip app; serving as the central source of communications. There's value in simplicity, however, internal communications teams looking for a true omnichannel experience may need to pull in other tools to reach employees outside of the app experience.

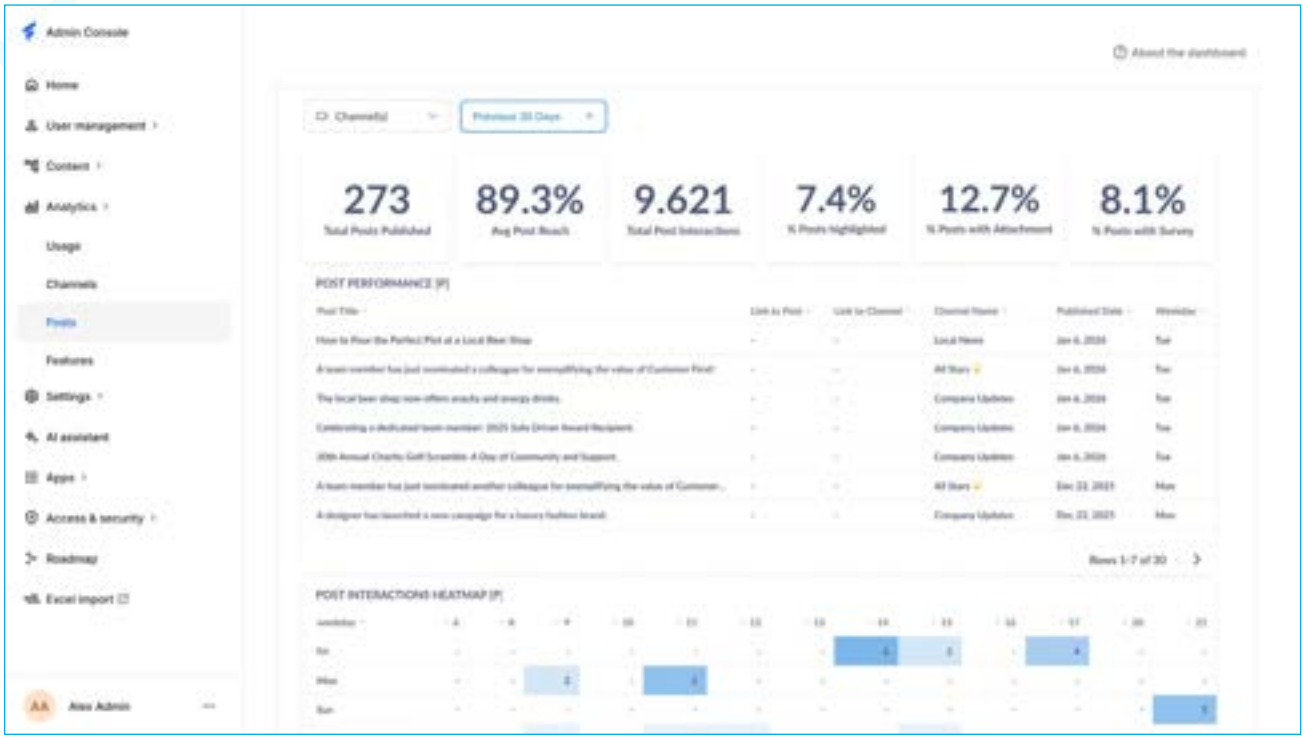
For internal communicators looking for robust communications campaign features, Flip is lacking here. There is no way to roll a series of Posts into a single theme or use tags or metadata to track a collection of Posts together. However, publishers can leverage the 'Flows' feature to simulate a campaign, see Scenario 3 for more details. While Flows offers a lot of potential, communicators may desire a simpler way to develop campaigns. The vendor says enhancements are on the roadmap.

There are helpful analytics to track engagement with Posts, including percentage of users reached, total interactions and the total number of Channel members who saw a Post. At the Channel level, you can track daily, weekly, and monthly active users to better understand how often employees are accessing a Channel.

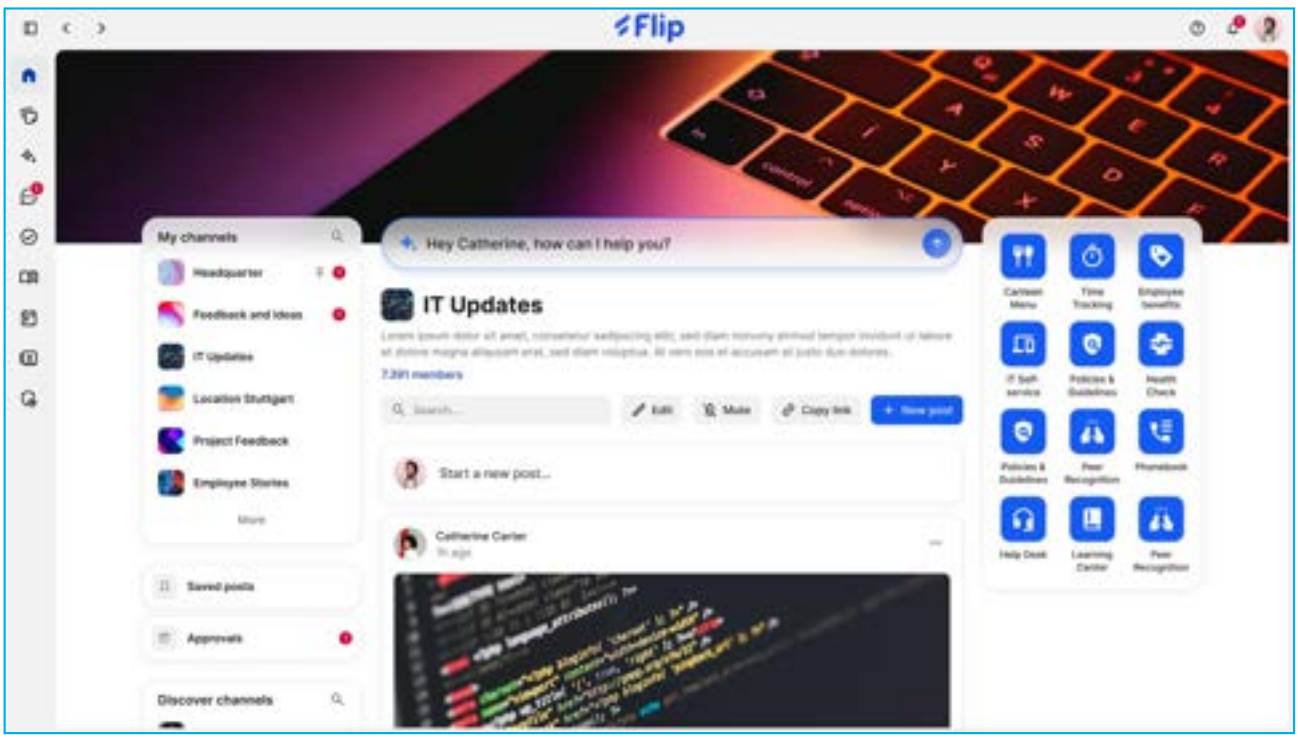
Overall, Flip provides enough features for internal communications teams to effectively communicate to employees via the mobile or desktop experience. Comms teams requiring sophisticated capabilities, such as more multi-channel options or campaign support, may find Flip too simple.



Posts display well on a large screen and include a QR code for people to see more.



There are helpful analytics for Posts and Channels.



Channels have their own feeds showing top-down and user generated content.

Social activities take place in Channels: topic, location or department-based communities that employees can join to connect with colleagues. Channels are displayed in the app and desktop view as single column Newsfeeds, with a chronological listing of Posts. Channels can be either private or open. Open Channels are accessible to all employees, who can join or leave as they choose. Private Channels are only open to the members that have been added by the Channel's administrator.

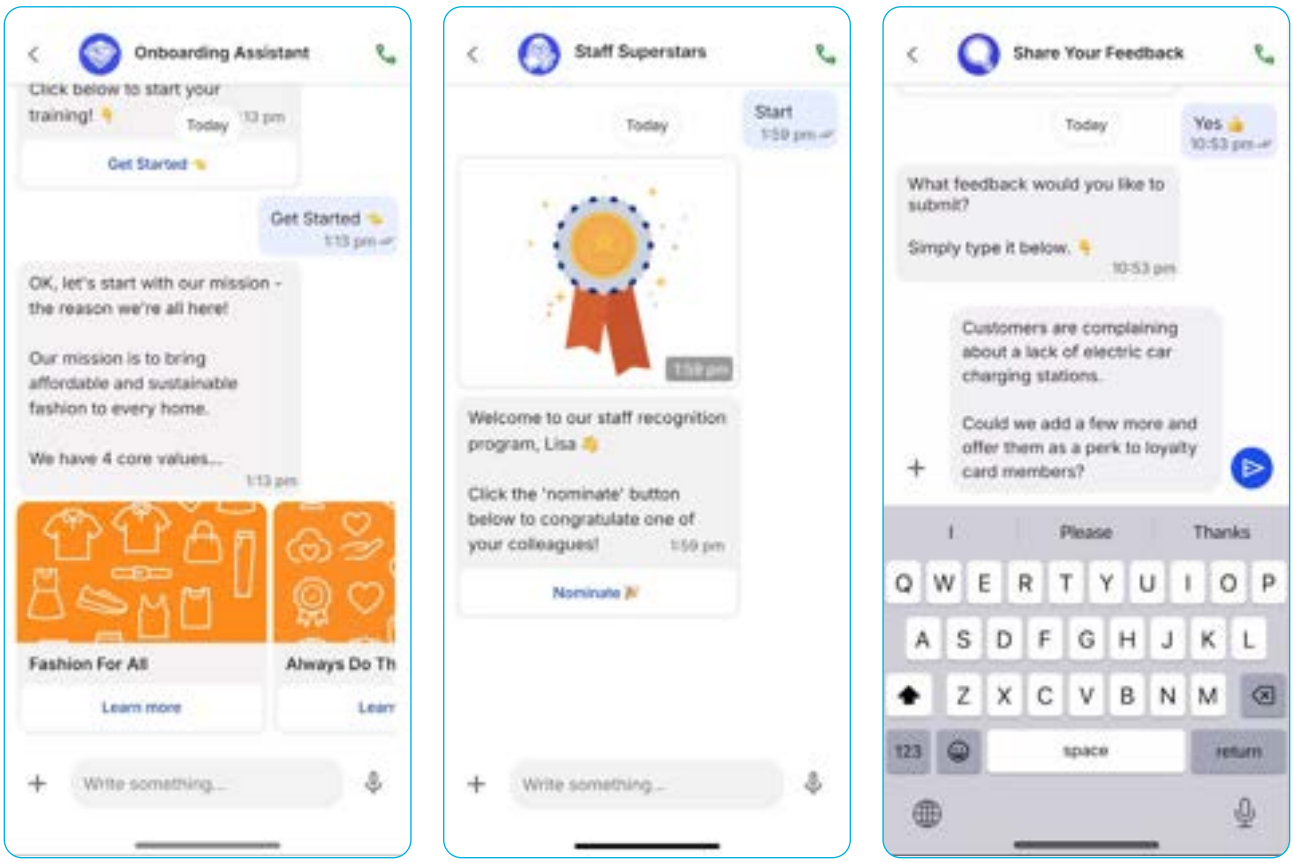
Posts are created in the same way as discussed in Scenario 2; if allowed by the admin, any member can Post to the Channel, not just communicators. Channel members can react to Posts with likes, comments or by saving a post. A long tap on the 'like' icon provides users with a set of six out-of-the-box emoji reactions they can choose from; on the roadmap is a greater range of emoji reactions. Users can add standard text, images, files, videos and gifs in the comments section. You can also quickly create a conference call link and drop it in the comment section, for other members to click and join a call.

To ensure comment sections remain work appropriate, there is a feature allowing users to report Post comments and Chat messages. This will send an email notification to the designated administrator(s), prompting action to review the comment or message. If it is deemed inappropriate, the administrators can delete it. Once taken down, it will display as "this comment has been removed" to others. Alternatively, 'Flip Protect' is an integration that shares data and analytics with a Flip partner and allows keywords (such as "bomb") to send an alert notification to administrators. Channel Posts can be moderated, but through the Post approval feature rather than through reporting after publication.

Employee lifecycle engagement using 'Flows' is a real product strength. Administrators create custom workflows that guide employees through certain key journeys, like onboarding or praising a colleague. Flows appear in the Chat menu for relevant targeted employees based

on triggers (such as a start date) or are permanently available (to award praise, for example). For instance, if a company has a Flow dedicated to soliciting product feedback ideas, employees can search for 'Ideas' and activate the Flow on their own. Where employee-driven, Flows step them through a process with a series of prompts in a chat-style interface.

Flows can include text, media, buttons, delays, surveys and quick replies, where users can select pre-populated answers. Results could be published into a Channel as a Post, downloaded as a CSV, or integrated into a source system. Admins will want to familiarise themselves with Flows, as this is one of the more powerful features in the platform. The key to a good Flow is identifying the common tasks or use cases that would benefit from automation and mapping out the steps first. Flip provides detailed guidance to admins on how to plan, build and test Flows before they are deployed. While some Flows can be set up quickly using out-of-the-box templates, others - such as onboarding new starters - require more work to create.

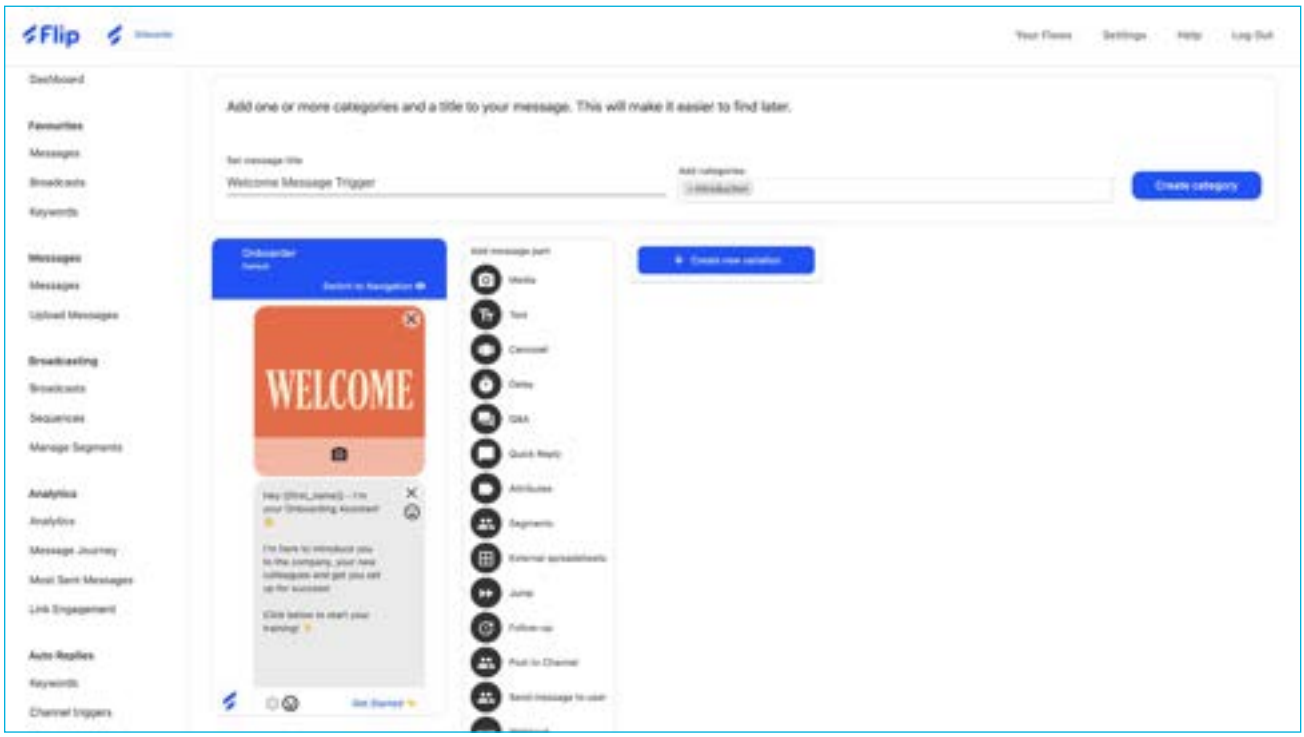


Example Flows in action – onboarding a new employee, awarding praise, and submitting an idea.

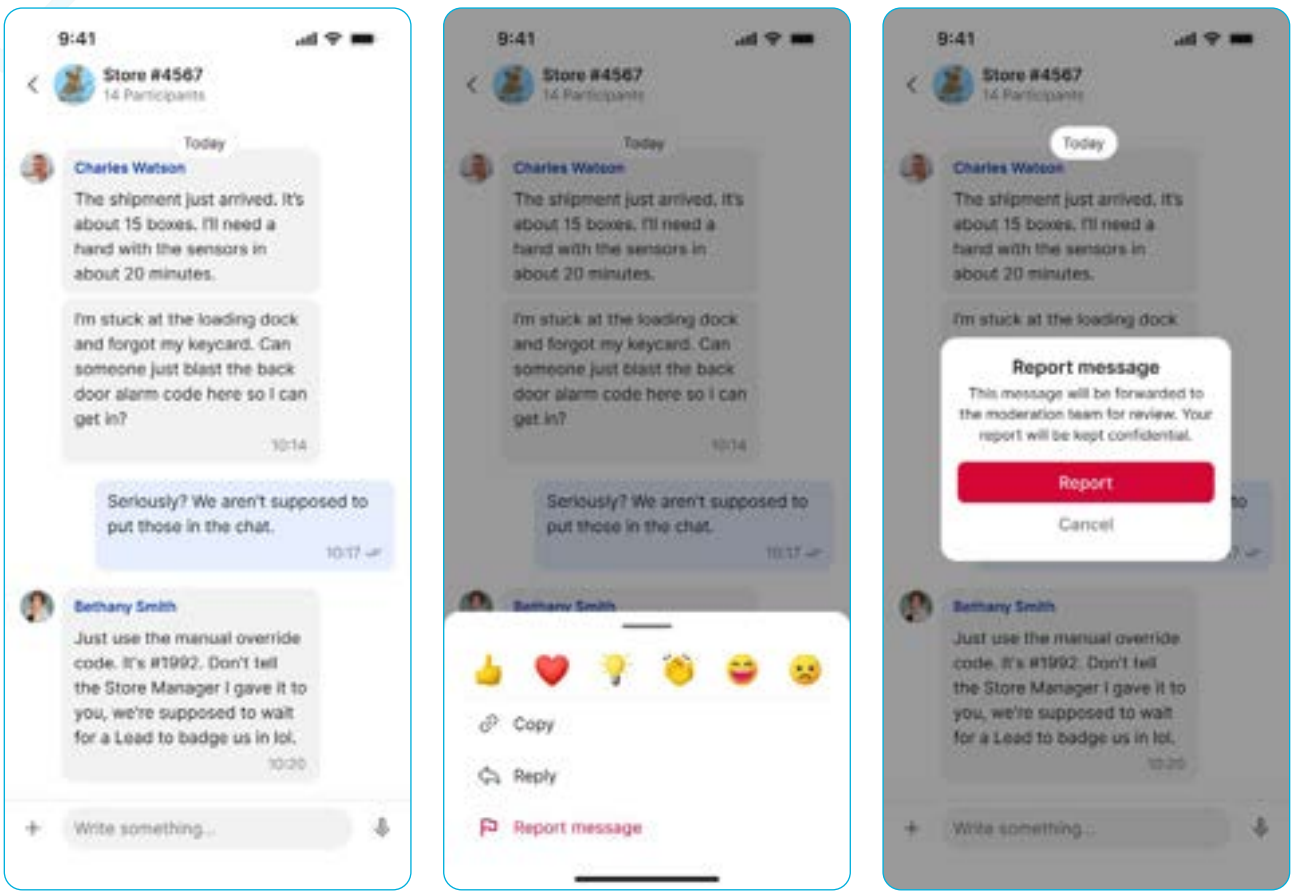
We can see a variety of scenarios where the development of Flows could help automate processes and communications, removing the need for the manual management of recurring events. Flip provides a robust set of analytics to accompany Flows, so that admins can track where engagement is highest or lowest and target tweaks needed to the automation lifecycle. We think admins will need to take care they don't overwhelm the Chat with so many Flows it becomes unwieldy. Additionally, the vendor says this is their first step towards agentic AI and further automation, so we look forward to seeing how this develops.

To measure engagement or collect feedback, there is a simple polling feature that can be deployed in Channels. Polls only support very basic questions though and only in a multiple-choice response format. There is no branching logic or Likert scale that you might expect in other polling or surveying tools. Alternatively, the Flows feature would allow administrators to build an automated survey / feedback mechanism with more sophisticated if / then branching logic. This requires some upfront work to build the logic and sequencing but can be a powerful way of collecting feedback. Customers have requested developments in the area of feedback collection, and we think something more robust, yet simpler to set up than a Flow, would be a good addition.

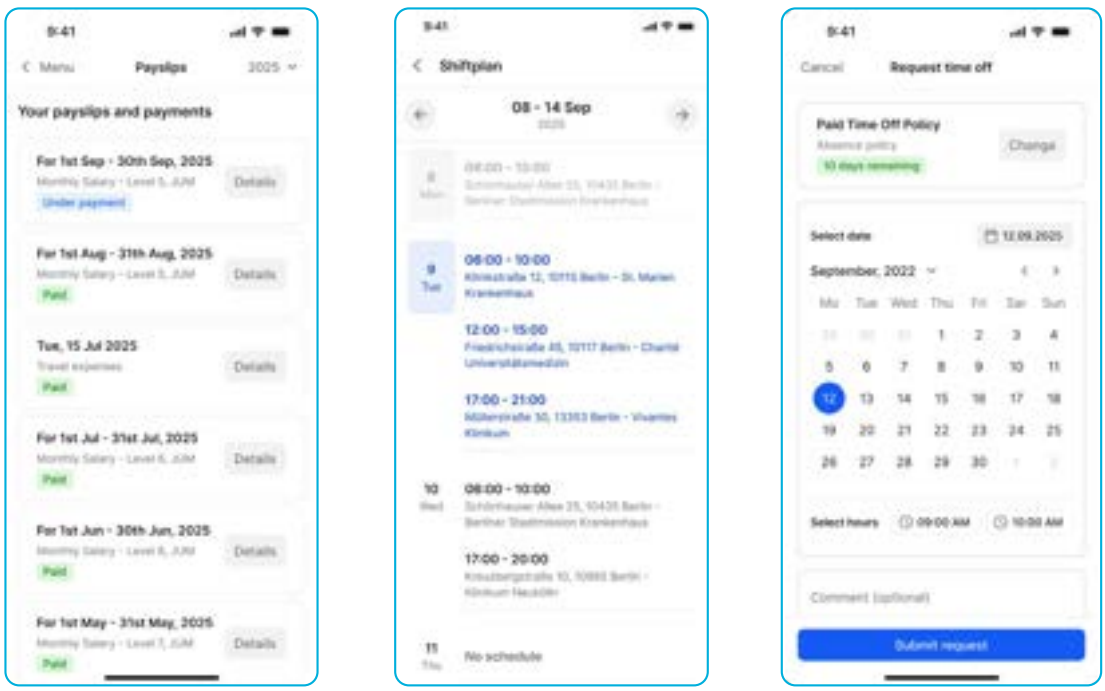
Overall, Flip offers a strong community experience through channels and Flows. Employees can join channels that match their interests, and admins can create complex automations personalised to each user at every phase of the employee lifecycle.



Technical admins can build Flows, with help from Flip where wanted.



It's easy for people to comment on content, but also to report anything they feel is inappropriate.



Mini-Apps present integrated information natively within Flip and allow employees to complete activities without leaving the platform.

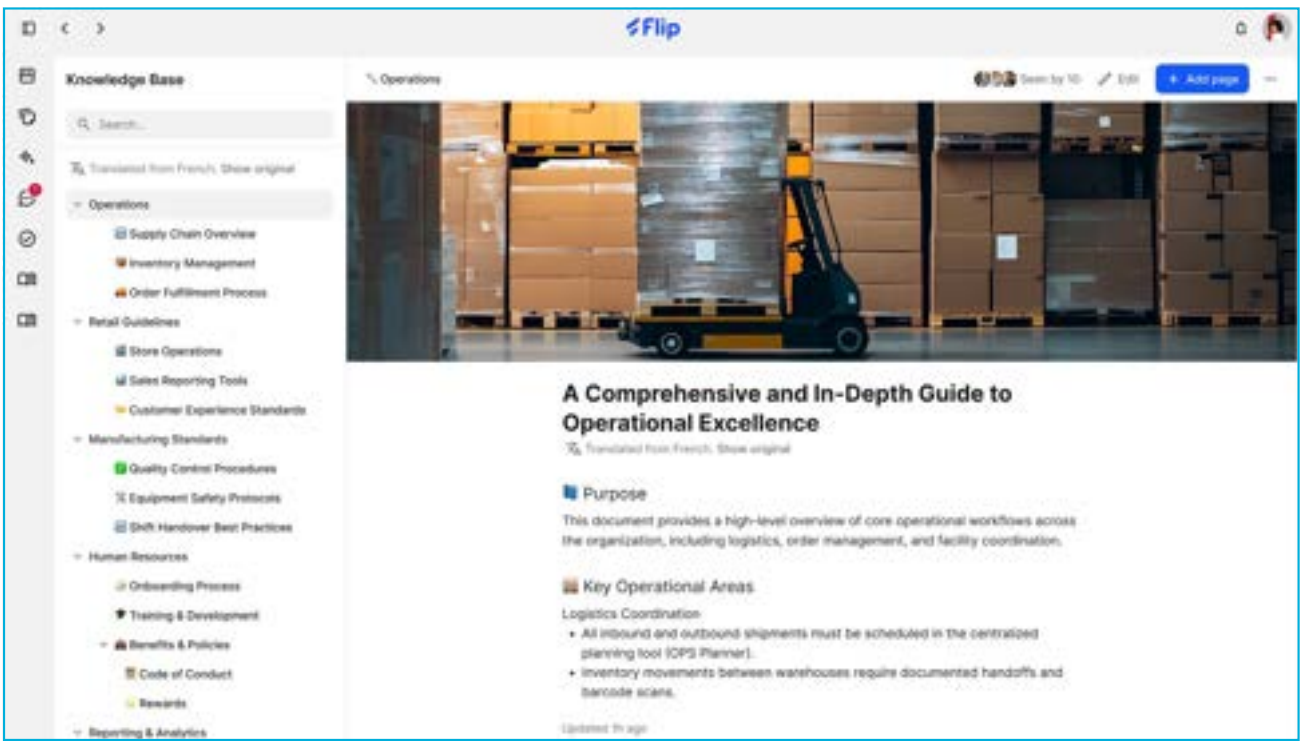
Inside the main menu are 'Mini-Apps' buttons, which offer transactional integrations with commonly used systems like Workday, SAP SuccessFactors, and UKG, for activities such as absence requests, vacation balance, shift management, payslips and more. For example, the 'Payslip' Mini-App allows employees to view current and past pay stubs, download a PDF of a payslip and receive notifications for when pay has been deposited into their account. These display natively within Flip via a consistent interface – i.e. a Workday customer will see the same interface as a SuccessFactors one. The vendor says these integrations have a low code approach via APIs, so aren't tricky for technical admins to set up, but Flip are on hand to help if needed.

Flows, covered in Scenario 3, are another way administrators can set up integrations but via a conversational or prompt-driven interface. For example, when requesting time off employees are guided through steps to capture all relevant information and pass along for approval. Notifications associated with Flow and Mini-App activities are displayed in the Flip notification bell. Links to non-integrated systems are also available, these support single sign-on and are presented as a simple menu of items.

Microsoft 365 integrations are basic. Helpfully, Flip is available as an app inside Teams and if news is published inside SharePoint it can be integrated into a Flip Channel. SharePoint (and other third-party) libraries can also be integrated into the Knowledge Base.

Beyond integrations, there is a helpful native 'Task' feature where employees create a Task they can assign to colleagues, a User Group or Channel. Tasks include a due date, title, description and the ability to attach various media, such as images. Recipients tick off when the task is complete and the assigner can see who has read a Task, but would have to follow up manually.

Overall (and excluding Microsoft), Flip addresses this scenario well and we're pleased to see transactional integrations available via a friendly interface. We wonder whether the mix of Mini-Apps, Flows and AskAI (see Scenario 6) might get confusing, given they are similar but positioned in different places and with different interfaces. The vendor's plans to explore agentic AI further may smooth over these bumps.



The Knowledge Base is where evergreen content is stored as a series of Pages.

Evergreen resources are managed in the Knowledge Base. This consists of main- and multiple sub-'Pages', allowing admins to create a parent-child structure. Configuration of the navigation requires thought, as it can become cumbersome to navigate with too many levels.

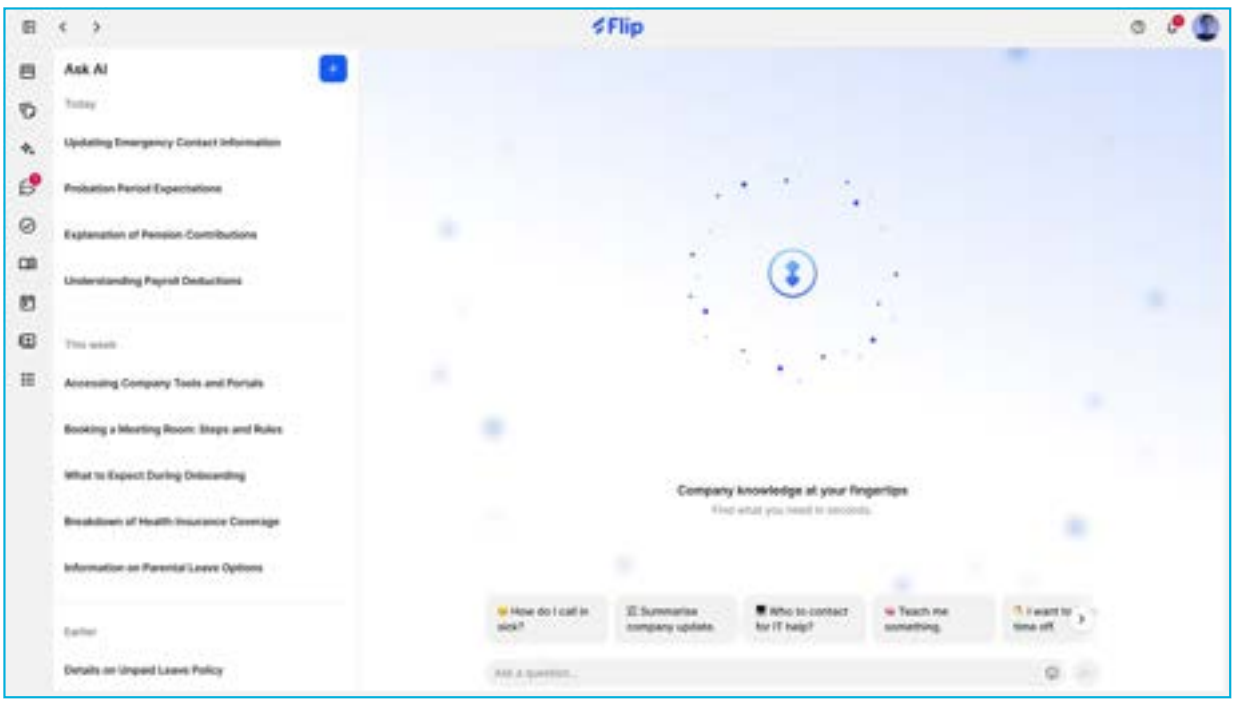
Pages are built in the same way as Posts (see Scenario 2), although without AI support which we think is a shame. Pages include a banner and other media can be embedded, but there isn't support for simplifying the display of lengthy content. Admins can manage their content in desktop and mobile, with the ability to save drafts, delete Pages and rename the entire Knowledge Base.

There is no native document library or similar, as most documents are attached to Pages. A helpful integration allows admins to pull in content from a company's SharePoint environment to avoid manually managing content in two places. An API is available for other storage tools too. This creates a single source of truth and one central place where content needs to be maintained, allowing Flip to be used effectively alongside other tools.

There is a Knowledge Base section within the 'Admin Console' (see Scenario 8), where admins drag to reorder the structure of Pages. This table shows the publication status, plus when a Page was created and last updated. There aren't any further lifecycle or governance features. Page stats will show who has visited, but further insights into performance aren't provided.

Flip does a good job of supporting communicators with urgent messages via Flows (see Scenario 3) where admins can send Chat messages to individuals or groups. These messages are un-mutable and can also include a prompt, such as asking employees if they are safe during an emergency. Recurring follow-ups are possible within the Flow, to encourage users to complete or acknowledge the task. This is a nice feature that can cut through the noise and reach employees directly.

Overall, Flip's approach to this scenario is simple and organisations with strong knowledge-related requirements may find it too limited. Given Flip's purpose as a mobile-first tool however, its approach may work well enough for frontline employees.



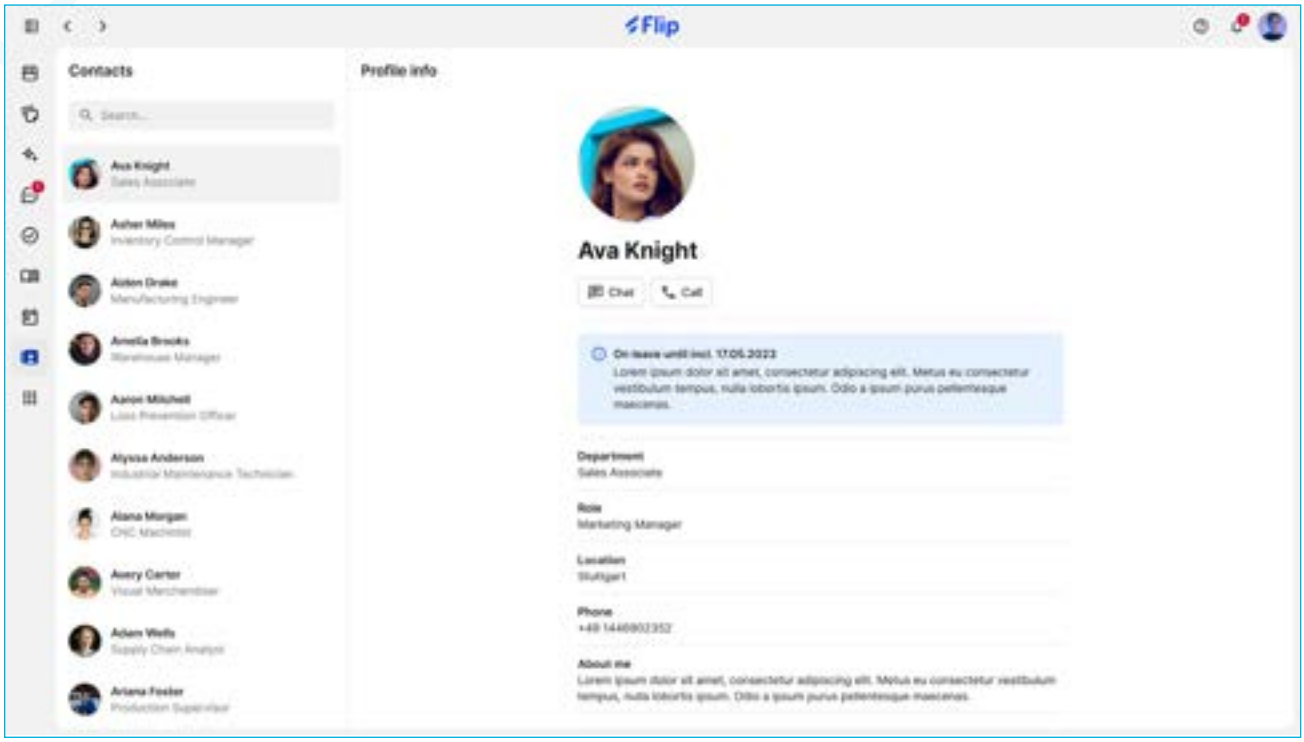
'Ask' is Flip's first steps into agentic AI for search and other activities.

Flip has invested heavily in its search experience, introducing AskAI functionality (see below) as the global search approach. Employees can still search content in a more traditional way within specific sections, such as Channels, Chats, news, and Knowledge Base Pages, via a local search experience that indexes titles and content. We think it's a shame that a platform-wide standard search experience isn't offered for those employees who want a non-AI approach.

'Contacts' includes a local search to help employees find their colleagues. However, the search only indexes people's names and there aren't any sorting options or refiners. Profile pages are relatively basic, you can't see what open Channels someone belongs to for example, but we like the option to call someone via Flip even if there isn't a number displayed. We also like the simple org chart, which people can explore and click through to find individuals. Richer profiles would enhance the AskAI search and we hope to see people search introduced there soon.

The primary search experience is via the AskAI feature from a prominent homepage bar or via a menu item. Employees type a natural language question or may speak the prompt instead, which is unusual in the industry to date and works well for a mobile-first solution. Employees receive a conversational response in return, which are concise and often link to the related resource, which you can interact with directly in the AskAI interface, which is a nice touch. Important to note is that the search results respect any permissions and privacy settings of content, so you will only see content in AskAI that is accessible to you and your permission level.

At present, Ask retrieves information from the Knowledge Base, Posts and Chat. External content repositories and systems aren't federated, although any content synced from SharePoint is indexed and searchable. Ask relies on Flow for completing tasks, although the vendor has plans to expand into a full agentic AI experience. Hopefully other content types will be integrated into this functionality soon so that users have a one-stop-shop for searching all content on the app. Also, while the functionality has been included in the pricing provided to us organisations should be aware there might be additional costs associated with scale of usage.



'Contacts' is a people directory with a local search for finding colleagues.

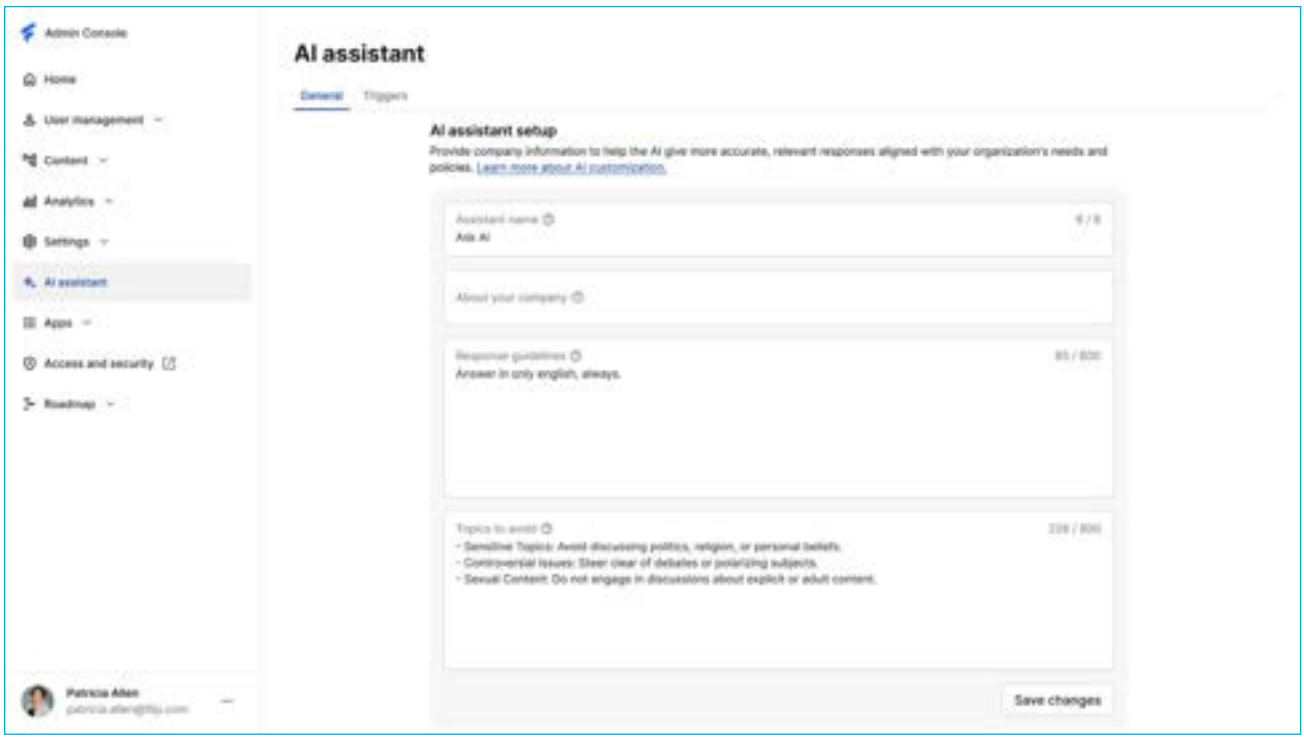
Ask provides answers from Flip content, including sources.

There is a good range of configuration features for Ask and all other AIs too, where administrators can provide a custom name, context about the organisation, as well as style and tone of responses to reflect company culture. You can also provide it guidance around sensitive topics and the types of questions to refuse to answer, or materials it can't generate. Admins can also add 'Quick Suggestions' to the AskAI main screen, providing employees with easy access to frequently searched-for resources, like "book absence" or "sickness policy". There aren't other ways for admins to influence what is returned in the results, however.

The AskAI functionality is a promising addition to the platform and if more content types are included in the AskAI, it has the potential to become a powerful federated search experience. As with any AI-powered tool, there is some trial and error required to ensure the proper calibration, but we found it helpful with quickly surfacing information in the Knowledge Base.

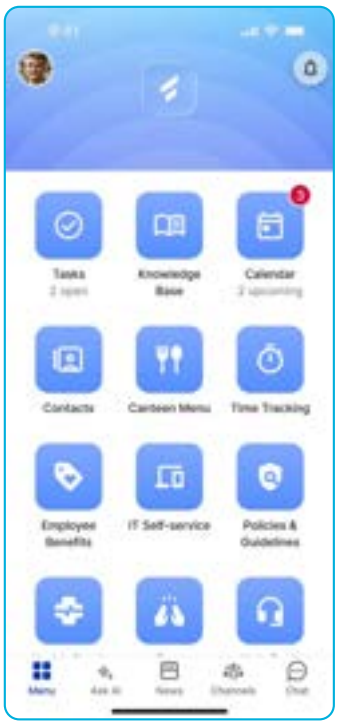
To better understand how users are interacting with search, Flip provides administrators with the following data: search terms with no results, top search terms and associated pages, usage of AI-driven search and reliability of result, success and failure rates. This data should provide admins with a baseline understanding of how search is being used so they can make some adjustments to improve the experience.

Overall, the search experience is heading in the right direction but at the time we saw it there were a few gaps. The vendor has clear development plans however and we look forward to seeing the future developments of the AskAI feature.



There are controls in the Admin Console to adjust the AI assistant.

It's easy for people to access Flip.



The experience feels like a consumer-grade app.

Knowledge Base pages are displayed attractively on a small screen.

Flip really shines when it comes to the mobile experience. Built with frontline employees in mind, the onboarding and authentication reflects this through simple processes. Provisioning can be handled through standard processes like SCIM or even by importing an Excel document. Once employee attributes are in Flip, users can authenticate via Flip Identity - Flip's own identity provider that can support passwordless authentication via passkey and SSO. Users can authenticate by identifying their own attributes within Flip too. Overall onboarding and activating new users / employees into the Flip platform is painless and user-friendly.

Flip is designed with mobile users in mind. The app is welcoming, simple and has a clean, uncluttered interface. Upon logging in, you are greeted with a Newsfeed from the Channels that you are a member of. The menu section lists key applications and tasks via clear and large buttons. In some cases, these applications may be accessing data and information from external resources (like a payroll provider), but Flip aims to keep users in the app, to avoid the disjointed experience of bouncing around different browsers and applications. Connecting Flip to these external tools means users can perform certain key actions, like requesting time off, giving kudos to a colleague, or accessing a payslip, within the Flip app.

Other features are clearly geared to companies with frontline workers. The platform has a Chat tool that allows users to have 1:1 or group conversations with coworkers, directly in the mobile or desktop experience. The AskAI feature is prominently located in the main menu, prompting users to "Ask me anything" and offering quick suggestions based off frequently accessed information like "book time off". Flip also offers a simple task management tool that allows managers to assign tasks to colleagues, along with a due date, description and built-in comment functionality.

Overall, the transition from desktop to mobile is seamless. The 2-3 column desktop layout neatly collapses into single column, mobile-friendly format, without the user losing access to key features or information. Admins can also tailor the mobile experience, by selecting which applications should appear on mobile versus desktop.

The configurable mega menu is a nice addition for desktop users.

Flip is managed in a simple back-end structure, with clearly labelled menus and settings that are easy to tweak. Controls for branding and colours are strong for a mobile-first solution. Admins can set primary and secondary colours, contrast ratio, company logo, section icons, and banner image, so that the app feels familiar to employees. We like that dark and light modes can have different settings. Multi-brand companies are supported through targeting branding to User Groups.

Admins have some useful controls for configuring the navigation too. A structured drop-down menu is available from the homepage and takes people to Flip content or out to third-party platforms. Administrators can create items with custom icons, names, unique visibility settings, and configure the settings of the menu item to integrate with business systems, then dictate whether the app should keep users within Flip or navigate them to the external source. Admins will want to establish clear governance around navigation, as the number of menu items can easily proliferate and create a messy experience for users.

Administrators can also tweak the navigation structure of the Knowledge Base. It's easy to change the hierarchy of Pages and the parent / child structure of main- and sub-Pages. The nested menu at the bottom of the mobile app is not configurable, however, and neither is the left-hand menu that takes people to content areas such as Contacts and Chat.

There are helpful analytics to track adoption of the app and engagement with content. Adoption metrics help administrators understand which employees have onboarded, logged in and are active on the tool; allowing for potential targeted outreach to those that have not yet onboarded or aren't very active.

Overall, administrators will find the management of the platform straightforward. Most communications and HR teams will find they can administer the site without the need for much – or any – IT intervention, once the initial setup is complete. Given its purpose as a mobile-first solution, there are some gaps. For example, the desktop homepage layout isn't configurable; for those leveraging the desktop experience, the inability to customise the homepage to prioritise certain content may feel like a limitation.

THINGS TO BEAR IN MIND

It's clear that Flip has been built with frontline employees in mind, making it generally easy to use and with a particularly strong mobile environment. This means that features primarily aimed at knowledge or desk-based or workers can feel limited at times when compared to other solutions in our report. The Knowledge Base is a good example, as it serves simple needs, but more could be done to make Pages more engaging and more detailed – sentiment echoed in customer feedback. By extension, governance and lifecycle tools, plus more in-depth analytics would be helpful for content owners. Alternatively, Flip could be used alongside dedicated tools for desk-based workers (such as SharePoint) and serve as the communications / community layer alongside.

We think the new AskAI tool is a great first step towards agentic AI and look forward to seeing what comes next. The fact the search respects permissions isn't standard in the industry at present, so it's noteworthy that Flip delivers this. There are gaps in the search experience though that we feel should be addressed sooner rather than later. We also think it's a shame there is no traditional global search experience, as we believe it should be down to individual choice whether to use AI. Note too that AI features are included in the pricing provided in the review, but there might be additional costs if usage is high.

Agentic AI will likely also replace or smooth the Flows functionality. While Flows is a great way to step employees through processes and provides a friendly interface for completing tasks, we felt having multiple places to complete tasks could get frustrating. Having to set up each Flow was also a fiddlier approach than other solutions that already have agentic AI.

Flip is at the higher end of our pricing scale for organisations over 20,000 people, yet we think it's worth exploring for those with a large community of frontline employees. The developments we've seen in the past year have been exciting too, so we're sure there is more good stuff to come.

Why choose this product

Flip has been designed with the frontline in mind. The user experience in the app is top-notch and there are plenty of tools and integrations to effectively support frontline workers. There is an effective AskAI search that provides a strong foundation for future agentic AI developments. For employees, they'll be able to easily participate and create a sense of community that's also reflected in good communication tools. Flip will appeal to organisations of any size that have a large number of frontline or mobile workers, and the amount of positive feedback we received is noteworthy.

Vendor roadmap

Please see their website for details.

You may also be interested in...

BEEKEEPER by lumapps

Blink.

workvivo by zoom

COMPANY AND PRODUCT

Company
Flip

Company founded
2018

Product launched
2018

ISO 27001 certified
Yes

Data residency
N/A

Typical client size
5,000 to 10,000

Company locations
Stuttgart, Germany (HQ), UK, USA

Partner locations
Australia, New Zealand, Singapore, UK, Ireland, Canada, USA, Peru, Mexico, Brazil, Argentina, Chile

Customers
Clients include: Ben & Jerrys, Bosch, EDEKA, GLS, Magna, McDonald's Germany, REWE, Rossman, Porsche, Sixt

Largest deployment so far
400,000 - Global rollout across 12 countries (Germany, Portugal, Romania, Spain, US, Brazil, Costa Rica, Chile, China, Philippines, India, Vietnam).

Environmental / sustainability certifications
None.

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Product and technical details

Name of product

Flip

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	Microsoft 365 tenant	Google Cloud	Other*

*EU hosting providers (non-US operated)

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	Apple store	MDM	MAM	Other*

*Via a special link

Accessibility

WCAG 2.1 AA conformant, WCAG 2.2 conformant

Document library sources integrated

Box	Dropbox	Google Drive	SharePoint	OneDrive	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	**Open API available**	Other

User interface multi-language

Machine translation	**Pre-configured**	**Editable**	**Right to left script supported**	Other

Content multi-language

Machine translation for publishers	**Machine translation for end users**	**Editable machine translation for publishers**	Manual creation for publishers	**Right to left script**	Other

Set-up and support

Set-up process for new clients

Flip supports one-click installation for initial setup, followed by a consulting phase that typically spans up to 3 months. This phase includes detailed integration, customisation, and onboarding to align the platform with the client's specific requirements.

Product updates

Minor updates daily, minor updates weekly, major updates every month. Mobile app and web app are both updated every sprint (2 weeks) and can also be updated more regularly (daily for web) depending on need.

Product update process

Product updates are rolled out to customer environments 1-2 weeks after deployment to Flip's staging environment. Customers are informed monthly about upcoming new features and releases. They can view major updates on roadmap.getflip.com and subscribe to specific functions for regular updates. Customers can activate features and functions for test user groups and independently test them. If needed, a second test environment can be provided. Updates are applied in a 2-week cycle, but bug fixes can be deployed asynchronously in case of significant issues. Customers cannot opt-out of updates but can test them before full deployment.

Reverse-out options

Upon contract termination, Flip's default data deletion policy ensures all client data is deleted within 2 weeks, unless otherwise agreed. This applies to both Flip and any subprocessors, who are contractually required to comply with this data deletion policy. In addition, data return and data transfer options can be offered to the client before deletion, if specified in the contract. This ensures that client data is handled securely, either by deletion, return, or transfer, as agreed upon during the contract's exit process.

Technical support

Email support	**Phone support**	Chat support	**Online portal**	24/7 support	Office hours only

User community

Flip has an active user community. An annual in-person customer conference, Flip Forward, brings users together to connect, learn, and share insights. Flip also has a Customer Advisory Board, ensuring direct feedback influences the roadmap. Additionally, Flip hosts regular webinars and sessions showcasing customer success stories and best practices, helping users maximise value from the platform.

Voice of the vendor

Flip says: "With Flip, companies don't just connect employees - they create a business-critical system of action for the frontline that unifies communication, AI-enabled workflows, and essential HR, Operations, and IT systems into one seamless experience.

It's time to empower, engage, and elevate your workforce with an AI-powered employee interface that's built for the frontline. Because it's frontline employees who keep the world moving, yet often they're the least connected part of the workforce. Traditional workplace tools are built for desk-based staff, leaving frontline teams without access to the information, systems, and services they need. Flip was created to bridge that gap. At its core, Flip is simple: connect every employee to everything they need, in one touch.

Flip unites Digital Identity, Communication, HR Services, Operations and AI enablement into one secure, branded employee app - purpose-built for frontline teams. With Flip, companies can instantly reach their entire workforce, ensure no one is left out and transform disconnected ways of working.

What Flip does:

- Digital Identity: Single Sign On, Profiles, Content Access, User Attributes. Safe, secure and frontline friendly.
- Communication: Newsfeeds, Channels, Knowledge Base, Chat, Voice and Video Calls, Livestreams - all GDPR-compliant and targeted by role, location, or team.
- HR Services: Mini Apps, employees can check payslips, request time off, swap shifts, and track hours directly in the app. No multiple logins, no IT tickets.

- Operations: Integrations, Task Management, Process Automation and Workflows powered by Flip Flows reduce manual work and keep operations running smoothly. All running with Flip Intelligence and AskAI to accelerate communication, translate content, surface knowledge instantly, and supercharge productivity.

Why It Matters:

- Flip turns disconnected frontline teams into engaged, empowered contributors.
- A new hire can receive their welcome messages, onboarding tasks and training automatically.
- A manager can push out urgent updates in seconds.
- An employee can AskAI about the sick leave policy, get the right answer
- Everyday moments become everyday wins.

Built for the Frontline Unlike intranets or productivity suites designed for office workers, Flip is built specifically for employees on the frontline. It works seamlessly on any device, scales securely across thousands of employees, and keeps everything aligned with enterprise-grade security standards. Trusted Worldwide Enterprises like Bosch, Porsche, McDonald's, REWE, and Magna already rely on Flip to engage their teams, strengthen communication, and drive productivity. Millions of employees across retail, logistics, manufacturing, and hospitality use Flip. With Flip as your AI-powered employee interface, you won't just be connecting your team. You'll be transforming how work gets done."

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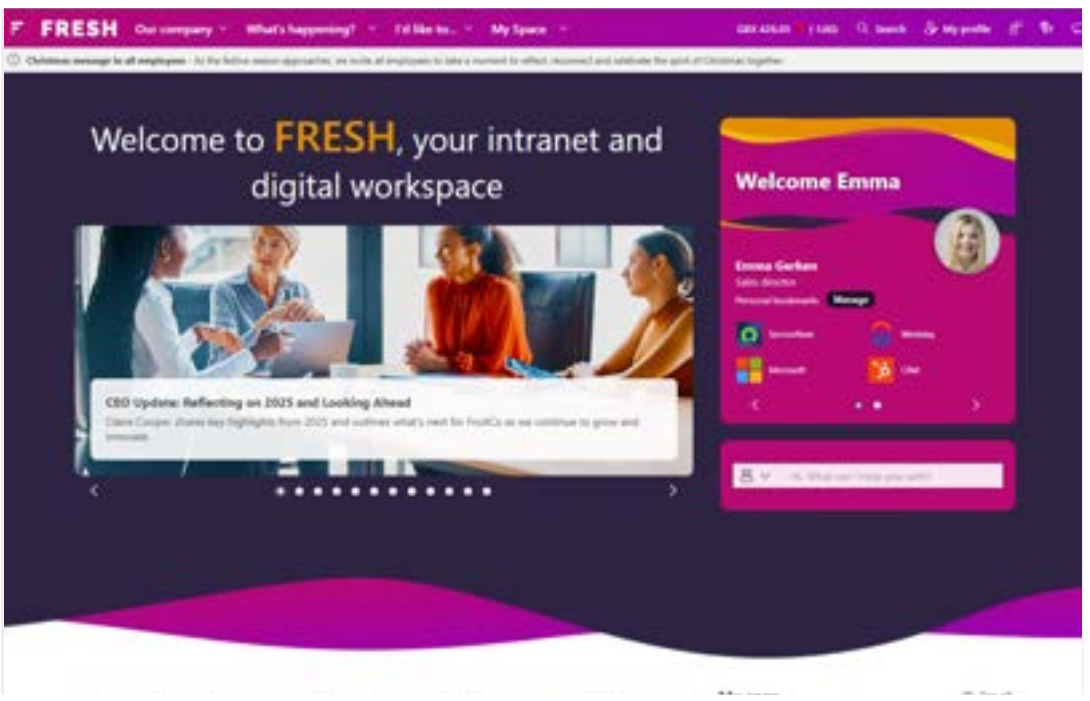
FRESH

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

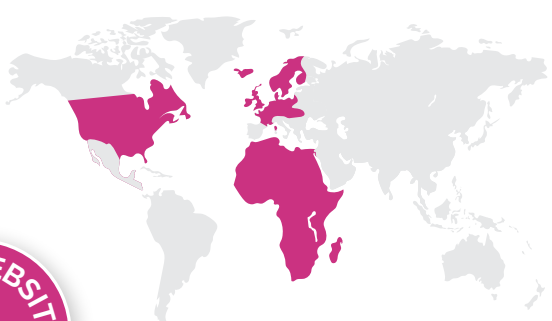
OTHER



Typical deployment:

5,000 to 10,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Fresh is a mature intranet in-a-box product that will appeal to medium to large organisations that are looking to maximise their investment in M365.

SUMMARY

Fresh, launched in 2015, is one of the more mature SharePoint intranet in-a-box products in this report. It is owned by Advania, a large IT services headquartered in the UK with significant presence across Europe and USA. Although reliant on Microsoft 365 in the back end, Fresh significantly enhances standard SharePoint capabilities, through a comprehensive communication and content toolset that supports the full content lifecycle.

The editorial calendar, content creation wizard and bulk governance features allow editorial control and consistency across multiple sites. FreshMind, Fresh's AI feature, provides generative AI capabilities during page creation. It also provides a natural language approach so that employees can query authoritative document sources, supporting knowledge finding. Fresh's search and knowledge management features are strong overall, too.

Fresh offers strong capabilities to bring information into the intranet experience and signpost users out to systems and tools, but organisations looking to support complete tasks inside the intranet will find some additional Power Platform configuration is required. Similarly, Fresh relies on Microsoft's offering for mobile support and some community functionality, which might not be extensive enough for some organisations.

Fresh is ideally suited to medium to large Microsoft-centric organisations and those looking to support complex requirements like multiple brands. Those in sectors with majority desk-based knowledge workers will also find Fresh appealing. Additionally, for organisations that are interested in Copilot, Fresh is an excellent complement.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users.

DISCOUNTS

Multi-year commitments, frontline users, healthcare, government/public sector, schools and educational institutes, charities and non-profit organisations, businesses over 1,000 users.

COSTS TYPICALLY

Slightly higher at the start of the term, but generally spread.

PRICE INCLUDES

All available modules. Additional services from implementation partners are available if required.

Product type

Ready-to-run, installed in days

Branding opportunities

All branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

- Public administration and defence
- Transportation and storage
- Financial and insurance activities
- Wholesale and retail trade
- Construction

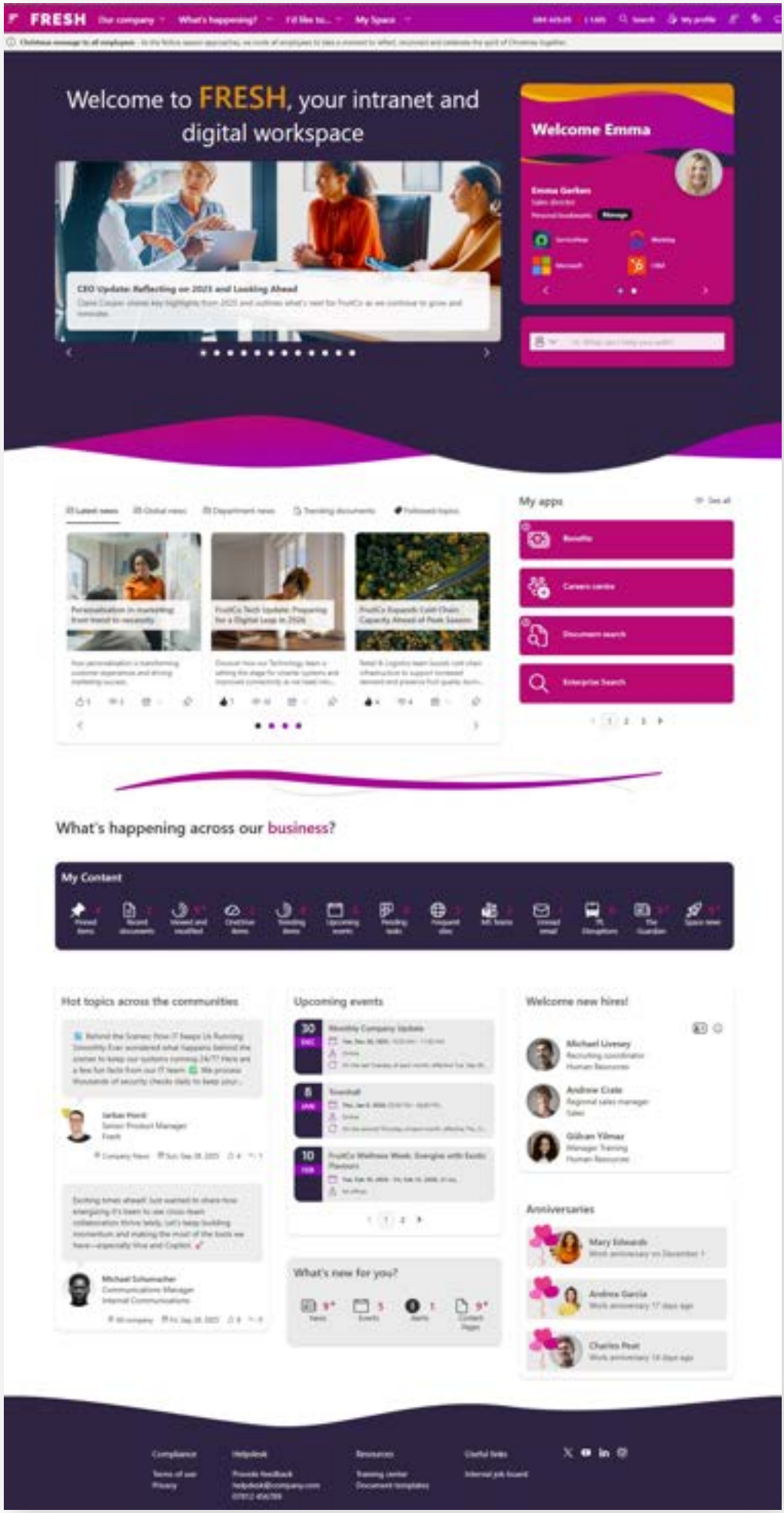
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

We received a high number of responses about Fresh, where customers were highly positive. They frequently called out "its visual appeal and user-friendliness", where one customer said, "When content production is not technically difficult, energy can be devoted to higher-quality content." People also consistently praised the "Additional features on top of standard SharePoint" while "Still being integrated in the eco-system of Microsoft." One customer summed up nicely: "Fresh allowed us to start over with a fresh adoption of SharePoint and staff don't feel or know that they're still using SharePoint!"

Requests for changes were mixed, but "Better documentation and training" came up a couple of times for publishers and technical admins. Enhancements to elements associated with the look and feel were also raised, such as "image and thumbnail editing tools", "more flexibility in the layout and design of web parts", and "a simpler way to change site or page colours" away from SharePoint which was described as "limiting". More "analytics features / options" was also raised a handful of times. Other requests included "Better mobile usability", more automations, and further integrations with Copilot and Power BI.

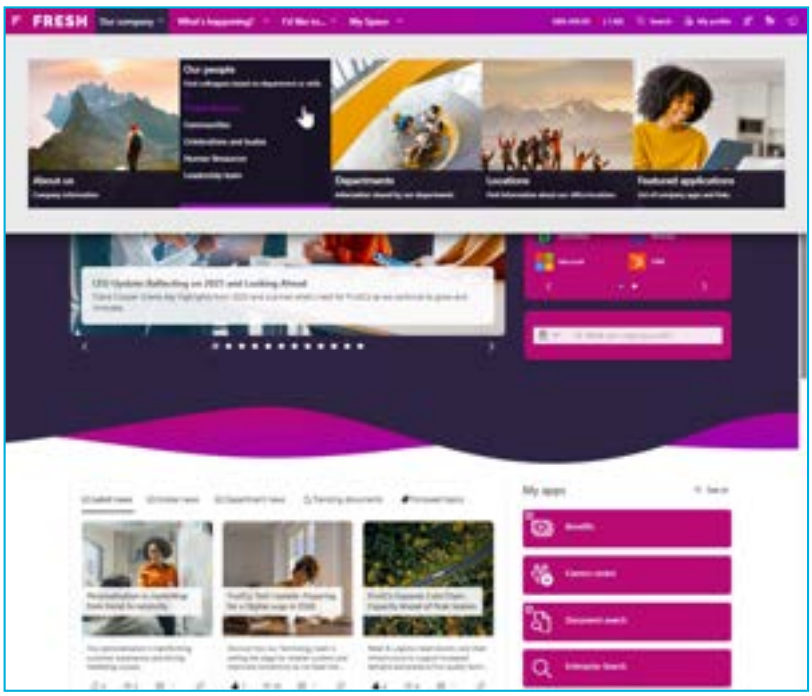
The relationship with the vendor was described as a strong partnership defined by responsiveness and care. It's noteworthy that there were no negative comments, particularly given the volume of feedback. A long-term customer said, "The cooperation with the vendor has always gone well, and we have been working together for several years." While another said, "There is real care in helping you get the most from Fresh and that is so helpful in the often resource poor world of intranet / knowledge management at most firms." Another customer was very enthusiastic and said, "I truly love the Fresh team."


FRESH
Welcome to FRESH, your intranet and digital workspace
Welcome Emma
My apps
What's happening across our business?
My Content
Hot topics across the communities
Upcoming events
Welcome new hires!
Anniversaries
What's new for you?

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
4 **1. Employee Experience**	SharePoint at its core, but much improved user experience overall.	Needs improved first time UX (e.g. guided tours). Notifications and translation workflow are basic.
3.5+ **2. Communications Management**	Excellent content creation, templating and scheduling tools. Built-in newsletter.	Metrics are currently simple. Range of external channels reached is limited.
3 **3. Community & Engagement**	Strong Kudos and Badges features.	Community features rely heavily on Microsoft's offerings, such as Viva Engage.
3+ **4. Digital Workplace Integrations & Services**	Seamless integration across M365 stack. Nice 'quick links' experience.	Limited two-way integration outside of the M365 suite.
4 **5. Knowledge & Content Management**	Strong metadata management including bulk updates across the intranet.	Lacks some essential analytics.
4+ **6. Information Finding & Search**	AI simplifies access to knowledge, and people finding is particularly strong.	AI analytics and AI-generated answer in search is missing.
2.5+ **7. Mobile & Frontline Support**	Leverages core Microsoft platforms and apps.	Little flexibility of access options for frontline workers.
4+ **8. Platform Management**	Adds granular control over M365. Fixed SharePoint global navigation flaws. Supports multi-brands and languages.	Analytics are limited to basic usage and simple engagement metrics.



Fresh builds on the SharePoint user experience with improved navigation, branding and design options.

Fresh offers an easy to use and modern user experience that builds on the underlying SharePoint platform. Underpinned by an intuitive set of content creation tools, Fresh allows admins to maintain a high-quality and consistent experience. Overall Fresh delivers a pleasant experience, but we'd like to see support for new or infrequent users (such as a welcome tour).

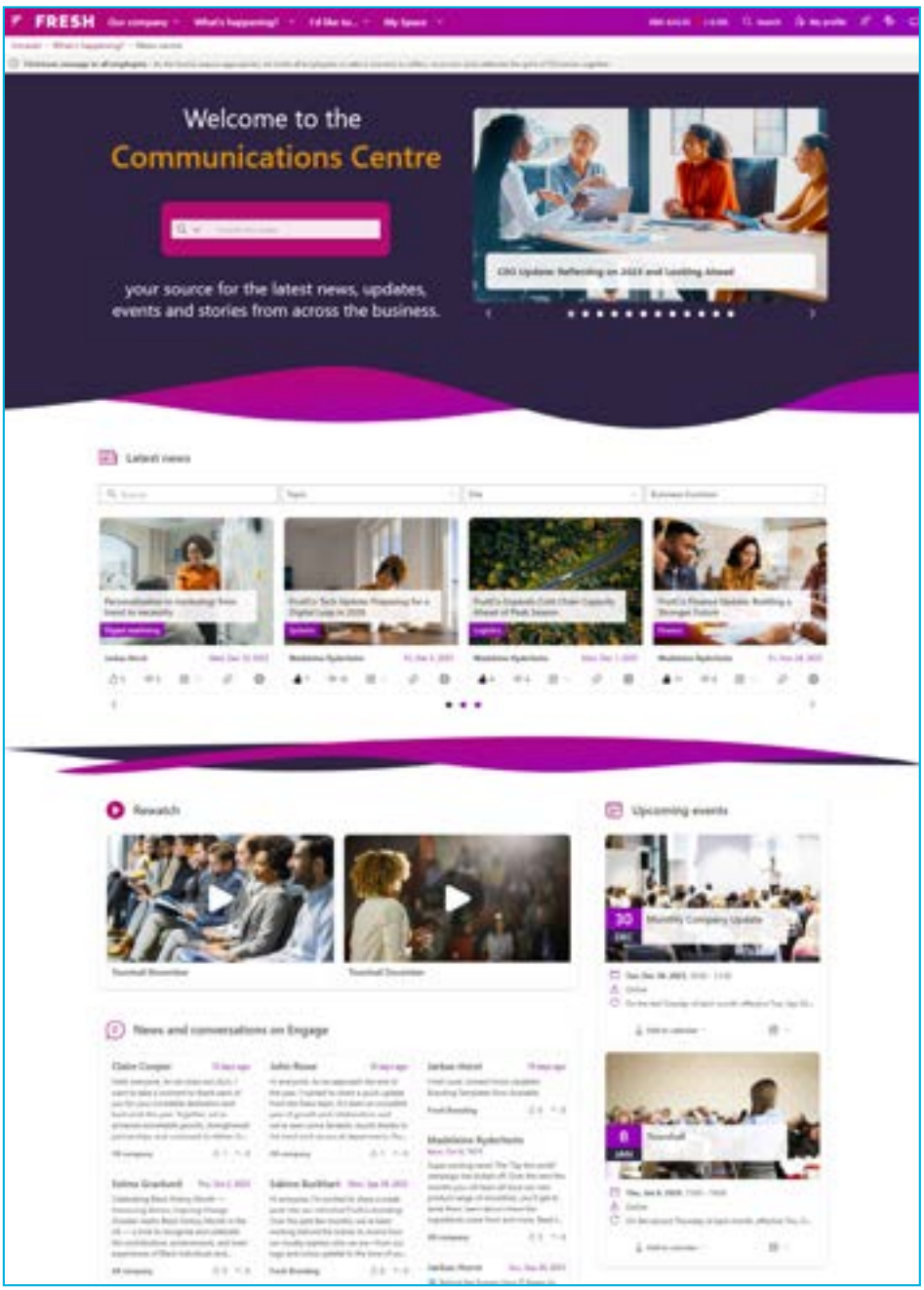
Fresh features use M365 audience targeting, Microsoft Entra ID groups and user profile properties to support personalisation. This provides a secure and well-governed approach but managing Entra ID groups would require coordination with IT teams to setup or significantly change. Helpfully, employees may add or remove topics of interest.

Employees have options to personalise their homepage and to add personal links to tools and bookmarks into their profile. They can also opt in and out of features like celebrations (see Scenario 3 for more). Navigation can include personalised options, such as frequently visited pages, and menus can be built dynamically from queries or rules such as audience targeting or popular content. See Scenario 2 for more on personalisation.

Notifications are only available via an 'Announcements' feature. Information can be displayed as a 'Blocking Popup' that must be dismissed, or through a prominent banner below- or a notification banner within-the global navigation. Audience targeted notifications can be sent to Microsoft Teams, which in turn provide a push notification for mobile users. Admins will need to be thoughtful about managing the overall noise of these notifications, as employees can't opt out or postpone these – though the vendor says this feature is coming soon.

Fresh supports all languages accommodated by Microsoft. Beyond standard SharePoint features, Fresh adds a useful 'OnDemand' machine translation tool in the global header, enabling end-users to translate page content on the fly. Content creators can also leverage an AI translation assistant before publication. However, once published, each page must be updated separately, as there is no sync workflow to keep translated versions aligned with the original source.

Multimedia support is available through dedicated web parts that can surface video from Microsoft Clipchamp (formerly Stream), Vimeo or YouTube. Videos play directly within the web part on the page and support manually added closed captions in multiple languages. Image support could be improved, as requested by customers.

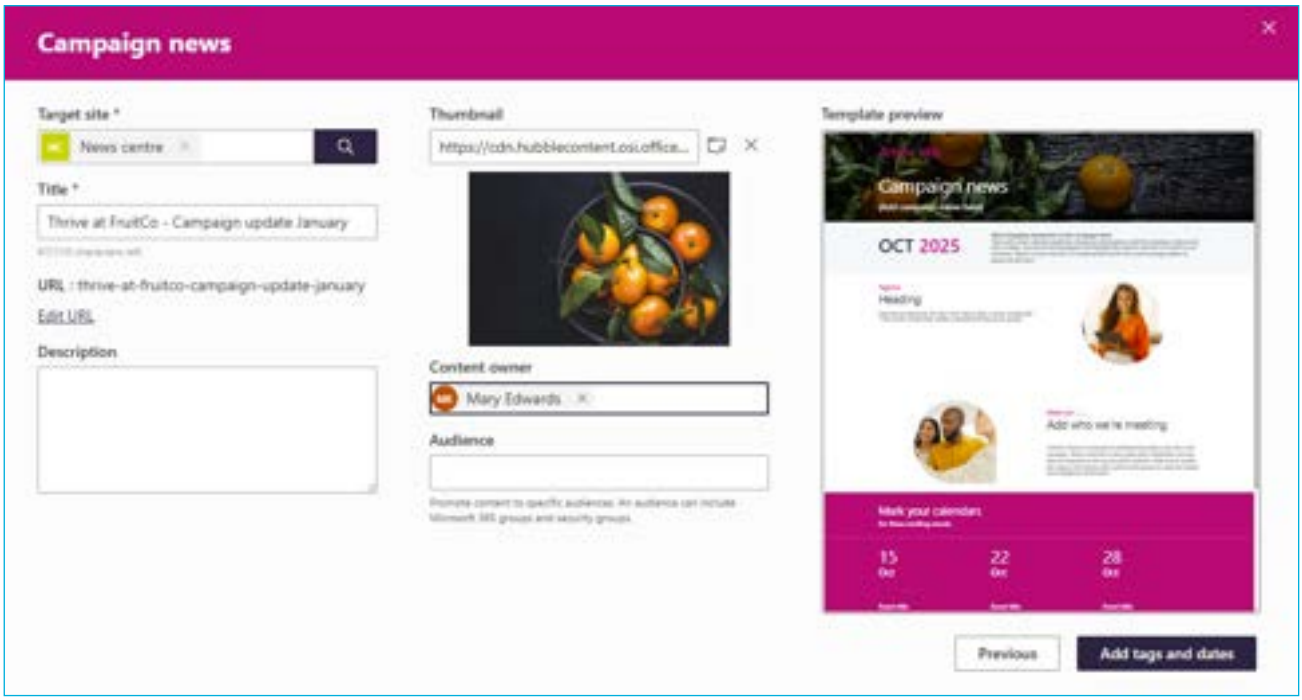


A News Centre highlighting news, events and trending content.

Fresh provides a comprehensive suite of tools that significantly enhance SharePoint's default capabilities at every stage of the communication publishing lifecycle. Issues with SharePoint intranets often come from the difficulty in creating a coherent and consistent experience across SharePoint sites that make up the intranet, plus balancing site / content owner access with the ability to establish central editorial control and design standards. Fresh addresses this through core templates, a content creation wizard, a central editorial calendar, and intranet-wide engagement analytics.

Unlike standard SharePoint, Fresh's page templates are managed centrally and synchronised out to multiple selected sites. These standardised layouts maintain a consistent look and feel plus save content creators significant effort. The writing and tagging of content is also streamlined through a central 'Content Creation Wizard', which was introduced in late 2025. This feature offers a single route into publishing through a guided experience. Publishers select the appropriate templates, add essential metadata, define publication dates and select the target sites or channel(s) for publication.

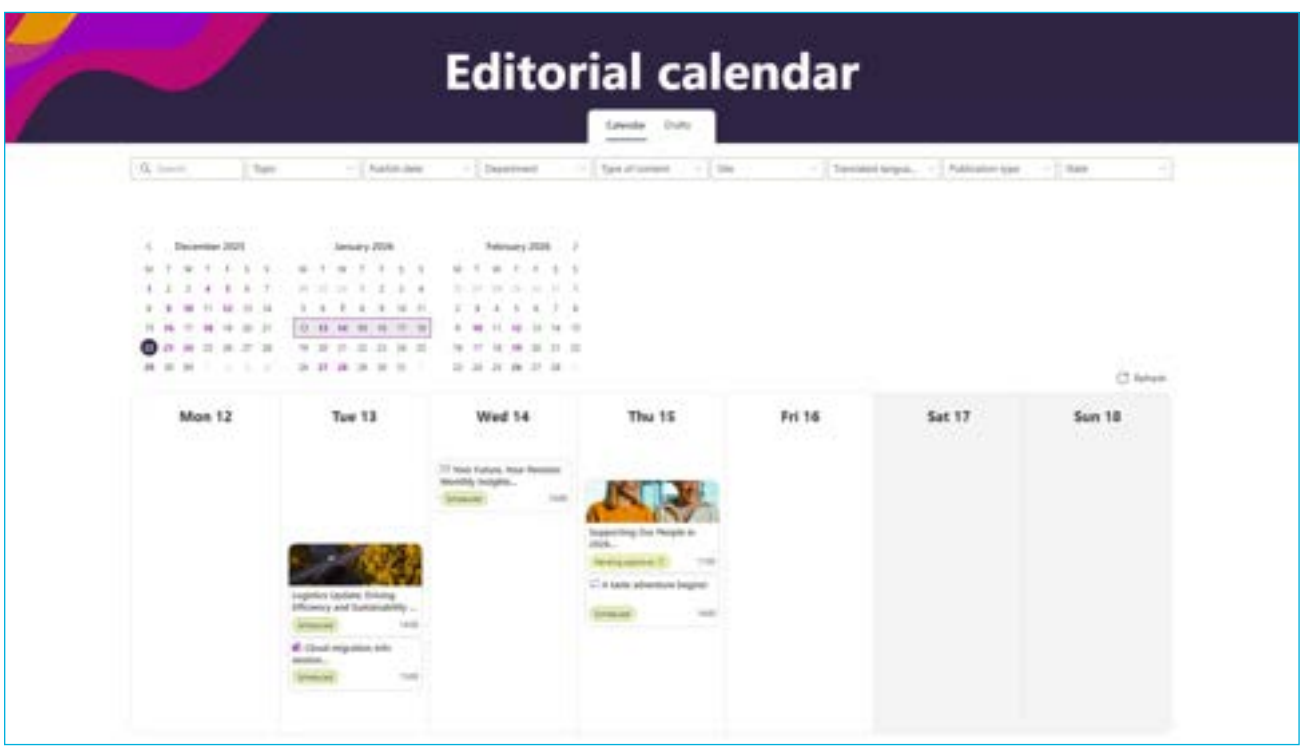
At the end of the Wizard the 'create' step posts a draft page into the target site, which can then be edited and content added. Here, opening the conversational interface for an AI page assistant offers helpful support. The AI suggests prompts to help draft the content as well as suggesting a title, metadata or tags to add, providing a summary description, or even generating a page thumbnail image.



The 'Content Creation Wizard' guides publishers through every step of creating a new page or article and ensures the required metadata is added.

The page's metadata underpins the personalisation mentioned in Scenario 1 by mapping content to goals, interests and audiences. This also ensures content appears in the right web parts, sites, navigation and 'Campaign Hubs' using audience targeting such as location. Campaign Hubs are sites that group related pages, events and other content under a theme. They provide dedicated spaces for employees to discover and follow information, such as for major initiatives or internal programmes. While Campaign Hubs provide a structured, templated, space that ensures consistency and prevents critical updates from being lost in the news archive, they lack the depth of campaign functionality we've seen elsewhere.

An 'Editorial Calendar' provides a unified dashboard of all content – news, Announcements, newsletters, and even Viva Amplify campaigns – giving communications teams a clear view of the upcoming schedule. Communicators can manage and amend scheduled articles and move content through approval workflows, with any approvals being shown in the site notification tool. Filters offer easy options to see upcoming communications by topic, site, type, and even to understand what has been translated and what's currently in draft. This offers a lot of flexibility around what is displayed on the calendar, but we think having the option to save specific views or sets of filters would be a helpful addition. Being able to annotate or "block" certain dates would also be useful for managing news flow.



An editorial calendar gives oversight of all draft and published content across the intranet.

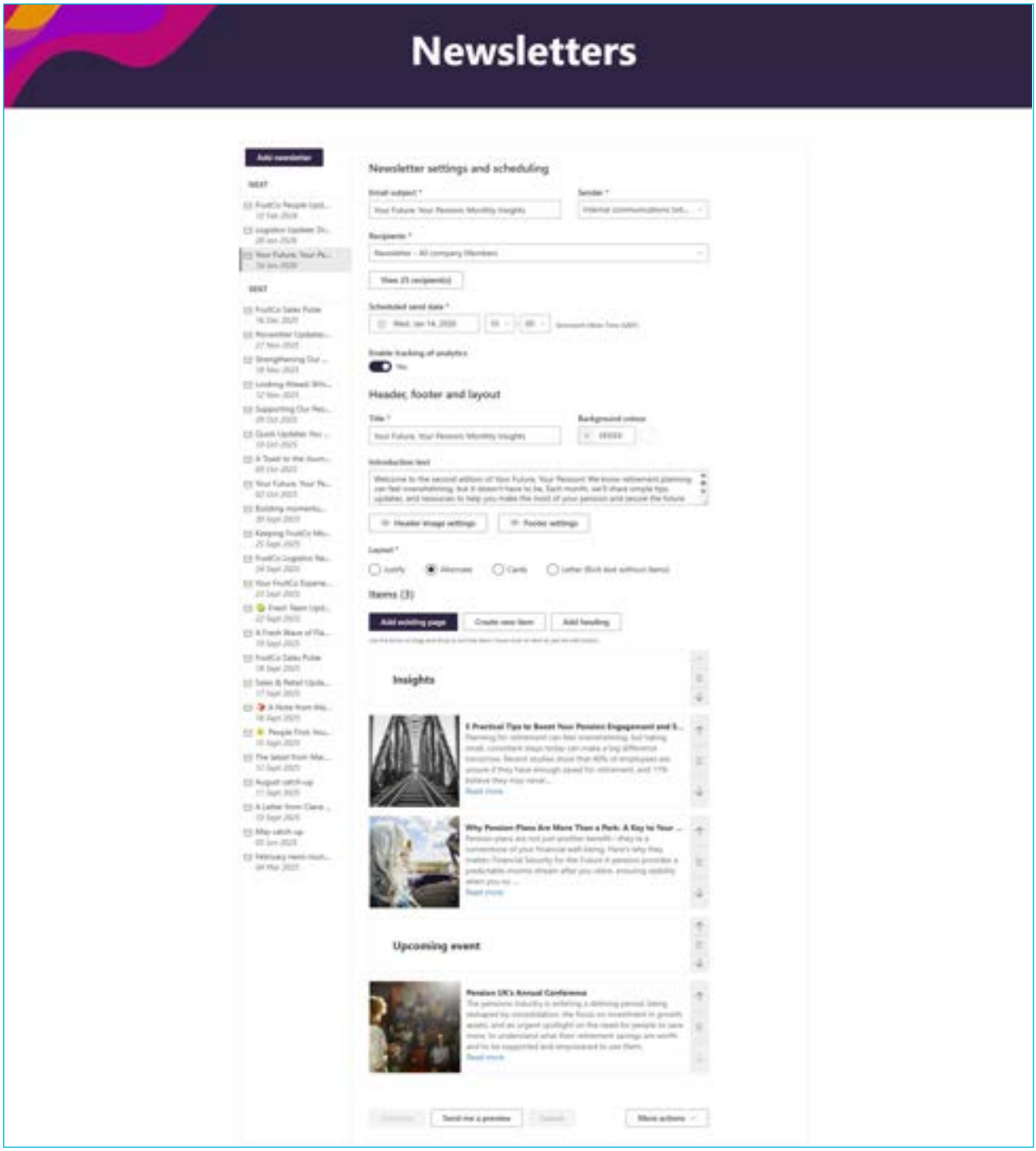
There's good support for multichannel publishing. Intranet content can be surfaced in Viva Connections cards or pushed as announcements into the Teams app. A fully featured 'Newsletter' offers a viable alternative to dedicated email newsletter tools. It allows existing articles, documents and events to be curated into a single email and displayed in a choice of flexible layouts, including configurable header and footer options. There's the ability to set organisational recipient lists based on distribution lists or M365 groups. Metrics provide open and click-through rates as well as target audience reach.

The vendor said they have consulted with customers as to whether they would like support for more channels, such as digital signage or employee advocacy, but hadn't found demand among existing customers. We feel this could still be a gap for potential clients that wish to reach employees outside the Microsoft ecosystem.

There's a set of communication statistics available to show content effectiveness, such as engagement, via likes and comments. There are helpful dashboards to identify peak view times and help optimise future content scheduling. Peak time, engagement, page view and newsletter analytics can all be further refined using user profile properties to understand who and where your audiences are. While there are no advanced analytics features, such as sentiment analysis or user journey tracking, all data can easily be exported to Excel for custom analysis. We think deeper insights for communicators would add value, a sentiment echoed by customers who wanted to see more analytics features.

We think this scenario is a great example of Fresh meeting their strategic promise to "fill the gaps" that M365 leaves. Overall, used well, this toolset offers a loop of content, distribution and measurement that can support continual improvement and ongoing relevancy across multiple audiences and channels.

A 'Campaign Hub' groups all information related to a topic for communicators to come and work together, but also for users following the campaign to come and learn more about it.



The newsletter editor provides a form interface to add content into predefined templates.

Kudos and badges offer a social, gamified route to recognition.

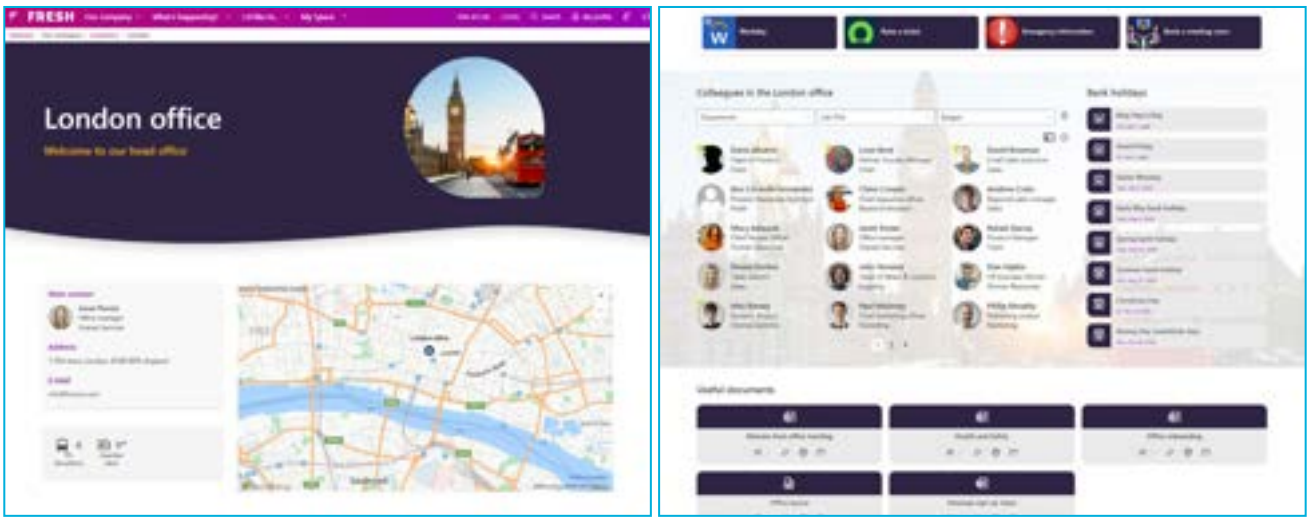
Fresh works with Microsoft 365 tools such as Viva Engage and Forms to provide much of the core community and engagement capabilities, but with some improvements. Fresh provides a 'Community Homepage' and directory that can be filtered and searched to help employees find what they are looking for. From here they can also request a new Community via a form that helps manage the provisioning process. The form asks for some basic details including who the owners and members will be and if the Community is to be public or not. The request goes through automatic or manual approval and then the site is provisioned automatically. People can see the status of their request (pending approval, completed etc.) via a list.

A nice touch is that the process sets up a SharePoint-based 'home' for the Community and connects it to Viva Engage. This provides extra context and functionality for the Community such as showing Community leaders, documents and events. Fresh also provides a web part that can surface relevant Viva Engage discussions in SharePoint.

Standard social feedback mechanisms, such as likes and comments, are handled natively through SharePoint. There's also a Fresh web part to highlight and encourage liking, sharing and pinning (save to read later) - standard SharePoint functionality that's often lost or hidden that can be placed prominently on a page.

The vendor recommends Microsoft Forms for surveys, polls and data collection. For site and feature feedback there is a form integrated into the site navigation that captures the 'area' (e.g. search, a site, a page) and any provided user feedback into a central actionable list. We also like the 'Action Checklist' web part that can be used to help walk users through multistep processes, such as orienting new starters.

One social engagement feature we were particularly impressed with was the 'Kudos' web part. This allows colleagues to give praise, highlight achievements or share anniversaries based on custom lists or profile attributes. Managers can add formal recognition through the use of 'Badges', which are visible in the people directory and can signal key roles (e.g. fire marshal or first aider) or achievements and skills (e.g. Data Analysis expert or customer champion).



Fresh pulls information from connected systems into its web parts using Copilot connectors configured in search.

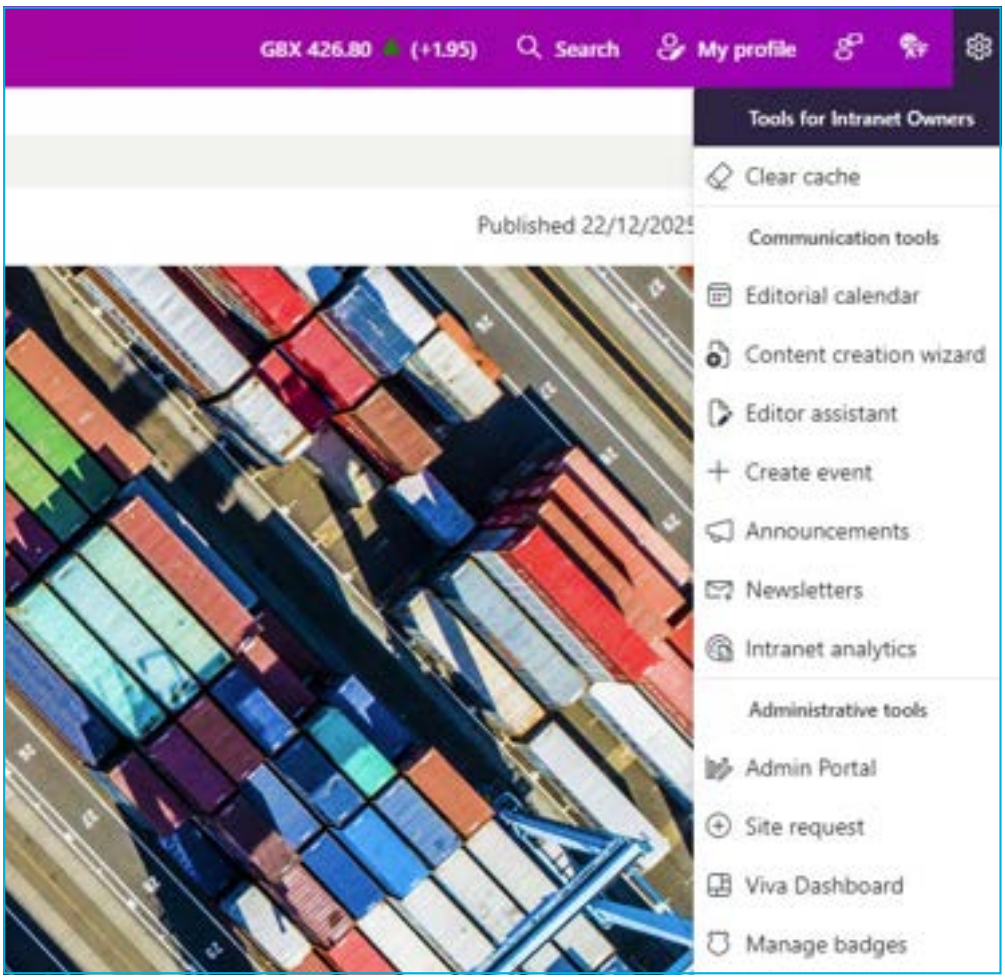
As Fresh is built on top of SharePoint it offers extensive integrations into Microsoft systems. In turn, this architecture allows Fresh to leverage M365's extensibility options, such as Copilot connectors (previously known as Graph connectors). This makes Fresh very capable of surfacing tasks, guidance or information from other systems, but limits two-way integration into other tools and offers little for users of M365 competitor apps like Slack or Zoom. Using Copilot connectors, business system data can be made available through Fresh web parts and pages, as well as consumed by 'FreshMind' AI (see Scenario 6).

Beyond the Copilot connectors, Fresh includes 'generic cards' web parts, which primarily provide one-way integrations. These cards pull external data into pages for viewing, targeting and personalisation, but don't include out-of-the-box support for transactional integrations; this means completing actions or updating data will require the user to leave the Fresh experience. For example, a generic card can display real-time train disruptions, while other integrations, such as a Maps web part, natively show maps and directions to help users plan routes and highlight key locations.

To mitigate this potential user experience challenge, organisations can choose to open third-party tools in a modal window or can use additional development in the Power Platform to provide more deeply integrated experiences. This is a nice touch and does give a more coherent feel, but businesses that want to allow users to update or create data in other business systems without feeling like they're leaving the intranet will have work to do.

We like the 'My Tiles' component that aggregates a range of information from Microsoft 365 services relating to the employee. For example, the component can show how many Teams notifications they have, unread emails, pending tasks etc. Clicking on these enables the employee to see more information via a side panel and then go to the source application to take action as needed.

Application quick links are managed through a central link library and displayed in a Fresh web part. This provides multiple display options and uses audience targeting to filter the applications shown. Finally, administrators can extend the analytics capabilities through simple integrations with third-party products like Google Analytics and Microsoft Clarity.



The Fresh 'Tools for Intranet Owners' menu provides access to a comprehensive set of tools to support every stage of the content lifecycle.

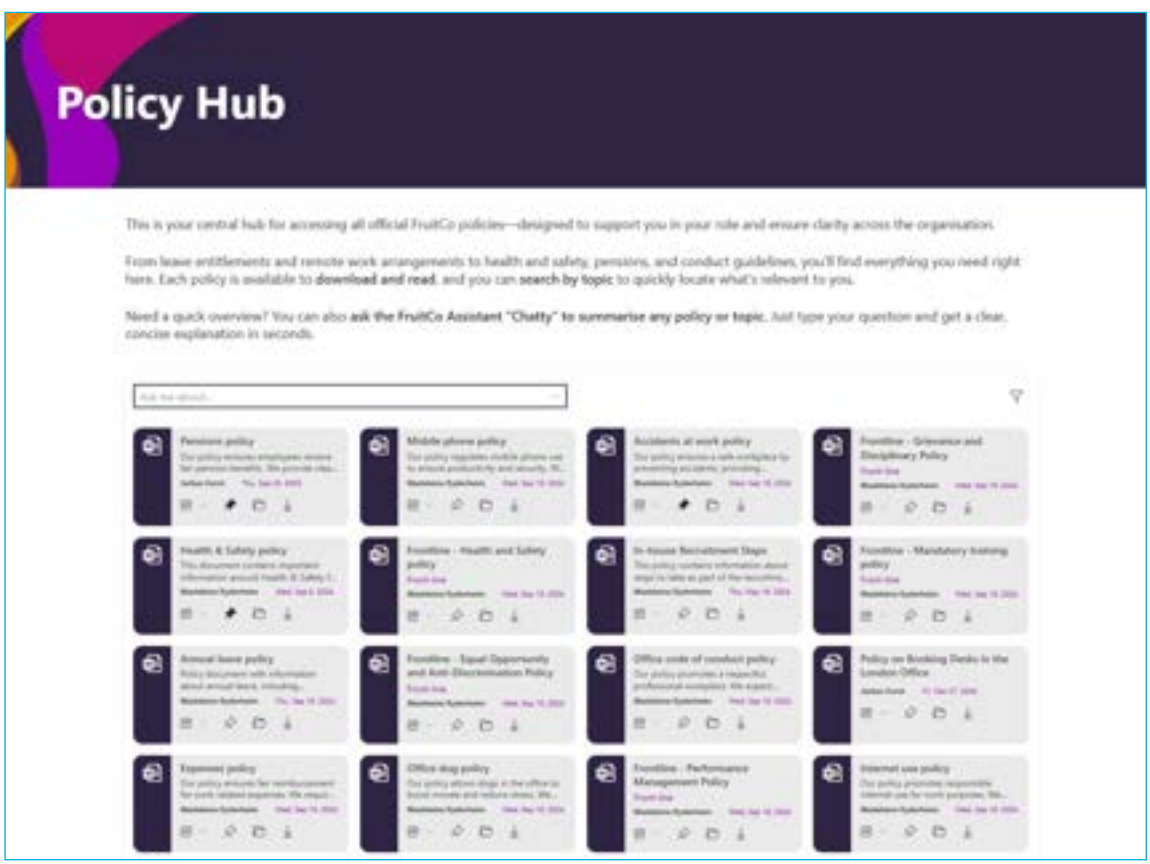
Fresh's knowledge and content management features are a key strength. They build on Microsoft's underlying content management capabilities and plug several gaps that the SharePoint site-centric model often causes. These thoughtfully designed additions allow multiple SharePoint sites to be seamlessly brought together as a cohesive platform.

Firstly, Fresh have a variety of 'Document Cards' that allow content to be surfaced onto a Page web part in a variety of ways. The files shown within a Document Card are dynamically displayed and can be configured to show specific documents or libraries, or be search-based and pull content from across the intranet. These web parts are supported across all page types, for example allowing you to display content like policies within a Community.

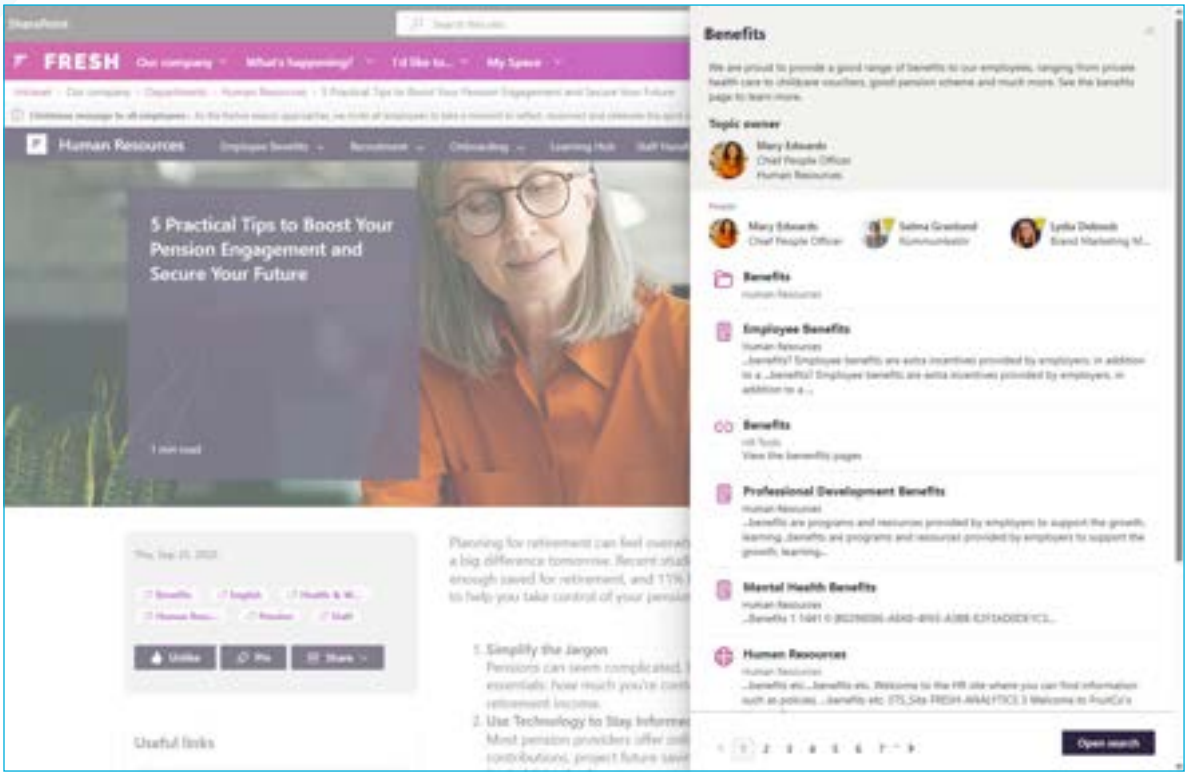
FreshMind is Fresh's AI tool that enhances expertise and knowledge finding (covered in more detail in Scenario 6). There are dedicated FreshMind web parts to create a roll-up of content in documents and pages that relate to specific subjects (metadata-based) or are of a specific type, such as policies. The information can be located anywhere across the intranet in multiple sites, and the web part will aggregate this information. Filters can also be set up to further narrow results by business function, topic etc.

A 'Topic Explorer' feature leverages metadata tags to make them more powerful and interactive. Tags can have additional information associated with them including a topic owner and description. Tags relating to content are shown in a web part on the page. Clicking on a tag shows a side panel with the owner and description as well as other content and people tagged with that term. Topics and associated information are maintained manually in the admin centre; this makes it more straightforward and visible than via the term store. Information for each topic includes an owner, a brief description and a link to a more detailed topic page.

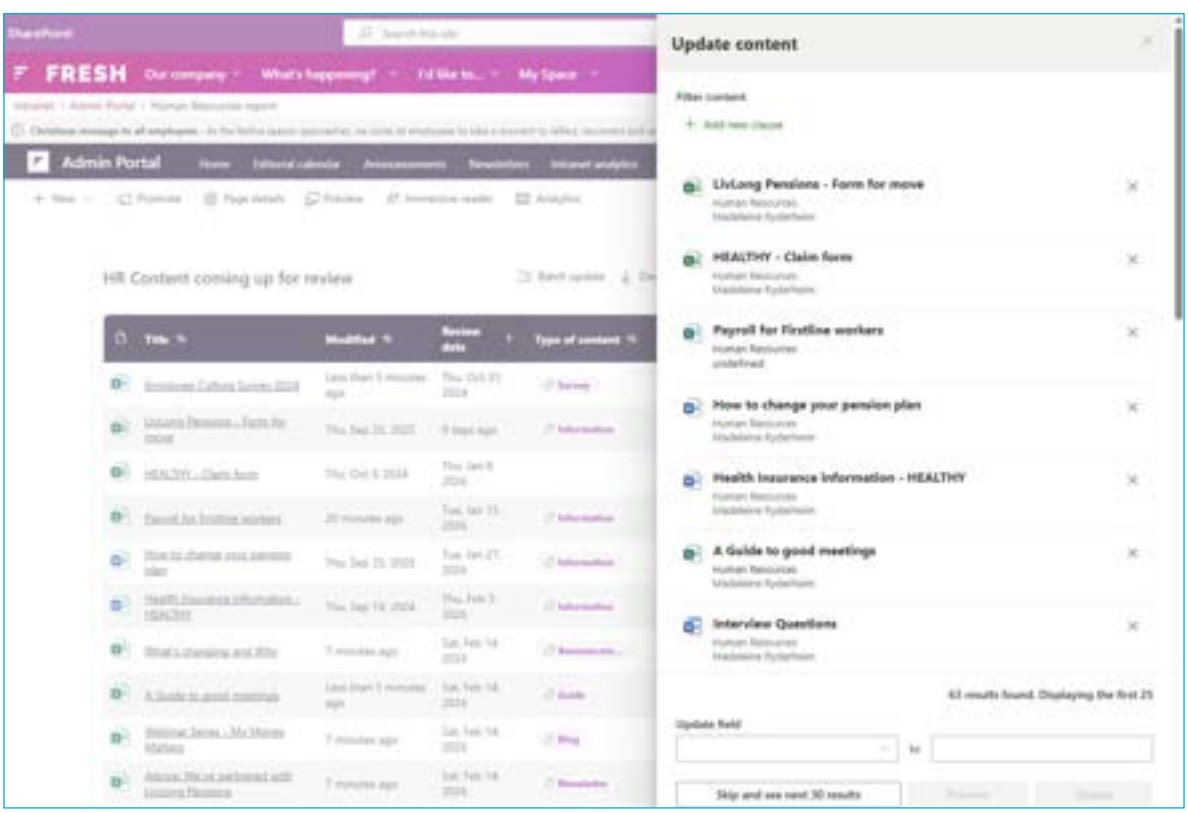
A particular strength of Fresh is its feature set to manage the lifecycle of content, from creation to publication through to deletion or archive. The Editorial Calendar (discussed in Scenario 2) provides a single filterable view of all content while metadata enforced through the Content Creation Wizard establishes a baseline for accountability. FreshMind supports page and document management at scale through a 'Content Reports' admin web part. This allows content to be managed in a central location, filtered by owner, author or review date. It's also possible to update content in bulk if, say, the contact or owner of a specific topic has changed, or export the report for analysis in other tools. While lifecycle management works well overall, we'd like to see more capability for automated content reviews and alerts. These can be created using Power Automate flows but would be better as core functionality.



Document Cards dynamically display specific files or libraries in a simple web part.



Tags defined as topics are assigned an owner and description, and provide a rich method to navigate around related information.



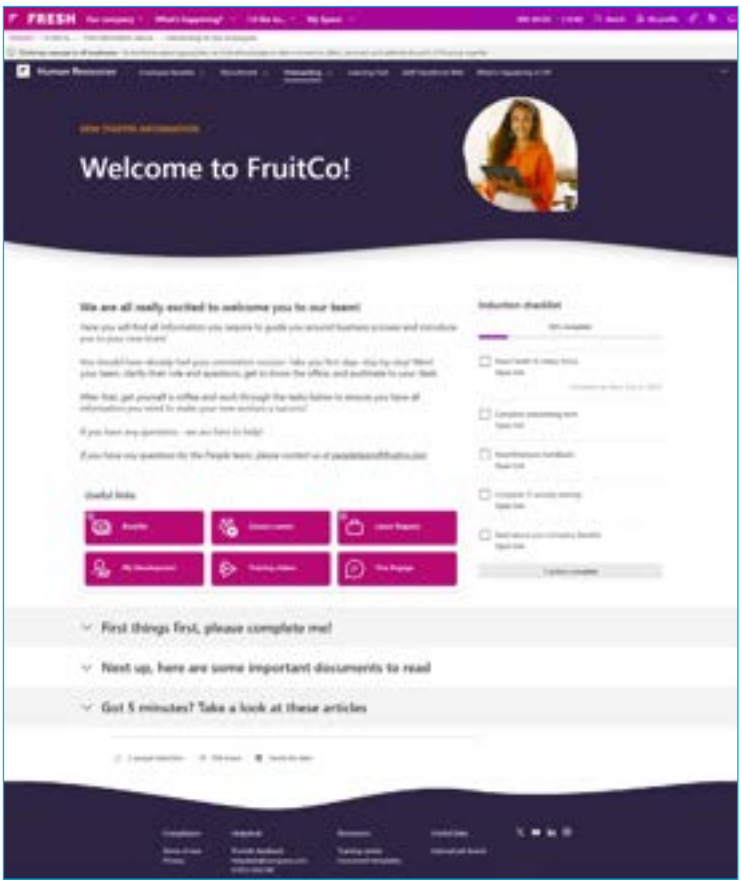
The Content Report gives key metrics for various content types and offers option to filter, sort, download and bulk update.

For updates and critical communications, Fresh has options to suit different needs. For the most urgent messages, a blocking pop-up notification prevents users from any further action until the pop-up is dismissed. Less intrusive attention-grabbing options include using the notification banner that appears under the global navigation. Fresh also supports push notifications through the Teams app, to ensure users get alerts on their mobile devices.

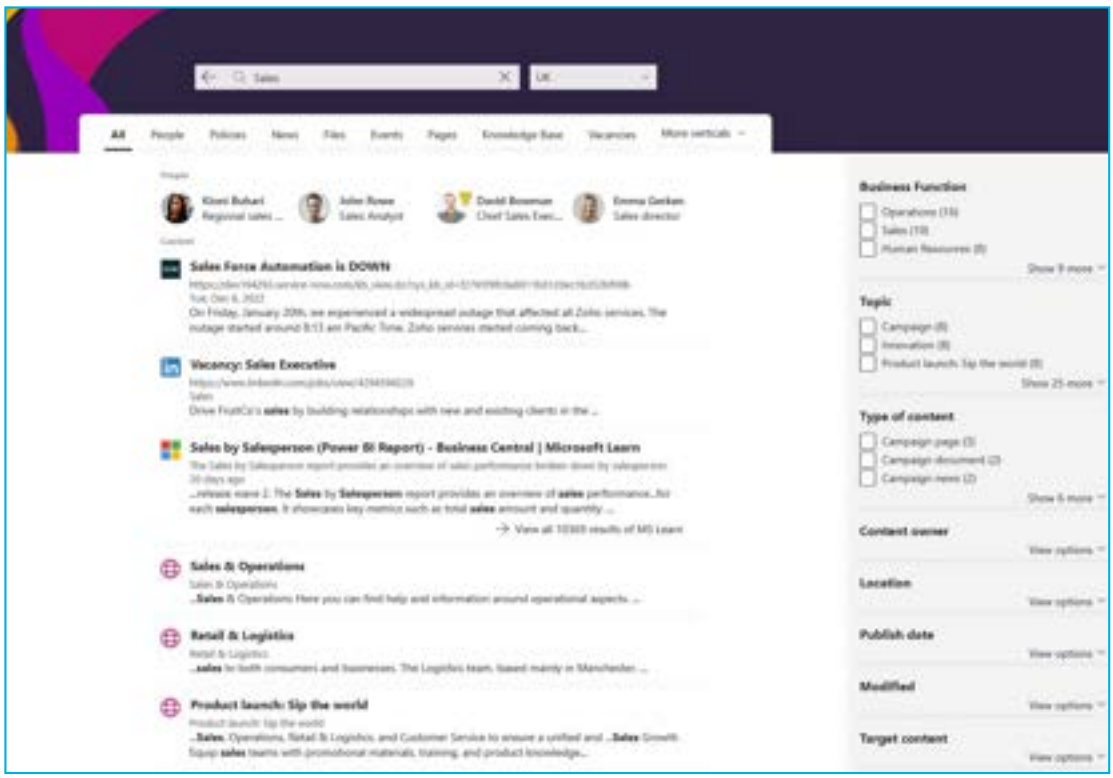
For less urgent yet still important messages, an 'Action Checklist' web part can be configured as a 'must read' feature, where content is targeted to specific users who must confirm they have read the page. Admins can then generate a report to show who has or hasn't completed the action, though any workflow or automation to automatically chase or remind people needs to be built in Power Automate.

There are metrics and statistics to support basic content reporting, such as top performing pages, top tools accessed, as well as 'time viewed' metrics that can help identify the best time to publish. Newsletter analytics track open and click-through rates, to support measurement of engagement. The filtering options support profile properties, so audience specific insights can be found, and custom date ranges allow reporting on campaigns or monthly cycles. Metrics are also available for individual pages, so content owners can see whether their reference material is being accessed.

Overall, we'd be keen to see more intelligent recommendations from the insights collected and perhaps more behaviour or sentiment-based reporting to help communicators understand if their message has driven the desired action and feeling. This could also expand to reference pages, to provide guidance to owners to make improvements such as to make content more digestible. This sentiment and the work the vendor has already done to improve, was regularly referenced in the feedback we received from customers too.



The Action Checklist web part can be used for mandatory read content.



Fresh uses Microsoft 365 search and brings in content from across any connected system.

The Fresh search experience is a significant strength of the platform, acting as a powerful user-centric layer built on top of Microsoft Search capabilities. It combines custom Fresh web parts and a highly configurable FreshMind AI experience to deliver relevant, role-based and contextually-aware results that improve significantly on the standard M365 experience. Employees can initiate a search from multiple locations: the global navigation search bar, dedicated search web parts on any page, and through search cards in Viva Connections.

The Fresh global search box appears below the SharePoint global search box, which might be slightly confusing for users at first. The Fresh search is scoped to only the intranet and offers some improvements over the standard SharePoint search behaviour. There are type-ahead suggestions, spelling error corrections and a set of suggested searches offering recent, saved and trending searches. There is also a 'promoted items' section that might be a useful option for communications teams needing to highlight otherwise buried content.

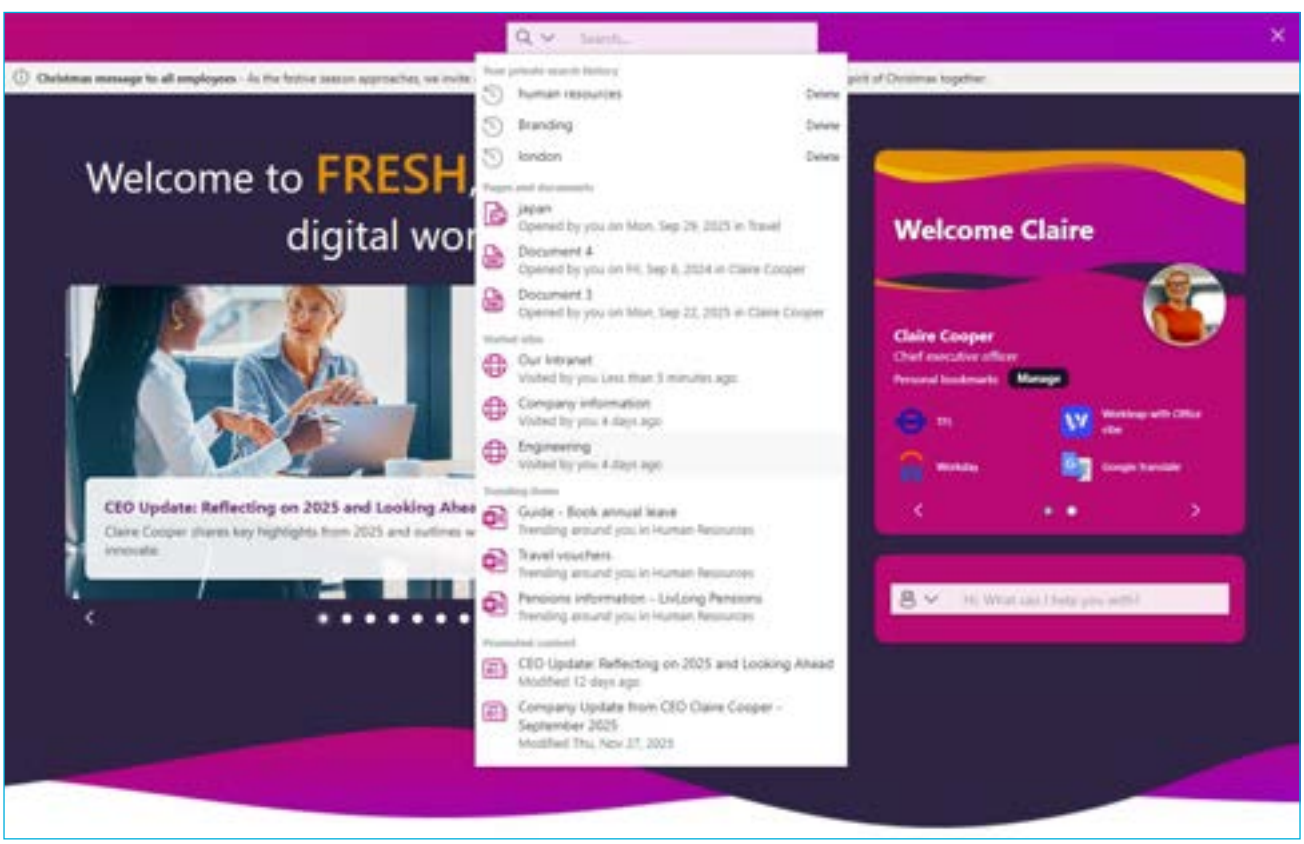
The results page highlights people matches as well as content and offers a helpful set of refiners to allow advanced search filtering using metadata. Result types are differentiated by icons; we think the icons can confuse, but generally the results are well-presented, and the verticals and filters are easy to use. There is no AI-generated answer, which we think employees will start to expect from business systems.

For searching external systems (e.g. ServiceNow, Workday, or your corporate website) Fresh surfaces results indexed via Microsoft Search and Copilot connectors. This is relatively straightforward if the system you want to integrate is supported by one of the many preconfigured connectors available through the Microsoft admin centre. If it's missing, there may be a need for custom development to connect bespoke or on-premises line of business applications. This process can add cost, complexity and reliance on external partners, especially for older non-SaaS systems.

All Fresh content web parts use search functionality, allowing them to be configured to show up-to date results based on preconfigured queries. It's this feature that's used, for example, to highlight all news related to a specific topic on a Campaign Hub, or pull documents that mention a specific topic from across the intranet into a central site. There is also a web part for displaying topic metadata that can be used for searching, please see Scenario 5 for more.

FreshMind plays a key role in enhancing the user experience around finding information and people. Whereas M365 Copilot references all your M365 data (emails, meeting transcript etc), FreshMind is configured only to reference official intranet content and offers a more controlled experience. Configuration also allows for significant customisation including adding pre-configured prompts to adapt the tone and content of responses across key topics.

For example, the AI could be configured to work with a specific set of authoritative documents relating to a knowledge topic (e.g. employee benefits) or information type such as policies. This could be presented as a web part or in a chat-style interface. Employees then ask natural language questions relating to the subject, and the AI will summarise information from the corpus and provide links to the source documents for further information. Notably, results are security trimmed. A nice feature is that it is easy for admins to configure suggested prompts to get employees started using this tool with some practical examples.

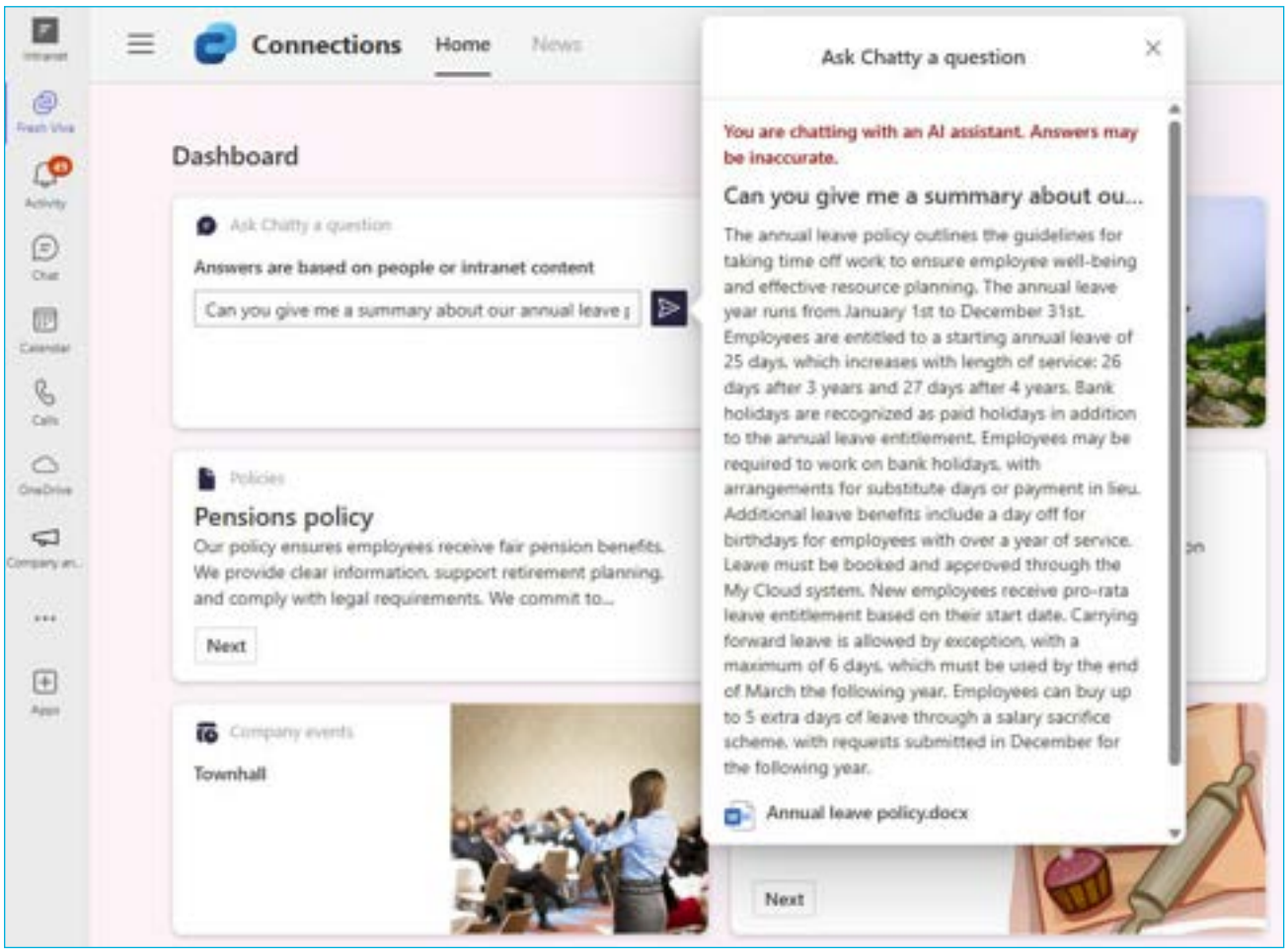


The global search box has some useful suggestions.

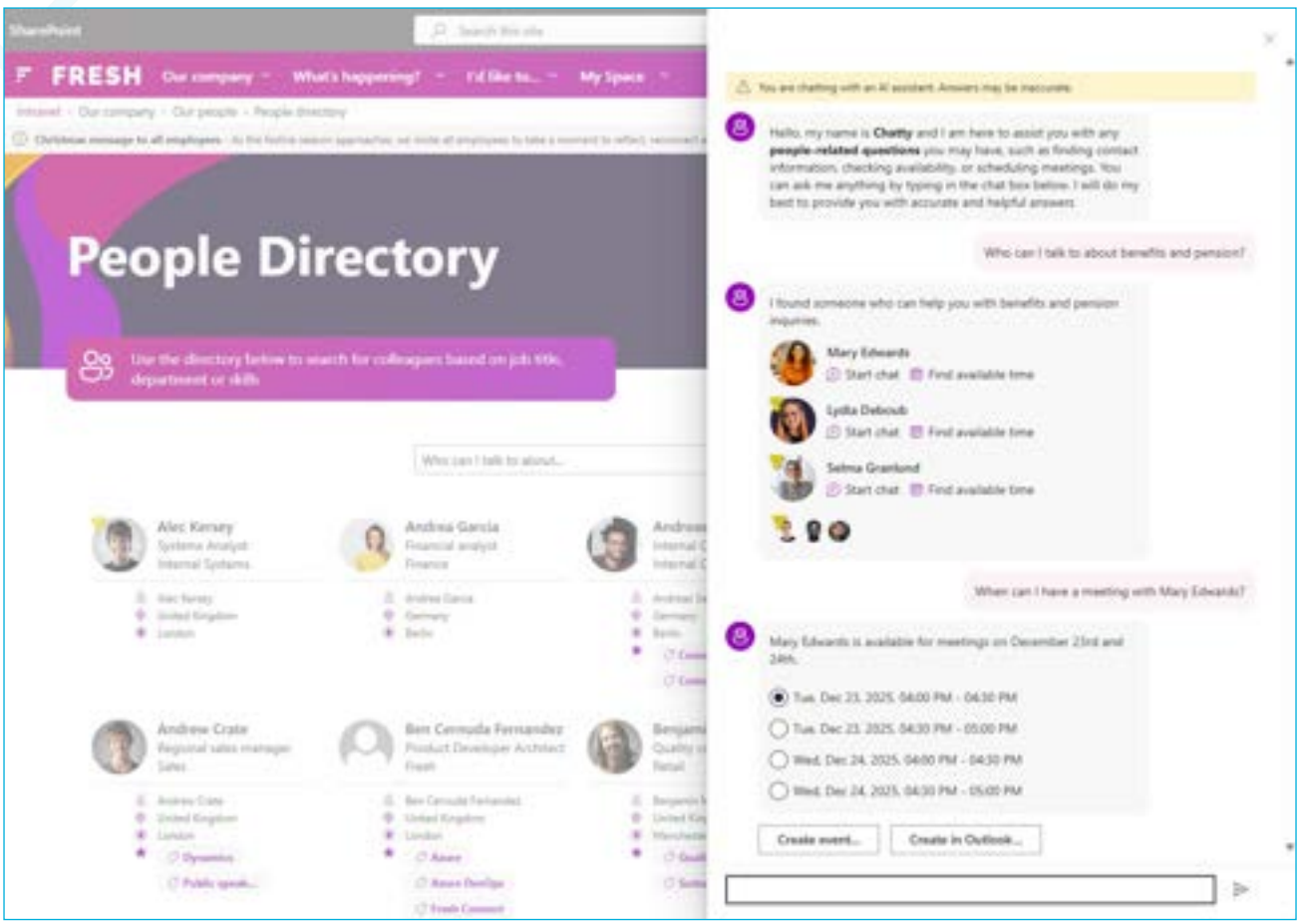
FreshMind is also strong when it comes to looking for people. For example, using natural language to find colleagues based on all profile attributes (e.g. 'who is an expert in topic'). When a person is found, FreshMind offers the ability to start a Teams chat or book a meeting, checking both calendars for an available time. Alternatively, the non-AI people search web part is highly configurable and can help identify people by skills, department or organisation hierarchy. There are options to filter who the web part will or won't return, allowing admins to, for example, exclude contract staff from results.

Admins can configure verticals (tabs in the results that filter by content type or key attributes) to scope results and define available refinement options. Each result type can be fully customised to display the desired information. There are also options to promote or demote results (for example, hiding images or list items from the results). Promoted results can be managed in Fresh, and we like that it can also work with the Microsoft Search settings for Bookmarks and Acronyms.

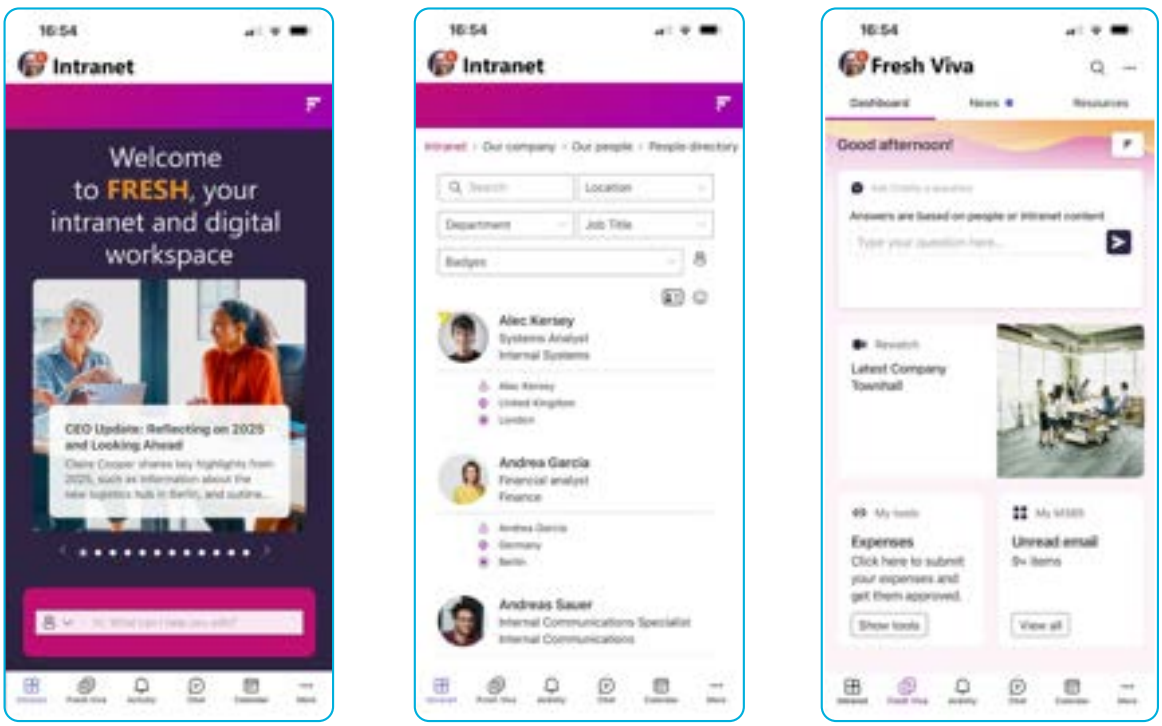
There are search metrics to show overall search usage, top queries and start points, and data to show queries with no results or where results have been clicked through. However, there is currently no analytics to support observing the performance of the FreshMind AI's use or responses. Given how useful and deeply integrated FreshMind is into the overall experience, this is a gap that the vendor is planning to address in the coming year.



The FreshMind card inside Viva Connections provides answers from relevant resources.



FreshMind embedded into the people search page with suggested prompts aimed at common expertise finding and people finding scenarios.



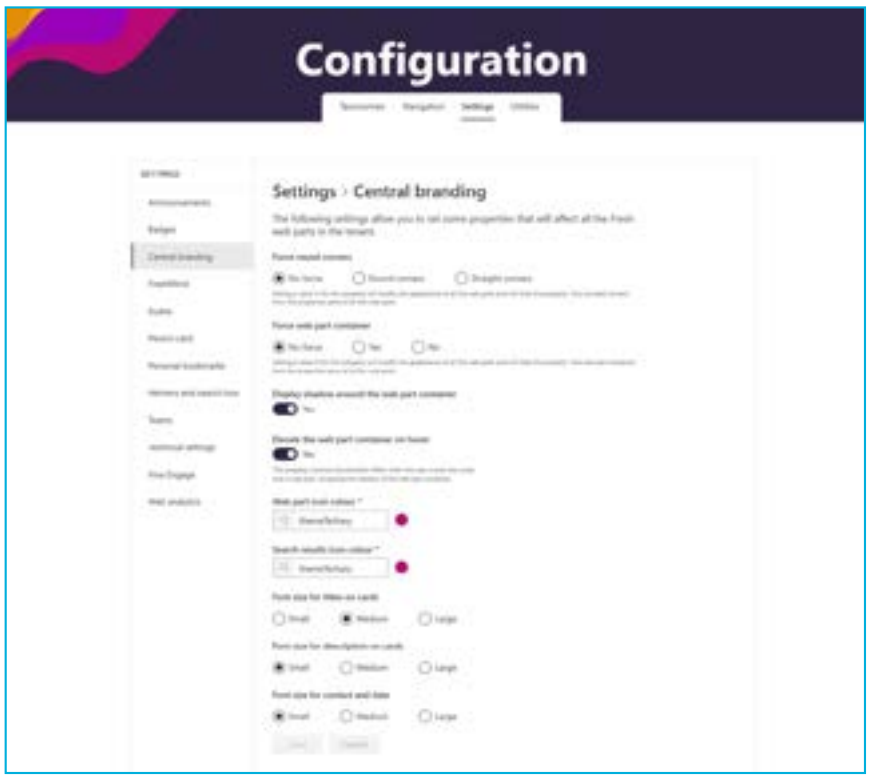
Fresh uses responsive design and will resize content for a mobile browser, or can be launched as an app in MS Teams or the SharePoint app.

Mobile access to Fresh is supported via responsive components that work in a mobile device browser or SharePoint mobile app. Customers that are using Viva Connections can also provide access via the Microsoft Teams mobile app with the added benefit of support for push notifications. Fresh does not provide its own mobile app and employees log in via their Microsoft 365 credentials. There's no support for alternative log-in methods and all employees need a minimum of Microsoft F1 licenses to access intranet content.

The mobile experience is consistent with the desktop, albeit adapted for the smaller screen. Branding and design elements are translated as you would expect. The navigation adapts to work better on the smaller screen with a simplified view. Fresh's targeting system allows for different content and components to be shown on mobile devices versus desktop, if there is a need to make specific changes. For example, the page header can be removed to leave more space for content. Otherwise, the full intranet experience is available on the mobile device. Alternatively, the 14 adaptive card components for Viva Connections work perfectly on mobile.

While there are no specific features for frontline employees, the flexibility of the system does support some relatively simple scenarios. For example, a FreshMind web part targeted at frontline workers on mobile could point at key policies and give suggested prompts that answer common frontline topics such as shift, policy or leave queries. Introducing two-way integrations would be a welcome addition for the frontline, such as to swap shifts easily.

Overall, Microsoft-centric organisations that are already comfortable with M365's administration controls and integrations will benefit from the Fresh offering. Organisations seeking a fully bespoke mobile experience or requiring non-M365-lincesed access for all employees might find the setup restrictive. Improvements to mobile is something customers have requested, too.



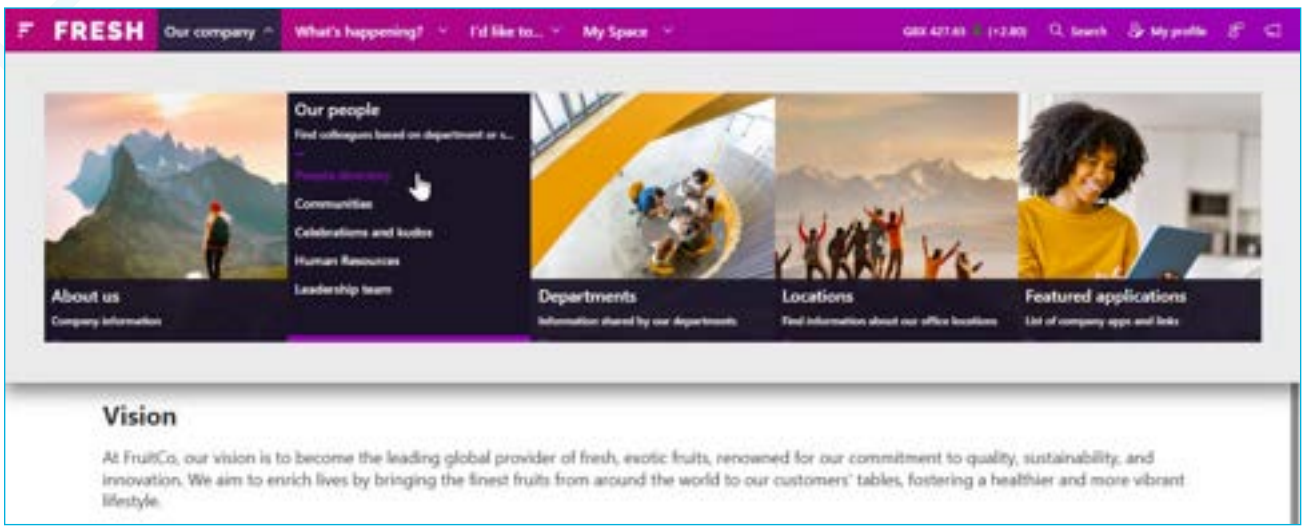
The Intranet Admin Portal offers thoughtful configuration options that build on and improve the underlying SharePoint controls.

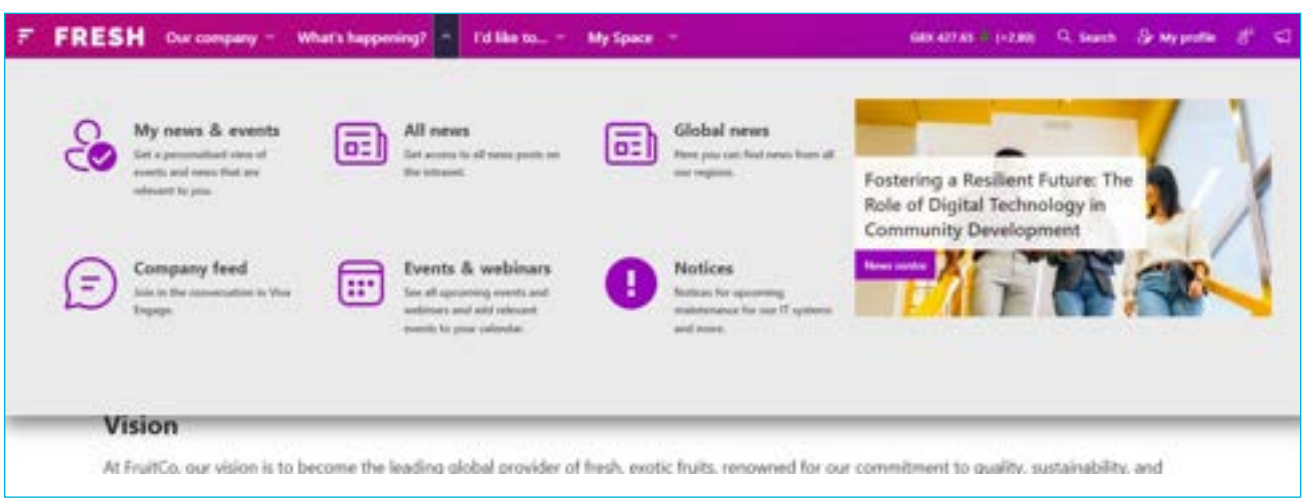
Fresh significantly enhances the standard SharePoint experience, enabling managers to deliver a consistent, usable and organised platform. It addresses some of the fundamental limitations of native SharePoint, enabling administrators to enforce consistency and governance across the multiple sites that make up their intranet. Many features do still rely on M365 or SharePoint configuration, with the Fresh Admin Portal focusing on branding and the additional capabilities Fresh brings. While the panels are well laid out and understandable, there isn't any guidance or contextual help such as tooltips, which might frustrate less technical admins.

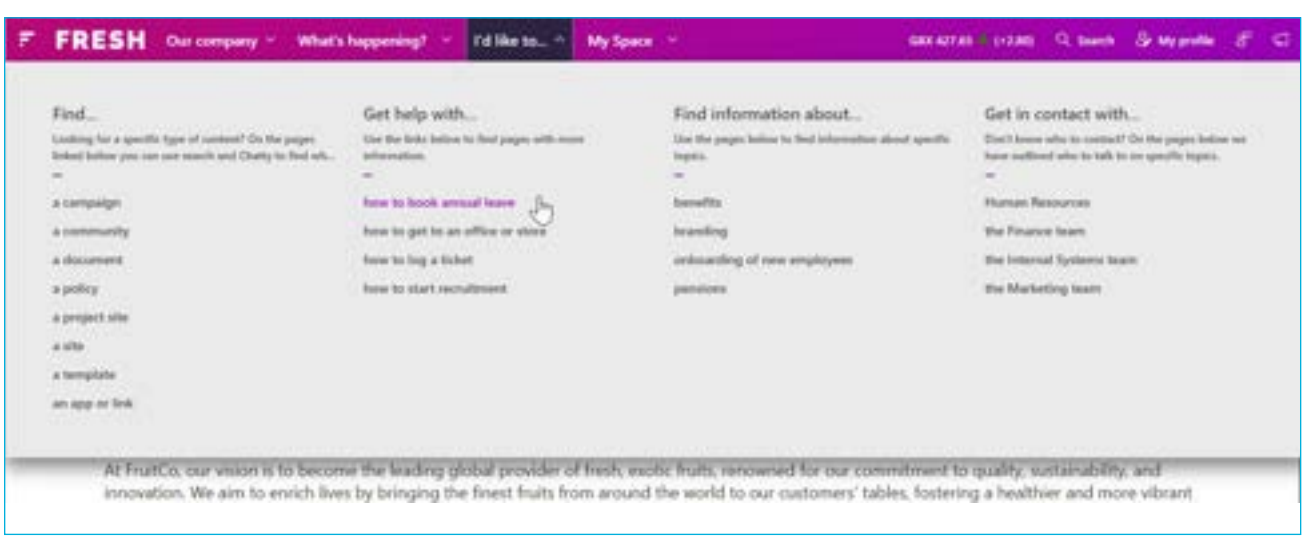
The administrative controls overcome Microsoft's restrictive 'site by site' setup and focus on intranet-wide consistency and the ability to apply changes at scale. Centralised templating provides a core set of layouts to standardise pages or articles across the intranet. Once configured they are synchronised out to every site, ensuring content creators maintain a consistent look across the organisation with centralised control maintained.

There is an easy-to-use interface that sits over the SharePoint term store and simplifies the management of tags and metadata. The tools to apply bulk updates of this metadata will be invaluable for large intranets or in response to organisational restructuring. See Scenario 5 for more information about tags.

Navigation is both powerful and easy to administer. There's an impressive variety of menu layout options that all support audience targeted and personalised link menus. We particularly like the tile-based mega menu that uses imagery to provide quick visual cues that reveal further links when hovered over. There are icon-based and plain text options. Menus can be dynamically built from queries, ensuring employees see personalised relevant links and reducing the overhead of needing to manually maintain them. The global navigation is managed through a simple hierarchical tree view and supports translations, imagery and targeting and a breadcrumb trail is provided to help users maintain context.



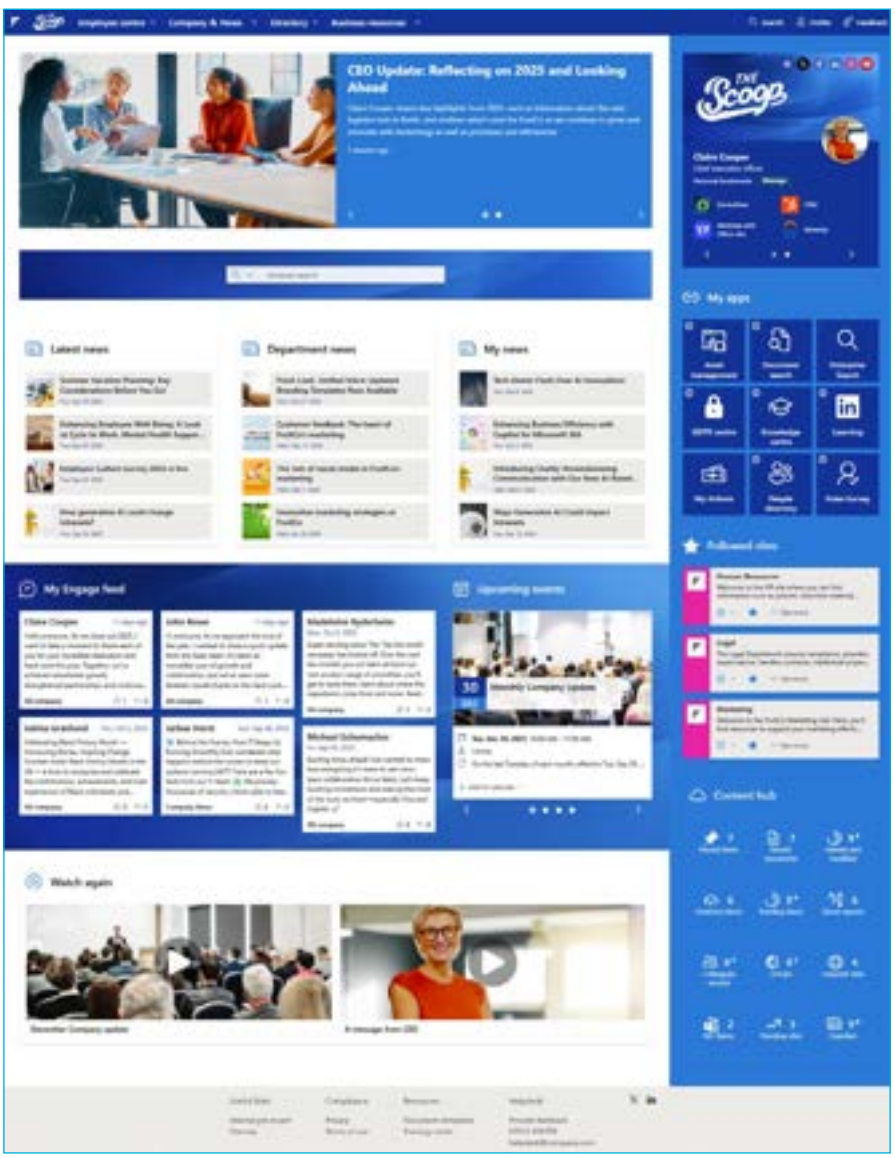




There are a variety of global navigation designs to choose from.

Fresh has been thoughtfully designed to fully support everything SharePoint can offer – including the new flexible sections and design options – while adding options for customisation that let organisations express their brand and improve usability. All this provides a surprisingly significant impact to the overall page feel. Customers describe the product as feeling "modern" and we would agree that the visual elements of Fresh do give it a contemporary, consumer website-like experience.

There's an option to replace the default clunky SharePoint header with something more customised and over seventy Fresh web parts to improve page design. Every Fresh web part has an intuitive control for design and visual behaviour, including rounded corners, drop shadows, space and colour gradients. Each Fresh web part is also built to exploit the metadata captured and enforced by the Content Creation tool. Additionally, Fresh supports complex branding scenarios such as multiple brands and sub-brands all within the same tenant. The Fresh licence also allows you to create multiple Fresh instances with different configurations, all within the same M365 SharePoint tenant.



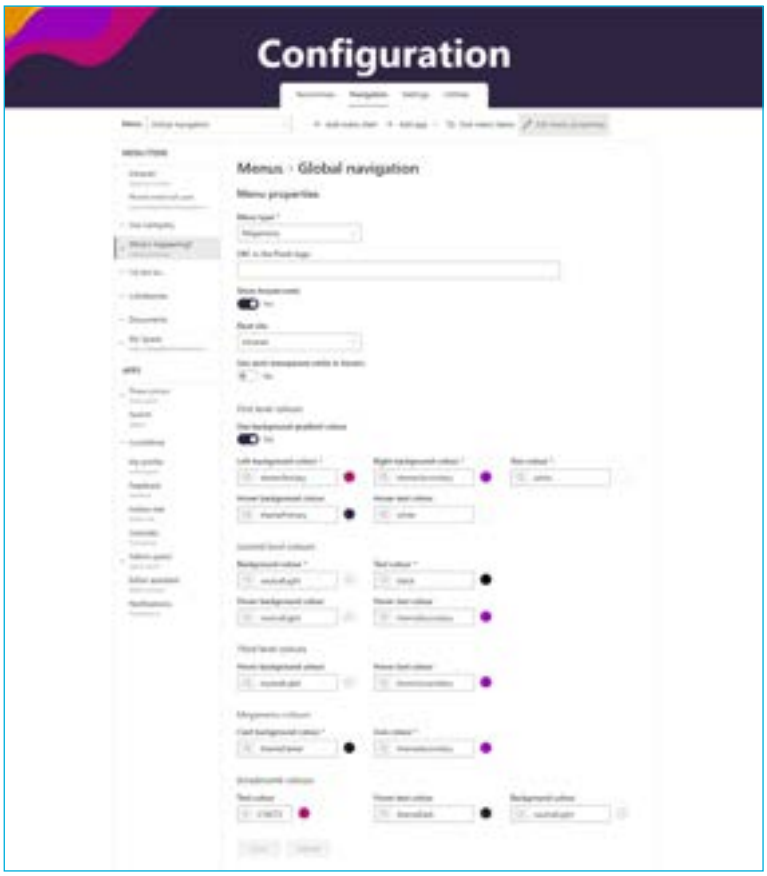
There are flexible controls to help create attractive and multi-brand intranets.

Reports detail overall usage (page views and peak time) and engagement (popular pages ranked by likes and comments). The analytics can be filtered by user profile properties, allowing, for example, news pages viewed by a specific department and the newsletter analytics tracking open and click-through rates, add another dimension to communication effectiveness management.

Administrators can opt to retain these analytics forever, which as well as allowing for long-term tracking of change, supports the ability to track and compare annual events and trends. For example, the impact of holiday seasons or reactions to annual financial results.

As mentioned in Scenario 2 and in the customer feedback, there's room to improve the insights and metrics provided. The lack of oversights of FreshMind and generative AI may cause particular challenges for governance teams managing the risks associated with AI and may make it difficult to gauge the overall ROI. The current capability establishes great usage metrics, but organisations requiring detailed analytics on content performance, employee behaviours or the effectiveness of FreshMind will need to make use of Fresh's ability to integrate with tools like Google Analytics and / or Microsoft Clarity. We'd like to see some of this capability out of the box and can see opportunities to extend the excellent functionality of FreshMind toward the administration experience to create actionable recommendations and improvements.

Overall, intranet managers will need the support of SharePoint and M365 administrators for many of the more complex or unusual configuration and setup. However, for day-to-day management Fresh delivers a strong, user friendly enhancement to SharePoint: dynamic navigation, powerful metadata management, rich visual customisation. All while respecting accessibility and enterprise constraints.



It's easy to administer Fresh when compared to SharePoint, yet it retains the power of Microsoft 365 behind the scenes.

THINGS TO BEAR IN MIND

Fresh customers benefit from how the platform maximises existing investment in Microsoft 365, but its deep reliance on the Microsoft ecosystem presents inherent limitations. The architecture ensures seamless integration and high availability but means all users will require an M365 licence (F1 minimum). Combined with the comparatively basic approach to mobile, this might be too much of a limitation for those with many frontline employees. Note too that some Fresh modules rely on Azure, so associated costs will need to be factored in.

Integration with non-Microsoft products and business systems is limited, often providing one-way integration and lacking any out–of-the-box support for transactional two-way interactions. This means employees will need to leave the Fresh experience to complete tasks, potentially introducing friction. The FreshMind AI tool has potential to fill some of these gaps and, should the vendor develop the tool in this direction, it would provide an AI agent experience that's becoming more common across the industry.

We also saw persistent gaps in analytics and reporting capabilities. While basic metrics are provided, the platform currently lacks advanced features for insights such as sentiment analysis or user journey mapping. There's also a lack of analytics around FreshMind, which might be a problem for organisations hoping to address AI risks and concerns through clear oversight and visibility of its interactions. This sentiment was shared by customers in the feedback we received, and we were encouraged to hear that the vendor has improvements on the near future roadmap.

Overall, Fresh extends standard SharePoint functionality in many places while respecting the helpful features behind the scenes. Fresh comes at an attractive price too, making it a good option to explore for SharePoint customers.

Why choose this product

Fresh is a compelling choice for organisations seeking a powerful intranet in-a-box solution that addresses the common complaints and limitations of a standard SharePoint experience. It is particularly strong in news and content management and provides good support for communities as well. Fresh has made good use of AI capabilities to add value to specific use cases such as editorial support and answering questions on controlled topics. Fresh will appeal to medium to large organisations that have a significant investment in Microsoft 365 and want to further gain advantage from the platform.

You may also be interested in...

ATLAS by ClearPeople

involv BUILT ON MICROSOFT 365

Powell

Vendor roadmap

Roadmap image provided by Advania.

COMPANY AND PRODUCT

Company
Fresh, an Advania brand

Company founded
1939

Product launched
2015

ISO 27001 certified
Yes

Data residency
N/A

Typical client size
5,000 to 10,000

Company locations
Advania UK: London and Manchester, UK (HQ), South Africa, Advania Group: Sweden, Norway, Iceland, Finland, Denmark, USA. Please see their website for more information.

Partner locations
Sweden, UK, Norway, Finland, Denmark, Iceland, USA, Netherlands, Austria. Please see their website for more information.

Customers
Clients include: Brown & Brown, Metropolitan Police, TD Bank, Wawa, Hays, KPMG, Bristol Airport, McCann WorldGroup, M&G, and DLA Piper.

Largest deployment so far
140,000 employees, 15 countries

Environmental / sustainability certifications
Advania UK is committed to achieving Net Zero by 2045, with a 28.5% reduction in carbon emissions predicted by 2028. The vendor holds ISO 14001 accreditation, and their Environmental Management System aligns with its standards and industry best practices. Their policies reflect the UK Government's 25 Year Plan and the UN Global Compact Sustainable Development Goals. Advania promotes circular economy practices through responsible e-waste management and equipment reuse, integrating sustainable practices into our hardware resale operations. The vendor also helps clients, such as by helping them track and reduce the climate impact of modern technologies, including AI.

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Product and technical details

Name of product

Fresh

Deployment

Client on-premises	Client private cloud	**Microsoft Azure**	Amazon Web Services	Vendor-hosted	**Microsoft 365 tenant**	Google Cloud	Other

Authentication supported

Entra ID	**ADFS**	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	Apple store	MDM	MAM	Other

Accessibility

WCAG 2.2 AAA conformant

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	**OneDrive**	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	Open API available	Other

User interface multi-language

Machine translation	Pre-configured	Editable	Right to left script supported	**Other***

*Any supported by Microsoft

Content multi-language

Machine translation for publishers	**Machine translation for end users**	Editable machine translation for publishers	**Manual creation for publishers**	**Right to left script**	**Other***

*Any supported by Microsoft (and on-demand translation via Azure AI Translator and page translation powered by Azure OpenAI).

Set-up and support

Set-up process for new clients

There are three approaches for Fresh implementations, varying by implementation partner and customer size:

1. Installation of pre-set configuration and training for the client's core team. These projects typically last 1–4 weeks.

2. Fixed scope implementation which provides customers with core workshops and activities typically required to set up an intranet in Microsoft 365. Following a deployment into the client's tenant these projects typically last 2–8 weeks.

3. Short discovery phase focused on stakeholder and end-user engagement to tweak and adjust a standard implementation model. These projects can include business change and adoption, customisations, content migration or Microsoft 365 service enablement. Typically, these projects are upwards from 8 weeks.

Product updates

Major updates every quarter.

Product update process

Customers decide timing and can opt out. Along with supporting documentation (release notes, build guide), updates are made available for clients to download and either install themselves, or supported by a delivery partner.

Reverse-out options

Nothing, all data resides in SharePoint lists and libraries.

Technical support

Email support	Phone support	Chat support	**Online portal**	24/7 support	Office hours only

User community

Fresh Perspectives event series – please see their website for more.

Voice of the vendor

Advania says: "Fresh Intranet is an enterprise-class solution that enhances internal communication, collaboration, and knowledge sharing across modern organisations. First launched in 2015, Fresh was developed by Advania, one of Northern Europe's leading IT services providers with over 5,000 employees. It transforms SharePoint into a powerful, AI-driven intranet tailored to real-world business needs.

Designed to run entirely within your Microsoft environment, Fresh integrates seamlessly with Microsoft 365, Teams, Viva, and SharePoint. This ensures full alignment with your organisation's compliance, security, and technology standards. Fresh is built around actual usage scenarios, not just features, making it a practical and scalable solution for hybrid workforces. With a strong focus on accessibility and user experience, Fresh helps organisations connect employees, streamline communication, and surface trusted information quickly. Its intuitive interface and personalised content delivery keep teams informed, engaged, and aligned with company goals. FreshMind, the platform's suite of AI-powered features, takes productivity even further. It enhances SharePoint search with generative AI, enabling natural language queries that help users find colleagues by skills, projects, or location. Document Chat delivers fast answers from internal content, saving time and reducing friction. FreshMind also improves metadata quality with intelligent suggestions and supports content creators with tools for translation, summarisation, and image generation.

Fresh is trusted by leading brands in over 26 countries and supports more than one million employees worldwide. Every feature is shaped by Microsoft's roadmap and customer feedback, ensuring that Fresh evolves alongside your digital workplace."

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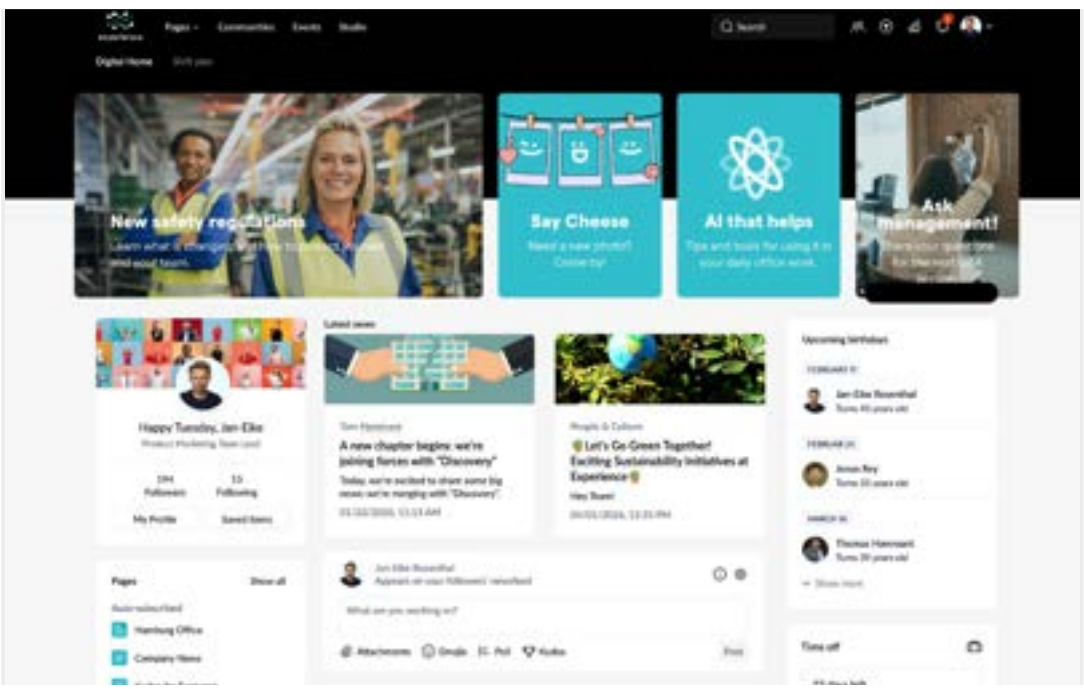
Haiilo

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

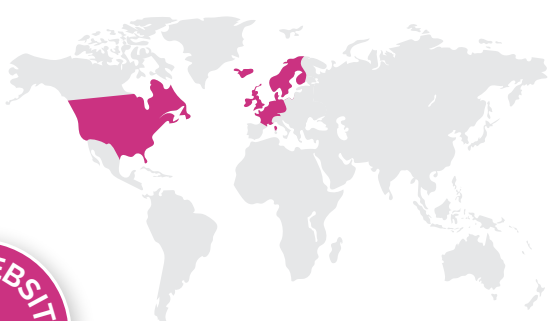
OTHER



Typical deployment:

1,000 to 5,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Haiilo is a modern, user-friendly platform with strong collaboration and communication features, making it a great fit for organisations looking to promote engagement and connection across frontline workforces.

SUMMARY

Haiilo is a Germany-based employee experience platform, with a strong presence in Europe and North America. Today, Haiilo positions itself as a modern employee experience platform focused on employee collaboration and internal communications. They say they're also focussed on productivity and knowledge management.

The platform offers a modern interface with well-structured navigation, intuitive Page and homepage building, and strong branding options that allow organisations to reflect their identity. Pages and Communities are the main building blocks of the platform, serving as dedicated spaces for departments, locations, or social groups, with support for Communities particularly well served. Social features such as sharing, liking, and subscribing add to the sense of collaboration and engagement. The mobile app is well optimised for small screens and supports frontline workers effectively.

Features often associated with knowledge or desk-based workers are present, but simpler than in other solutions we've reviewed. For example, some integrations require third-party support, which may involve added costs and IT effort. Analytics have improved significantly during 2025 but have room for further enhancement. The overall approach to knowledge and content management is fairly basic. The search experience is solid, with an effective AI element, but capabilities such insights into usage are limited.

Haiilo is best suited to medium-sized organisations that are looking to enhance employee engagement and communication. Its mix of usability, social features, and modern design makes it a strong option for mobile and frontline heavy organisations of any size too.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users

DISCOUNTS

Multi-year commitments.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Access to Haiilo Support, Global Haiilo Client Community and frequent Business Reviews with dedicated Customer Success Managers.

Product type

Ready-to-run, installed in days

Branding opportunities

All branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Manufacturing	Financial and insurance activities	Professional, scientific and technical activities	Information and communication	Construction

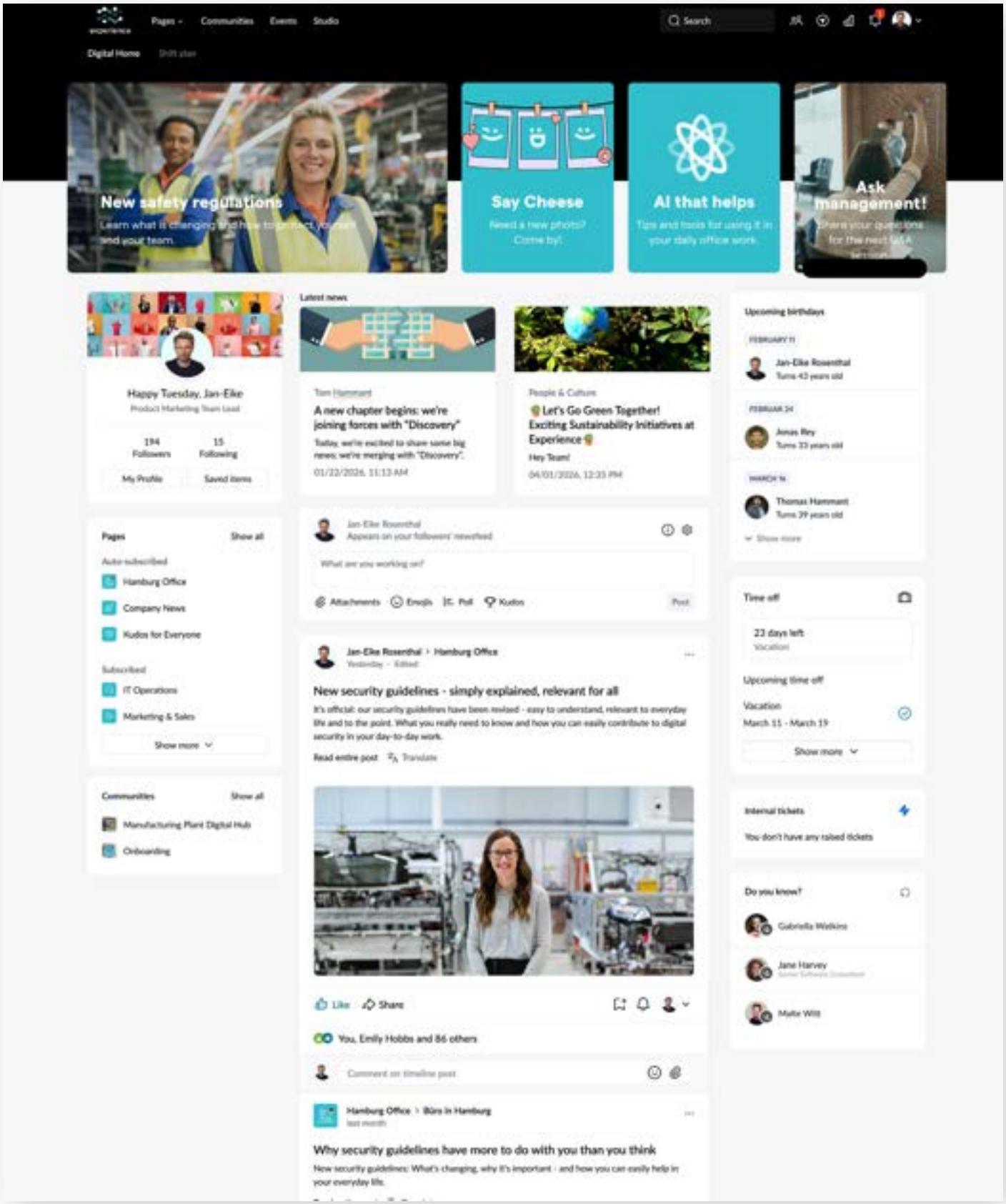
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

It's worth noting that we didn't receive a large volume of feedback from customers regarding Haiilo and what feedback we received was mixed. When it comes to positives about the platform, one person said they like that "The structure [is] based on a social media platform". Another person said, "Bringing together all colleagues and exchanging information" was beneficial. A third person said that they appreciated being able to communicate with employees, "even in decentralised organizations".

The customers who responded provided a number of requests for changes. One person asked for "better notification features" and improved "synchronization between the mobile app and the web view". Another asked for improvements to search results, the modules on pages, expanded analytics tools," and said they "would like to post blog posts to pages via the Studio", describing the current approach as "cumbersome". One person said they were dissatisfied with Haiilo overall and said, "The main change I'd like to see is that they stop referring to themselves as an intranet. They simply aren't," adding, "they do not provide much of the functionality you'd expect an enterprise intranet to have." Conversely, one respondent didn't supply any requests for change at all. The vendor says developments are already underway or have been completed for notifications, search, Studio and analytics, and they will take other feedback on board.

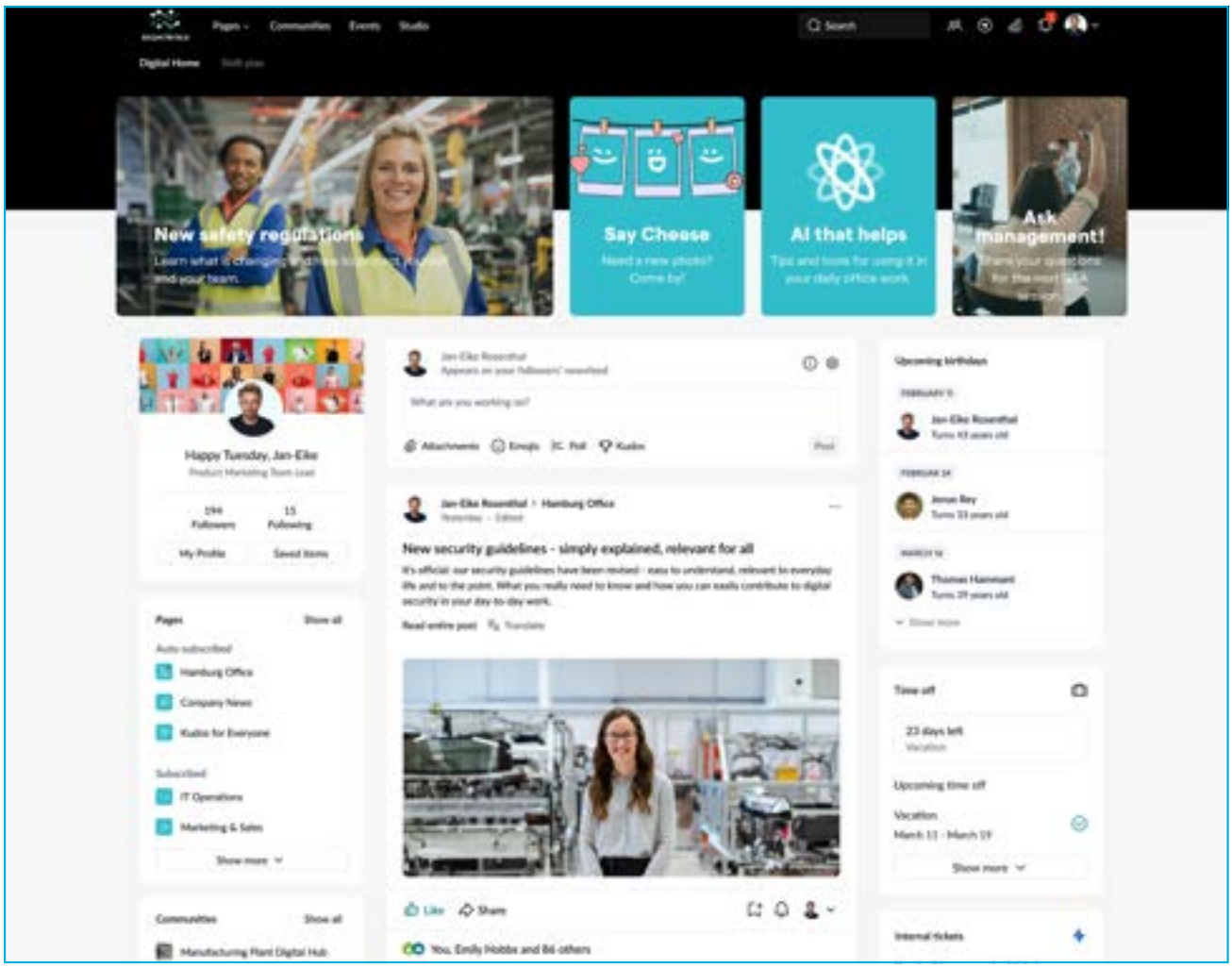
Feedback about the vendor was positive, where one person simply said, "Very good". The customer who was most dissatisfied with the platform said "The customer support team are nice" and another person said the relationship was "overall, good". A final customer also described the vendor as "caring" and "courteous".


Pages
Communities
Events
Studio
Search
Digital Home
New safety regulations
Say Cheese
AI that helps
Ask management!
Latest news
Happy Tuesday, Jan-Eike
Product Marketing Team Lead
194 Followers
15 Following
My Profile
Saved items
A new chapter begins: we're joining forces with "Discovery"
People & Culture
Let's Go Green Together! Exciting Sustainability Initiatives at Experience
Upcoming birthdays
Jan-Eike Rosenthal
Turns 43 years old
Jonas Rey
Turns 33 years old
Thomas Hammant
Turns 39 years old
Pages
Show all
Hamburg Office
Company News
Kudos for Everyone
IT Operations
Marketing & Sales
Show more
Communities
Manufacturing Plant Digital Hub
Onboarding
What are you working on?
Attachments
Emojis
Poll
Kudos
Post
Jan-Eike Rosenthal › Hamburg Office
New security guidelines - simply explained, relevant for all
It's official: our security guidelines have been revised - easy to understand, relevant to everyday life and to the point. What you really need to know and how you can easily contribute to digital security in your day-to-day work.
Read entire post
Translate
Like
Share
You, Emily Hobbs and 86 others
Comment on timeline post
Hamburg Office › Büro in Hamburg
Why security guidelines have more to do with you than you think
New security guidelines: What's changing, why it's important - and how you can easily help in your everyday life.
Time off
22 days left
Vacation
Upcoming time off
Vacation
March 11 - March 19
Show more
Internal tickets
You don't have any raised tickets
Do you know?
Gabriella Watkins
Jane Harvey
Malte Will

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

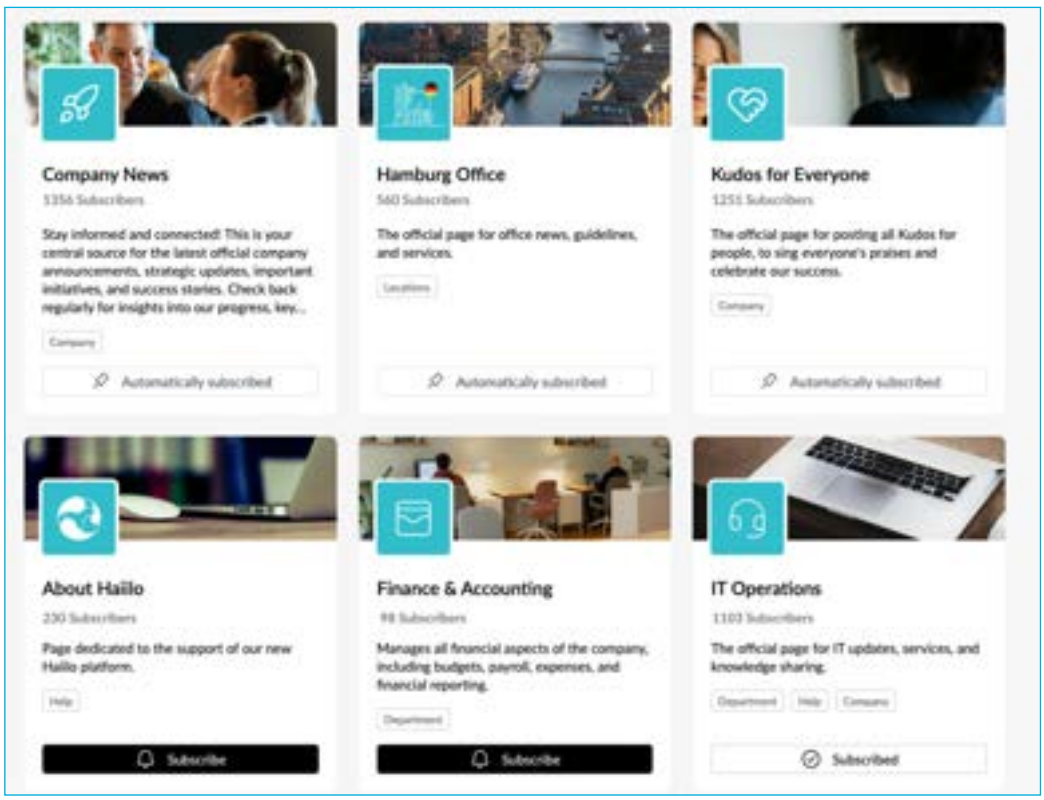
SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
3.5 **1. Employee Experience**	Clean, intuitive interface makes the platform easy to use for both end users and admins.	Notification preferences for end users are limited. Audience targeting is based only on pre-defined groups.
4 **2. Communications Management**	Creating, scheduling and targeting through Studio works well, and allows multi-channel publishing.	There is no dedicated Campaigns feature.
3.5+ **3. Community & Engagement**	Social features like polls and Kudos support engagement. Good Events feature.	Some widgets rely on third-party add-ons. Survey features are simple.
1.5+ **4. Digital Workplace Integrations & Services**	Good Copilot integration. Integrated document repositories well provided.	Most integrations are delivered through a third-party API approach, with the vendor managing the setup.
3 **5. Knowledge & Content Management**	Content creation, permissions, and structure are straightforward and easy to manage.	Approach to reference material less sophisticated than similar platforms. Lack of governance features.
3 **6. Information Finding & Search**	Natural language search with AI assistance delivers relevant results across multiple content types and external sources.	Admin control over search rankings is not possible. Search analytics are limited.
4+ **7. Mobile & Frontline Support**	The mobile app is well designed and supports frontline workers effectively.	White label branding comes at an additional cost.
3.5 **8. Platform Management**	Granular roles and permissions. Strong branding options.	Main navigation bar cannot be configured. Homepage templates would be welcome.



Haiilo's landing page features a hero teaser and customisable widgets, including Events, timelines, Pages, and more.

Resembling familiar social media formats, Haiilo's user interface is clean and intuitive. At the top, a persistent navigation bar provides quick access to 'Pages', 'Communities', 'Events', and (if permissions are granted) 'Studio'. Alongside these are a search box and icons for the people directory, launchpad, analytics and notifications, as well as a profile icon that provides access to user settings. We like that new users benefit from a guided tour at first login, which introduces the main features and basic navigation.

Haiilo's main building blocks are Pages and Communities. Pages are more formal, often dedicated to departments or locations, while Communities are designed for group collaboration, activity-based discussions, or project work. This dual approach helps support both structured knowledge-sharing and informal engagement. The homepage is configurable by admins and can include a hero teaser with featured content, as well as widgets for Events, timeline, Pages, and more. This makes it easy for employees to access fresh content without navigating away to dedicated spaces.



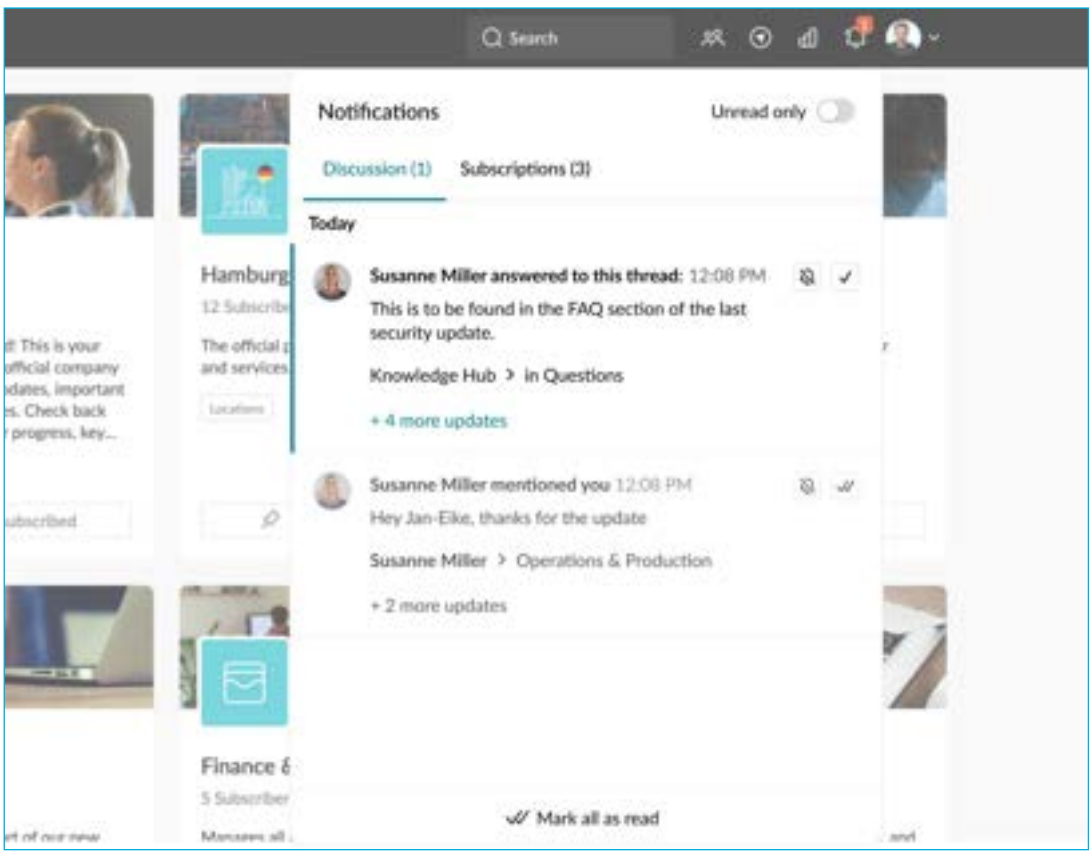
Haiilo's 'Pages' are typically dedicated to departments or locations, while 'Communities' support informal activities and project-based work

Haiilo enables content creators to target pre-defined audiences, which can be built within the platform or imported from sources such as Entra ID. These audiences are used to subscribe employees to Pages, Events and Communities. While this covers most use cases effectively, more dynamic targeting from within Studio would be useful; for example, creating or excluding groups directly during content creation. The vendor says dynamic targeting is on their roadmap.

Employees can shape their experience by subscribing to some Pages or Communities, and by choosing hashtags that will generate notifications whenever they're used. This ensures they are alerted when content relevant to their interests is published. More about hashtag usage is covered in Scenario 2. Admins, meanwhile, can assign permissions and roles globally to control what users can access and contribute. Dashboards and timelines are partially personalised, showing content and posts from the Pages and Communities each user is subscribed to, meaning the experience isn't identical for everyone.

Notifications are displayed via the bell icon in the navigation bar and are divided into 'Discussion' and 'Subscription' categories. They can be quickly marked as read and disappear once actioned; a toggle button allows users to switch between viewing read and unread notifications. Read notifications remain accessible from the notification bell for up to 30 days, after which they are permanently deleted. Push notifications are supported on mobile, and employees can enable sound alerts.

That said, user-level notification preferences are limited, which is also a sentiment echoed by a customer. Employees can only opt in or out of broader categories like subscriptions, posts, or messages. We believe this could be improved with a more granular approach, allowing employees to set more detailed preferences, such as muting feed replies while still receiving mentions, or vice versa. The vendor has said that this has since been enhanced but we've not seen the new notification settings. Email notifications can be enabled by the admin and can be used as a communication channel for content or newsletter.



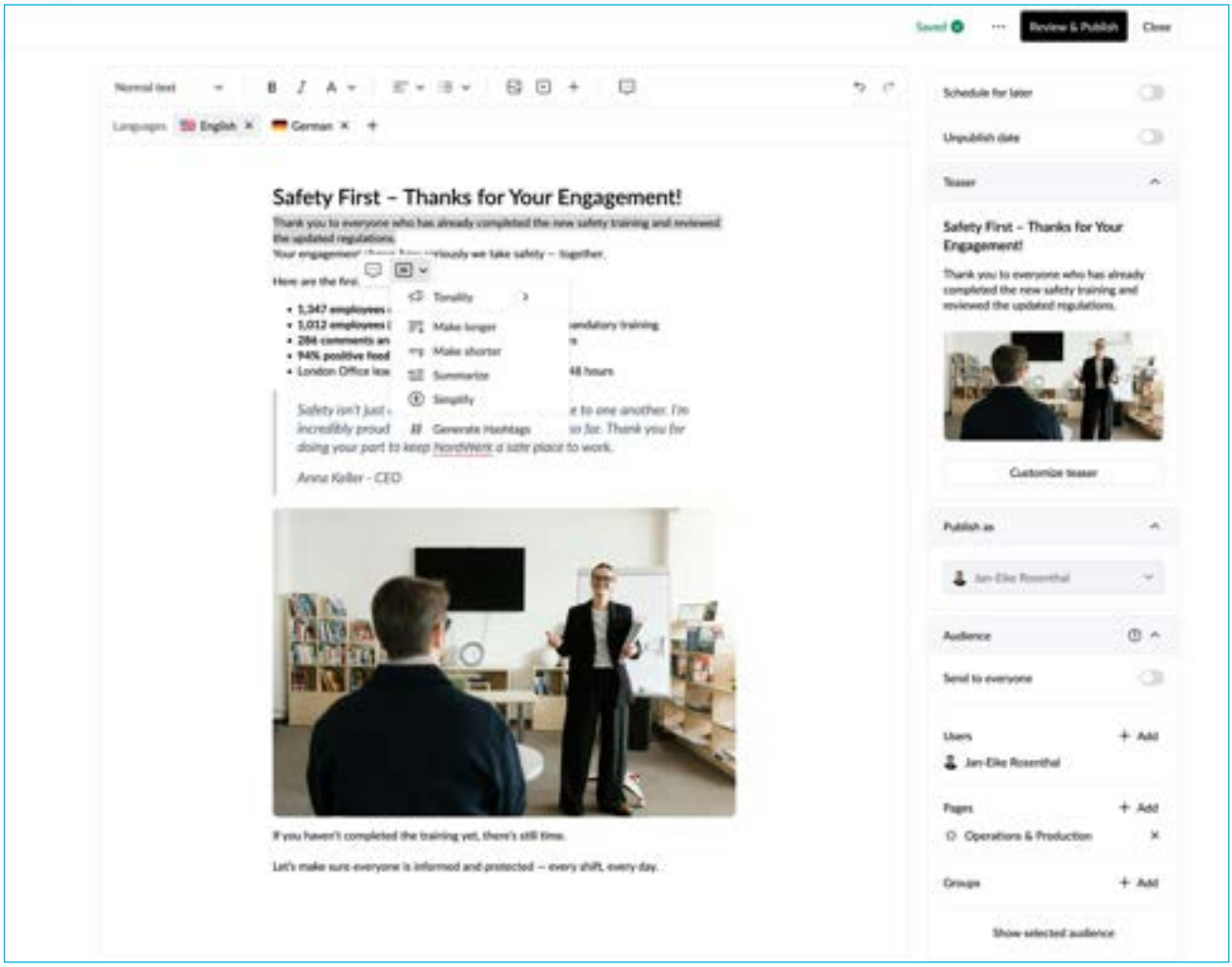
Notifications appear under the bell icon and are organised into Discussion and Subscription categories for easy tracking.

For multi-language support, end users can set a preferred language in their account settings, which updates the interface and enables one-click translations on articles and user comments. Automatic translation allows users to switch between original and translated text easily. This feature is powered by either DeepL or Microsoft Translator, which requires additional configuration and a license. Once set up, admins can easily enable automatic translations in the general settings by checking the 'Enable Automatic Translations' option.

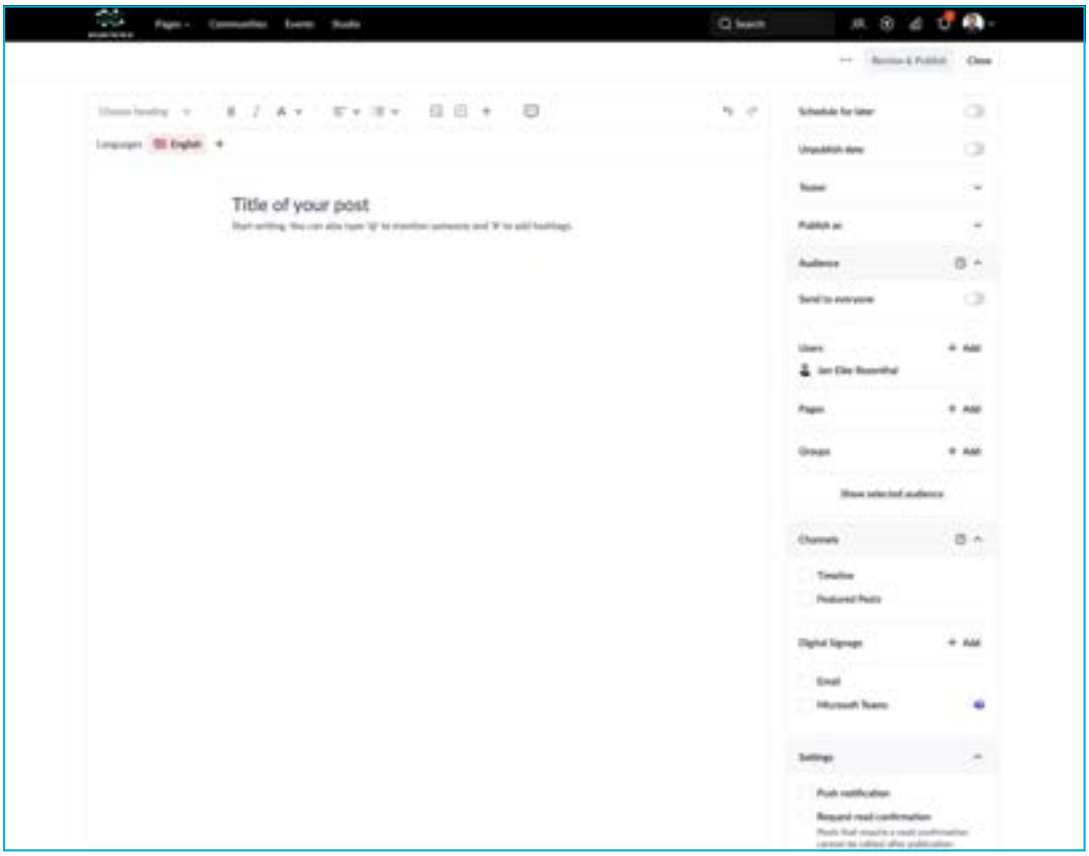
For publishers, Studio supports creating content in multiple languages. There is an option to manually translate the original text from scratch or to run an automatic translation, which editors can review and adjust before publishing to ensure better quality and contextual accuracy. If edits are made after the content is published, the translated version must also be updated manually or re-auto translated. While real-time automated translations during content editing would be a useful addition, we believe that Haiilo's multi-language support should be more than sufficient for most users.

Haiilo supports multimedia content effectively. Videos from external sources such as YouTube or Vimeo can be embedded directly on the homepage using a video widget, and an iframe widget is also available for external content. A media widget allows users to upload multiple images and videos to create a gallery, which could be used as a central video repository but is less sophisticated than other options we've seen. On mobile, content articles also include audio versions, making it easy for users to consume material in audio format. We think this should be expanded onto the desktop experience.

Overall, Haiilo offers a simple, engaging employee experience with strong community features and multi-language support. However, there is room for improvement in places, such as more dynamic targeting and granular notification controls.



Content creators can publish posts in multiple languages, ensuring users receive messages in their preferred language.



Studio provides content creators with a range of editing tools, AI assistance, audience targeting, and multichannel publishing options.

Haiilo provides multiple options for creating and managing news, supporting both Page publishing and Studio-based publishing for users with permissions. Studio offers a comprehensive dashboard where publishers can see tasks such as content requiring approval, scheduled content, content needing rework, and already published material. A calendar view is also available, which helps with planning and scheduling content efficiently.

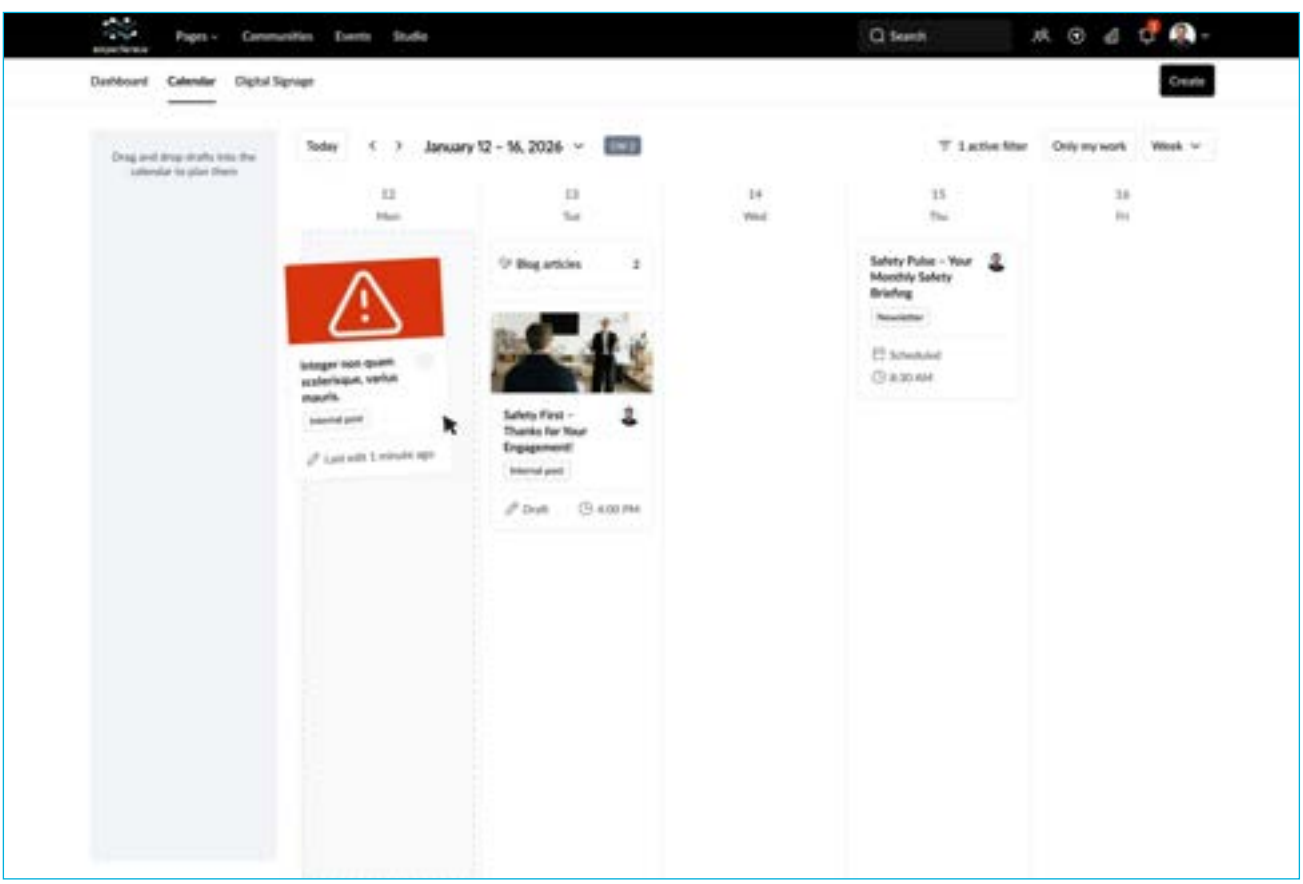
Content can be created using one of three templates ('Weekly Update', 'In the Spotlight', or 'Alert') or from a blank canvas. The Studio editor includes a Rich Text Editor interface for text. Images and videos can be embedded within content, while a teaser image and text can be added for displaying the article in dashboard widgets. We like that users can publish as themselves or attribute the post to a specific Page. Hashtags can be included in posts, improving search results, and users can also follow specific hashtags to stay updated on topics of interest.

Haiilo's AI assistant, AVA, is available in the Studio editor and can help make text longer or shorter, adjust the tonality, simplify content, or generate hashtags. We really like this feature, because it streamlines content creation while helping maintain consistency and quality across communications. Unfortunately, AI writing assistance is not available when publishing directly on Pages. Additionally, posts created on Pages use a simple text box similar to social media posts, rather than a rich text editor. Adding these capabilities in the future would significantly enhance the Page creation experience for infrequent publishers and has also been requested by customers.

Content can be set to publish immediately or scheduled for later, and includes unpublish dates too. The 'Calendar' is then useful for planning and managing the flow of news published in Studio. From the Calendar, users can easily track content that needs approval, is scheduled, or requires rework. The Calendar view can be switched to show a week, a month, or a list format, and publishers can filter content by author, status, channel, audience, or time range. Drafts created by the user appear in a panel beside the calendar and can be easily scheduled for publishing by dragging and dropping them onto the desired date.

Haiilo supports multichannel publishing in several ways. Push notifications, read confirmations, or promotion via email and MS Teams are available for important communications. Digital signage is managed through Studio. The functionality lets admins manage multiple screens, add individual content pieces, and customise transitions, slide duration, and QR codes, making it a simple and effective tool for content promotion.

Newsletter functionality is available in Studio and offers three templates to choose from (Monthly Update, People Announcement, and Company News), or users can start from a blank canvas. It provides a good level of configuration, allowing publishers to apply background colours, add buttons with links, and include elements such as text dividers or block quotes. Publishers can also combine multiple Haiilo posts to create content, select and audience, then preview before sending.



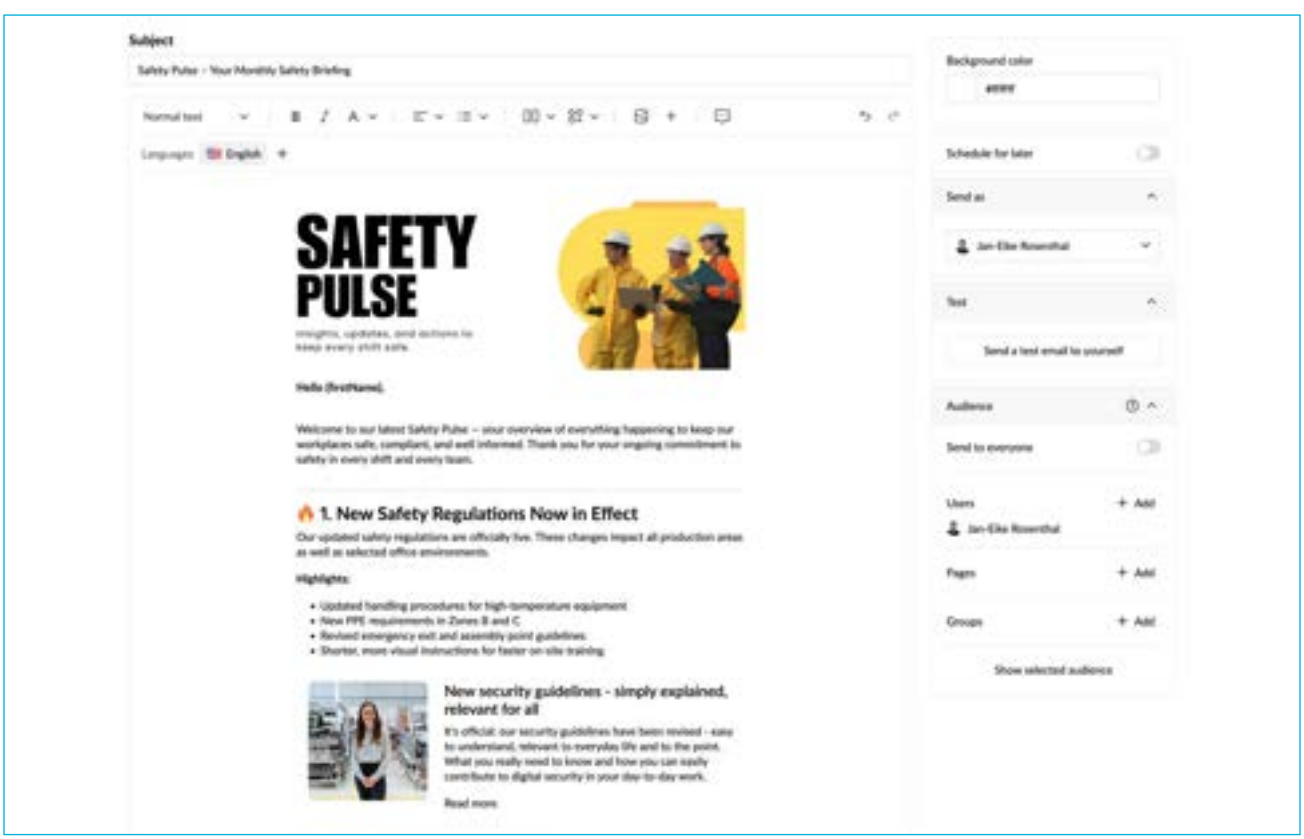
Studio Calendar allows content creators to plan and manage the flow of news.

An 'Advocacy Tool' allows admins to create posts that employees can share externally through their social media profiles, including LinkedIn, X, and Facebook. For end users, this content appears in an Advocacy widget on the homepage, making it clear what can be shared externally. From there, they can read the post in Haiilo and easily share it to their chosen social media platform by clicking on the social media icons next to the post.

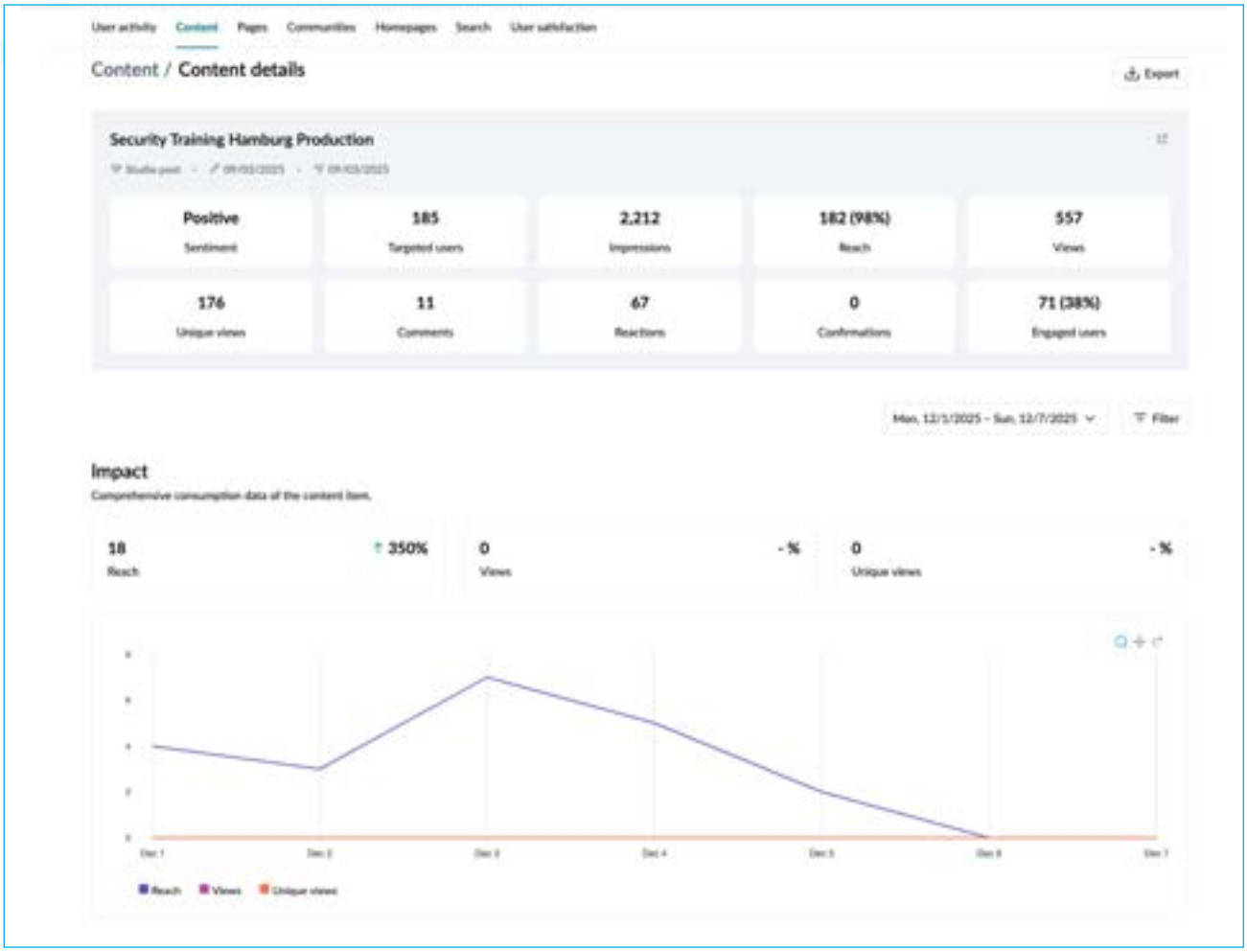
Content can be grouped by theme or topic, though Haiilo does not currently include robust campaign features. Adding hashtag or topic metrics, along with AI-driven recommendations for underperforming articles, would be valuable additions for managing campaign content. According to the vendor, campaign features are another aspect they are looking to improve in future releases.

Analytics are available via Haiilo's built-in 'Analytics' tool, showing metrics for individual posts, newsletters, and emails. When reviewing individual post metrics, admins can track impact data such as reach, total views, and unique views, along with engagement metrics like comments, reactions, and sentiment. Filtering options make it easy to narrow results by time period or by the Page where the post was published. Newsletter analytics include metrics like unique views and reach rate to help creators measure their newsletter's performance. While these metrics help internal communicators evaluate engagement and performance, the analytics tool could be even more valuable if it included recommendations for improving underperforming content.

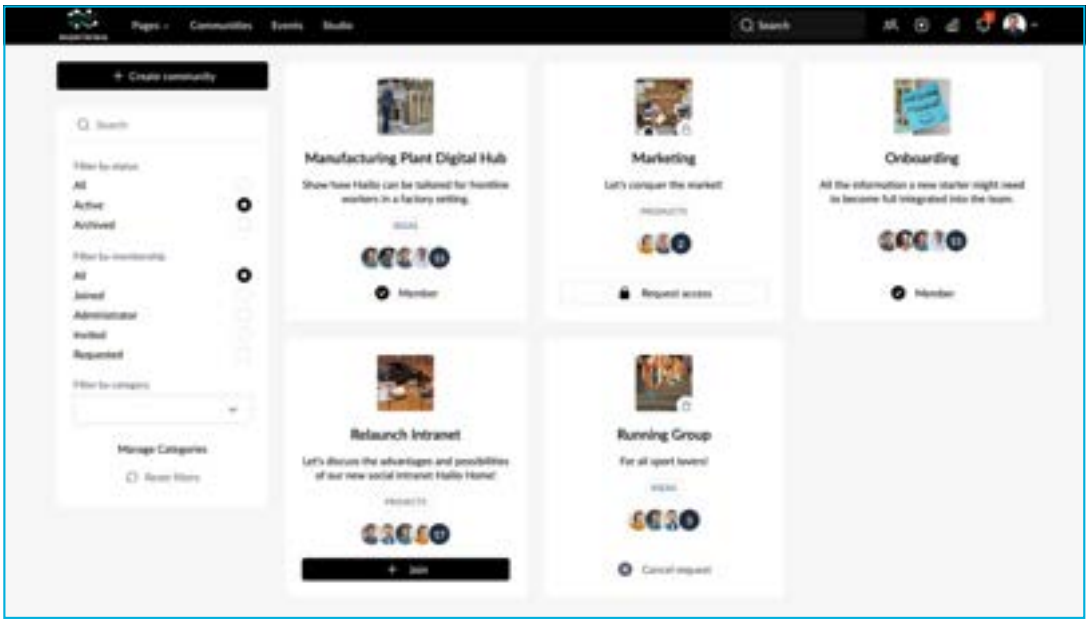
Overall, Haiilo offers a strong communications management experience, with flexible content creation, multichannel publishing, and useful analytics to support effective internal communications. While these features work well, communicators may wish to see more sophistication in places.



Haiilo's newsletter allows combining posts, choosing an audience, and previewing before sending.



Individual post analytics display impact and interaction metrics, helping users evaluate engagement and performance of their posts.



'Communities' in Haiilo support collaboration and engagement.

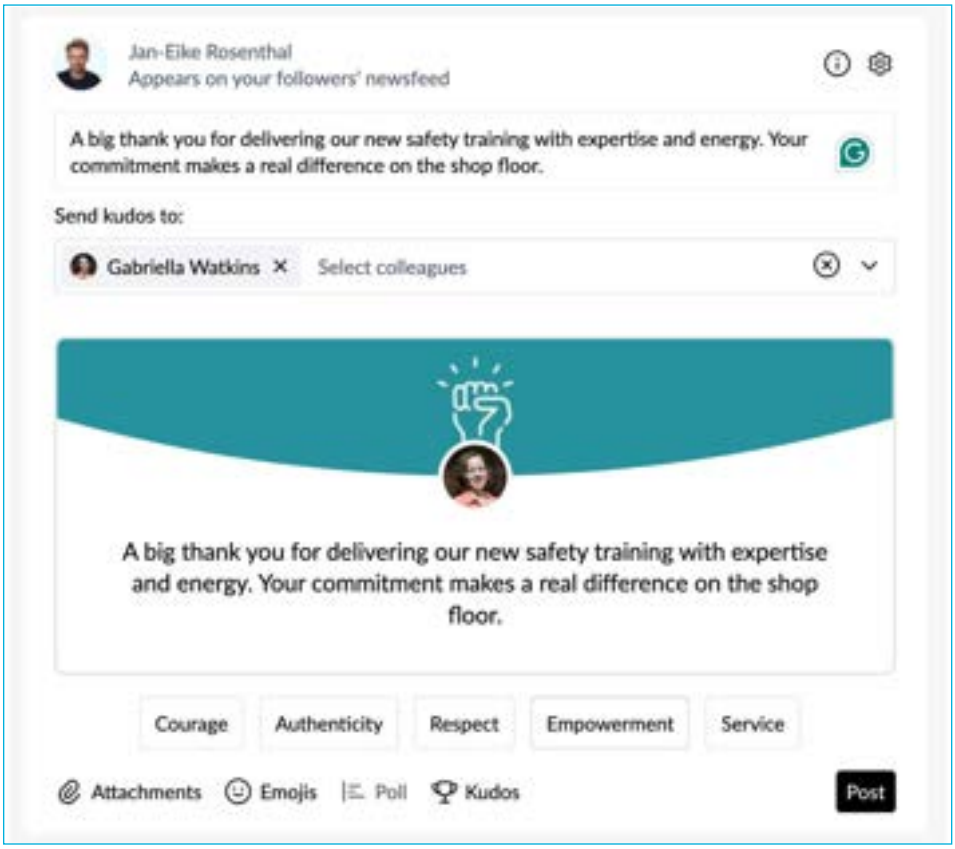
Communities in Haiilo are dedicated spaces designed to support collaboration and engagement. They function in a similar way to Pages (see Scenario 1), but are intended primarily for informal groups, such as hobby-based communities. However, they can also be used for project work, specific tasks that require a shared space, or more formalised communities of interest such as LGTBQ+. Blog posts can be published by users on both Pages and Communities, encouraging knowledge sharing and dialogue. The Blog App is best suited for more structured content such as articles or key updates, as it provides clean layouts and scheduling options.

Permissions for creating and publishing within Communities can be granted to some or all users and managing them works much the same way as managing Pages. Community admins can set up dashboards, add widgets to the Community landing page, and assign different roles and privileges. Wiki articles are available as an app within Pages and Communities, making them useful for content like company policies, FAQs, or troubleshooting guides. Admins can choose whether only they can edit the wiki or allow everyone to contribute.

Haiilo offers strong support for social engagement. Users can react to content using multiple options such as Like, Applause, or Insightful. Reaction options are configurable in the admin settings, but admins can only select up to four reaction types from the predefined list. Sharing and commenting are also available (if permissions allow).

A common Haiilo homepage configuration includes a timeline feed widget that collates posts from across the platform. Timelines in turn can be added to Communities, Pages, and Events. Timeline posts provide an experience similar to social media, giving employees a quick and convenient way to share ideas and opinions.

A standout feature is 'Kudos', which enables users to publicly recognise colleagues on the timeline by tagging them and adding a message of appreciation. Kudos posts can be created directly from the timeline by selecting the Kudos icon when starting a new post. Once published, the recipient is automatically mentioned and notified. If posted in a private Page or Community, only members of that Page or Community will see it. Additionally, all received Kudos are collected in a dedicated tab within the user's profile, making it easy to look back on past recognition moments.



Kudos lets users publicly recognise colleagues by tagging them and sharing a message of appreciation on the timeline.

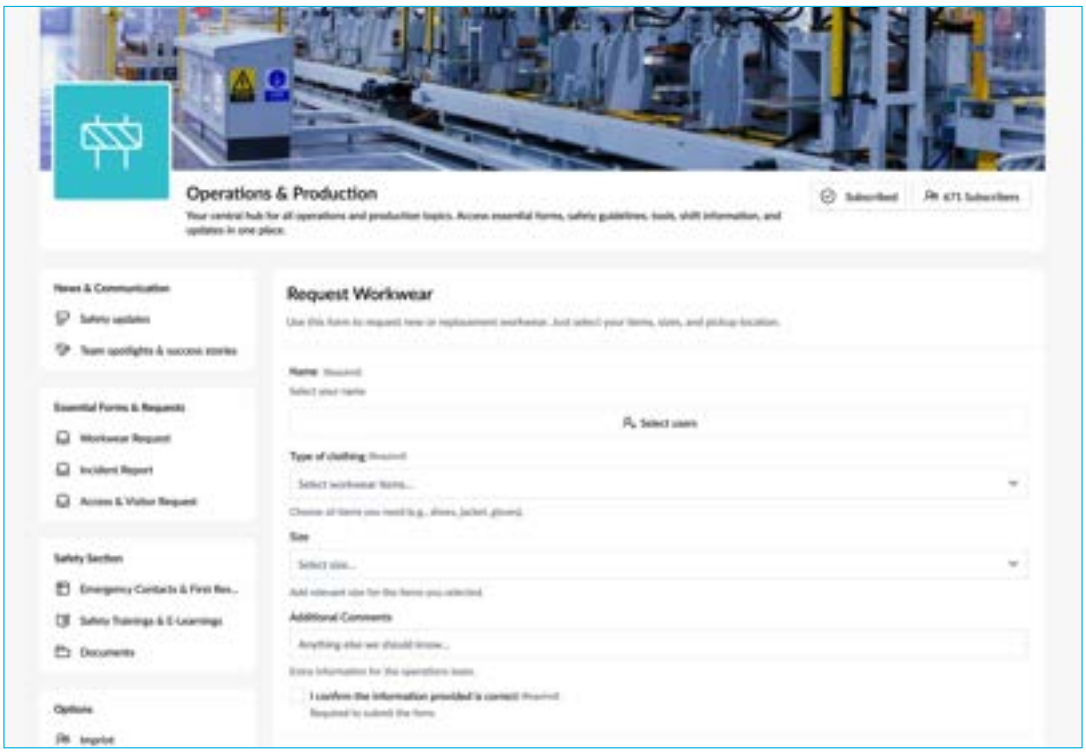
Polls in Haiilo are a quick way to gather employee feedback and can be added to the main intranet timeline or within Pages and Community timelines. Results are displayed as vote counts or percentages for each option, making them simple and transparent for participants. A native Forms app is available in Pages and Communities, enabling admins to create forms with fields like text, numbers, options, or checkboxes, and easily track the results. Form submissions can be viewed by page or Community admins, or by all users if permissions are set to allow result visibility. Haiilo used to have a comprehensive survey tool and we think it's a shame this is no longer available. However, the vendor says that a new Survey feature is on the roadmap.

Haiilo supports engagement across different stages of the employee lifecycle. For onboarding, dedicated Communities or Pages can be created to provide new hires with helpful resources and orientation materials. Communities can also be set up for specific projects, fostering collaboration, while Pages are well-suited for department-specific content. A guided tour is available for new users to help them learn the basics of navigation and functionality within the platform. Gamification tools, such as a 'Quiz' widget, are only available through third-party plugins and may come with additional costs.

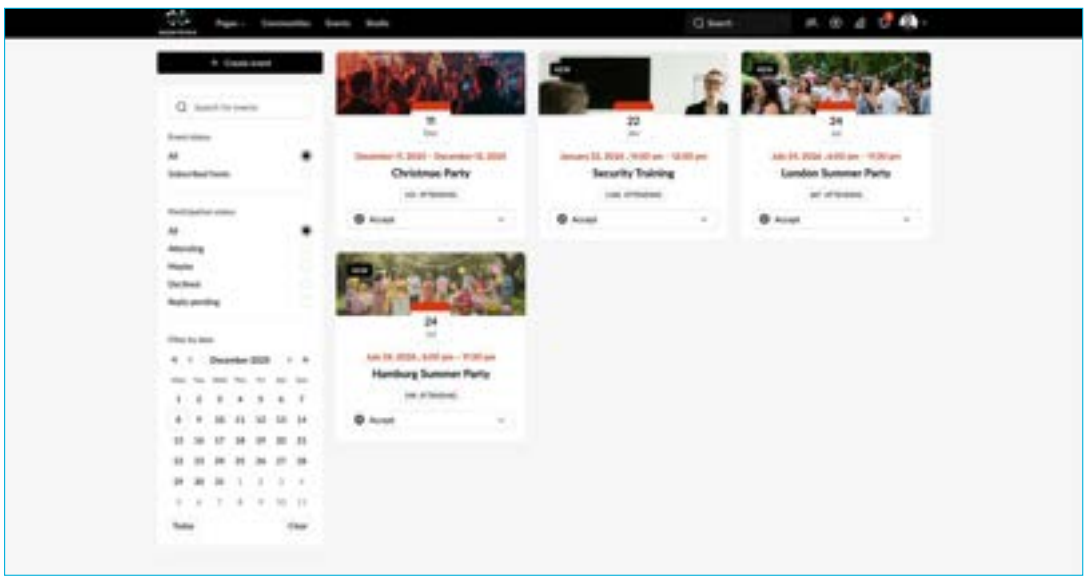
The Events calendar, accessible from the main navigation bar, helps employees stay informed about company activities. When creating an event, users can choose whether it's private or public to ensure it reaches the right audience. They can add details such as the location, date, time, and description, set a participant limit, or request simple attendance responses. With M365 integration, events created in Haiilo can also be added directly to users' Outlook calendars. We like that Events come with their own activity feeds, allowing

for in-context discussions. Additionally, the Advocacy widget lets admins select content that employees can share externally, further broadening engagement.

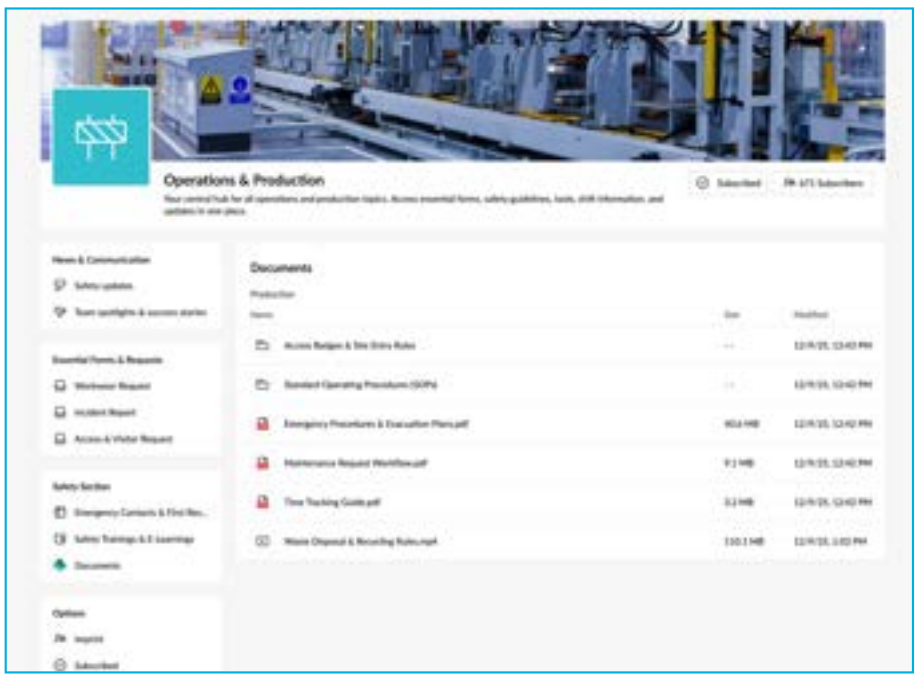
The addition of advanced collaboration tools, like gamification, ideation, or employee 'Journey' functionality, would further enhance the experience. However, Haiilo offers a strong foundation for employee engagement through its Communities, timeline posts, Kudos feature, and quick polls that promote active participation and employee recognition.



Native Forms app lets admins build forms with customisable fields and track results easily.



The Events calendar, available from the main navigation bar, keeps employees up to date with company activities.



SharePoint integration lets users find SharePoint documents directly in Haiilo search and add them to Page navigation through the M365 Documents app.

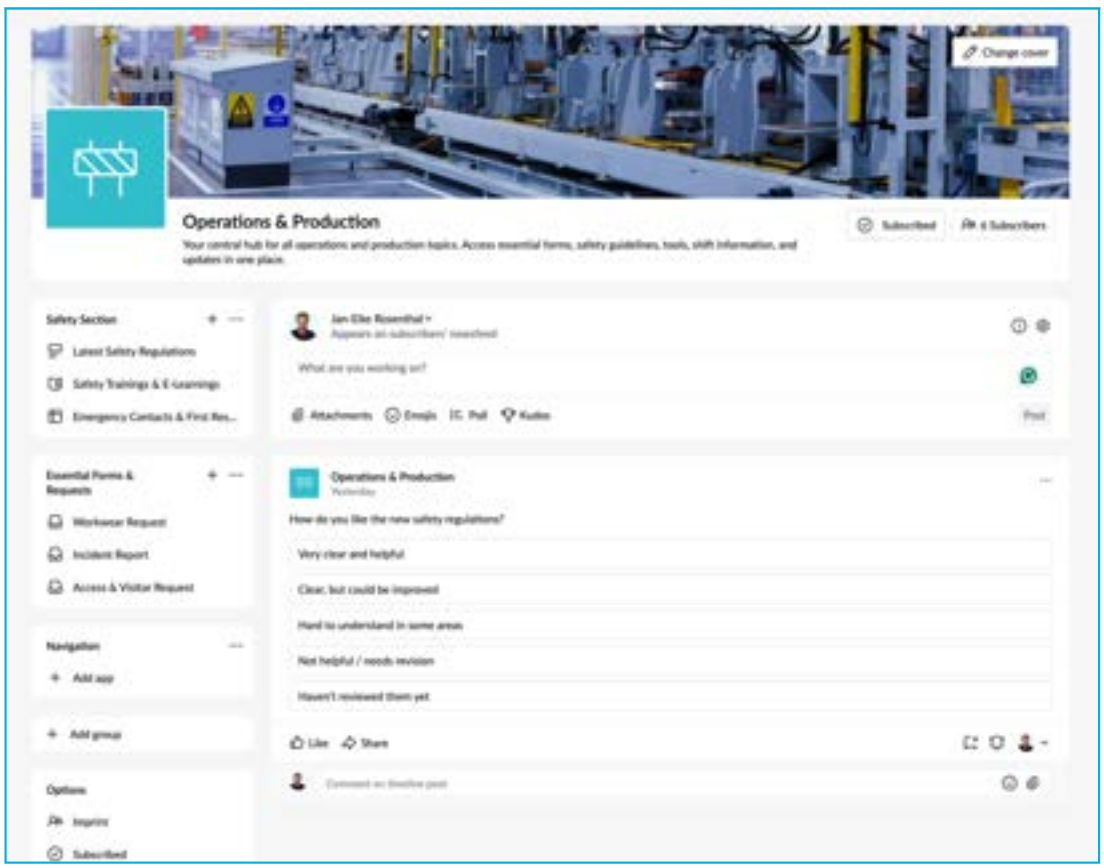
Haiilo's approach to integrations is simpler than other solutions we've seen but offers some helpful features. There are out-of-the-box integrations with Slack and Teams primarily as one-way communication channels, enabling content from Haiilo to be promoted directly into them. SharePoint and Google Drive integrations surface files from these repositories into Pages, making it easier to access all documents in one place. A standout is the integration with Microsoft Copilot, where Haiilo can serve as a content source, enabling employees to access intranet content directly within Copilot's answers.

For broader connectivity, Haiilo partners with Merge.dev, which offers a wide range of pre-configured connectors (see below). While Merge.dev simplifies setup, IT involvement is still required, and additional costs may apply. Haiilo also makes its API documentation publicly available through its support centre, giving organisations more flexibility.

Most integrations are displayed in widgets, for example, a Teams widget provides quick access to channels. A ticketing integration widget lets users access tickets from their external ticketing system, and an HRIS integration widget enables employees to view remaining vacation days or request time off.

Alongside the above integrations, federated search is available through Haiilo's API-based Content Connector, more details are covered in Scenario 6. The 'Launchpad' lets users create quick links to both internal and external sources. Admins can set it up for all users, or, if permissions allow, individuals can add their own quick links. Currently, there are no integrations out of the box with the notification bell, so alerts from external apps won't appear within the platform.

Overall, Haiilo provides some useful integration options with M365 apps and includes some helpful task-oriented widgets. However, its selection of out-of-the-box integrations is limited, with most connections requiring a third-party setup. Expanding the range of native integrations, particularly with HRIS and additional document management tools, would significantly enhance the platform's value. Including integrations with the Haiilo notification bell in the future would provide a more unified and efficient notification experience too.



Pages are typically the home of reference and knowledge-related materials.

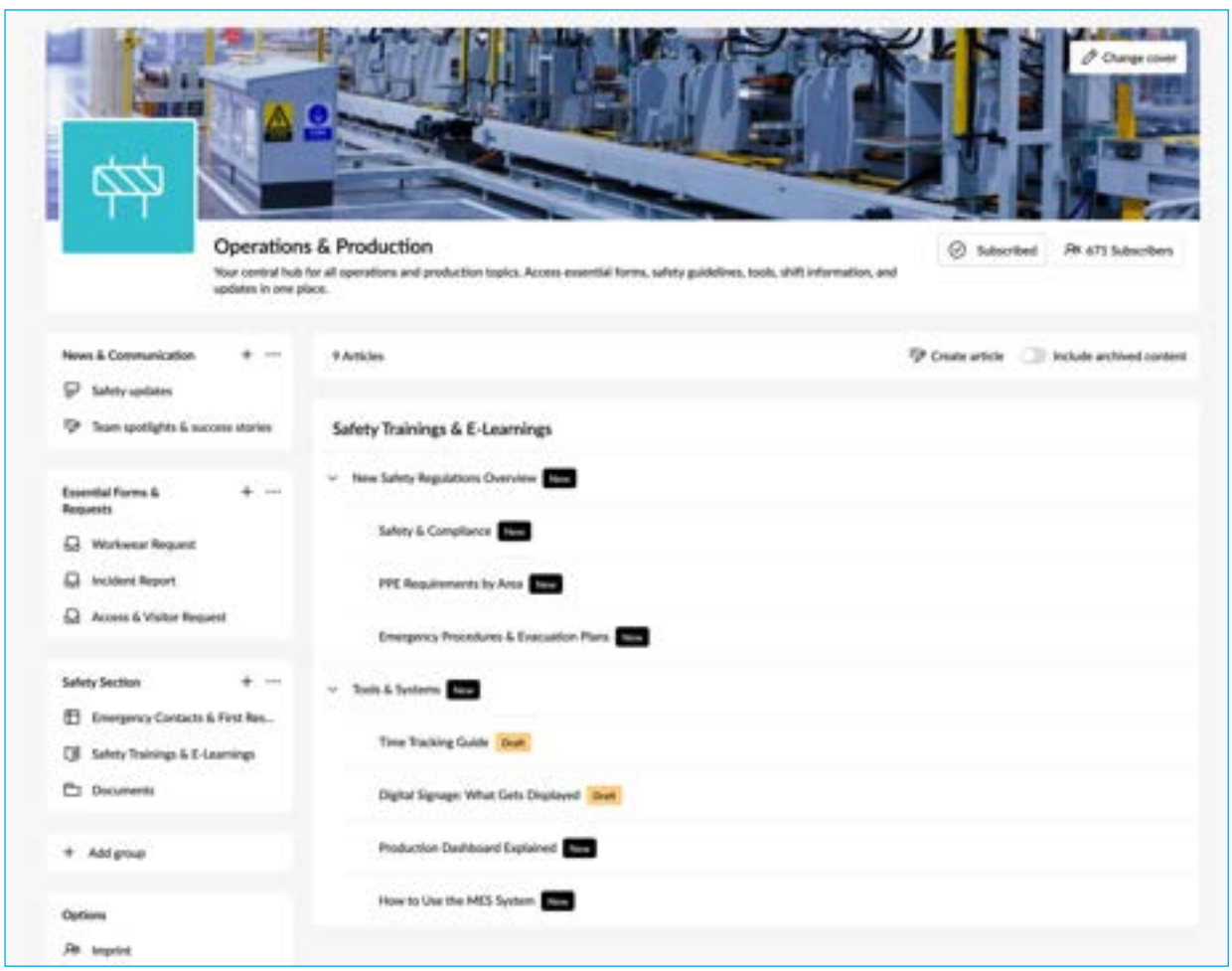
While the Studio is the central hub for managing news content, knowledge content is primarily stored within Pages, though it can also be shared informally through Communities as well. Page admins can control who subscribes to a Page, either specific audiences or the entire company, ensuring that relevant content reaches the right people. Relevant information can be surfaced via a range of widgets or highlighted in the hero teaser on the homepage for maximum visibility too.

Pages, Communities and Events are populated by 'Apps' - specific content types that are easily added by admins then automatically display in the associated navigation. The 'Documents' App can be added to Pages to display important files, such as a company policy library, while the 'Wiki' App allows members to easily contribute to a shared knowledge space. Within Wiki articles, users can view edit history and see who made changes by clicking the history icon. The 'Blog' App is another useful tool for publishing knowledge content, allowing posts to be shared as articles and easily edited after publishing using the edit icon at the top of each post.

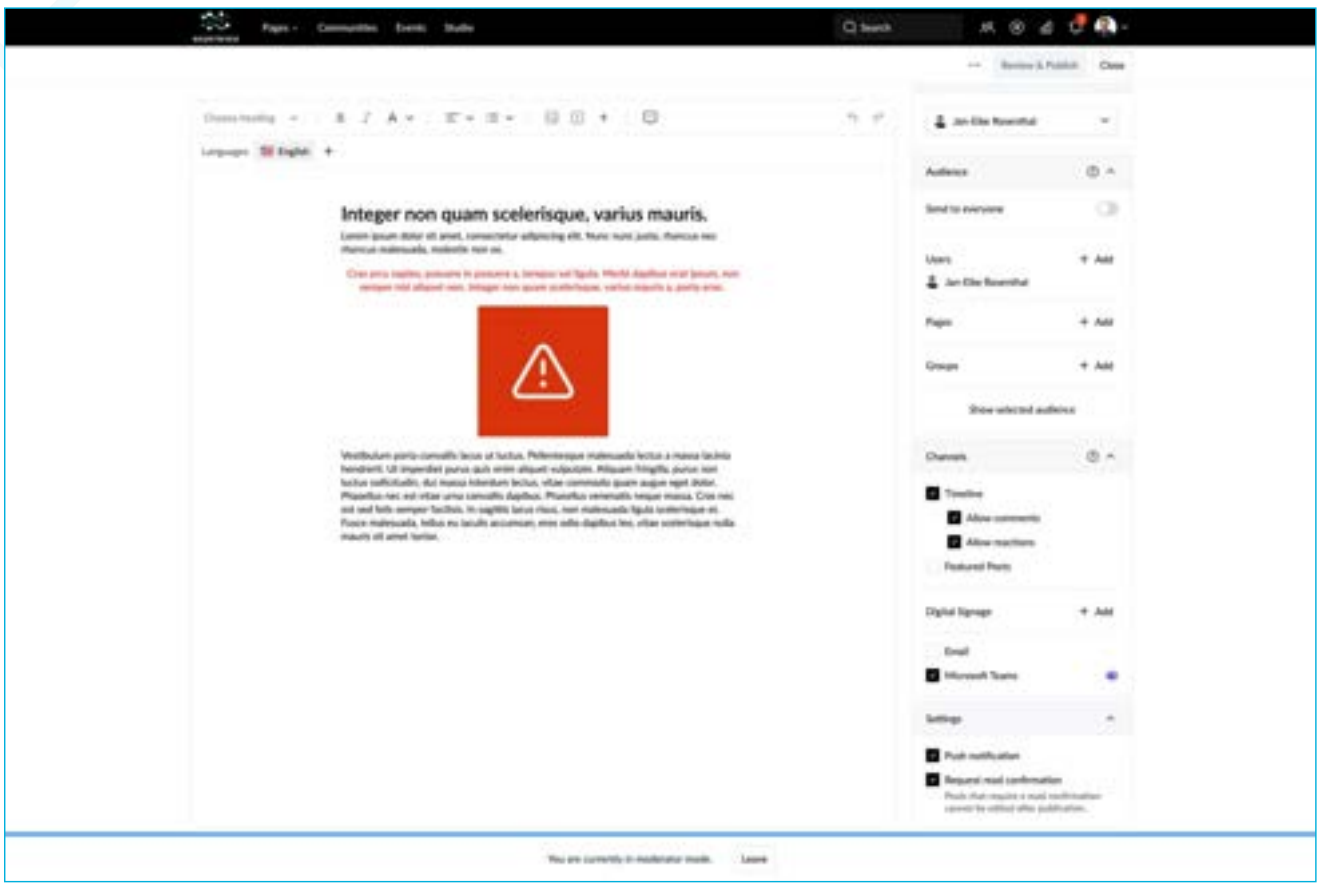
For publishers with permission, the Studio serves as a central workspace, with a dashboard view showing tasks for the day and a useful publishing calendar (see Scenario 2 for more). For Page admins without access to Studio, the experience is quite different. Instead, they must view published content such as Blogs or timeline posts inside the Page, which can become cluttered and difficult to navigate when a lot of content is published. There also isn't any AI support here, which is a shame. We would like to see a more consistent experience in future, particularly for infrequent publishers and content owners who need greater support to engage with the intranet update process. According to the vendor, this is on the roadmap for future release.

If organisations wish to present a document library, there is a 'Documents' App that will be added to a Page's left-hand navigation. Optionally, this can be an integration with SharePoint or Google Drive (see Scenario 4 for more). Documents are also searchable via the global search bar, appearing under the 'Files' tab where present.

For urgent or operational communications, content creators can use the 'Request Read Confirmation' option in Studio content, which requires employees to acknowledge it. Read confirmations can then be tracked from the Studio or Analytics. Currently, read confirmations can only be used for Studio posts, not for posts or other content created in Pages, which would be a useful enhancement. Studio also includes an 'Alert' template, with a dedicated image and red-highlighted text for visibility. Timeline posts can be made 'sticky', keeping them pinned to the top of the feed to avoid them being missed. There is no banner feature that follows users across the platform, but overall, Haiilo provides good options for urgent communications.



The Wiki App places knowledge management in the hands of employees.



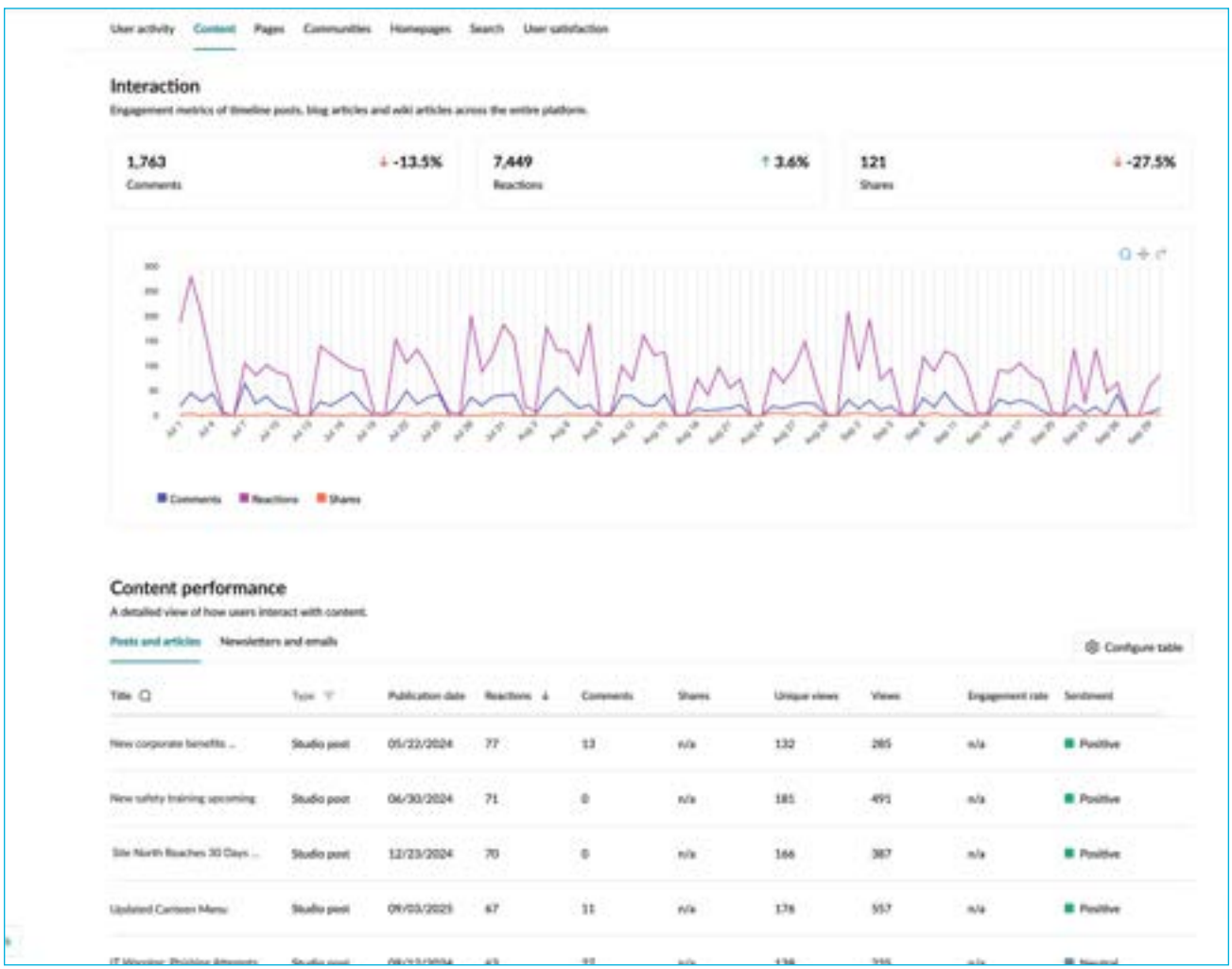
The Alerts template in Studio helps support crisis communication, while the read confirmation feature lets admins track who has read important updates.

Bulk editing of content isn't available in Studio or Pages, meaning that content creators must edit each published item individually. The auto-archive feature allows Studio content and Page Blog posts to be automatically removed on a specific date, reducing outdated content on the platform. News articles can include review dates with automatic reminders sent, which works well and we'd like to see this expand elsewhere. Additionally, there is no central place that shows all content published across Haiilo to aid lifecycle and governance processes, which we think would be a valuable enhancement. The vendor says they are planning to introduce improved governance feature is future releases.

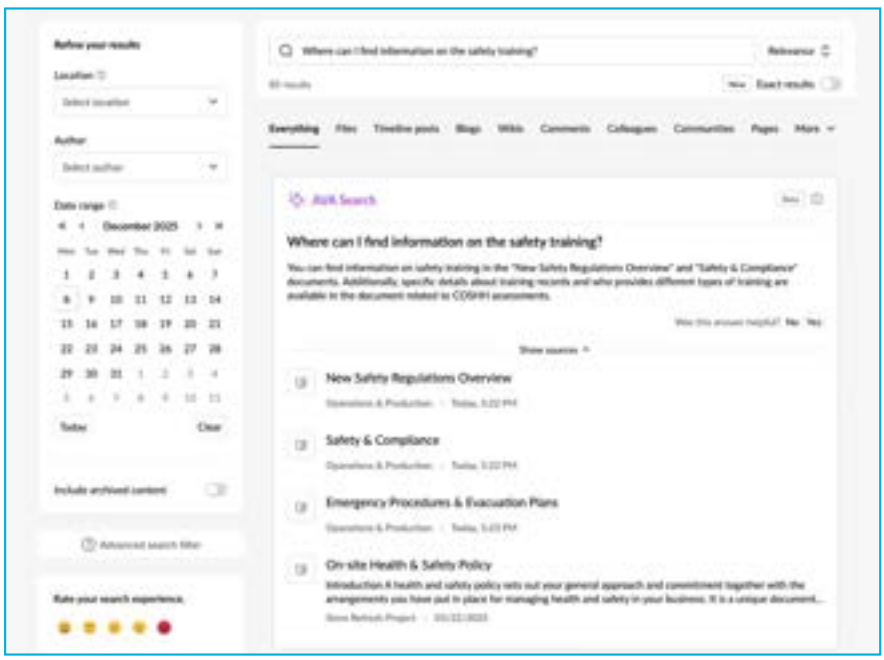
Page and content analytics are available in Haiilo's global 'Analytics' section. Global admins can access analytics for all Pages, while Page admins can only view data for the Pages they manage. Under the Page tab, analytics are grouped into three categories: 'User Activity', 'Content', and 'Apps'. Visual graphs make it easy to track performance over time and reports can be easily exported to Excel for further analysis.

Within the Content section, admins can analyse how different content types (timeline posts, blog articles, and wiki articles) perform over time. While this provides useful insight into engagement, the analytics currently only include published content, not drafts or archived items, which would be a valuable addition. The 'Content Performance' section allows admins to see performance of specific individual posts. This provides helpful insight into engagement levels and supports governance by highlighting which content performs well and where improvements may be needed.

Overall, Haiilo offers decent knowledge and content management features with useful analytics, but the approach is a lot simpler than other solutions we've seen in our report. Those with sophisticated needs around reference materials, knowledge management, and governance may find Haiilo somewhat lacking, which is feedback echoed by a customer too. The functionality within Studio is promising however, and it would be great to see that elevated level of functionality applied to the rest of the platform.



'Content' within Analytics allows admins to see performance across all content, filter by Page content, or look into specific posts.



Haiilo's search supports natural language queries and direct questions, organising results by category to make information easy to find.

Haiilo's search engine supports natural language queries and direct questions, with results neatly grouped into categories such as posts, Blogs, comments, and Apps. When users ask a question, the AI assistant AVA searches the platform and provides an answer. Importantly, if AVA cannot find the right information, it seeks to avoid hallucinations by saying no answer was found. Spelling mistakes are also handled well, as relevant results still appear even with misspellings.

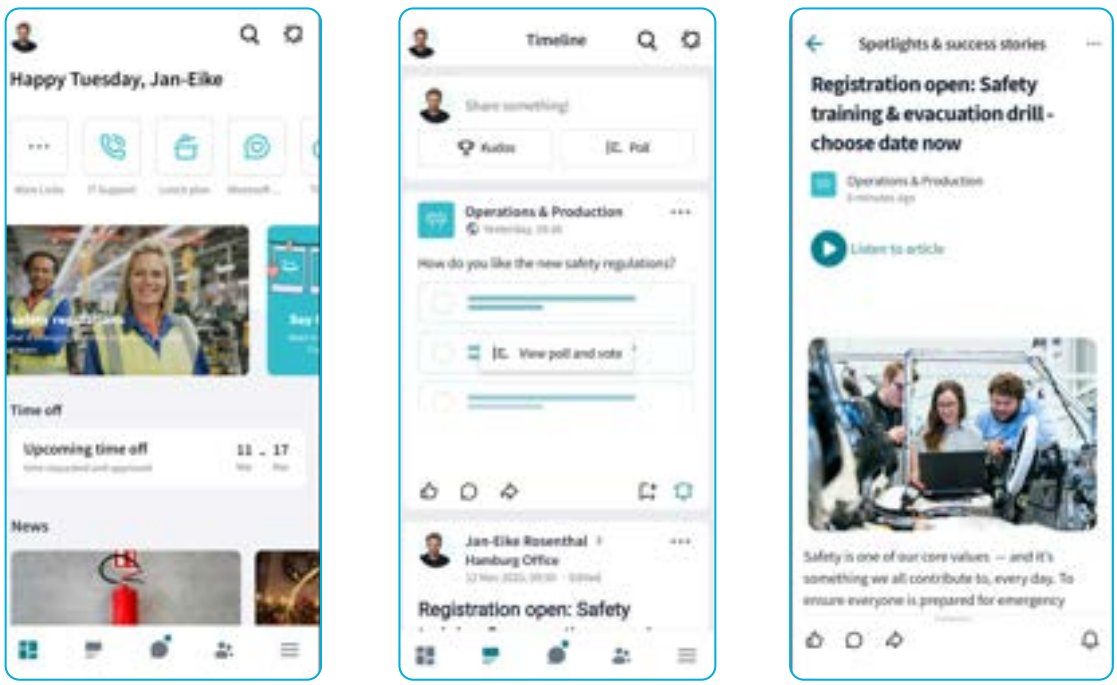
Users can refine searches with simple filters such as author or use helpful 'advanced search filters' like hashtags and 'AND/OR' operators. A toggle next to the search bar enables exact-match results, which we found useful and does not interfere with AVA's responses. Search results can include documents from repositories such as SharePoint or Google Drive, shown in a dedicated tab. This makes federated search seamless and consistent with the main search experience. Enterprise search is also supported through an API, enabling Haiilo content to appear in enterprise search solutions and vice versa, though setup requires support from the vendor and may incur extra cost.

Haiilo's search indexes a wide range of content, including text within documents including PDFs. Search results are driven purely by the search algorithm, ensuring consistent and unbiased outcomes. However, admins cannot manually configure search results or influence rankings through prioritisation or best bets.

The People Directory helps people find colleagues by filtering by department or location, while profiles display key information. From the global search bar, users can switch to the 'Colleagues' tab to look specifically for people. AVA further enhances this experience by supporting natural queries like "Who works in IT?", returning direct answers. Although an Org Chart is not available, profiles show an individual's reporting lines.

Currently, search analytics are limited to 'Top Searches', while helpful, additional metrics such as failed searches, AI-related search and AI recommendations would provide deeper insight into effectiveness. This is another aspect that the vendor plans to improve in a future release. Giving admins view of submitted 'Search Feedback' would also be helpful.

Overall, Haiilo delivers good search capabilities across content and people, with useful AI support. It could be further improved with an Org Chart, more detailed analytics, and giving admins an option to influence search results.



Haiilo's mobile app is well-designed and optimised for smaller screens, offering a smooth, consistent experience with the desktop version.

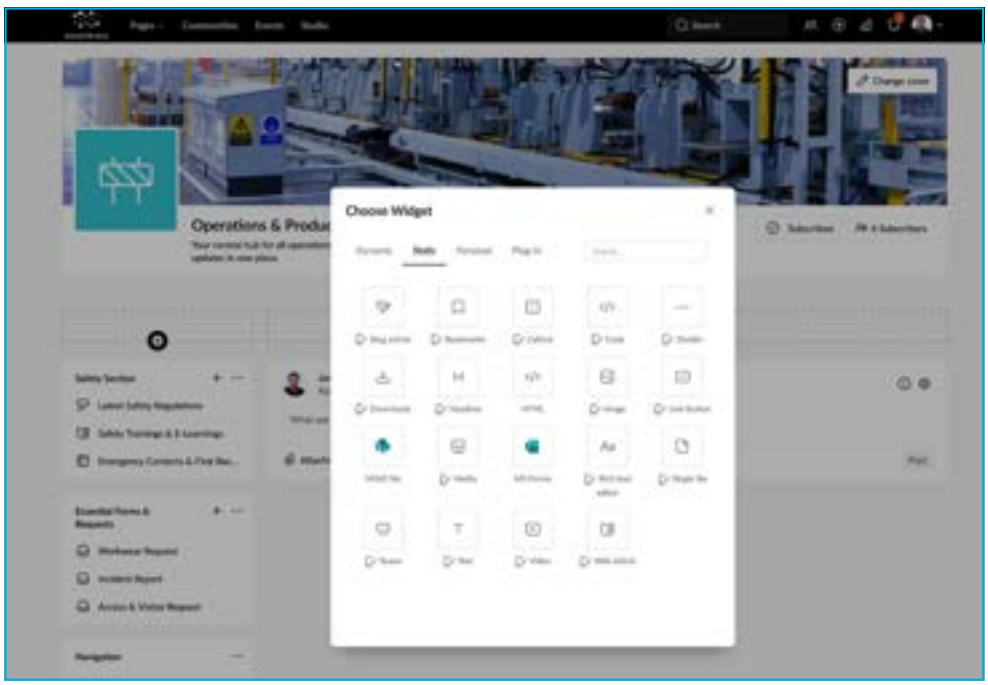
Haiilo's mobile support is solid, with useful features tailored for smaller devices. The native app is available through public app stores or distributed via the client's MDM, which can be white labelled at additional cost. Employees can log in using company SSO credentials like Active Directory, Google Workspace or Okta. For frontline workers without company credentials, Haiilo supports native authentication via QR codes or links, using personal emails or mobile numbers as unique identifiers. Biometric login is available on the custom-branded app, and clients can control whether employees are logged out when closing the app.

The app experience is smooth and consistent with the desktop environment, including useful features that benefit frontline workers such as 'Chat', directory, and auto-translation. The search experience remains consistent with desktop, and users can also create timeline posts or blog posts directly from the app. However, the more advanced publishing environment in Studio is not currently available on mobile. The Chat offers additional functionality compared to the desktop version, allowing employees to record voice messages and reply directly to specific messages. Overall, the mobile version of Chat serves as a decent alternative to WhatsApp.

A standout feature designed specifically for frontline workers is AI generated audio transcription, which lets users listen to content articles instead of reading. We'd like to see this introduced to desktop too. Offline reading is currently limited to Blogs, which can be downloaded as PDFs – while beneficial, the experience could be simplified and improved. Employees can update their status on their profile page to 'Away' or 'Do Not Disturb' to keep colleagues informed about their availability. This is especially helpful for frontline workers who work shifts.

Haiilo's social features translate seamlessly to mobile, particularly the newsfeed timeline on the homepage. The familiar navigation and interaction methods common to consumer apps make it easy to use and find information. Additionally, the bottom navigation bar offers quick access to home, chat, people directory and a 'more' menu leading to Pages etc. Admins can determine which homepages are available for the mobile app.

Overall, Haiilo's mobile app delivers a smooth and well-optimised experience that suits the needs of frontline workers well.



Switching to 'Edit View' lets admins easily manage home and landing pages.

Platform management in Haiilo is handled through assigned roles, configured from global settings. We particularly like that roles are highly granular. For example, a role can be allowed to edit pages but not manage Page Apps, or create timeline posts but not sticky posts. This flexibility makes it easy to set up governance and tailor admin rights. The global settings themselves are intuitive and well-structured, though new users may initially find them overwhelming. With some training, non-technical users should be able to use them effectively, but tooltips would be a welcome addition.

Homepages are simple to set up via 'Edit View', where admins choose from layout templates and add widgets. Drag-and-drop makes rearranging easy and there is plenty of choice with over 40 widgets available. While this variety is a strength, new admins may need time to explore all options; pre-filled layout templates would make this easier. For end users, widget visibility depends on permissions; if someone doesn't have permissions the widget may remain visible but with an error. If a widget is removed, the dashboard adjusts automatically.

Navigation is via a persistent top bar that offers quick access to Pages, Communities, Events, and Studio. Unfortunately, this menu cannot be configured with extra items, like specific Pages, which may be a constraint for organisations that want flexibility. See Scenario 5 for details of setting up Pages and navigation. Page and Community landing pages follow the same principles as homepages, so are simple to configure.

Branding is flexible and managed in the 'Themes' admin section. Companies can apply brand colours, logos, or custom CSS, and set different branding for branches or seasonal campaigns. Overall, Haiilo's options should satisfy organisations that value a tailored visual identity.

Platform analytics give global admins crucial insights including user activity, the total number of Pages and Communities, and activity within each over a specific time period. Admins also get a Homepage overview, showing the count of public and private homepages and their visitor numbers. Essentially, global admins have access to all platform analytics, providing a complete picture of overall platform performance.

Overall, Haiilo offers strong and flexible platform management with granular roles, intuitive page building, and improved analytics.

THINGS TO BEAR IN MIND

The platform is pleasant for employees to use, but there are some gaps that organisations with sophisticated digital workplace needs should note. For example, built-in integrations are somewhat limited, and connecting external systems such as HRIS, ticketing, or CRM platforms requires using Haiilo's third-party partner. This approach may involve additional costs, as only one HRIS or ticketing integration is included in the pricing provided to us. Similarly, search functionality provides a good experience but lacks in-depth functionality some may want, even with AI. The absence of a dedicated Campaigns feature may also matter to companies running structured communication initiatives, though this can be managed through other features in the platform. The support for reference and knowledge materials is also basic.

Haiilo's strengths lie in top-down communications, social and community features, and in a strong mobile experience. We would therefore argue that it's better viewed as a frontline-first platform that is best used alongside a sophisticated knowledge management tool, such as SharePoint, where needed. This sentiment is evident from the feedback from customers too. The vendor could then focus on enhancing the platform's strengths, rather than trying to meet complex needs in other areas. The appealing price point, when compared to both independent intranets and mobile first tools, makes it a compelling option overall.

Why choose this product

Haiilo is user-friendly platform that brings together communication, collaboration, and engagement in one intuitive space. Its clean design and familiar social features make it easy for employees to connect, share updates, and stay informed, while strong branding options help organisations tailor the platform to their identity. With flexible roles and mobile support for frontline workers, Haiilo offers an experience that scales effectively across different company sizes. It's particularly well-suited for organisations focused on frontline employee engagement and improving internal communications.

Vendor roadmap

Please see their website for details.

You may also be interested in...

mangoapps Steegle.One workai.

COMPANY AND PRODUCT

Company
Haiilo

Company founded
2022

Product launched
2010

ISO 27001 certified
Yes

Data residency
Europe (excluding UK), USA

Typical client size
1,000 to 5,000

Company locations
Hamburg, Germany (HQ), United States, United Kingdom, Finland, France

Partner locations
Germany, US, UK

Customers
Clients include: Please see their website for details.

Largest deployment so far
310,000 end users spread globally (for Deutsche Bahn AG).

Environmental / sustainability certifications
Haiilo says sustainability is embedded in their "Code of Conduct for employees and business partners". They are a signatory of the United Nations Global Compact, pledging to uphold its principles and publicly disclose their progress. They report through EcoVadis, and have also partnered with Ceezer to offset 100% of their carbon emissions. They say they promote sustainable practices in the work environment, including bike benefits and active participation in Leaders for Climate Action (LFCA).

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Product and technical details

Name of product

Haiilo

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	Microsoft 365 tenant	**Google Cloud**	Other

Authentication supported

Entra ID	**ADFS**	**Okta**	**Open ID**	Oauth	**Google Workspace**	**SAML 2.0**	**Other***

*SCIM Provisioning

App deployment

Google Play store	**Apple store**	**MDM**	MAM	Other

Accessibility

Alt text is in use for images, Keyboards can be used for navigation, Motion animation triggered by interaction can be disabled.

Document library sources integrated

Box	Dropbox	**Google Drive**	**SharePoint**	OneDrive	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	**Open API available**	Other

User interface multi-language

Machine translation	Pre-configured	**Editable**	Right to left script supported	Other

Content multi-language

Machine translation for publishers	**Machine translation for end users**	**Editable machine translation for publishers**	**Manual creation for publishers**	Right to left script	Other

Set-up and support

Set-up process for new clients

Haiilo has a "robust implementation methodology" that has been tested with global organisations. Each Haiilo client is assigned a dedicated Customer Success Director, who manages the relationship with the customer and coordinates with internal support teams within Haiilo. These teams include strategic, development, creative and integration specialists. Haiilo has an extensive network of solution and implementation partners across Western Europe and the United States, ensuring support and expertise tailored to client needs.

Product updates

Minor updates daily, major updates every month.

Product update process

Haiilo releases major updates as they are ready, which is done overnight (European hours). Releases cannot be skipped, but Haiilo does offer a delay to client's' production environments where they are on private cloud. The rollout schedule for private clouds can either follow the same schedule as the public cloud or be completely manual upon customer request. Manual rollouts for emergencies are supported.

Reverse-out options

Haiilo provides customer data as an export at the end of the term upon request. The export will be in the form of a .json file with an additional folder containing all uploaded files accessible via a download link.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only*

*24/7 support for Gold Support customers

User community

Haiilo offers clients exclusive access to the global Haiilo Customer Community where customers connect, share insights and influence the evolution of the product. The Community includes Haiilo Breakfast Club (global in-person and virtual meet-ups) and online portal with best practices and for knowledge sharing. This is where customers can influence the roadmap, preview new features and speak directly with experts

Voice of the vendor

Haillo says: "Haiilo is the complete, easy-to-use Employee Experience Platform for internal comms, HR, and IT teams at mid-sized and large organisations (500–5,000+ employees). We help you reach every employee, foster belonging, and bring clarity to your digital workplace – wherever and however people work.

The business problems we solve Many organisations face the same challenges: disconnected teams, scattered tools, and messages that don't reach everyone. Traditional intranets are often clunky, static, and underused. Employees – especially in hybrid and frontline roles – can feel out of the loop, while leaders lack visibility into what's resonating and driving engagement. What we excel at Haiilo ensures every employee has a voice – and is genuinely heard. That means delivering the news that matters, when and where people need it, and creating spaces where colleagues can connect with each other and their company, regardless of role or location. We achieve this by bringing internal communication, employee engagement, cultural development, advocacy, knowledge sharing, and actionable insights together in one intuitive platform. The result: organisations keep people informed, involved, and inspired – while leaders gain the visibility to see what's working and where to focus next.

Our platform supports:

- Internal Comms: Reach 100% of employees, unify messaging across channels, and measure real impact.
- HR: Strengthen culture, boost engagement, and spot disengagement early.
- IT: Reduce app overload, integrate 135+ tools, and make knowledge instantly accessible.
- Leaders: Gain real-time insights to align teams and accelerate decision-making.

Haiilo solves these challenges by: Connecting every employee across locations, roles, and devices. Making digital transformation stick by consolidating tools and driving adoption. Turning comms into a two-way conversation with blogs, communities, wikis, polls, and sentiment analysis. Simplifying the digital ecosystem to save time, reduce complexity, and cut context-switching. Impact and trust Haiilo consistently delivers high adoption rates and measurable results: higher engagement, stronger culture visibility, and streamlined digital workplaces. Trusted by 1,000+ global brands – including Google, Uniper, Schenker, and PWC."

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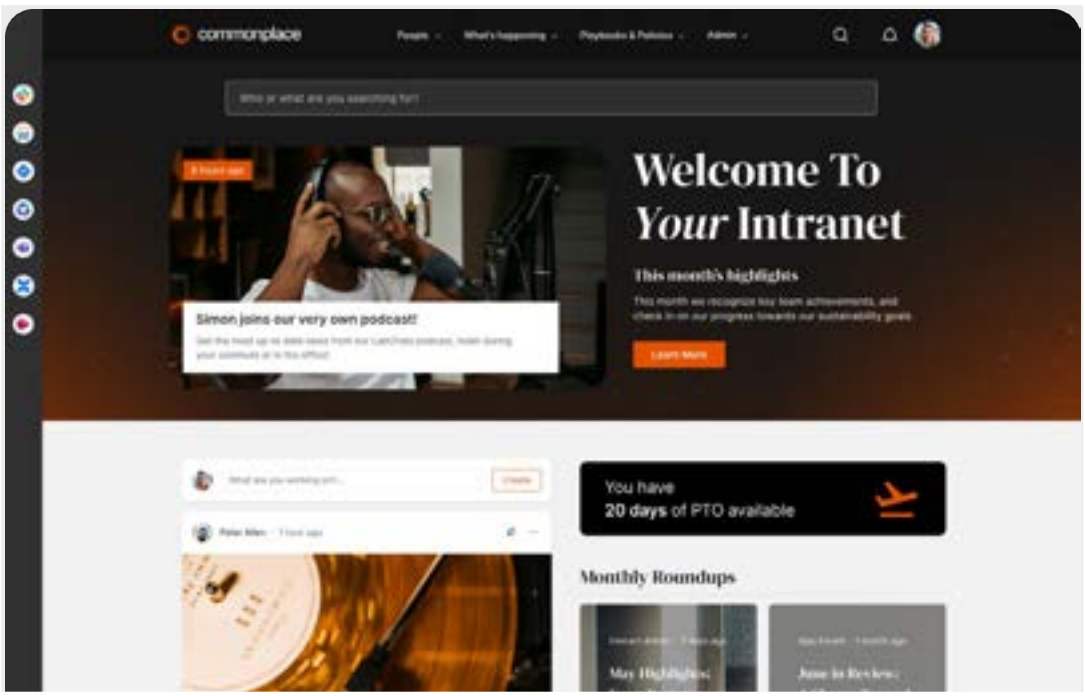
interact

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

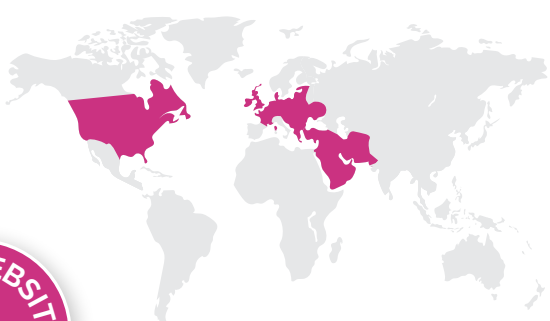
OTHER



Typical deployment:

1,000 to 5,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Interact is an attractive, well-established product, packed with powerful features to meet the needs of many organisations with a diverse workforce, including frontline employees.

SUMMARY

Interact is an attractive independent intranet product that offers strong functionality across the board. Interact is owned by UK-based Interact Software, founded in 1996, and their experience in the intranet market is clear to see in this feature-rich, user-friendly platform.

There are powerful news and content creation tools, including a user-friendly 'Block Editor' that will appeal to content authors and internal communicators. There is an attractive activity feed and strong multichannel publishing options, including an email newsletter builder, plus support for employee advocacy and digital signage. In a number of areas, such as search and moderation of social content, AI-based functionality further enriches the experience. The product comes with a fully featured mobile app and multiple approaches to enrol frontline workers. These features, combined with flexible design and branding options to build engaging intranet pages, provide a solution that will appeal to many organisations.

While there are no glaring gaps in functionality, there are a couple of areas where improvements can be made. The product includes a basic digital asset management tool to manage video and other media content, but functionality can be further developed. The features to create and monitor communication campaigns are also less advanced than in some other products in this report. Analytics is strong but can still be improved, for instance by integrating reports on sentiment analysis from different areas within the product. There is significant innovation in the product though, especially around AI, which shows that the vendor is committed to evolving Interact further and keep on delivering a top-tier solution.

Overall, Interact is a mature product with excellent and varied features that will meet the needs of most businesses. Large and complex organisations with a diverse workforce will be attracted by the advanced features for content creation and audience targeting, including frontline workers. While the product is in the higher price bracket for all business sizes, there are a number of optional modules included in the pricing provided to us. Where features aren't needed, businesses will see a drop in cost.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price per user per month

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes, frontline users, multi-year commitments. Where clients choose to add a lot of optional modules, Interact says they will offer "competitive pricing".

COSTS TYPICALLY

Weighted towards the start (during the 'project phase'), then much lower for the remaining term.

PRICE INCLUDES

Support (customers can uplift from standard to Gold or Platinum); hosting / backup; marketplace integrations; developer portal / API access; Customer Success Management; all available add-ons.

Product type

Ready-to-run, installed in hours

Branding opportunities

All branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Administrative and support service activities	Financial and insurance activities	Education	Health and social work activities	Wholesale and retail trade

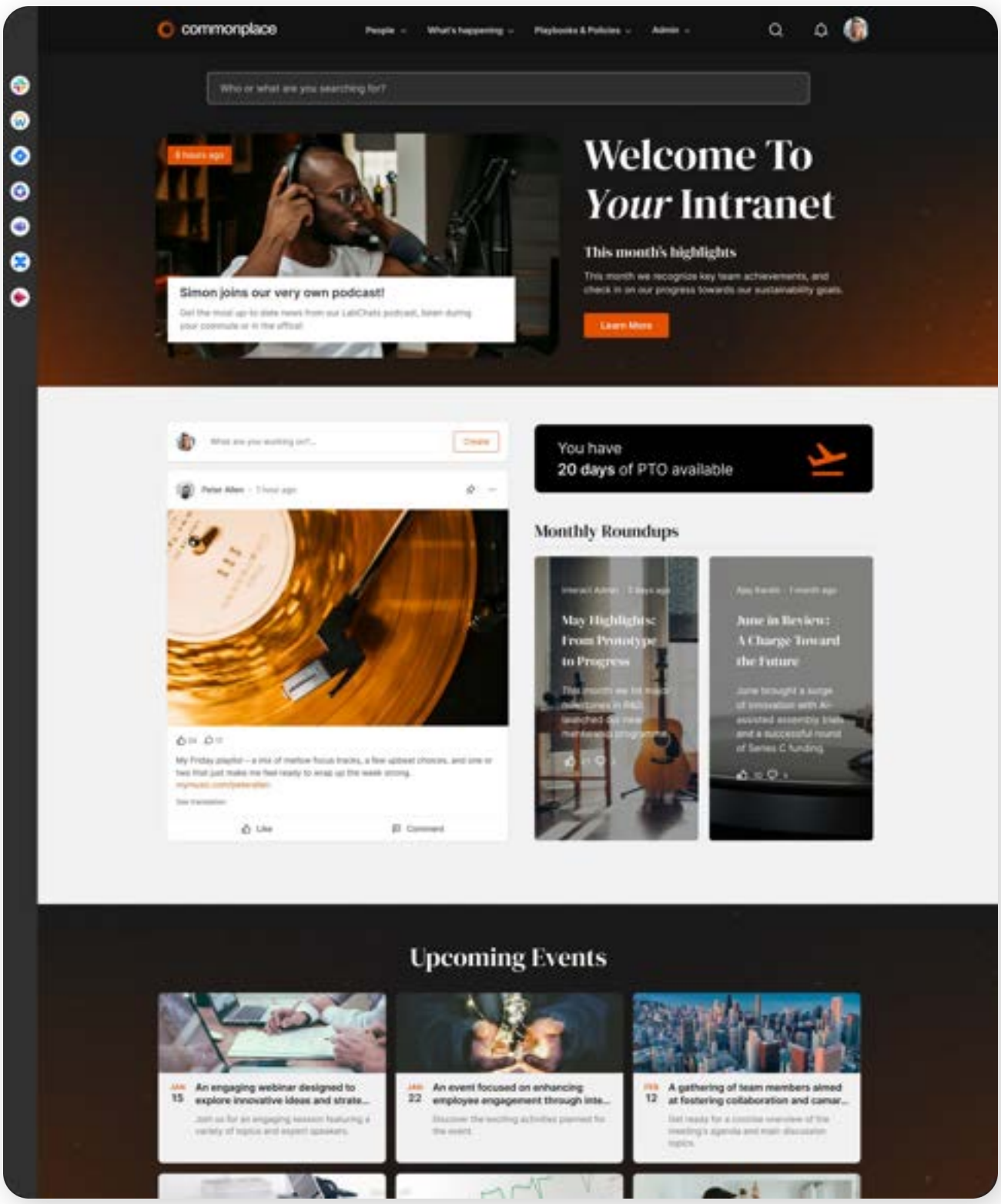
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

What customers appreciate the most about Interact are its ease of use and richness of features in areas such as content creation and multichannel publishing. "It's super simple and straightforward so we can ensure our pages can be created quickly but also still look good" is the opinion of one customer, while another praised the "solid functionality to manage large quantities of pages by different authors". Yet another customer praised "the omnichannel functionality" which they said "allows us to do everything we need from internal comms, to email, digital signage and employee engagement". Several customers pointed to the "continuous innovation behind the platform" and were pleased with the "thoughtful development roadmap that takes the customer experience to heart and listens to customer feedback". In a similar vein, another person liked that "Interact consistently keeps pace with digital trends, regularly introducing new and helpful features".

A few improvement suggestions were made, covering different areas of the product. Some customers would like to see "sleeker, more engaging design options" and small improvements to the Block Editor: "When adding multiple content boxes, it would be helpful to have more control over layout spacing to streamline page design". Other customers would like to see improvements to the video widget and the digital asset management tool: "A more intuitive CMS for managing uploaded assets would make it easier to organise and maintain the media library, especially as content grows over time". "Enhancements to the social feed" is also an area where some improvements are requested, such as "enhance 'following' so that when a person follows another it triggers a notification when the person performs an activity". Finally, there are also some customers that want to see "more AI tools to improve search", but we believe this is addressed in Interact's latest release. This is also what another customer anticipates: "We would like to see continued enhancements to the search functionality, which we anticipate coming with more AI integration."

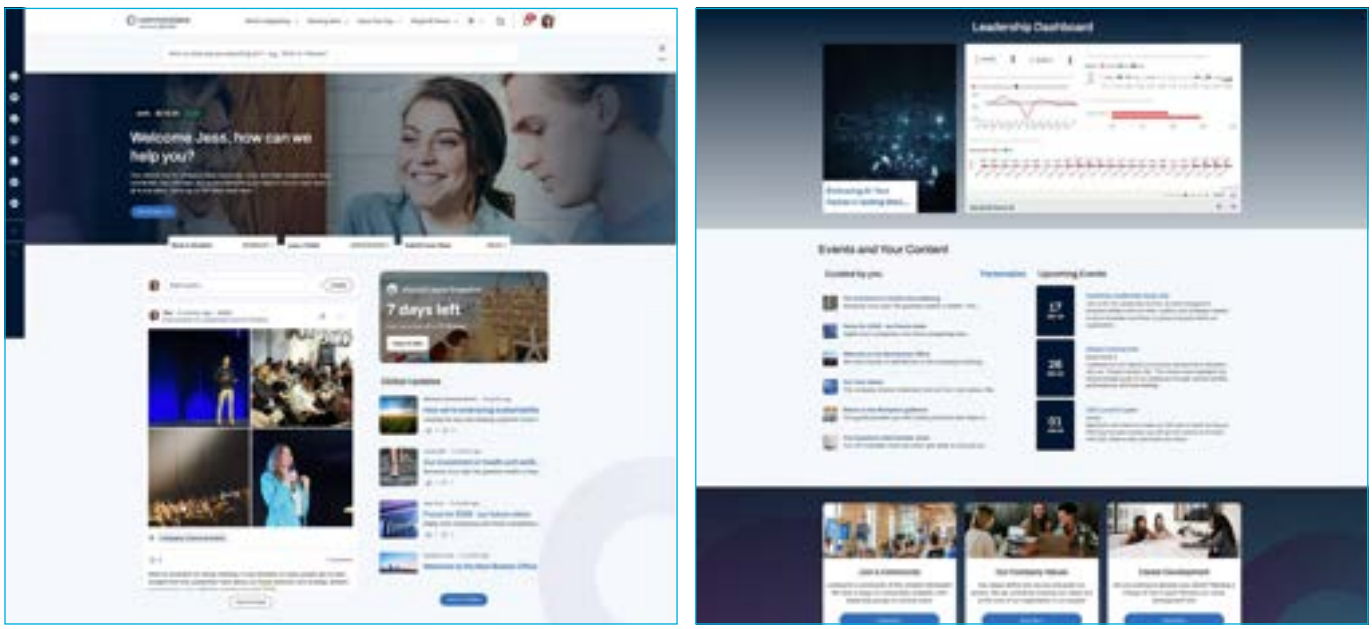
Feedback about working together with Interact is unanimously positive. "Very pleased with the working relationship we have with Interact" said one customer, and they continued: "They listen and directly implement changes based on our feedback". Customer Success Managers are often explicitly praised in the feedback we received: "our CSM is knowledgeable, passionate and approachable" and "our Customer Success Manager has been so incredibly helpful and responsive to every piece of feedback I have shared". Overall, the experience is praised across the board: "Superb customer service! They have all been consistently personable, proactive, knowledgeable, and just a pleasure to work with over the past few years".


commonplace
People
What's happening
Playbooks & Policies
Admin
Who or what are you searching for?
Simon joins our very own podcast!
Welcome To
Your Intranet
This month's highlights
This month we recognize key team achievements, and check in on our progress towards our sustainability goals.
Learn More
You have
20 days of PTO available
Monthly Roundups
May Highlights: From Prototype to Progress
June in Review: A Change Toward the Future
Upcoming Events
An engaging webinar designed to explore innovative ideas and strate...
An event focused on enhancing employee engagement through inte...
A gathering of team members aimed at fostering collaboration and camar...

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
4.5 **1. Employee Experience**	Many visually appealing widgets to build attractive pages. Strong audience targeting and multilingual functionality.	Digital asset management could be further improved.
4.5 **2. Communications Management**	'Block Editor' offers powerful features to create content. Broad support for multichannel delivery.	Limited functionality for managing and reporting on communication campaigns.
4 **3. Community & Engagement**	Various options for collaboration in communities. Attractive activity feed with powerful AI-based moderation.	No specific features targeted at employee lifecycle touchpoints.
3+ **4. Digital Workplace Integrations & Services**	Marketplace of widgets that bring content from integrated systems onto any page.	Integration widgets are more cumbersome to use on mobile compared to desktop.
4 **5. Knowledge & Content Management**	Comprehensive content lifecycle management. Simple but powerful broadcast messages for urgent communication.	Templates for creating knowledge bases are simpler than in other products we've seen.
4.5 **6. Information Finding & Search**	Well-designed search results page with AI-generated summary. Strong people search and profile page.	AI-based features and analytics have room to evolve further.
4 **7. Mobile & Frontline Support**	Multiple options to enrol frontline workers. Content can be targeted to different mobile audiences.	Limited built-in services in the app specifically targeted at frontline workers, apart from the chat function.
4.5 **8. Platform Management**	Comprehensive, well-structured admin 'Control Panel'. Flexible options for branding, including sub-brands.	Wide range of tools and settings, meaning a considerable learning curve for admins.



Interact includes an extensive range of attractive widgets, as illustrated on this homepage example.

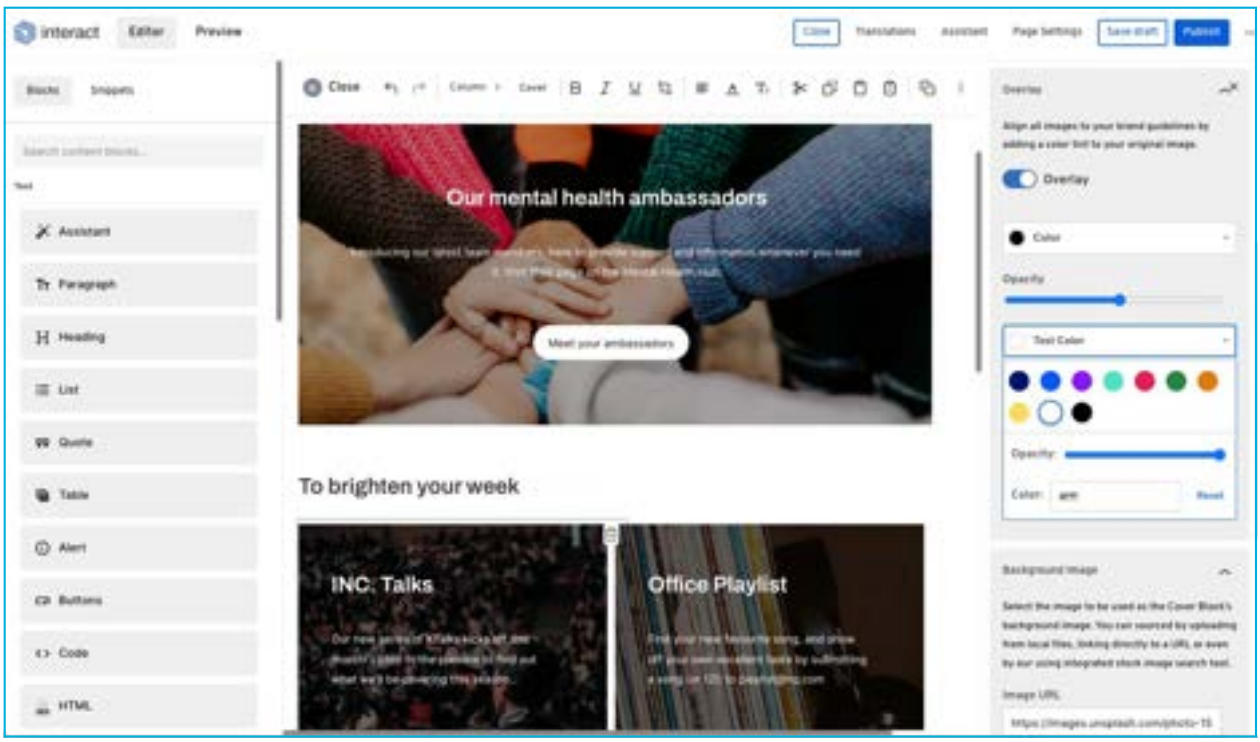
Interact is a visually appealing and highly configurable product. An extensive range of widgets are available to build attractive pages with targeted and personalised content. The user interface has a few subtle touches that we particularly like, such as a progress indicator on each page to show how far the reader has scrolled down. Some areas of the product, such as the Block Editor for content creation (see Scenario 2), come with a guided tour feature; it would be useful to extend this to other parts of the product.

Target audiences can be brought across from external systems, such as Entra ID, and managed through a model of dynamic 'personas'. These are created by applying Boolean logic to rules based on employee profile information such as department, location and hire date. Targeting based on geofencing is also supported, making it possible to target people physically present on a particular site. Additionally, employees can subscribe to 'Topics' to personalise the content that they receive, for instance in their activity feed.

Notifications are particularly well handled; all notifications are found under a bell icon in the top menu, including those coming from integrated third-party systems (see Scenario 4). New notifications are coloured, with mandatory reads highlighted in red. Employees have full control over the type of notifications they want to receive through detailed settings.

Multilingual support is strong, with a smart combination of manual and automated translation. During the content creation process, authors may add pages in different languages and use Azure translation services to create a draft which can then be edited and approved by a native speaker. There are no workflows in place however to notify translators if the original text has been updated. Community posts and comments are machine translatable on-the-fly, while the user interface is available in more than 100 languages.

Videos and podcasts are easy to embed on any page. They are stored in a lightweight digital asset management tool, allowing multimedia content to be categorised, searched and manipulated. These are useful features, but we think there is room for improvement, which is echoed by customer feedback in the 'Voice of the Customer' section. Interact say that further enhancements are on the product roadmap.



'Block Editor' makes it easy to build attractive layouts by dragging and dropping blocks from the left-hand column into the page, and then configuring them in a right-hand panel.

A range of powerful features are available to internal communicators and news editors, making this scenario an area of strength for Interact. Publishers create news articles using a rich 'Block Editor' tool where they drop blocks of content onto a page, then drag to reorder. Templates are available to start from, and there is a guided tour for new publishers so they can familiarise themselves with the extensive features. Overall, we found the Block Editor publishing experience rich in functionality and yet intuitive to use, with several powerful features that deserve to be highlighted.

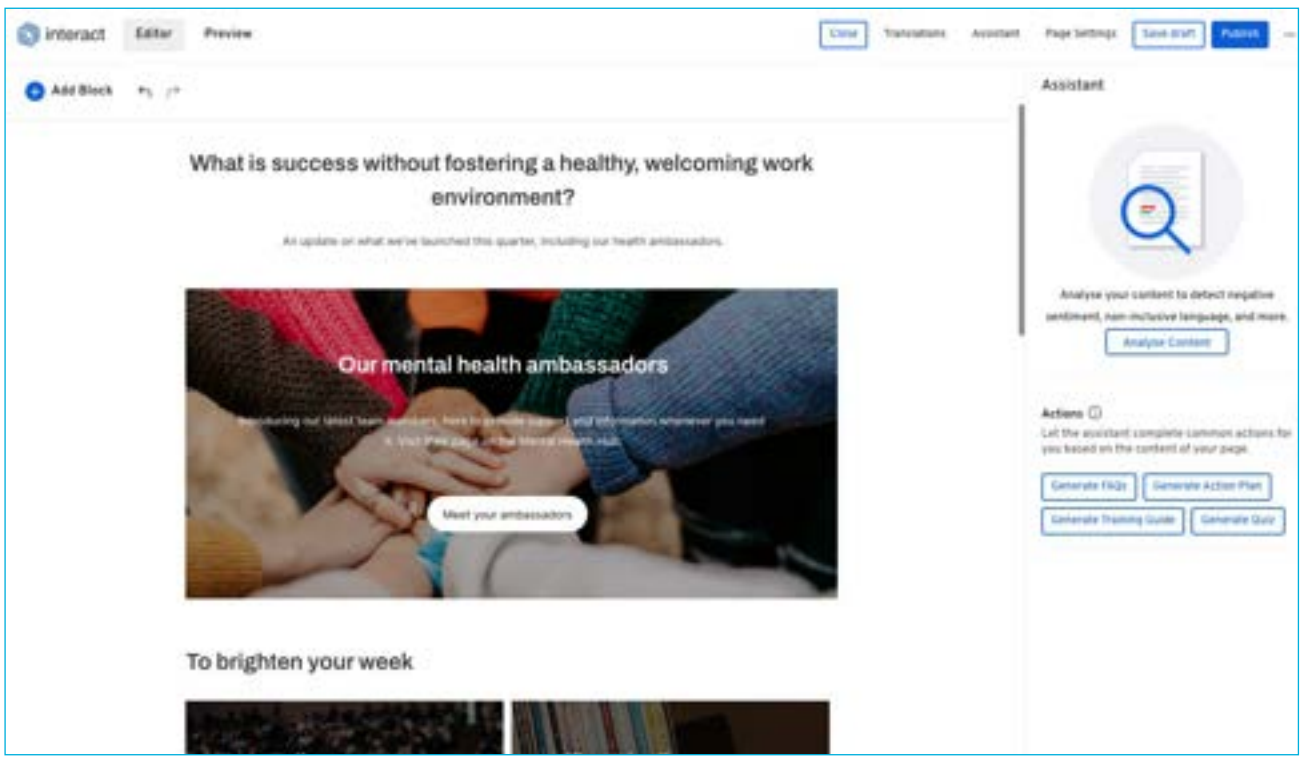
Blocks on a page can be grouped together in 'Snippets' and then saved for future reuse, which will save content creators time and effort. There is an option to generate a temporary link to the draft content, so that people with no authoring role in Interact can view or approve the page. A useful feature that we haven't seen in other products is the possibility to assign 'Contributors' to an article. Contributors will be notified, just like the author, when the content is coming up for review, or when feedback is given on the page (see Scenario 3). We can see how this will help authors find the right experts to keep content up to date.

Several AI-powered features enhance the news creation process. Interact uses Microsoft's Azure OpenAI service to embed a helpful assistant behind a 'magic wand' icon or accessed via a button in the top-level menu bar. A text assistant is available to review and improve existing text or to create new content, while other functionality detects negative sentiment, non-inclusive language, or accessibility issues. We particularly like the powerful features to automatically create an FAQ, a training guide or a quiz based on the content on a page. We can see how these capabilities bring value, especially if they were extended to cover multiple articles from a campaign, or a set of documents within a library.

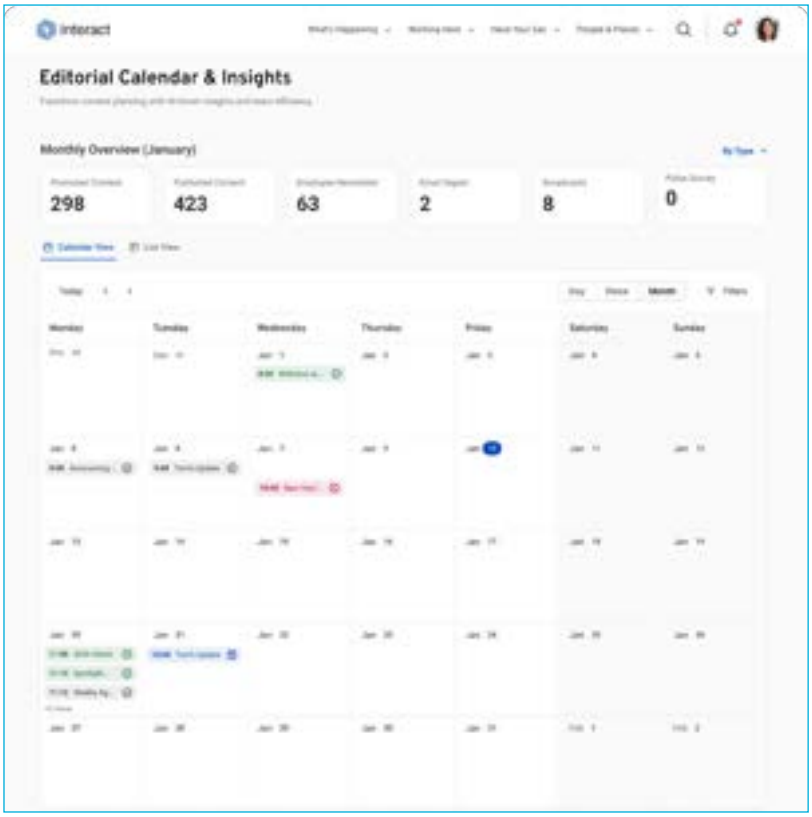
As part of the content creation process, publication dates and times are set, along with expiry and review dates. Additional metadata such as a specific Topic can be applied to group different articles together into a 'Campaign'. However, we found the Campaign functionality more limited than in other products in this report. Approval workflows are available, including for the approval of translated versions of an article (see Scenario 1).

There is a well-designed editorial calendar, which has been improved since our last review. Editors can see all scheduled, live, and expired content, with filters available to drill down on specific types of content. Behind the scenes, AI is used to detect days that look particularly busy, as well as days that show high engagement rates. This will be a useful feature for internal communicators planning their next news story. A further improvement would be a feature to manually block out certain dates for news publication, for instance when there is an important company event.

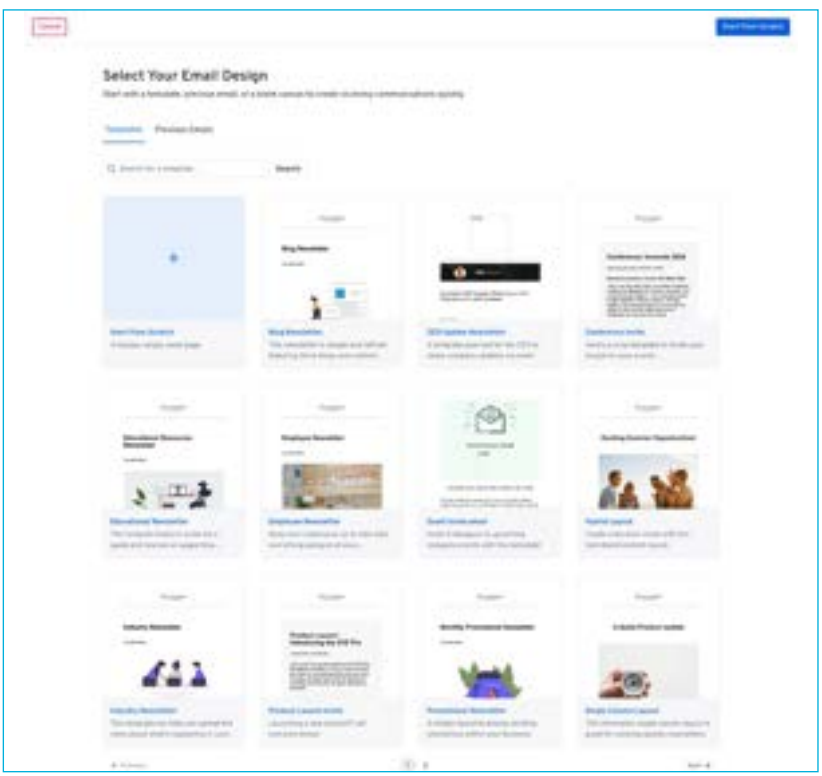
Interact includes a powerful module for creating email communications and newsletters, based on the same Block Editor found elsewhere in the product. There is extensive functionality to build the layout, either from scratch or from a broad choice of templates. Setting up target audiences is handled through the same mechanisms described in Scenario 1. We like the AI feature that will recommend an improved email subject line, particularly where it doesn't appear to reflect the email content. Analytics are available for open rates and click-through rates, and these can be drilled down by department or location. Overall, we found the functionality comprehensive and similar to dedicated email tools such as Mailchimp.



An AI assistant can create an FAQ, a training guide, or a quiz from the content of a page. It also detects non-inclusive language and negative sentiment.



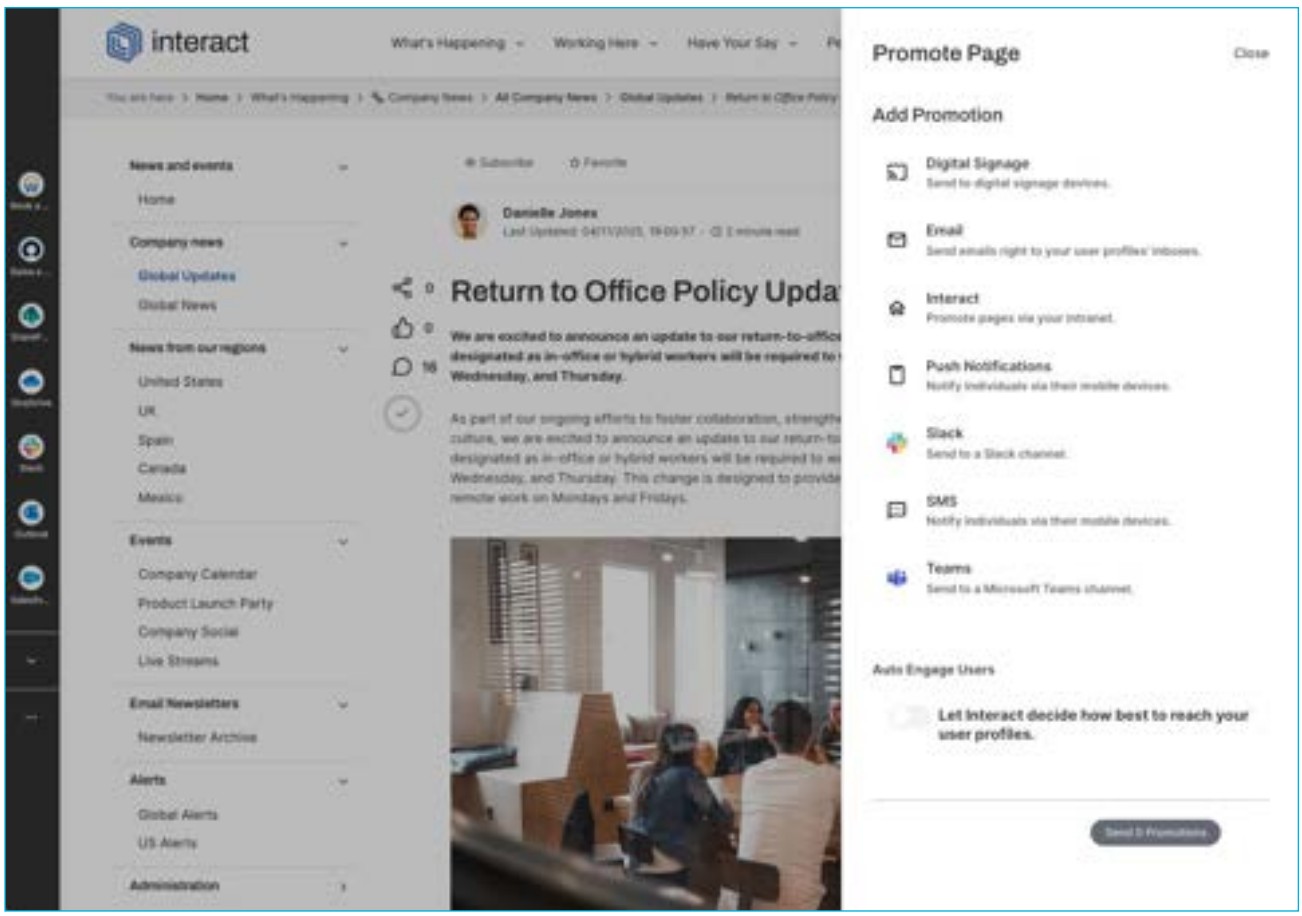
A well-designed editorial calendar shows scheduled, live and expired content, with filters to drill down.



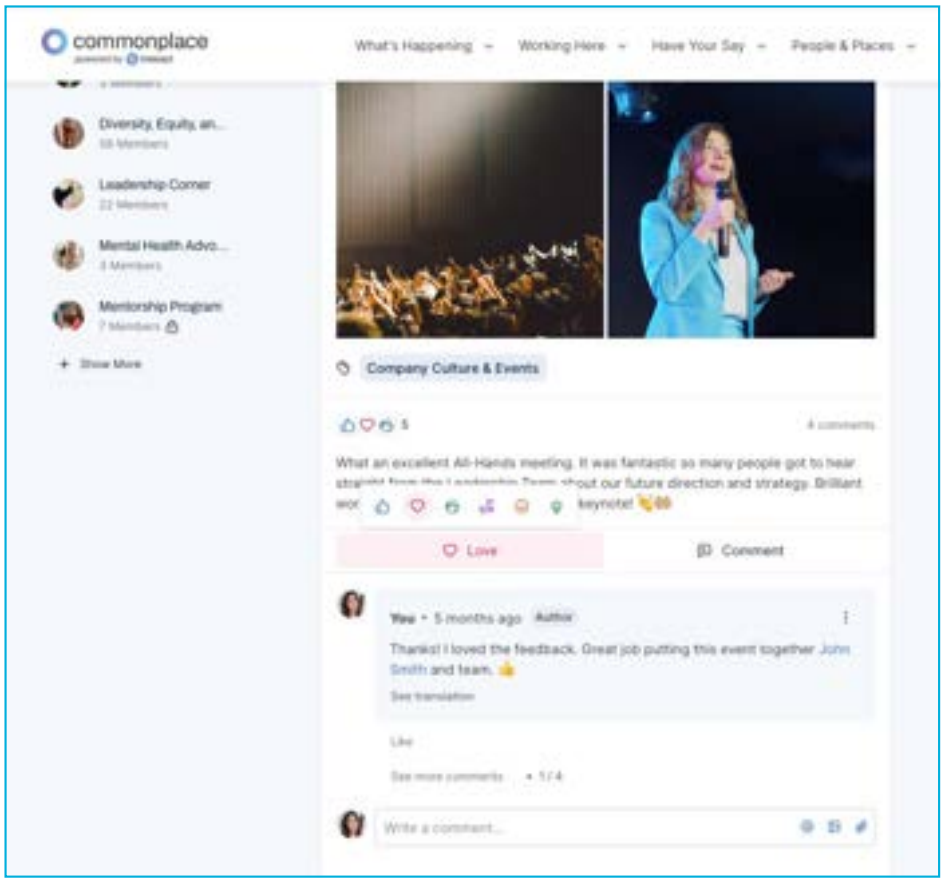
Email communications are built either from scratch or from a rich choice of templates and previous emails.

Other options for multichannel publishing are available, for instance into Teams or Slack channels, or via SMS. Digital signage is supported through the creation of different 'Channels', for instance 'UK warehouse', which allow content creators to push appropriately curated and formatted content to these Channels. Finally, an employee advocacy feature includes extensive reports to track most shared articles, shares and click-throughs by Channel, and strongest advocates by department and location.

Extensive analytics reports are built into the product at various levels. Analytics about a single page are available to anyone who has content authoring rights; more about this in Scenario 5. At the level of a department site or content area, such as all news articles, content analytics are available to analyse which pages are the most popular over time, and there are filters to drill down by sub-department or location. This is useful for internal comms professionals to analyse the success of their news stories, but we'd like to see additional features such as analytics surrounding Campaigns.



News and other content can be shared and reused in many ways, such as through Teams or Slack, or on digital signage screens.



Activity feeds feature in Community spaces and allow people to react to content to express how they feel.

Interact offers a rich set of built-in community and engagement features. Collaboration takes place in 'Communities' which are either open, private (approval needed) or hidden (invitation only). These contain documents, calendars and a feed specific for the Community, where members can post and colleagues react. Community managers are well served with detailed reporting, such as which employees contribute the most. There is also a useful 'peak engagement times' heatmap that collates information based on the individuals' local time zones.

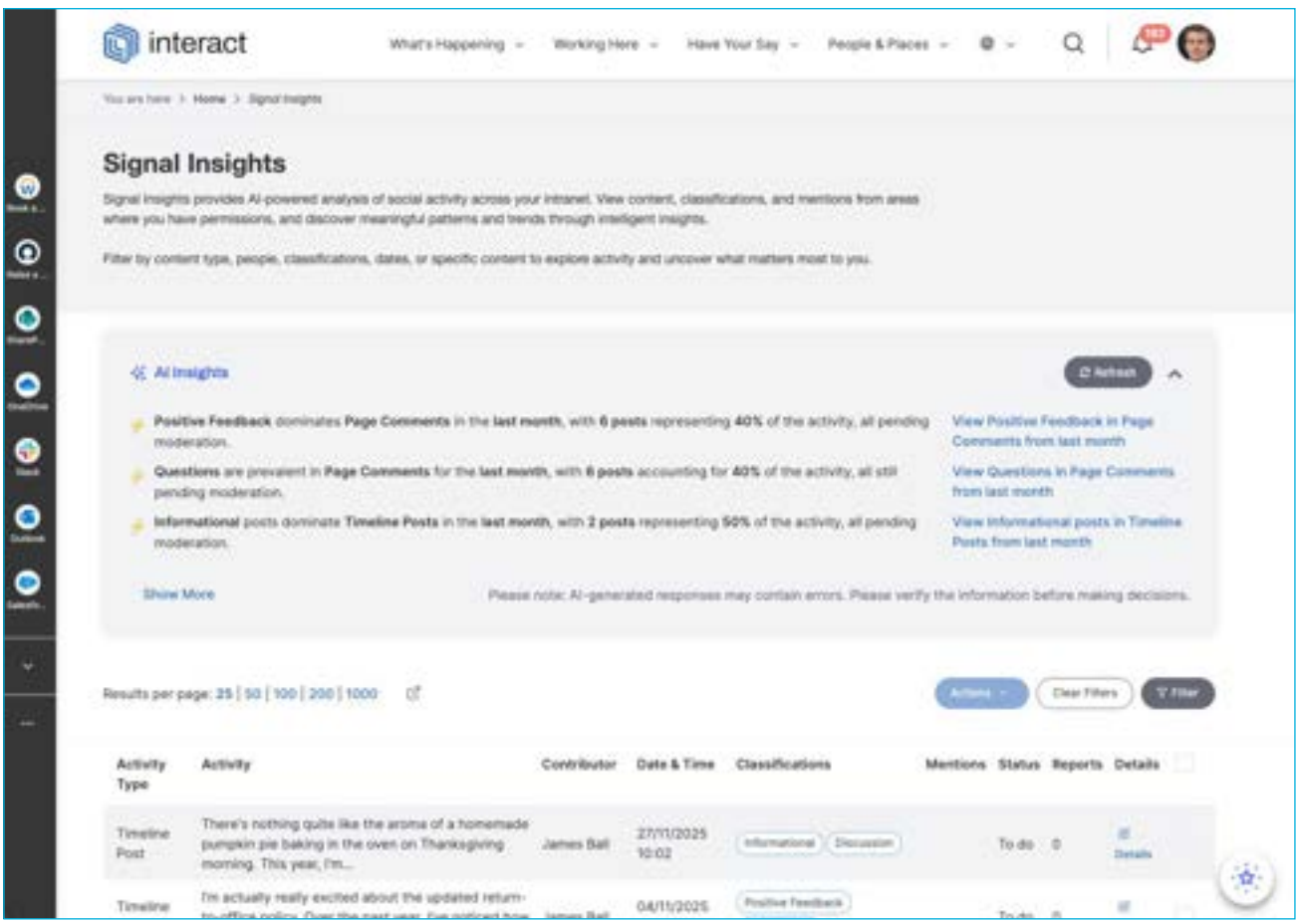
Discussions around various topics are well supported through 'Forums'. Employees can ask questions and colleagues provide answers, with a possibility to upvote and to select a best answer. Blogs are another way to share opinions and best practices; Interact's implementation is simple but effective, although the editor tool for creating blog posts could be improved.

Structured idea management is offered through an integration with Sideways 6, which is a separate product owned by Interact and included in the pricing provided. The functionality is spread over both products though, which is not ideal; ideation campaigns are set up by admins in Sideways 6 and then surfaced to employees within Interact. Employees can contribute their ideas and like, comment and upvote others. The best ideas are progressed through Sideways 6 for senior leaders to select for implementation.

Social reactions are available throughout the product and work especially well within the attractive activity feed. There is a broad range of reactions available in the feed, but this is limited to basic 'likes' on other content at present.

The product includes comprehensive AI-powered functionality for moderation of social content. Admins create classifications such as 'compliance issue' which are then automatically applied by an AI agent to relevant posts and reported in a 'Signal Insights' dashboard. Additional AI agents can be set up for proactive reporting; we particularly like the 'Teams Insights' agent that will send team leaders regular summary reports of social activities by the members of their team. This is a great way for busy managers to keep abreast of what's going on, especially because the reports can be tailored to highlight specific areas of interest such as positive (or negative) sentiments.

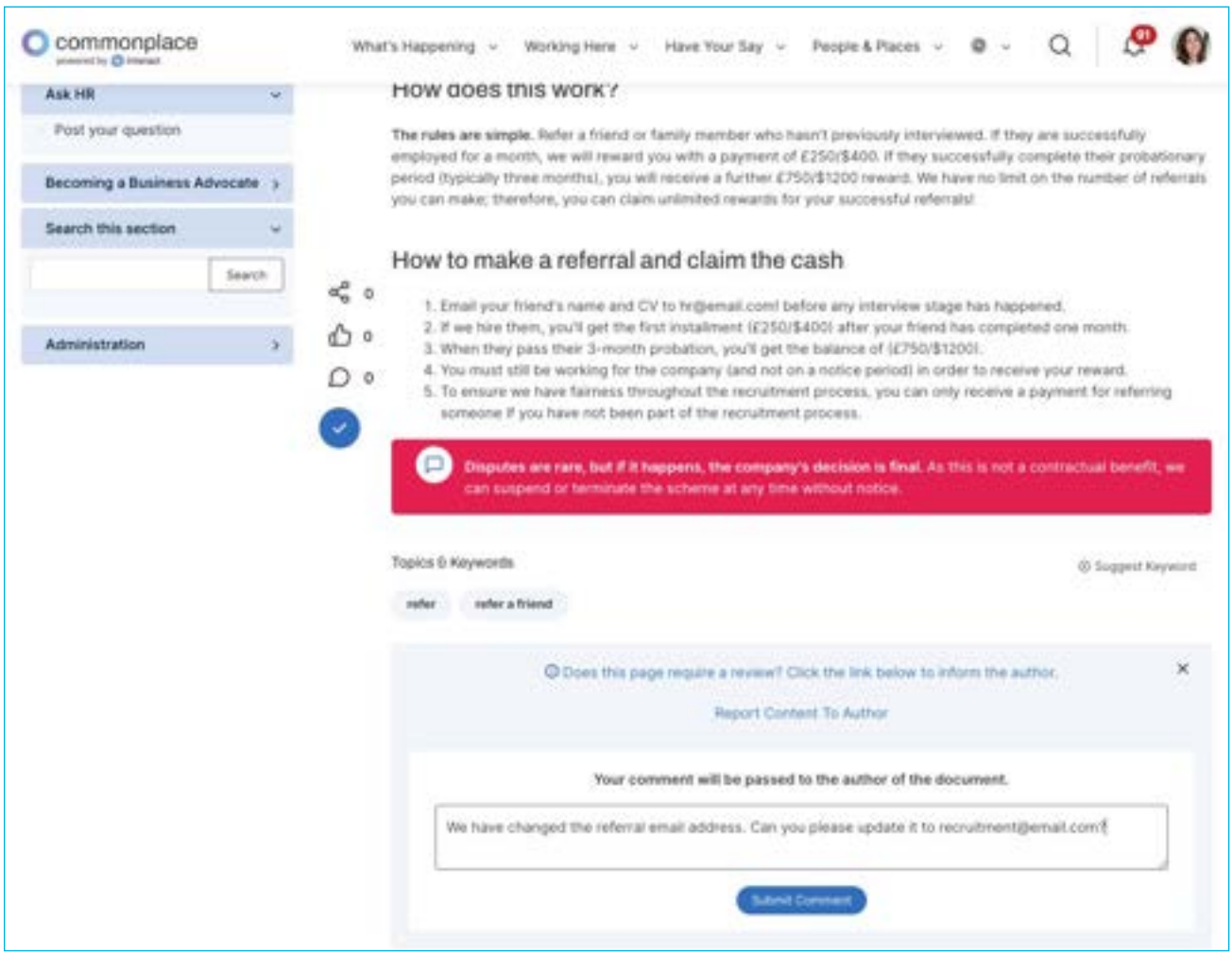
There are several options for requesting and giving feedback. Each content page has a field at the bottom to report the content to the author, for instance if something on the page is out of date. Quick polls are easily added to widgets or pages, and more in-depth surveys can be created. The product includes a rich survey building tool to set up the questions, manage the target audience and analyse the results. Presentation of the results is attractive, using bar charts where relevant. There is also sentiment analysis on questions that have free-format answers, but this is currently not integrated with the 'Signal Insights' dashboard for social content; Interact say that this is on their product roadmap.



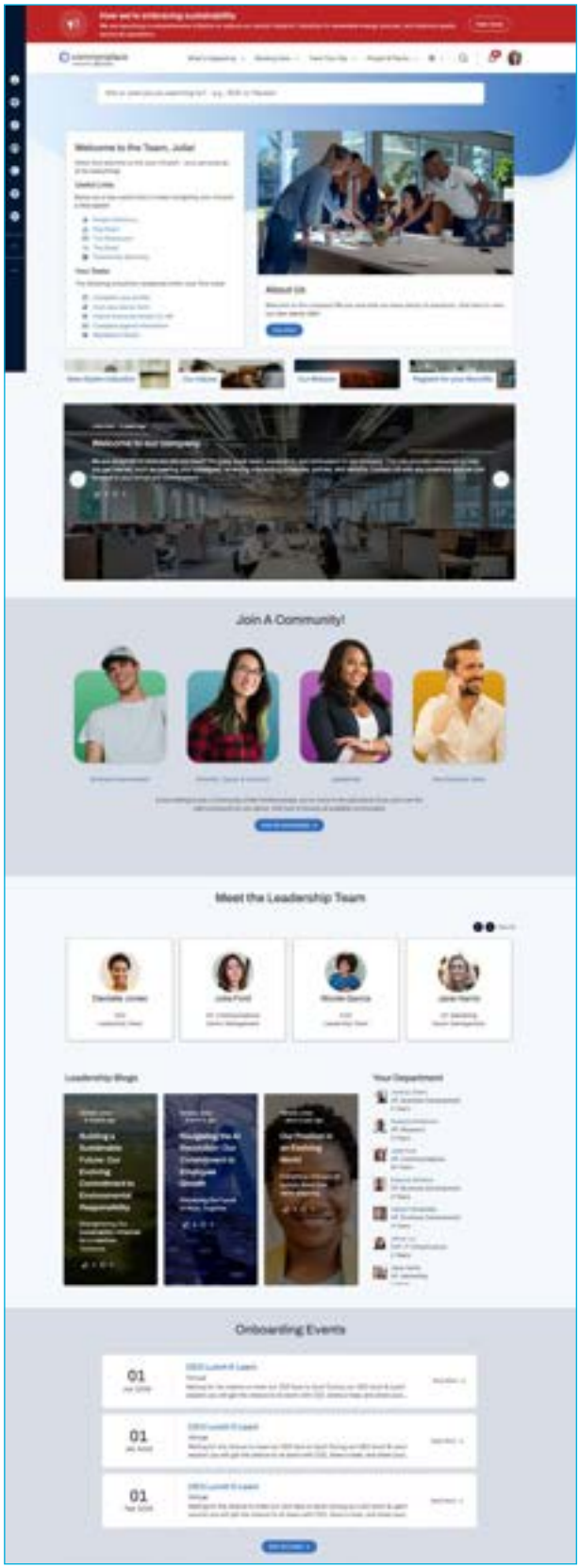
. ***The 'Signal Insights' dashboard provides an AI-powered analysis of all social activity.***

We like the gamification features within Interact; users have a configurable number of points to give colleagues as recognition by clicking a simple 'Give' button in their profile page. This will open a dialogue window where the recipient and the number of points is selected, as well as a reason for giving the praise. The recognition will appear in the overall activity feed, and points can be set up to match real value for employees to redeem against prizes. Badges visualise the type of recognition people have received and are shown on profile pages.

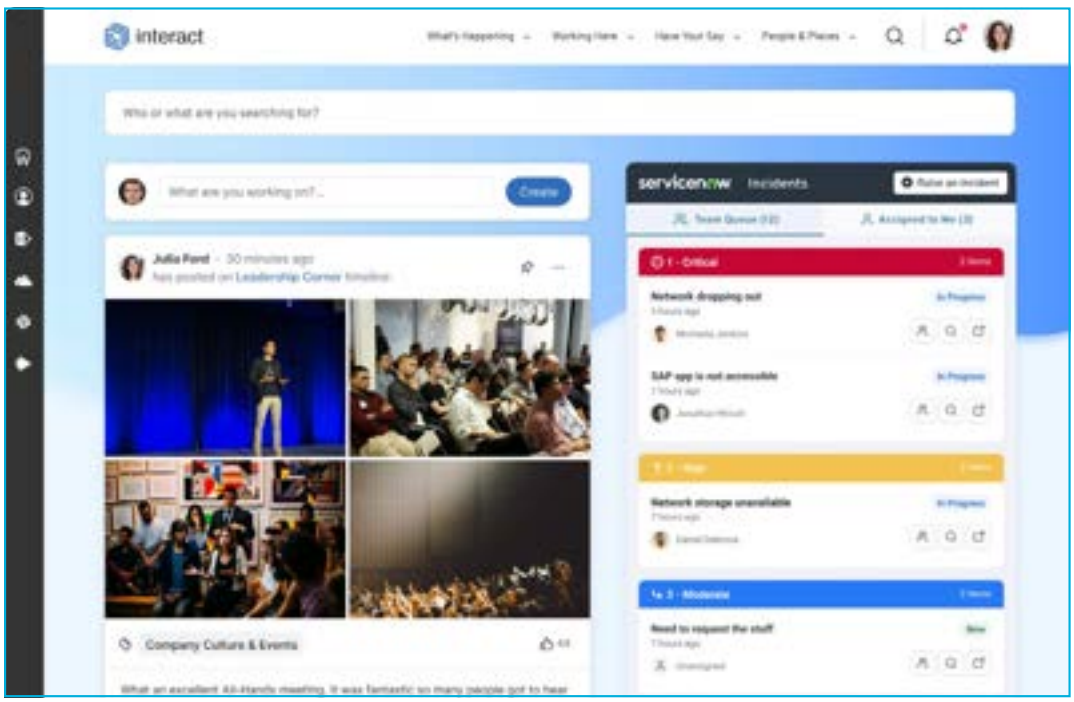
Overall, there is significant breadth and depth in the features on offer, and we particularly like the AI features for moderation and reporting. Newcomers are supported through a well-designed onboarding homepage where relevant content is grouped. There is no dedicated functionality targeted at onboarding or other employee lifecycle touchpoints such as training or performance management, but the product's features can be combined to support various use cases. For instance, a customised homepage can be used to welcome new starters and bundle all the information they need to get going. There is also a simple but attractive classified ads application, where employees can post articles for sale and their colleagues can search and use filters to find items of interest.



At the bottom of each content page, employees can leave a message for the content author to notify them if something is out of date.



A dedicated onboarding homepage for newcomers can be designed to welcomes new starters and bundles all the information they need.



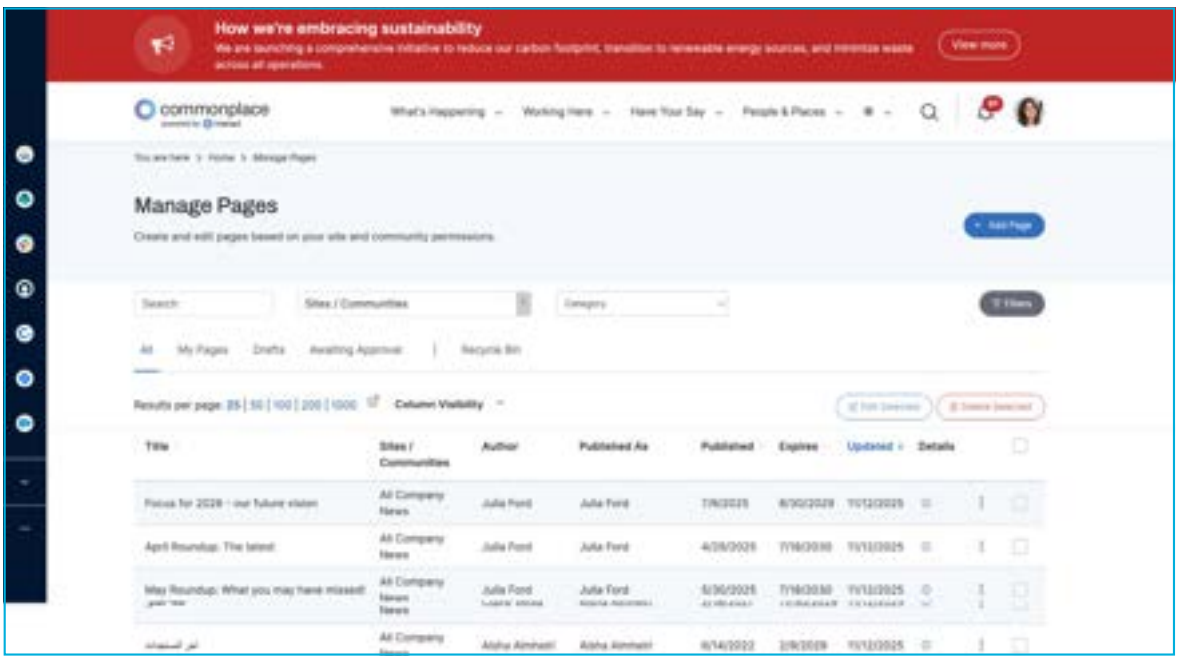
ServiceNow is integrated through a widget that shows the latest status of incidents. There is also an option to create a new incident.

Interact's primary approach to integration is to pull content from various applications into widgets, where users interact with the content. These widgets are grouped into a marketplace and are easily accessible for administrators to add to pages. Simple examples include a Google Calendar or a task list from Outlook, but there are also integrations available with business applications, such as Salesforce. The ServiceNow integration is comprehensive; users can create tickets and view the latest status of incidents, although clicking on the case will take a user out of the intranet. There is also an option to develop custom widgets; see Scenario 8 for more. Note that these widgets are primarily designed for a web interface, they are also available within the mobile app but are more cumbersome to use than on desktop.

Links to key systems can be added to the app launcher, which is highly flexible. Admins can target applications to specific audiences, and end users have control over which applications to display from the available list. Notifications from external systems, such as Concur and Workday, feed seamlessly into Interact's notification bell. Interact also offers the opportunity for developers to create custom integrations through a documented API and a developer support site.

Interact offers a good range of Microsoft 365 integrations. SharePoint libraries and OneDrive folders can be synchronised, making their content available for rendering within an Interact page. SharePoint news, however, cannot be brought across into Interact, but SharePoint and OneDrive content can be integrated into search results (see Scenario 6).

Integration with MS Teams is handled well. There is a widget to display a feed of latest activities in a Teams channel. A Teams chat can be started from the people profile, and links to intranet content posted into channels. A complete Interact intranet can be added as an app into Teams. There is also a useful Viva Engage widget to bring an activity stream into Interact; this can replace Interact's native feed for organisations that are heavy Viva Engage users. Other products in the Viva suite, such as Viva Amplify, are not integrated, but there is a powerful integration to make Interact's content searchable from within Copilot; see Scenario 6 for more.



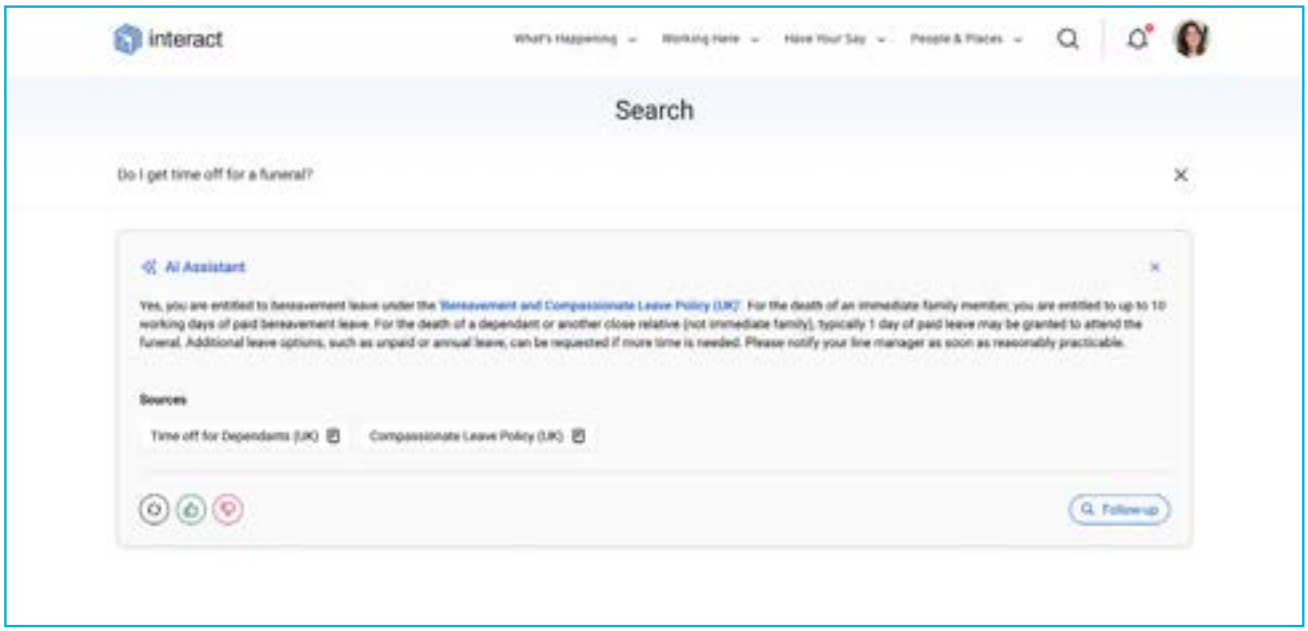
The 'Manage Pages' overview is where content owners manage the life cycle of all the content they are responsible for.

There are several ways in which information finding is facilitated within Interact. Templates for setting up an employee handbook area or an A-Z list of policies structure content logically, although they are less sophisticated than in other products in this report. There is a rich system of tagging and classification of content, with good control by admins over its usage. Some tags can be forced automatically, for instance in a HR policy template, while others are suggested by an AI during the content creation process. As there are many features and approaches to consider, careful planning will be needed to make the most out of the available functionality.

Operational and urgent communications are handled well through 'Broadcasts'. These are simple messages created outside of the Block Editor, but use the same audience targeting. Broadcasts are pushed out as a banner or a blocking notification window within the intranet, via email, push notification or SMS. They can include a link to a page with more information, and there is a tracking feature to ask employees to acknowledge the message.

Content life cycle is managed through publication, expiry and review dates. Publishers find all content they have permissions for in a comprehensive 'Manage Pages' overview. Content pages are shown as a list, and for each item there is information available such as publication date. There is a filter to show inactive content, and anything due to expire also generates notifications to authors. Helpfully, editors can bulk edit content via this table, such as substituting authors or changing review dates.

Analytics about a page are available to anyone who has content authoring rights on that page. There is a wealth of information available about how and when people have accessed the content. We particularly like the insights about the path that users have followed to arrive at the page. At the level of a departmental site, content analytics are available about which pages are the most popular over time, and there are filters to drill down by sub-company, department or location. In general, analytics work well and are comprehensive, but we believe this is an area where AI could be applied to make the experience even stronger, for instance by generating intelligent insights and recommendations.



The list of search results is preceded by an AI-generated summary, with an option for the employee to give feedback and to ask follow-up questions.

Interact's search experience, branded as Workplace Search, is packed with features and works well overall. There is a single type-ahead search box across the whole site. All content within the site is indexed, and results are displayed with thumbnails on an attractive search results page. This is complemented with an AI-generated answer that sits prominently at the top of the page, along with associated sources. Interact says the AI search understands the user's context, such as location and preferred language, and will tailor results accordingly. An employee's permission levels are also respected when creating a reply, so non-authorised sources won't be used. Employees can click on a button to ask follow-up questions; this will open a chat window where the conversation continues.

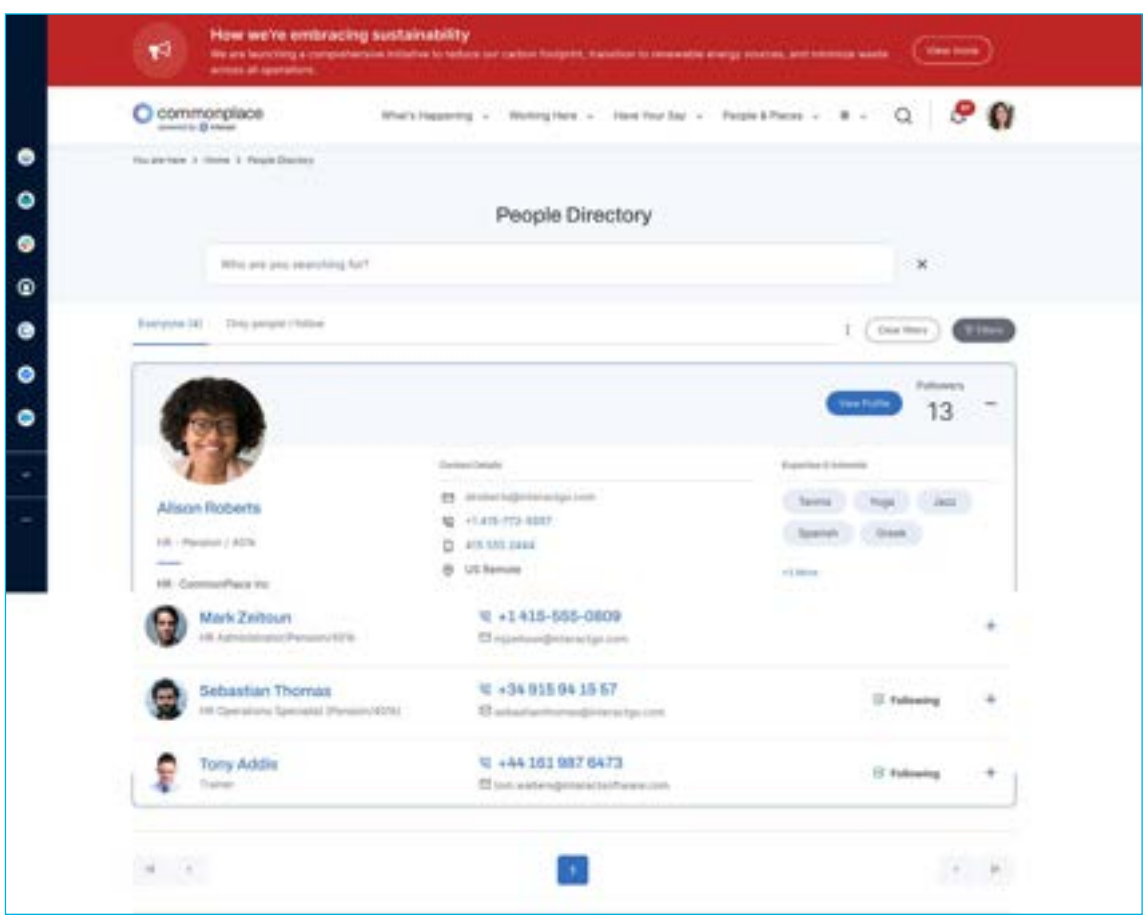
On the search results page, filters are available on the right-hand side and will only appear where there are relevant results. They cover a range of metadata such as author, topic and classification, and also include people profile fields to show first aiders, fire marshals or any other field that captures a specific qualification. We particularly like the feature whereby content creators can mark images, video or a document on their page to be highlighted within the search results. They appear just under the main title on the search results page, and when clicked, bring the user directly to the image or video within the page.

'Best Bets' are Interact's version of promoted results, which highlight preselected content when a search is performed. These are simple to maintain, even across multiple languages. We like the feature to include page summaries that help people tell the difference between similarly titled content in search results. The Block Editor (see Scenario 2) automatically generates these page summaries for publishers who are unsure what to write. Users can provide feedback when they don't find what they are looking for, and there is also a useful option for users to suggest keywords for a particular page; this will help their colleagues find the page more easily in the future.

Workplace Search offers federated search results by integrating with a range of different content repositories. SharePoint, Google Drive, and knowledge bases in ServiceNow are supported out of the box, while custom connectors can be created to integrate with other sources. Search results from these different areas are presented in a single list, rather than under separate tabs. The source of each search result is clearly indicated though, and the filters on the right-hand side let employees narrow down based on metadata or on content source.

Interact also offers a powerful integration with Microsoft Copilot. Employees can use the Copilot chat interface to ask questions, and Copilot will include relevant content from Interact to create its response. This feature will be of interest to organisations that have invested in Copilot and rolled it out to a large number of employees.

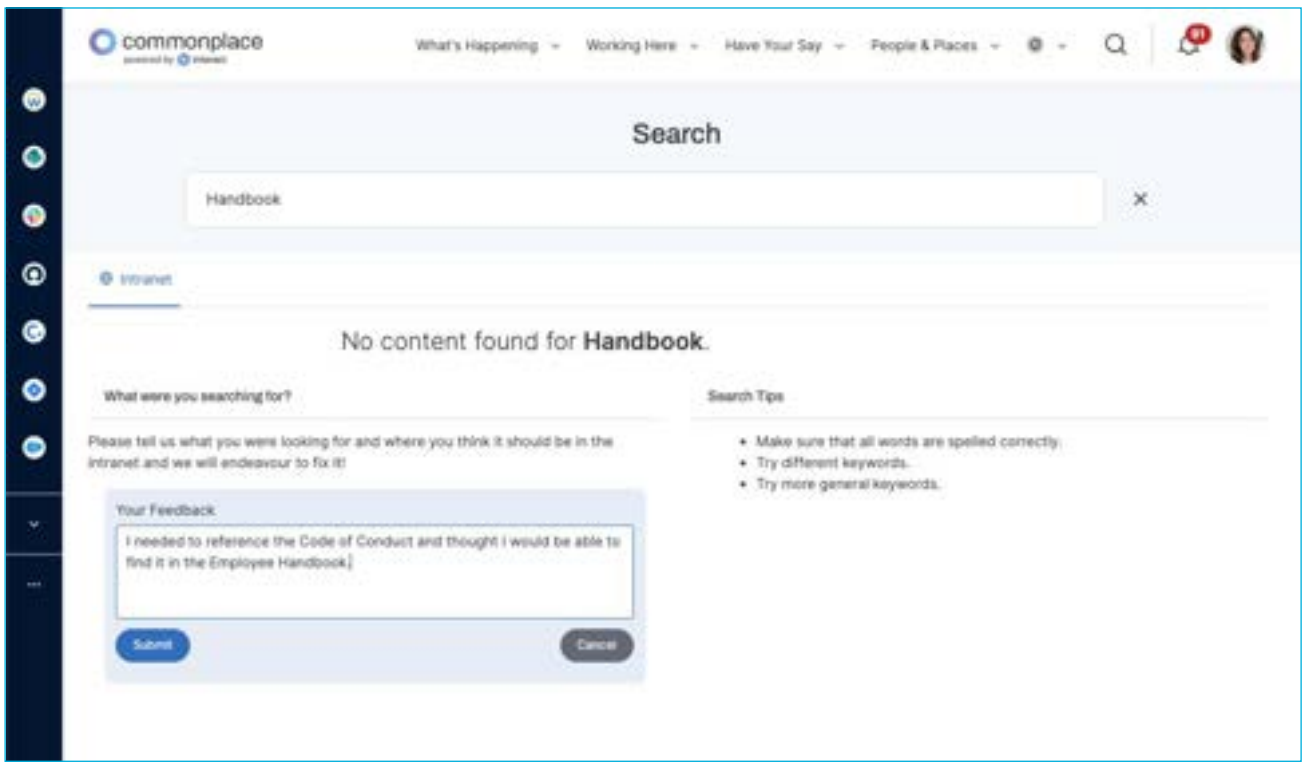
The people directory offers rich profiles and extensive search capabilities. Employees can find colleagues either through the main search, or via a dedicated search within the people directory. Search results are presented in an attractive layout, with the option to expand a person's profile into a card. There aren't any variant suggestions (Jon / John), although Interact says this will be available soon and users can be searched by and filtered based on information provided in their profile. Profiles are extensive and they can be fed with information coming from various systems of record such as an LMS system to include training and certificates. Profile pages are presented in an attractive layout and show someone's personal pronouns and badges among other information. There is also a view that shows an employee's manager, peers and direct reports, and an option to expand into a full tree-structured org chart.



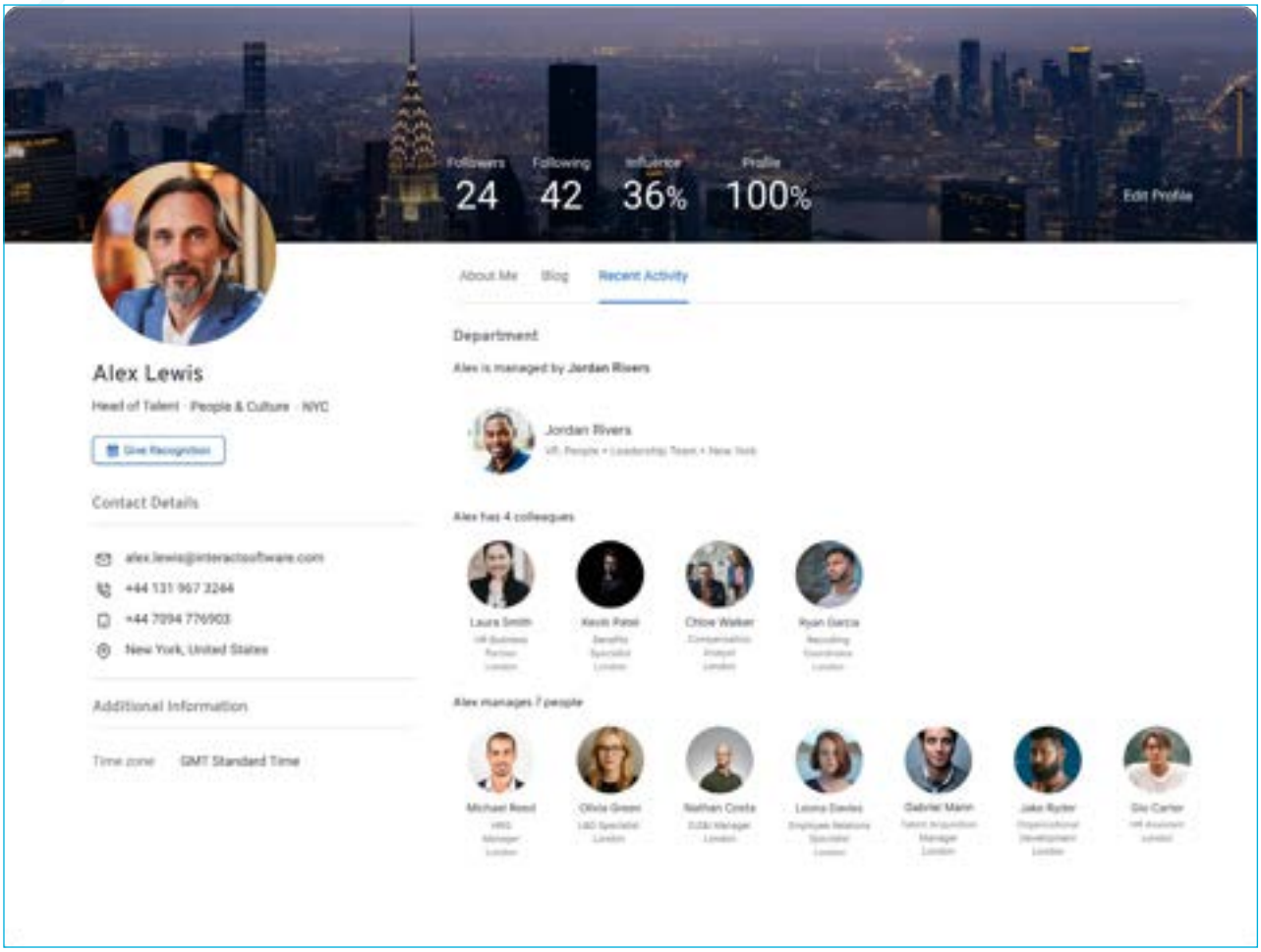
The dedicated people search presents results in an attractive layout, with an option to open a card view.

Admins are able to fine-tune the search experience, including the AI-powered functionality. For instance, the ranking of search results based on relevance can be adjusted, to give certain content types more importance, or to give more weight to specific metadata. Search analytics is comprehensive; it includes data on popular search terms, pages without keywords, Best Bet performance and searches with zero results. User-reported 'failure to find' results and suggested keywords for a page are also available here for an admin to review. How people arrive at a page is also tracked, which includes AI search results as a source. Other AI-related search analytics, for instance about the sources used to generate a search summary, are not yet available, but Interact says that these are on the roadmap.

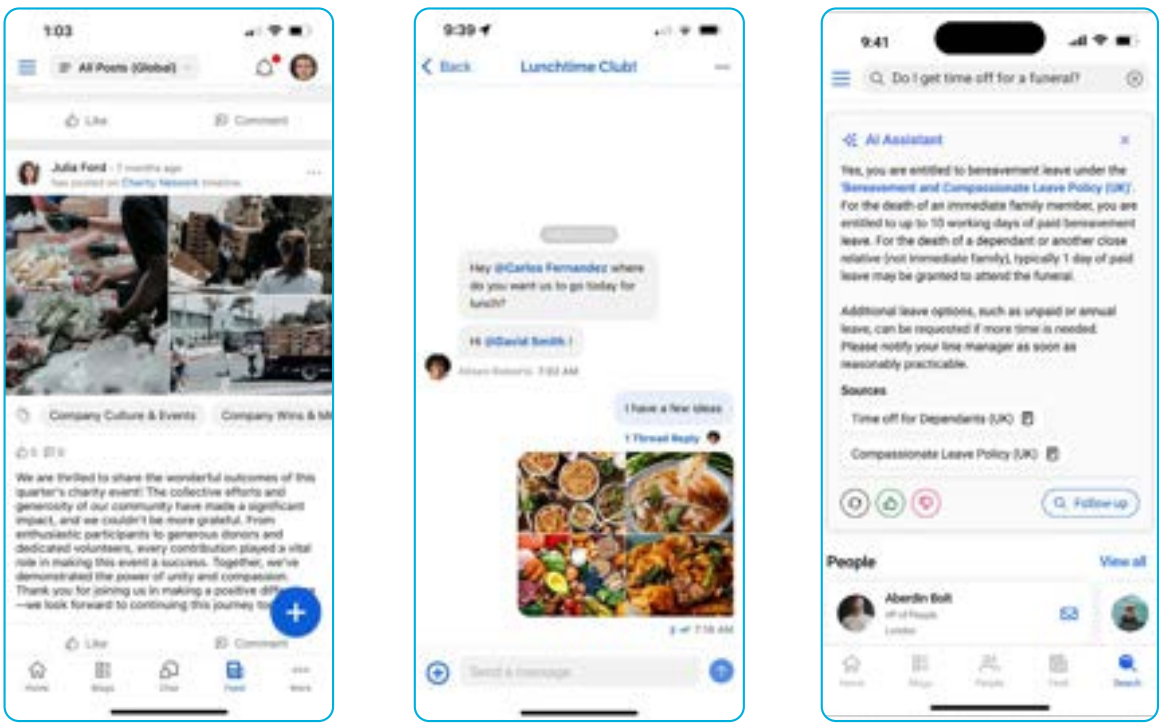
Overall, Interact's two-pronged approach of combining classic search with semantic AI-powered features works very well. The functionality is comprehensive, and the AI capabilities are a powerful addition that Interact can further evolve to make the search experience top-notch.



. ***Employees can provide feedback if the search returns no results.***



Example of a detailed profile page, including manager, peers and direct reports.



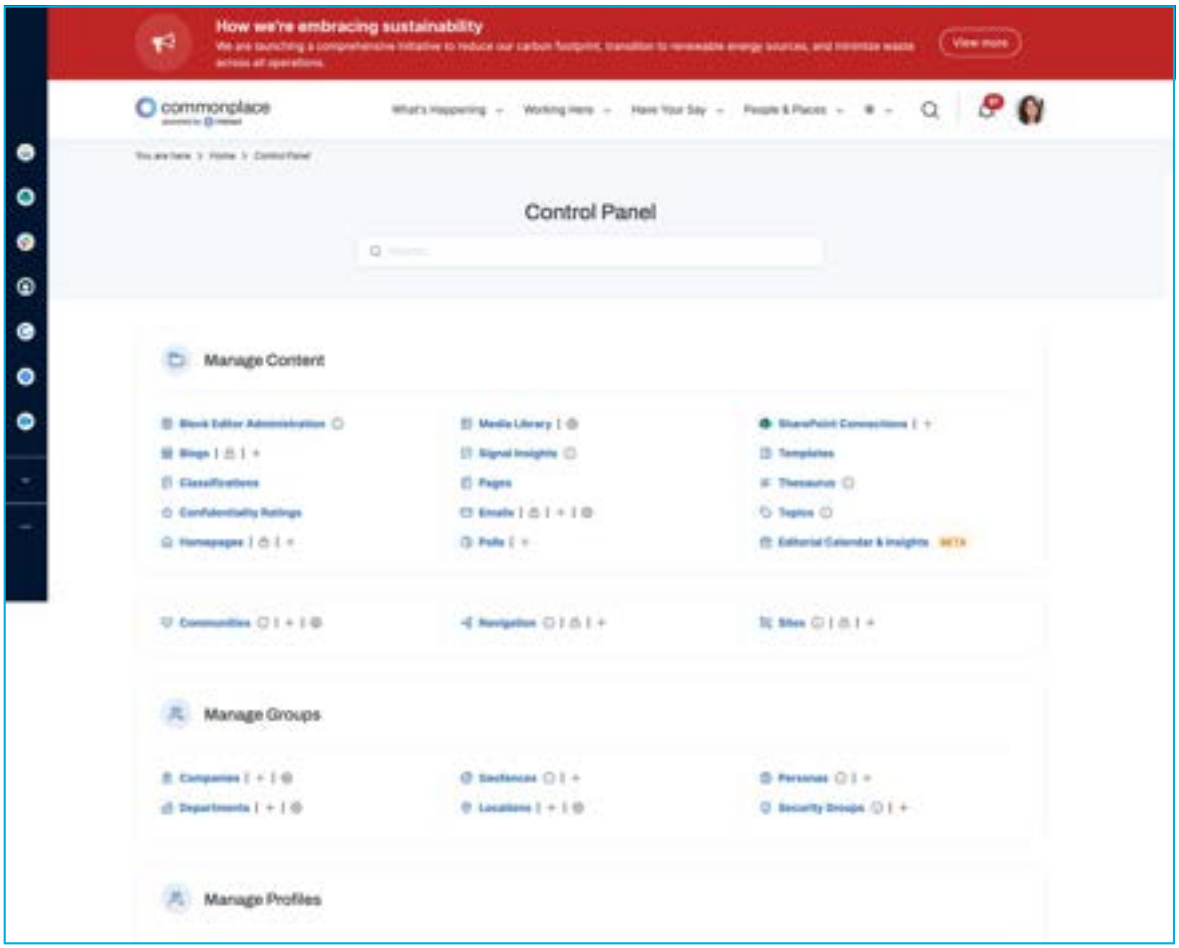
The activity feed, the built-in chat functionality, and the AI-enhanced search all work well within the mobile app.

Interact's standard features support mobile users and frontline workers well, and the overall experience is pleasantly contemporary. A generic version of the native app is available via the public app stores, while a branded app can be created at extra cost (but included in the price for this report) and then deployed through MDM. Different options exist to enrol mobile users, including those with only a personal email address. We also like the 'magic links' that can be sent out via email or SMS and contain a one-time token to get into the app without an initial password.

Once inside, the experience in the app is intuitive and consistent with the desktop. The primary navigation at the bottom has a 'Home' icon that can be replaced by the company logo. Other icons give access to blogs, the people directory, the feed and search. They can be reordered or removed, for instance if blogs are not used, but they cannot be swapped for others nor audience targeted. We found that all functionality from the desktop interface works equally well in the mobile app; in particular the activity feed feels very natural on mobile, similar to a Facebook feed.

Standard mobile features such as push notifications and camera access are used thoughtfully. There is also a well-designed and fully featured chat module within the mobile app (but not in the desktop version). Some integrations are more cumbersome to use, such as the ServiceNow widget, as they have been designed primarily for a web interface (see also Scenario 4). Content pages and reference material display well in the app, which is useful for employees needing mobile access to manuals and procedures.

Administration of the app is straightforward, as much of the settings are inherited from the web version of the product. All relevant settings are grouped in the 'Control Panel' (see Scenario 8). Zones and widgets on a page can be audience or device targeted, so mobile users can see a simplified experience. Admins will mainly have to consider how to setup the target audiences, and decide which content is relevant for them.



The Control Panel presents global admins with a well-structured list of functions, and a contextual search box at the top of the page.

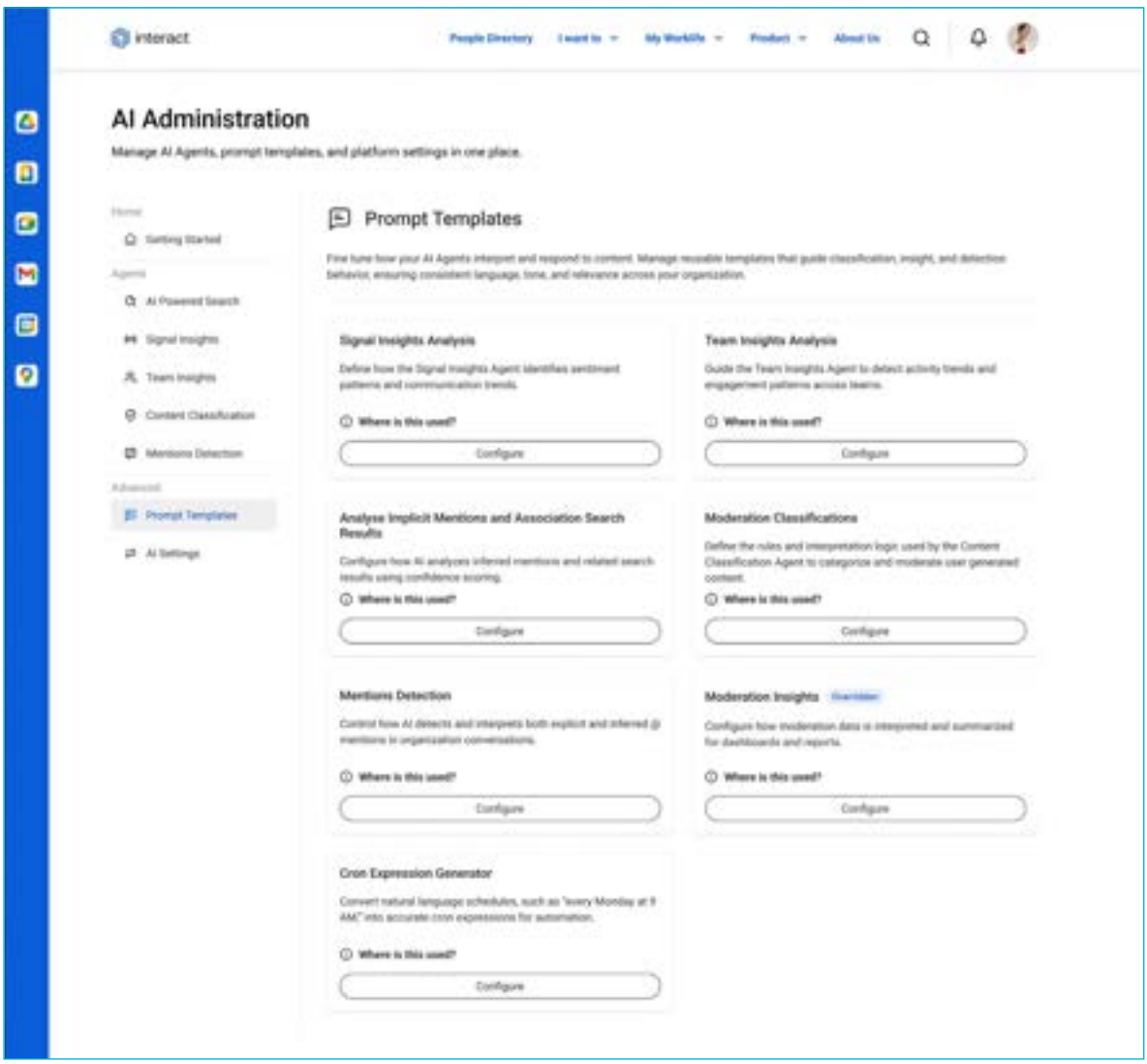
Site-wide management in Interact is built around a model of roles and permissions that is flexible enough to meet the needs of large and complex organisations. At the top level, one or more global admins have full control over the back end, where they will manage a wide range of platform settings from the 'Control Panel' page. Configuration options are logically grouped together, and we like the contextual search box that sits at the top of the page, helping admins to find a particular function. Tooltips are also available to explain some of the less obvious controls.

Interact has a decentralised management and publishing model; global admins can delegate responsibility for sites and communities to local admins, who will manage the permissions for editing and publishing in their areas. Local admins decide who will have standard user access, who will be an 'Author' and who will be an 'Approved Author', the latter able to create and publish content themselves and approve content created by regular Authors. There are no workflow processes to request a new site or a new Community, which would be a useful addition.

A recent addition to the Control Panel is an area for AI administration, with centralised management for all AI features. This includes setting up the content classification and moderation of user-generated content that is discussed in Scenario 3, but also the management of other AI agents and system-wide AI prompts. We found this area well-designed and structured in a way that is future-proof, as additional AI functionality will undoubtedly be added to the product.

Designing the homepage and landing pages is straightforward and intuitive. Pages are divided into horizontal zones, and each zone contains one or more widgets that can easily be dragged and dropped. Some zones can be 'restricted', meaning that they are audience targeted and only visible by a particular group or persona. This makes it possible to place country-specific content on a common page, or to add a content block with information only for managers.

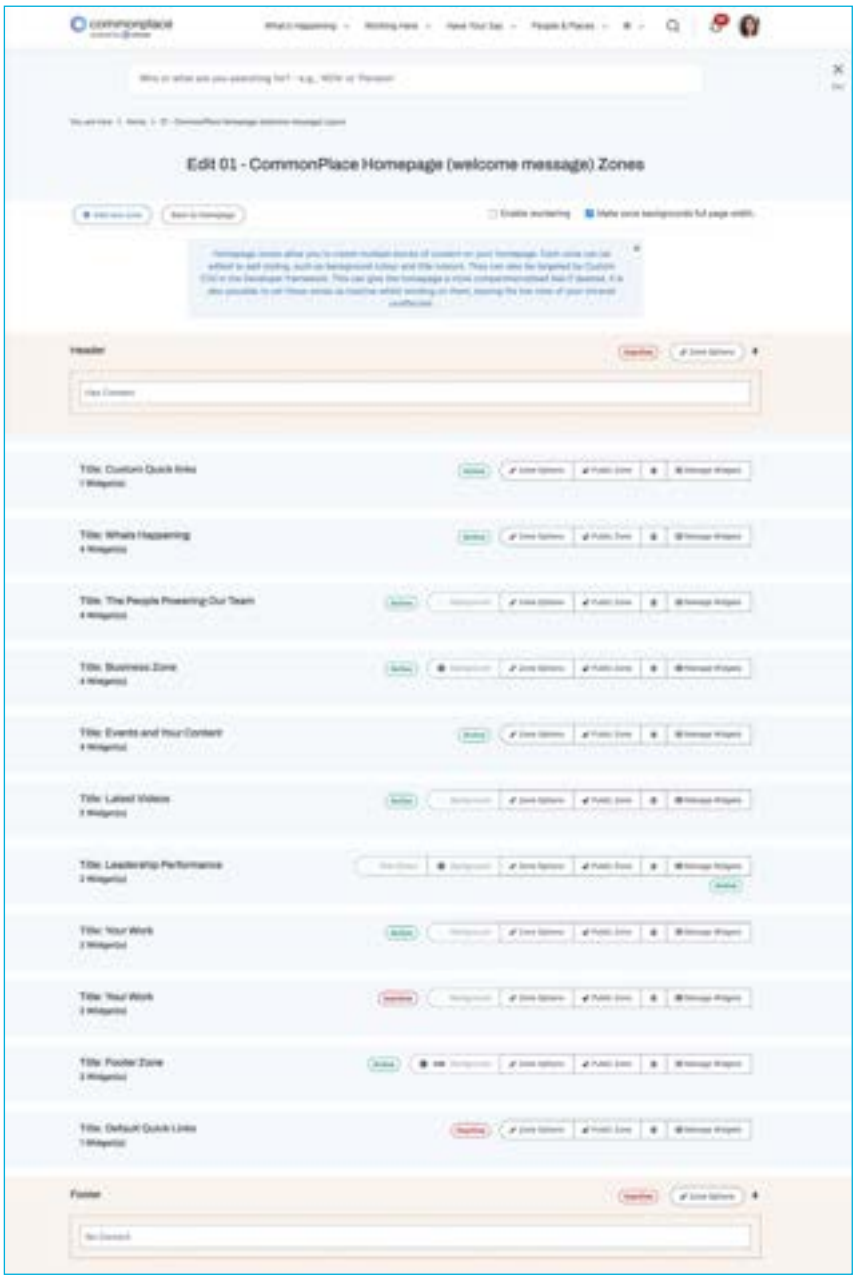
A wide range of highly configurable widgets are available to create engaging pages, and it's also possible to create custom widgets (called 'Custom Cards') using Interact's 'application development kit' (ADK). These Custom Cards are especially useful to display data coming from other systems outside of Interact. We were shown an example of a Custom Card that integrates with an external employee recognition platform such as Workhuman and displays content in the activity feed. Creating Custom Cards will require development skills, but Interact says that several of their clients have built these themselves using the available documentation and sample code.



Within the Control Panel, there is an area called 'AI Administration' where the management of all AI-related functionality is logically grouped.

Site navigation is provided by a top-level menu bar, which consists of simple menus or mega menus. These are easy to set up and manage in the 'Control Panel' area. Menu items can be preceded by a small icon, but bolder images to promote content directly in the menu are not included. A persistent app launcher on the left-hand side of the screen gives access to practical tools and integrated applications; see Scenario 4 for more.

Branding options are flexible and varied, making it possible to create attractive sites. There are some useful features to meet the needs of organisations that consist of multiple sub-brands. Within a single instance of Interact it's possible to set up multiple sub-companies and assign a different branding theme to each. Separate homepages for each brand can be created, or audience targeting used within a single home page to display different content for each business.

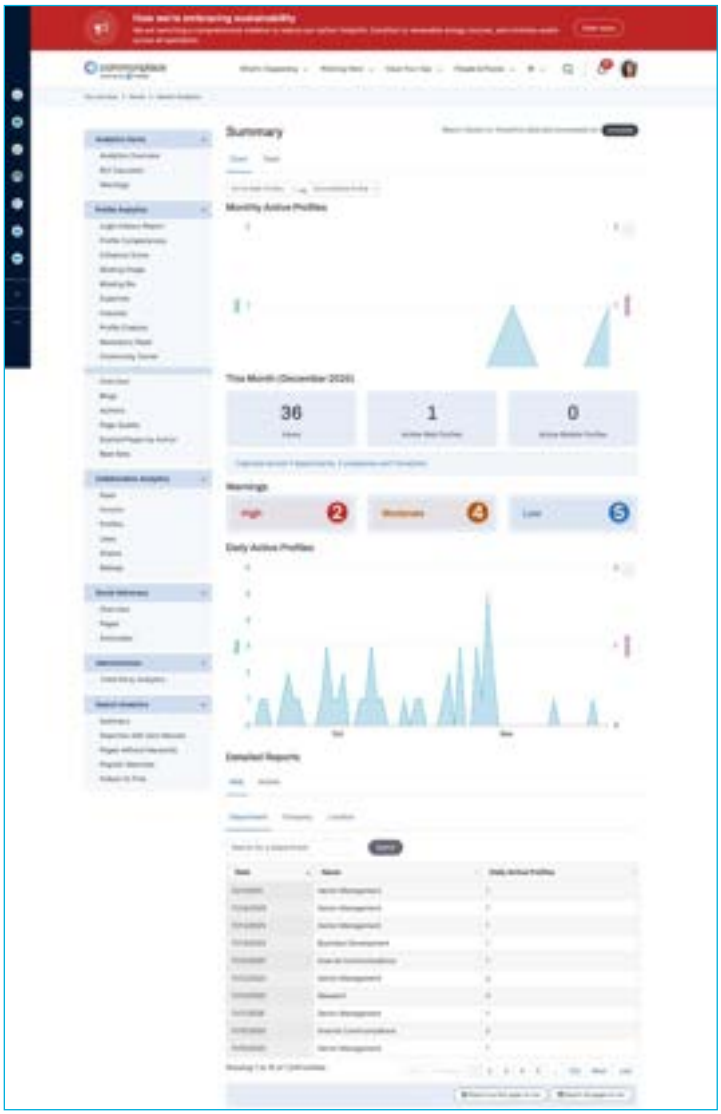


The homepage consists of multiple configurable zones, each containing one or more widgets.

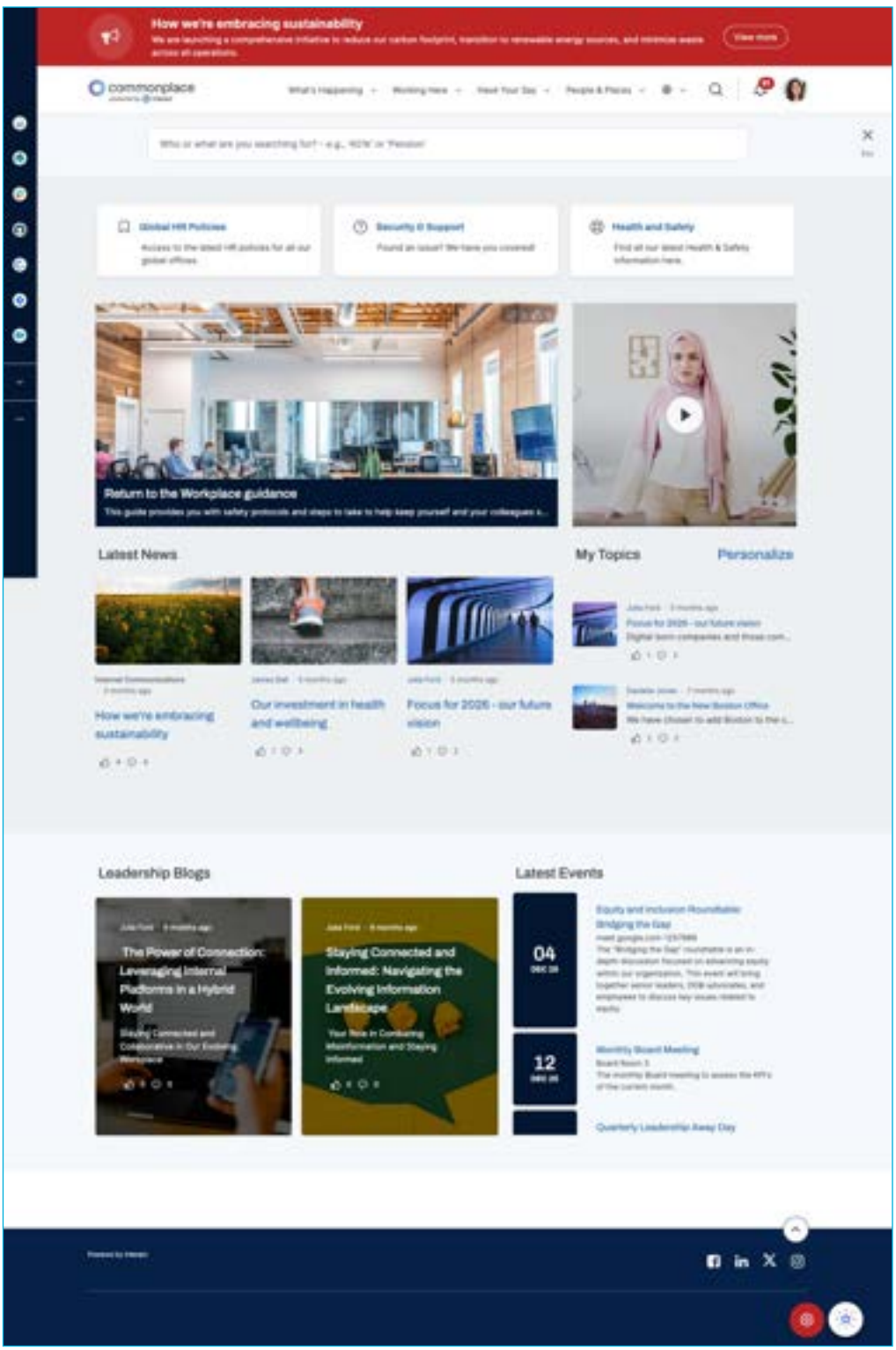
Interact comes with a range of adoption and content analytics reports that allow admins to measure the effectiveness of their site. The analytics are available as tables and charts, and all data is exportable. At the global site level, the site analytics summary page is a good starting point for a global admin or intranet owner. It includes an overview of monthly and daily active users, as well as various content warnings about quality of the content and expired pages. Another useful report is the 'login history report', which contains rich data about users connecting to the platform, and offers handy filtering options.

For customers who want to go beyond the predefined reports included in the base product, Interact also offers an Advanced Analytics option. Customer data is exported into a data lake in AWS, from there clients can take their data into the business intelligence tool of their choice, such as Power BI or Tableau, to create custom reports.

Overall, Interact is a feature-rich product and the options to configure and fine-tune the platform are vast, so there will be a learning curve for admins to fully master the platform. Interact says that all settings are given sensible defaults, and that they will assist customers who have specific requirements to adapt some of the features to their needs.



The analytics summary page gives global admins an overview of active users and warnings about content quality.



Flexible options for branding sites and subsites are available within Interact, making it possible to create a distinctive look and feel.

THINGS TO BEAR IN MIND

Interact has been in the intranet marketplace for a long time, and this shows in the quality and range of features in the product. While there are no glaring gaps in functionality, we did come across areas where further improvements are desirable, and some of these were also suggested by clients in the 'Voice of the Customer' section.

The built-in digital asset management tool for uploading and managing videos and other media files offers some useful features but has room for improvement, and this was echoed in the customer feedback we've received. Interact says that improvements in this area are on the product roadmap. Functionality for creating communication campaigns and monitoring their success is also less rich than in some other products in this report. Sentiment analysis is available in different areas within the product, but reporting is not integrated, which makes it difficult to get an overall view.

There is significant innovation in the product though, especially through the thoughtful use of AI, and this is also confirmed in the client feedback. While we like how Interact has used AI in areas such as search and moderation of social content, we think that other product areas would equally benefit from applying AI technology, for instance to make intelligent recommendations.

Inevitably for a feature-rich product like Interact, there is some complexity in managing the platform in the back end. While the admin interface is structured logically, the back end of the product is vast and detailed. A significant effort from one or more global admins will be required to master the richness of the product. Interact is making efforts to help admins, for instance by providing tooltip explanations and sensible defaults, but we believe that complexity will be an important consideration, especially for smaller organisations.

Finally, note that Interact is among the more expensive products in this report, for all sizes of organisations. Buyers will get a lot of functionality in return though, and there are a number of optional modules included in the pricing provided to us. Where certain features aren't needed, such as the digital signage solution or the branded mobile app, organisations will be able to reduce the cost.

Why choose this product

Interact is a fully featured product, where the years of experience from the vendor are evident. Businesses of all sizes will find plenty of functionality to meet their needs, while large and complex organisations will especially appreciate the advanced features for content creation and the flexible options for targeting a variety of audiences, including frontline workers. Interact includes innovative functionality based on a thoughtful usage of AI, and new features continue to be added, showing the vendor's commitment to keep on delivering a top-tier product.

You may also be interested in...

APPSPACE lumapps UNILY

Vendor roadmap

Roadmap images provided by Interact.

COMPANY AND PRODUCT

Company
Interact

Company founded
1996

Product launched
2014

ISO 27001 certified
Yes

Data residency
Middle East, Europe (including UK), USA

Typical client size
1,000 to 5,000

Company locations
Manchester, UK (HQ), US, Poland, UAE

Partner locations
Australia, Germany, United States

Customers
Clients include: Subway, New York Life, Domino's, Levi Strauss & Co., Teva Pharmaceuticals, Savills, Burlington Stores, Kohl's, Piedmont Healthcare, Love's Travel Stops. Please see their website for more.

Largest deployment so far
Subway: 330,000 employees, 25 countries

Environmental / sustainability certifications
None

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Product and technical details

Name of product

Interact Employee Experience Platform

Deployment

Client on-premises	**Client private cloud**	Microsoft Azure	Amazon Web Services	**Vendor-hosted**	Microsoft 365 tenant	Google Cloud	Other

Authentication supported

Entra ID	**ADFS**	**Okta**	Open ID	Oauth	**Google Workspace**	**SAML 2.0**	Other

App deployment

Google Play store	**Apple store**	**MDM**	**MAM**	Other

Accessibility

WCAG 2.1 AA conformant

Document library sources integrated

Box	**Dropbox**	**Google Drive**	**SharePoint**	**OneDrive**	**ServiceNow**	Other

Optional integrated enterprise search engines

Coveo	Elastic	Microsoft	Sinequa	Open API available	Other

User interface multi-language

Machine translation	Pre-configured	Editable	Right to left script supported	Other

Content multi-language

Machine translation for publishers	Machine translation for end users	Editable machine translation for publishers	Manual creation for publishers	Right to left script	Other

Set-up and support

Set-up process for new clients

Interact follows a phased implementation for rapid time-to-value for all customers, handled in-house by the Onboarding Team. At a minimum, this process is 2 months but can run for much longer depending on customer complexity.

Product updates

Minor updates daily, major updates every quarter.

Product update process

Updates are applied automatically with no downtime. All documentation is provided ahead of each release within the Customer Community and communicated to the Customer Success Team.

Reverse-out options

Interact will provide all data in a human-readable format. All uploaded content, including PDFs and images, will be returned in a simple folder structure along with a CSV export of data contained with the service (including profiles, HTML pages, and category structures). In addition, Interact will provide an unencrypted SQL backup of the customer database. Customer data will be returned by secure transfer.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only

User community

Interact offers an online community with 1,000+ active customers and more than 8,000 individual members. It provides information on product updates, forums, idea sharing, feature enhancement discussions and voting, events, engagement / adoption ideas, launch ideas, training documentation, guides, videos and more. Interact hosts regular online and in-person events that highlight product features and customer use cases, plus provide in-person networking opportunities.

Voice of the vendor

Interact says: "Interact is an employee experience platform designed for enterprise internal comms, HR, and IT teams to reach all employees with the company news, knowledge, everyday tools and people they need to do their best work. Our all-in-one solution has AI woven throughout the platform and includes a modern intranet, frontline app, digital signage, employee newsletter, employee surveys, rewards and recognition, and employee ideas.

We excel at:

- Frontline Reach: We make it easy for organizations to connect with their dispersed and hard-to-reach employees through a mobile-first solution, digital signage, and targeted content delivery.
- Deep Personalization: We deliver a tailored experience based on role, location, or persona so that every employee has easy access to the tools and information that are most relevant to them.
- Ecosystem Integration: We centralize the tools that organizations already use, like Microsoft 365, HRIS systems, ServiceNow and other third-party apps, to create a seamless, unified experience for employees to complete their work.
- Balancing Flexibility with Ease: We sit at the intersection of deep configurability and intuitive management allowing teams to tailor the platform to their own unique organizational needs without requiring technical expertise.

We help organizations address challenges and achieve desired business outcomes across seven core employee experience pillars:

Communication: Retain the best talent by reaching all employees and reducing information overload.

- Self-Service: Lower operational costs by providing employees the ability to get answers to common HR, IT, Legal, and Marketing questions.
- Tool Access: Boost tool adoption and ROI with one-click access to vital workplace apps.
- Knowledge: Make work smoother and more productive with easy access to people and information.
- Community: Increase productivity and innovation by creating spaces for employees to connect and collaborate with one another.
- Alignment: Keep employees focused by surfacing company news, key tasks, and metrics in one place.
- Recognition: Reduce turnover by celebrating wins with public and peer-to-peer praise."

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involv

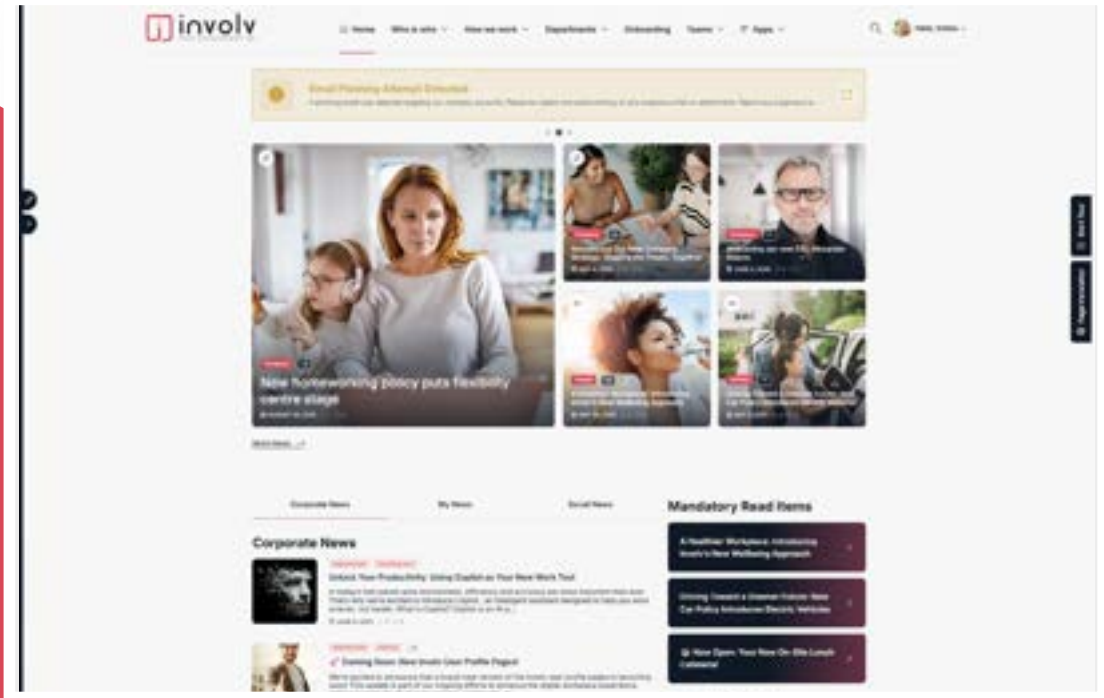
BUILT ON MICROSOFT 365

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

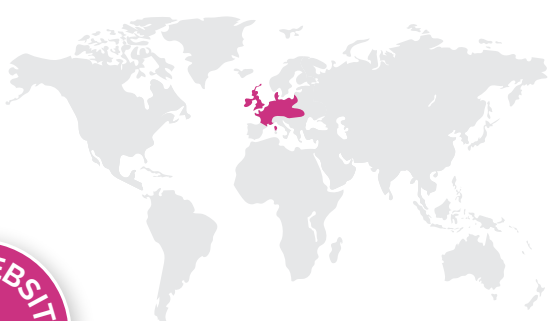
OTHER



Typical deployment:

Less than 1,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Involv is a competitively priced SharePoint intranet in-a-box platform, ideal for organisations seeking user-friendly, branded intranets with flexible design capabilities for both desktop and mobile.

SUMMARY

Involv, owned by Cognit BV, is a SharePoint intranet in-a-box product, launched in 2017. Cognit is based in Brussels, but has partners across Europe and Australia, and has been a presence in the industry since 2007.

Involv extends core Microsoft and SharePoint features while enhancing the user experience. The employee interface is easy to use as well as attractive, offering a big improvement on standard SharePoint. The admin experience is simplified too, with features including well-designed page templates, site provisioning and an intuitive admin interface providing support. The product's flexible search, particularly when AI-assisted, supports strong findability. A unified Content Calendar and a lightweight approach to community collaboration are noteworthy additions.

To take advantage of Involv's flexibility, organisations will require help with initial setup, including mobile configuration, building integrations with non-Microsoft applications, and creating workflows to facilitate governance. Few third-party integrations come as standard and deep integrations with enterprise tools like Workday and ServiceNow are not yet fully supported. M365 integrations are good though, helping employees easily view their tasks and access content.

Overall, we think Involv will appeal to medium to larger organisations seeking an easy-to-use, modern intranet solution. As Involv comes at a competitive price, particularly for organisations over 5,000 employees, we think this will only add to the appeal.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users. One-off payment and ongoing maintenance fee.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes and multi-year commitments.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Customer success services, maintenance, support, branding, updates & upgrades, hosting and access to community.

Product type

Ready-to-run, installed in days

Branding opportunities

All branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Financial and insurance activities	Health and social work activities	Construction	Education	Public administration and defence

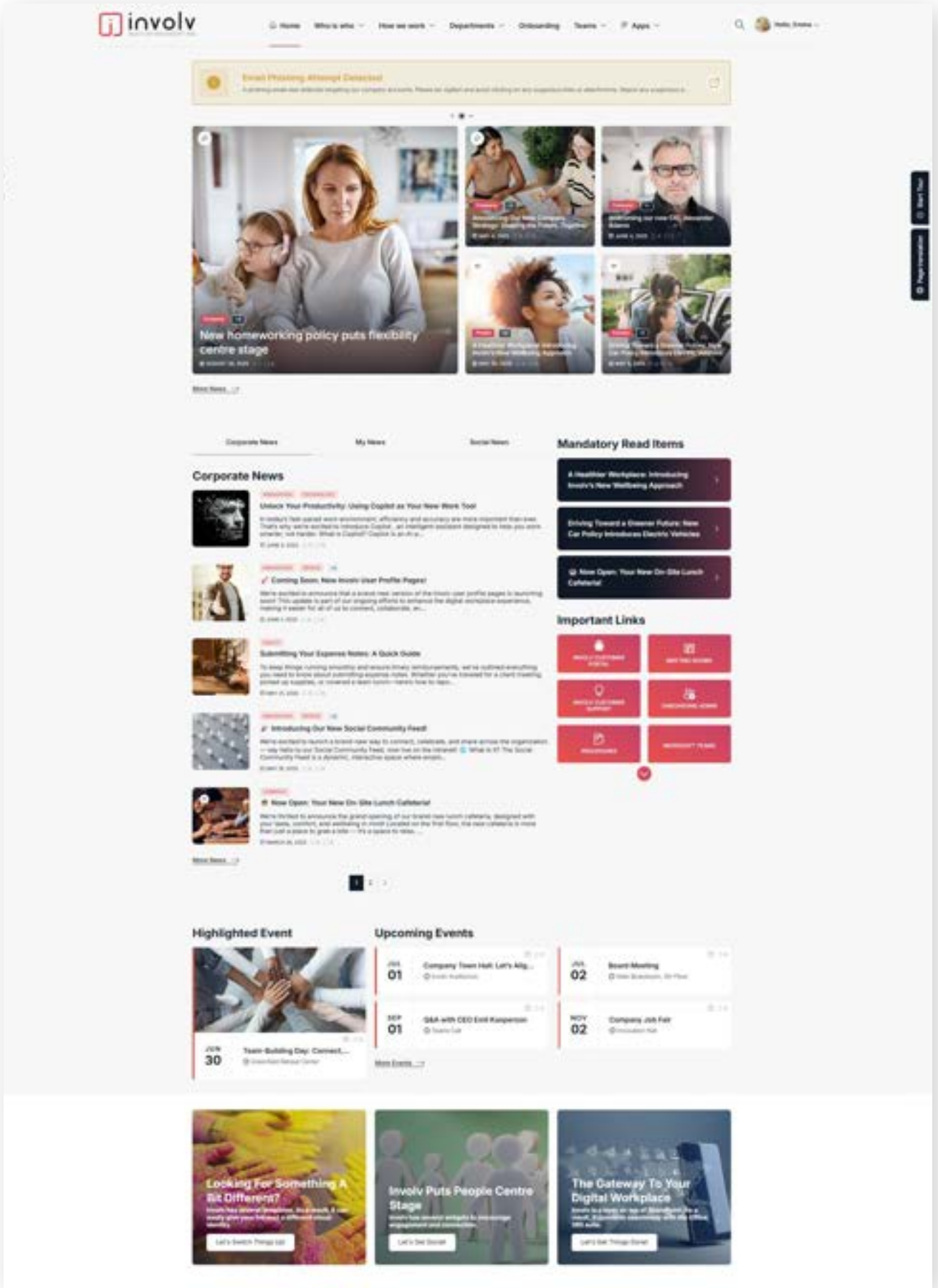
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

Those who responded to the survey praised Involv's ease of use. One customer said "The structure is very intuitive. If I follow all the steps, it normally can't go wrong, even though my knowledge of SharePoint is very limited. Co-managers can also easily post or edit things on the intranet themselves." Involv's flexibility, for content targeting and branding, is the standout for other customers. The search was also highlighted as "huge added value, as the end user no longer has to remember where specific information is located or which department the information came from."

It's noteworthy that requests for enhancements were limited, where one person said, "Their current roadmap fits our needs". Another person referenced design limitations but caveated by saying "this is really a Microsoft problem and not an Involv problem". One customer said Involv lacks some additional personalisation, namely the possibility of having an "alert / mailing system for news messages" that is personalised.

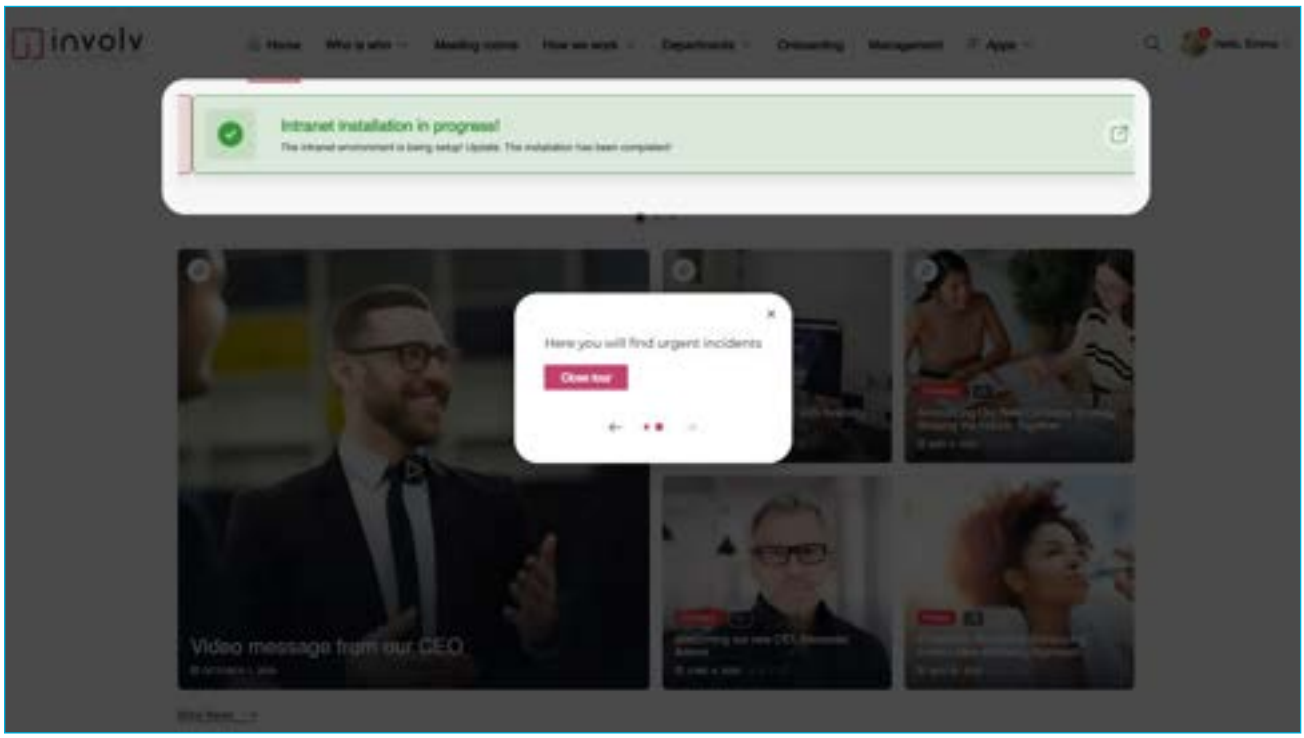
Customers only have positive things to say about the experience of working with Cognit. They praise the vendor's fast response, openness to suggestions, and willingness to work with customers to create solutions. One customer summed it up nicely: "We are very satisfied with their services. It is a correct and honest company that always keeps their promises. They are very customer-oriented and communicate clearly, even when something is not possible or does not work out. In short, a reliable partner."


involv
New homeworking policy puts flexibility centre stage
Corporate News
Mandatory Read Items
Important Links
Highlighted Event
Upcoming Events
Looking For Something A Bit Different?
Involv Puts People Centre Stage
The Gateway To Your Digital Workplace

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
4 **1. Employee Experience**	User-friendly interface with flexible intranet tours.	Automatic notifications relate to content only.
3.5 **2. Communications Management**	Content Calendar offers unified view of published and planned content. AI available for news creation.	Audience targeting is not considered in the analytics. No campaign support.
2.5 **3. Community & Engagement**	Nice support for employee onboarding and visually appealing in-page polls	Comes with only a basic set of functionalities for most use cases.
2+ **4. Digital Workplace Integrations & Services**	'My Page' integrations with M365 applications is useful.	Few out-of-the-box integrations with business systems.
3+ **5. Knowledge & Content Management**	Powerful and flexible ways to aggregate content. A variety of web parts to improve in-page experience	Little actionable data and limited functionality to support the content lifecycle.
3.5+ **6. Information Finding & Search**	Detailed search analytics and nice use of contextual follow-up prompts to refine AI-assisted searches	Federated search beyond M365 apps is not available out-of-the-box.
2.5+ **7. Mobile & Frontline Support**	Pleasant user experience. Good controls around design and branding.	Configuring the mobile experience is cumbersome. The AI-assisted experience is missing.
3+ **8. Platform Management**	Contextual video tutorials and Knowledge Base for admins. Good branding support.	Some administration requires technical knowledge or help from the vendor.



It is easy to create and target tours to introduce users to important sections of content or new functionality.

Involv Intranet is a flexible platform, offering a variety of options for both targeting and personalisation. We like the way users can show or hide SharePoint and Involv functionality with the click of a button, thus removing unnecessary distractions. We also appreciate the accessibility toggle at the very top of the screen - with control over font size, choice of dark or light mode - making it easy for those who need the settings to find them easily.

The user interface is intuitive. To highlight key use cases and new functionality, content managers can create customised and targeted page tours. Tours sequentially take the user through the different featured elements and can automatically start, such as for new users, or be manually triggered.

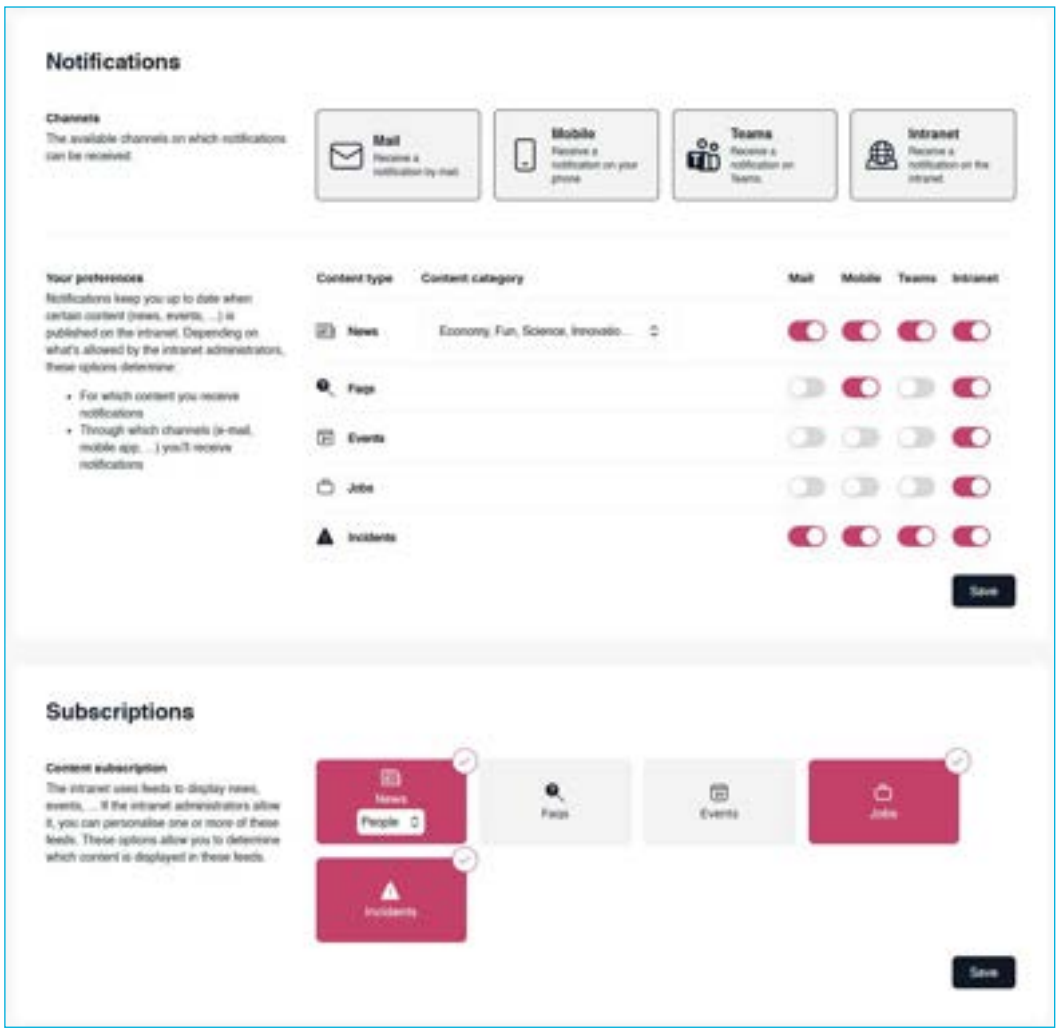
Involv Intranet offers a few personalisation approaches. Firstly, content editors can let users hide determined web parts on a page as a way of customising their experience based on personal preferences. If they are not interested in internal job opportunities, for example, they can easily hide that web part. It is also possible for users to personalise 'My Apps', both the web part and the optional menu entry, according to whether the available apps are mandatory (always visible to all), suggested (visible by default but may be hidden) or personal (created by the users for their own use). Lastly, to influence the content items they see in web parts, users may edit their notification and subscription settings.

Notification settings are split by content types (e.g. news, FAQs, events, jobs and incidents), channels (email, mobile, MS Teams and the intranet's notification bell) and content metadata. This is where employees subscribe to content types and metadata, displaying associated content in relevant web parts.

In addition to users' own choice of notification criteria, content managers can also push notifications through multiple channels (see Scenario 5). In all cases, notifications will always appear in the user's list of notifications, giving quick access to mandatory notifications and unread items. The experience would be better if the content items opened on the same browser tab. We also feel that it would be good to have notifications from in-intranet activities, like someone adding a new document or commenting on a page the user follows.

In multilingual intranets, Involv can leverage SharePoint's features, including multilingual page management and translation workflows. Content editors opt to manually translate their content or to simply make any necessary adjustments to the machine translation generated with Microsoft Cognitive Services or DeepL. It is also possible to simultaneously generate machine-translated versions of a page in all the site's activated languages. When the page is edited, it is possible to automatically update all its translations, which is a particularly useful feature.

Users can select their preferred language in settings, or it will be supplied by their profile. When available, content is displayed according to their stated preference. Otherwise, the employee can do a real-time machine translation that will translate all page content, including web parts' title and content, but not page comments.

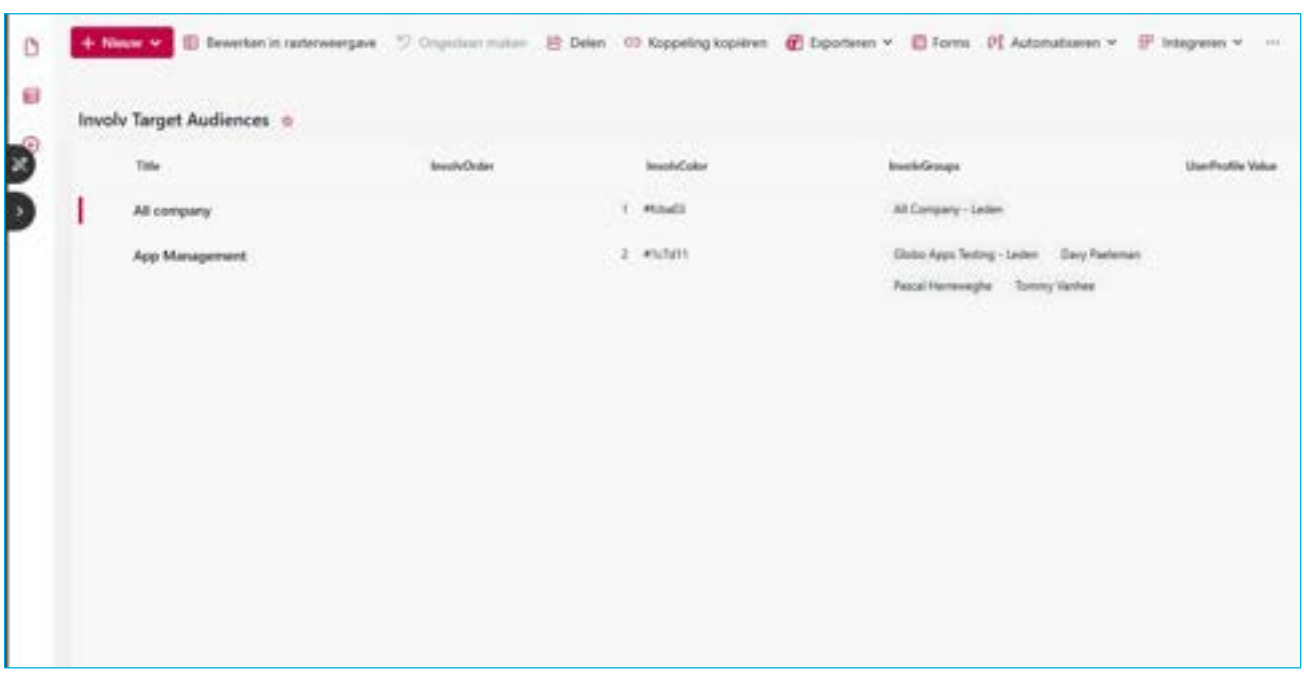


Users have a lot of control over their choice of preferred channels for notifications and can subscribe to topics and types of content.

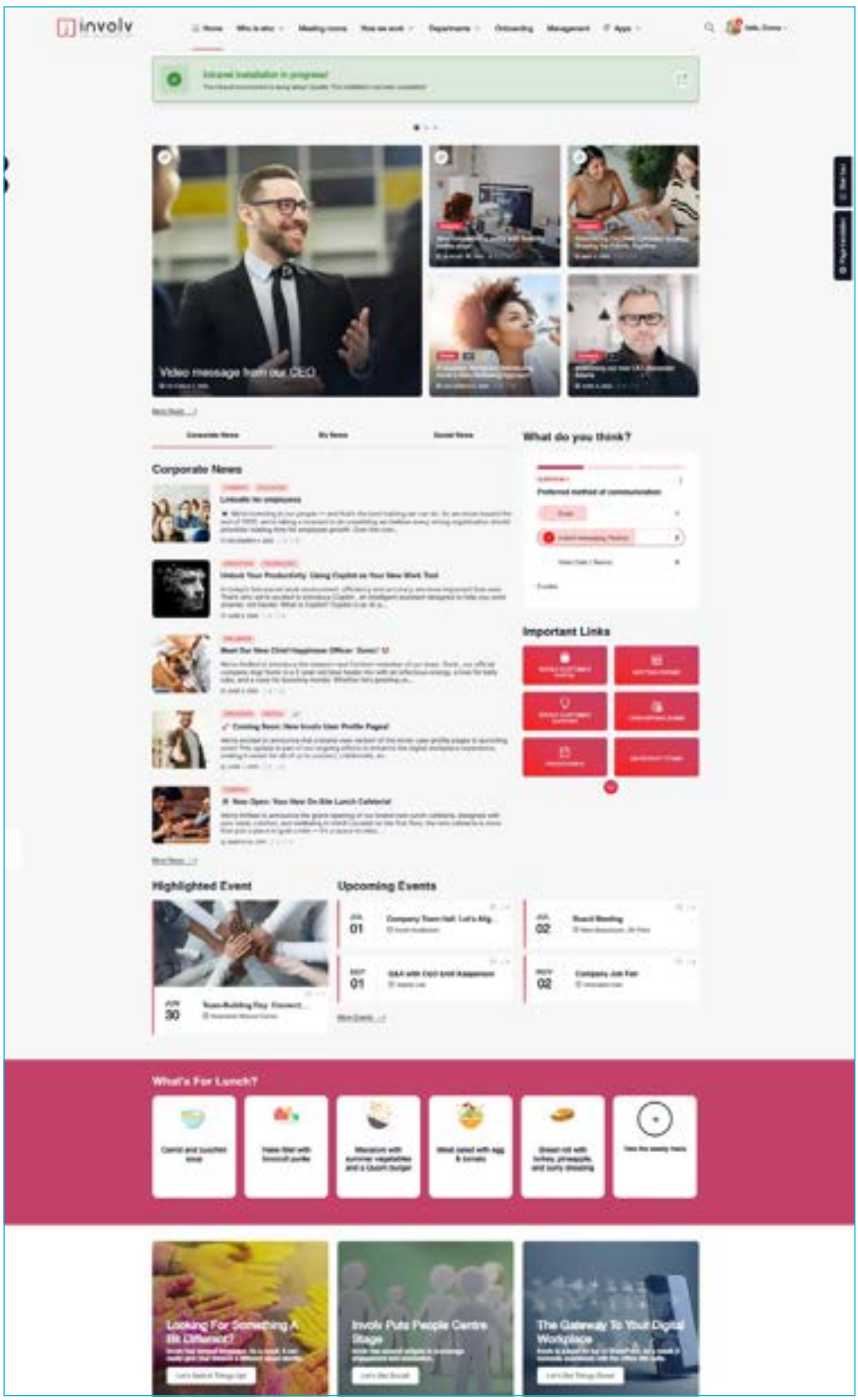
Support for multimedia content is mostly in-line with standard SharePoint. However, Involv's flexible search mechanism (see Scenario 5) can be leveraged to build interfaces suited to each multimedia format, for example podcasts. One nice feature is how video content, embedded within pages or displayed in pop-up windows, comes with full playback controls. The vendor has said they would be willing to build a YouTube-type experience if requested by a client, but we've not seen this in action to comment on functionality.

Audience targeting is based on the user's language preference, SharePoint security groups, SharePoint audiences, or Involv's own targeting system. The latter hangs on a SharePoint list that content managers can edit on-the-fly to create additional target groups. These groups can comprise a mix of individually chosen users, audiences and permission groups, and be based on the users' attributes as per their profile information. Dynamic audiences are not supported, but web parts and content items can be targeted based on users' attributes via a query in the web part configuration panel. It is not a user-friendly experience for content managers, but it lets them highlight content tagged with the users' areas of interest, for example. The approaches to audience targeting are flexible and agile, but this level of granularity can quickly lead to a lack of clarity of who is being targeted with what. In addition, it creates some challenges when it comes to content analytics, as discussed in Scenario 2.

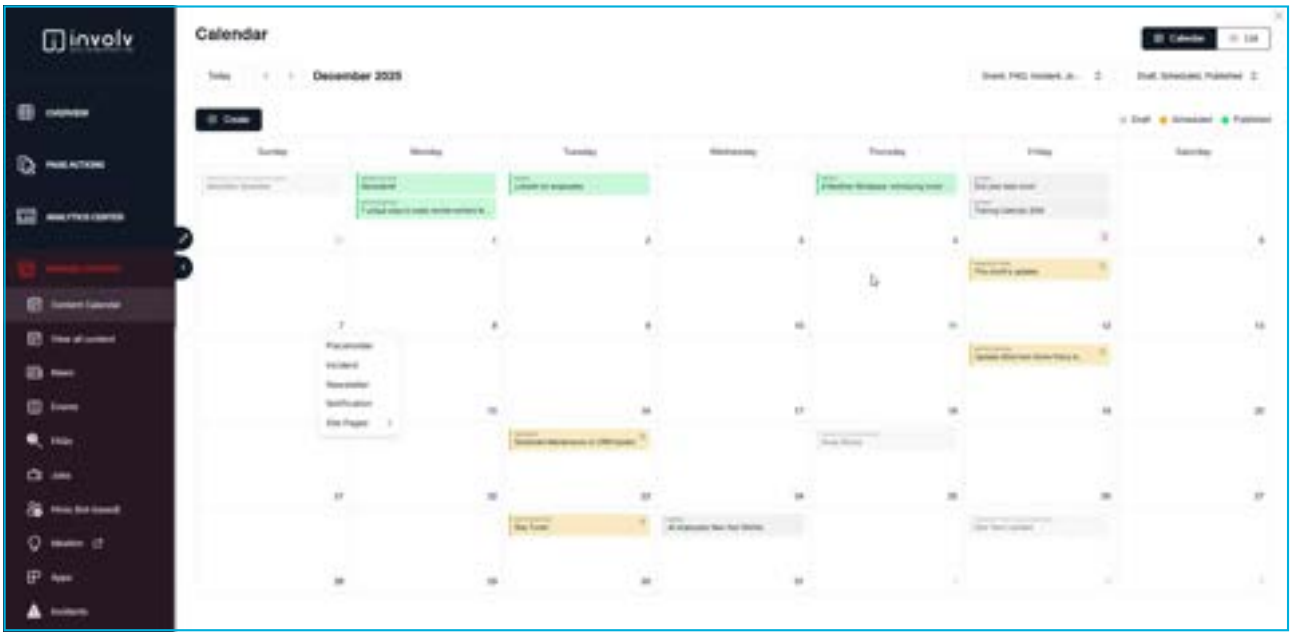
Overall, Involv offers a user-friendly experience, respecting users' needs and preferences through its flexibility for targeting and personalisation. There is room for improvement for those organisations that want sophisticated multi-language or multimedia capabilities, but we think it will meet most business needs well.



Involv audiences are stored and edited in a SharePoint list.



Involv's clean interface delivers user-friendly elements to create personalised experiences.



The unified Content Calendar helps plan upcoming content.

Involv is a competent platform that meets organisations' needs to communicate with employees well. There are some gaps in the more advanced communications capabilities, but there is a variety of targeting and channel options that help to get the message to those who need it while minimising the noise for others.

A helpful unified 'Content Calendar' is likely to be the hub for all content creation. Here, content managers can see what has been published (where they have permissions), start working on planned content (news articles, jobs, incidents, newsletters, etc.) or simply add placeholders. Content may be filtered by 'Status' and 'Type', and the upcoming filtering by Topic will offer a partial workaround for the lack of comms campaign features.

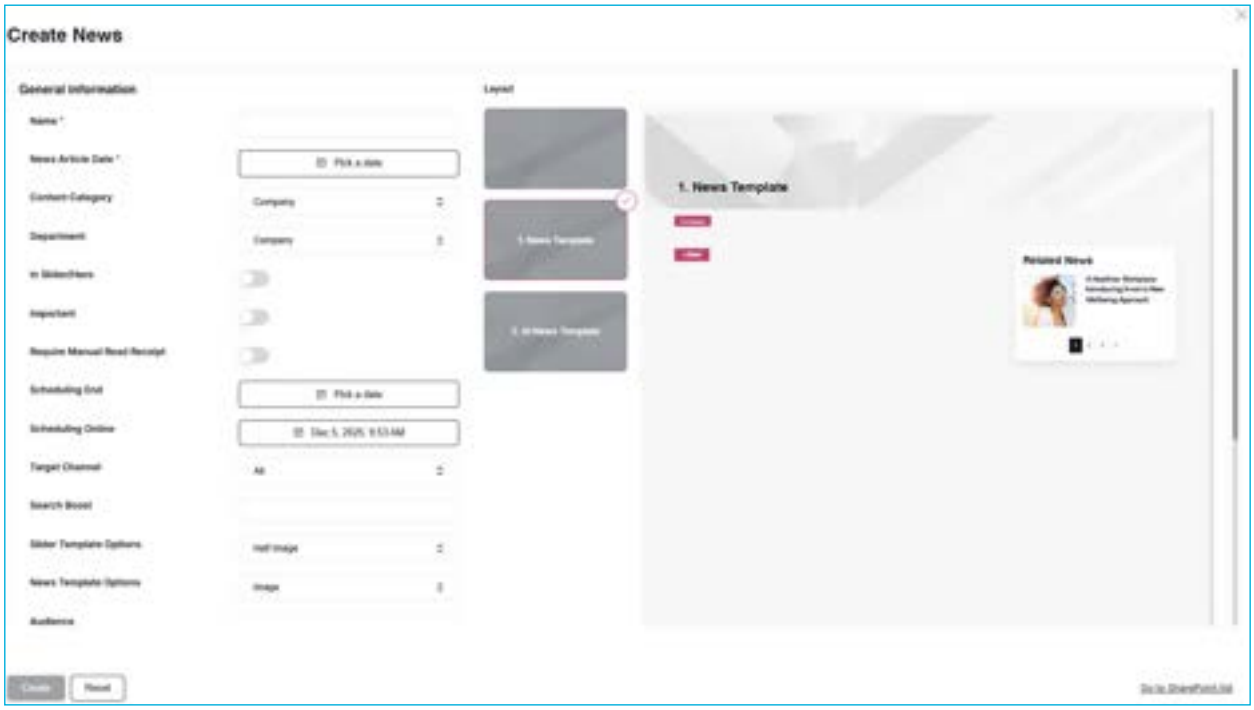
In larger organisations, Content Calendars may become crowded as they display all editable content across the intranet. Adding filters for target audience and language would help content managers navigate these busier plans and, more importantly, assess content volume and cadence from the audience's perspective.

When creating a news article, either through the Content Calendar or via the plus sign on any news web part, content managers can choose to get AI support. In that case, they indicate the topic, tone and keywords, and can then keep refining the content until satisfied.

If content editors choose not to use AI, they complete an initial form that captures key information, such as title, publication date, category, page template, and more. The preliminary form is valuable as it prompts content managers and editors to consider the article's purpose and audience upfront, and reduces the likelihood of missing metadata. Unfortunately, this screen is skipped altogether if the article is added via the default SharePoint 'New News post'. This inconsistent dual-path experience can be confusing and eliminates the benefits of the form-first approach.

Once submitted, an article is added to the Calendar and becomes available for editing via the standard SharePoint environment, but with more available web parts. Once finished, Involv relies on SharePoint's approach to content approval: either the built-in functionality for simple list / library approvals or through Power Automate for more complex workflows.

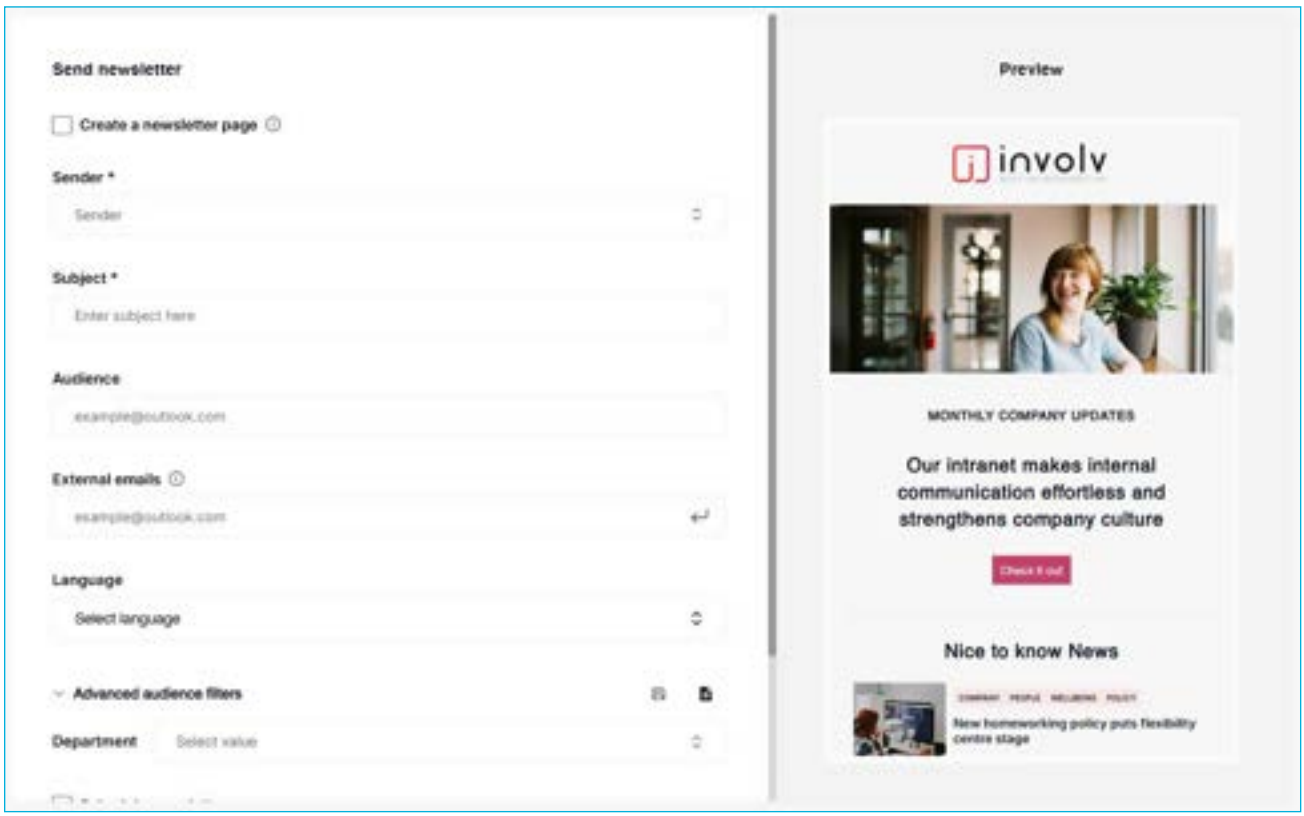
Editors can define a 'display by' date for their news articles. After that date, news articles will no longer be listed on aggregating web parts but will still be findable through search. 'Display by' is different from the review date described in Scenario 5. All content types, except pages, get a nice management interface that avoids going to SharePoint lists for editing. Pinning or unpinning an item in a web part is one of the actions which still requires diving into SharePoint screens, however



The Create News interface guides the content editor through the process of reflecting on the purpose and intended audience.

While content is stored in SharePoint lists or libraries, content editors can manage it through user-friendly interfaces.

Involv makes it easy to publish, repurpose or promote content to other channels, pushing them as notifications (see Scenario 6), creating email newsletters or casting them on digital signage displays. An intuitive drag-and-drop interface is available to prepare the content for any of these formats, with the option to save and use them later as flexible and polished templates. Newsletters can be targeted and even sent to external emails, which would be of interest for communicating with job candidates, partners, or volunteers.

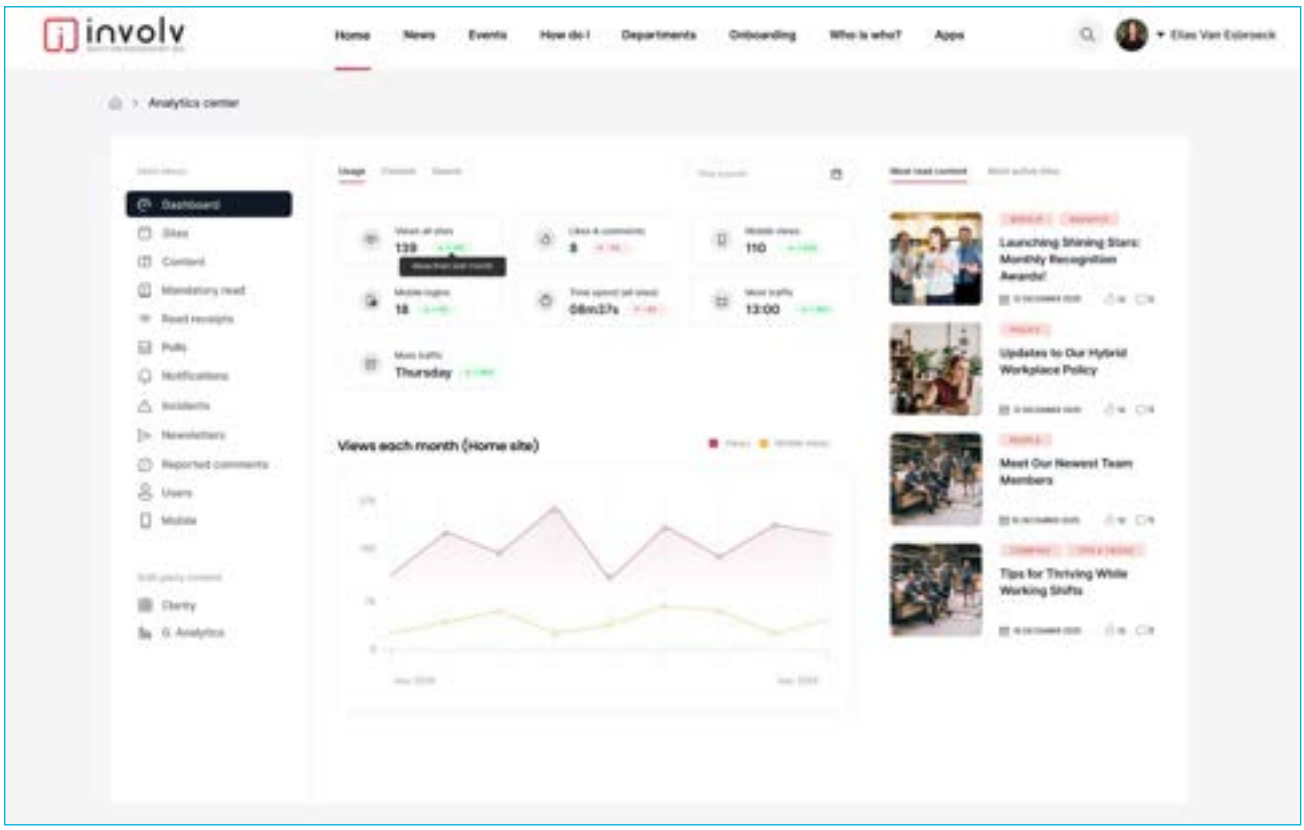


Newsletters can be built from templates and easily edited with a drag-and-drop interface. They can be targeted, including to users based on information shared on their user profile at the time of sending.

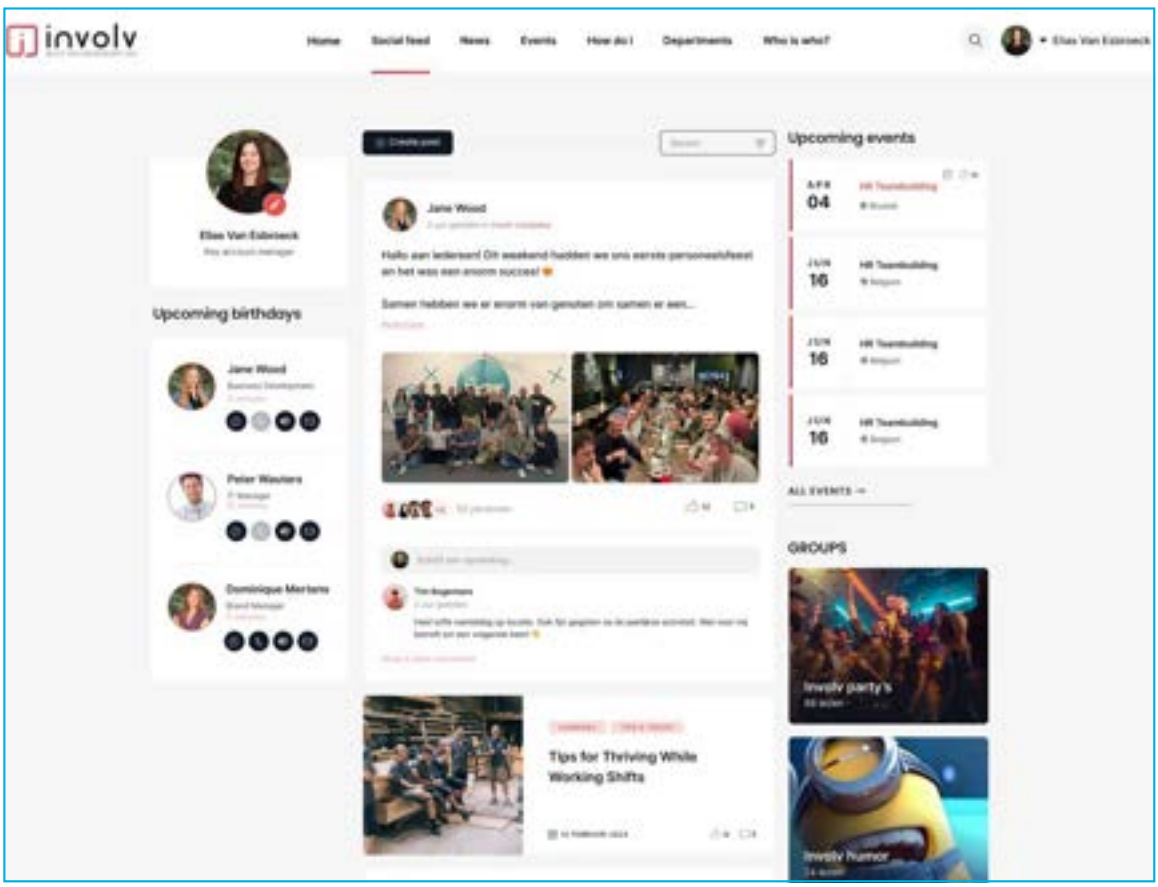
The 'Analytics Centre' dashboard gives an overview of key metrics. Admins can compare sites in terms of views and visitors, for instance, and drill down to compare site pages according to the number of visits, likes, comments and more.

Content from across the intranet can be analysed and filtered by type and language. Pinning items to the top of the 'Content' dashboard provides quick monitoring of key articles and, in the absence of campaign functionality, offers a basic way to look at related content together. There is a lot of data when analysing content items, with the chance to see average time on page and track the number of likes, comments, views and visitors, over time and per language. Newsletter analytics is currently limited to the number of article clicks and does not include the number of email opens.

Overall, the Analytics Centre provides useful data for content managers in a friendly format. However, all the targeting options covered in Scenario 1 could make it tricky to gather actionable insights around content; as the number of users in an audience for a given content item is not considered, the number of views, likes or comments, for instance, lack the necessary context for proper comparisons. We like that Involv extends Microsoft's 90-day usage data limit, showing usage data analytics from up to two years prior, without the data leaving the customer's SharePoint tenant. Although this can slow down the load of some of the analytics lists and charts, this extended timeframe is an appreciated improvement on standard SharePoint.



The Analytics Centre offers visual dashboards with two years of activity data, helping users draw insights beyond SharePoint's 90-day limit.

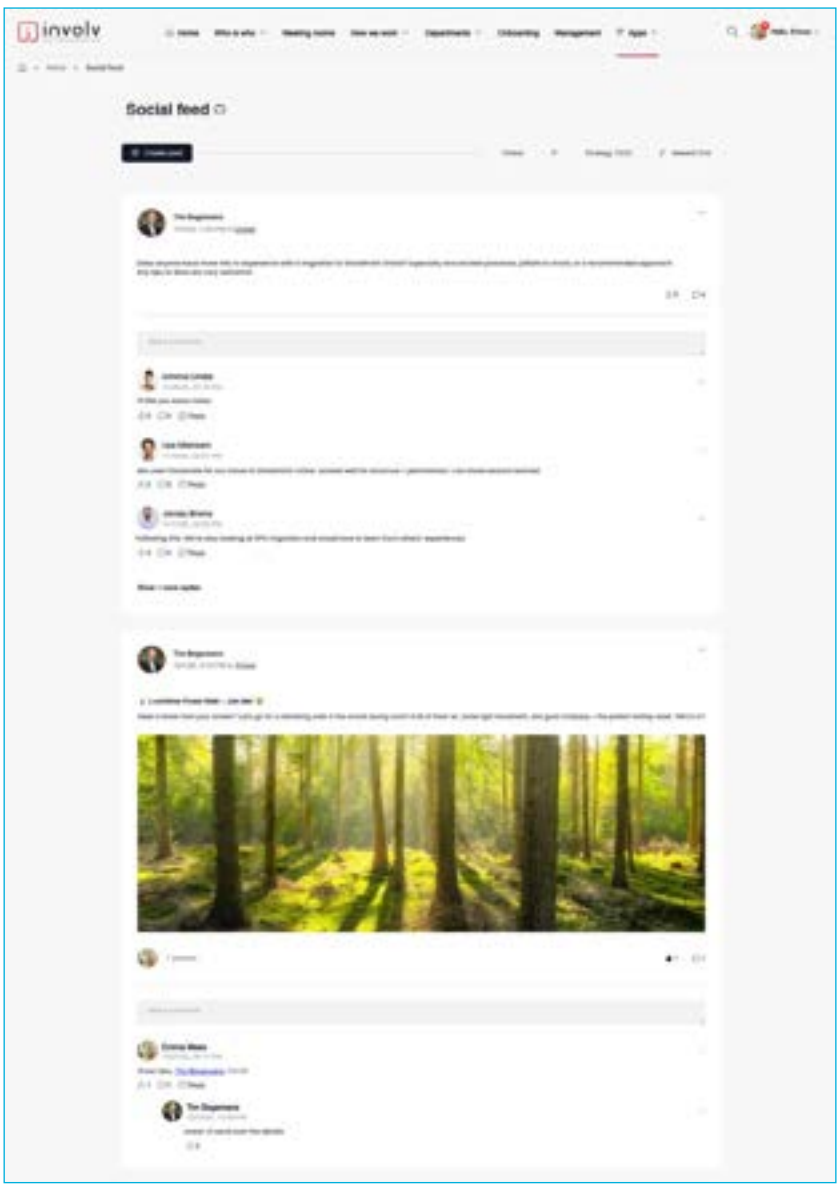


During 2025 the vendor introduced native community functionality to Involv.

A lightweight approach to community collaboration was introduced in late 2025. A web part displays all available 'Communities'; employees can join open Communities and trigger a request workflow to join any closed ones. With each community as a SharePoint team site, members can work and interact directly with each other, with easier access to their files, calendar, etc., and from within the intranet environment.

Communities include a 'Social Feed' web part by default and each Feed 'Post' is a news article created and displayed using a highly customised template. Posts can be formatted as either standard updates or questions, and can include images, image galleries, and videos. As with standard SharePoint news articles, users receive email notifications when someone comments on their Posts, and Posts from different communities can be aggregated in one single Social Feed.

Social Feed Posts are searchable in SharePoint, which can have great value as the richest knowledge and information is often shared in these informal exchanges. We would like to see improvements to the way Posts are displayed in search results, such as the addition of a title. Governance of Posts is simple where the Post template leverages the intranet's metadata and taxonomies, although Posts themselves have no space for hashtags or similar. Considering that Involv makes it possible to navigate content by hashtag (see Scenario 5), having the global metadata applied to Community Posts would improve content findability and we think this should be applied as standard.



Involv's social feed, simple interface and features are totally anchored on SharePoint.

Compared to Viva Engage, the Community approach lacks some functionality (such as badges) and offers a more basic user experience, missing support for activities such as following comment threads or tracking engagement on others' Posts. However, small organisations that have not yet invested much in Viva Engage and need to support only a limited number of Communities will find this functionality useful. This is particularly the case for mobile users; the unified approach eliminates the need for multiple apps and removes confusion about which application to use for different purposes.

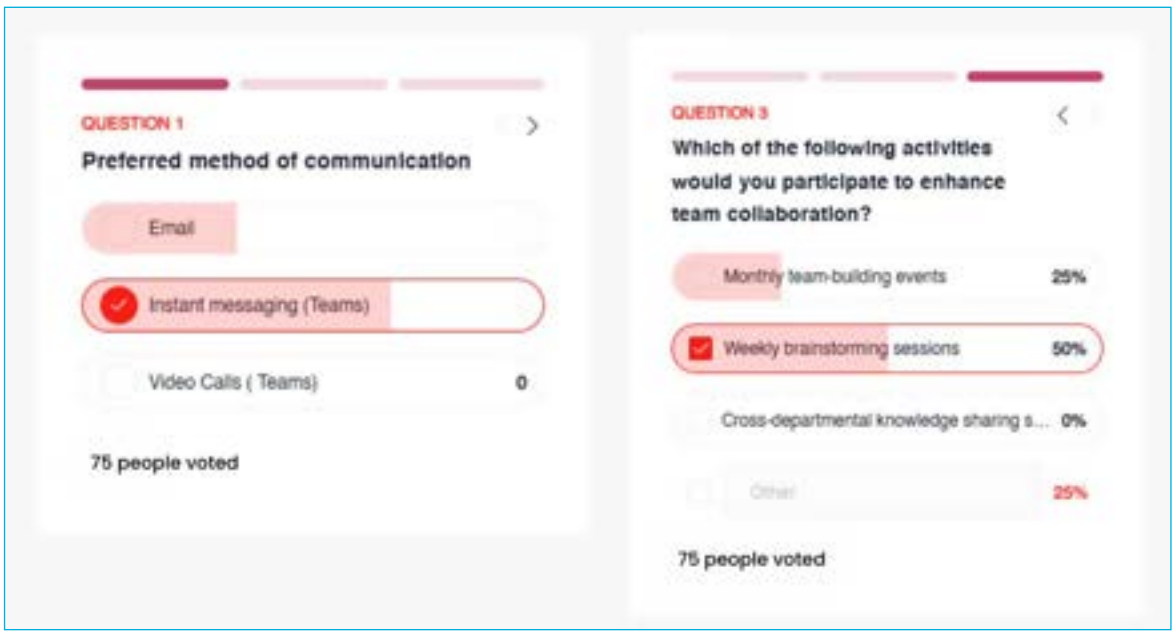
Pages and news articles support liking, commenting and 'Feedback', which either sends an email to a predefined address or links to a form. It is possible to like and report comments and Posts with a justification. Reported items are listed in the Analytics Centre but there is no interface to act on them or notify the author or reporter of the review outcome. The Analytics Centre is where admins can see the number of likes and comments per individual page or article. The possibility to track likes on comments and adding more reaction types would be valuable improvements.

A poll web part provides an easy interface for creating visually appealing in-page polls that can be presented one after another to resemble a short survey. Helpfully, polls can be targeted to devices (see Scenario 7) and to specific audiences. The voting interface itself displays live results and users vote by clicking directly on the answer chart. This transparent approach is a good way to encourage participation, but we feel being able to hide results would allow for unbiased responses. Polls can be anonymous, and the results are available in the Analytics Centre as a simple bar chart and the list of responses. This is a simple way for editors to gather quick data and inputs or add interactivity to their content and we think it works well. The vendor recommends embedded Microsoft Forms for longer surveys.

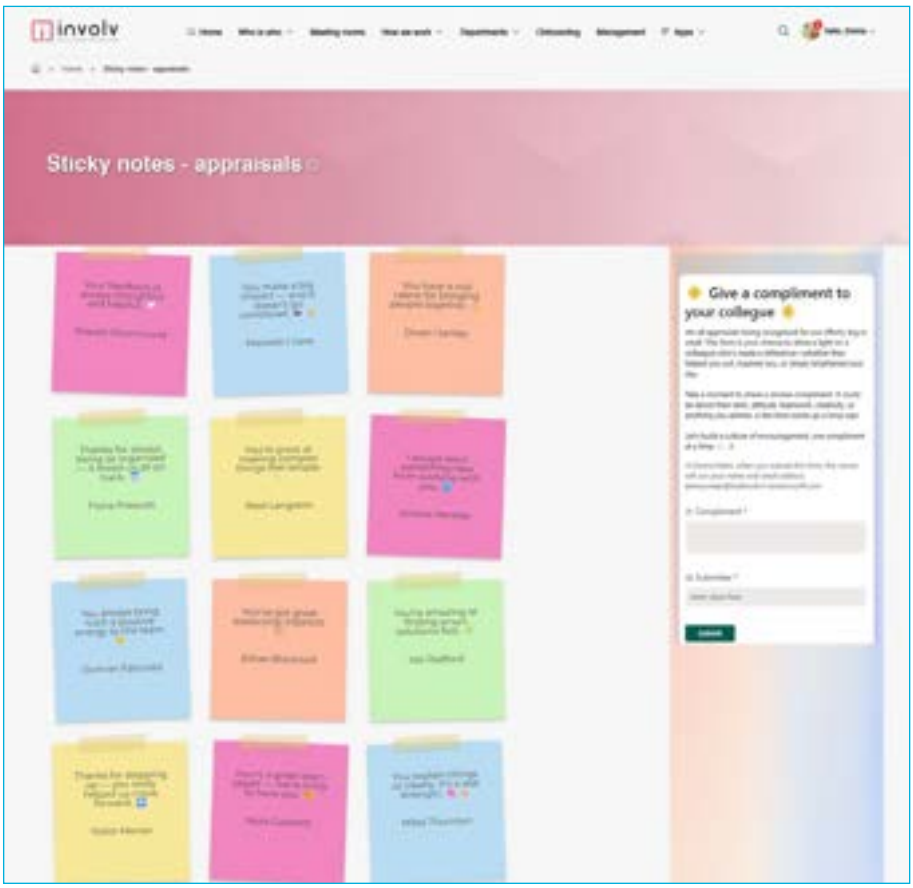
There are some nice features to support the employee employment lifecycle, such as the 'Appraisal' sticky notes in the screenshot below. Involv also supports ideation with a dedicated SharePoint site where ideas are submitted as site pages via a highly customised post creation interface. Ideas can be submitted anonymously, managed through different status, and be liked and commented with that data being used to identify top ideas. It is a basic ideation functionality, more akin to a suggestion box than a comprehensive innovation or problem-solving framework, but would meet many organisations' needs.

Onboarding gets a nice treatment. Managers can initiate pre-boarding before the person is added as a user, to support activities such as form submissions, document uploads or mandatory readings. Both managers and new employees have a nice interface to check progress and execute required actions. The full path is customisable, with a simple way of adding more steps and drag-and-dropping them to existing or new lifecycle stages (like exit interviews). All uploaded documents are stored in a SharePoint secure folder specific to that employee. Although Involv includes pre-configured onboarding and innovation processes, these can be customised to match an organisation's specific workflows. This configuration work is typically performed by Cognit's team and is included in the pricing.

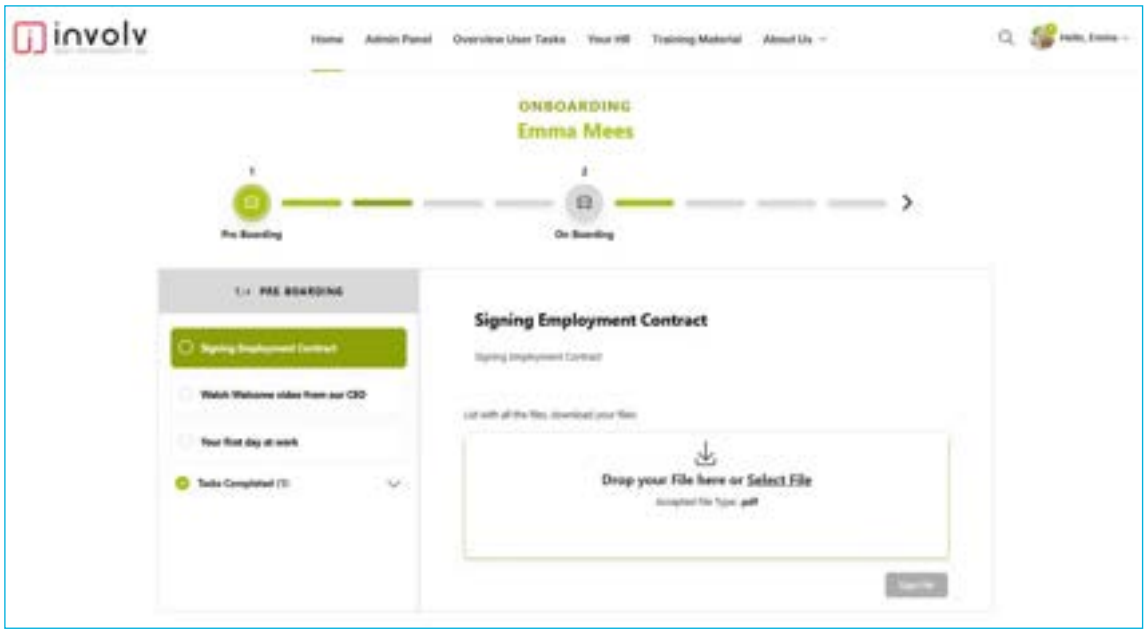
Overall, Involv's approach to community and engagement functionality is less fully featured than other products we've reviewed. However, what's on offer has been well-thought through and could potentially add value as an alternative to a standard Microsoft application.



. ***Poll chaining enables short surveys while live voting results drive engagement.***



The sticky notes are a nice way to easily promote peer recognition and appreciation across the organisation.



Involv covers the basics when it comes to onboarding and ideation.

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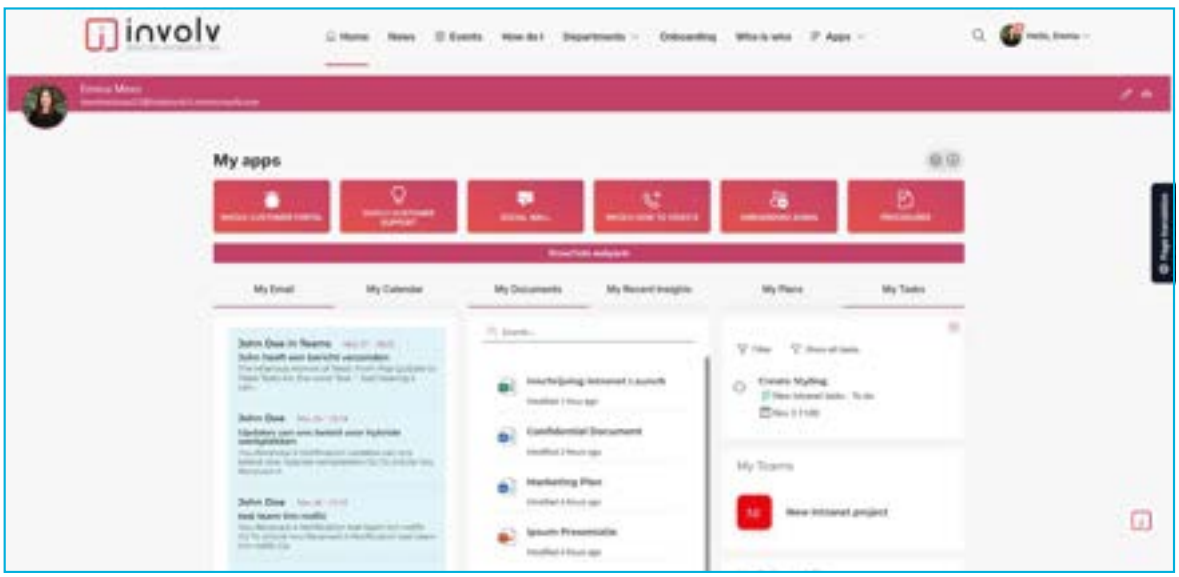


Easy integrations with M365 are at the core of 'My Page'.

Involv comes with few system integrations, a tactical decision coming from a vendor that considers their client-centred customisation service a big part of what they do.

The list of out-of-the-box integrations is limited to Zenya, Bynder, and Microsoft 365 applications.

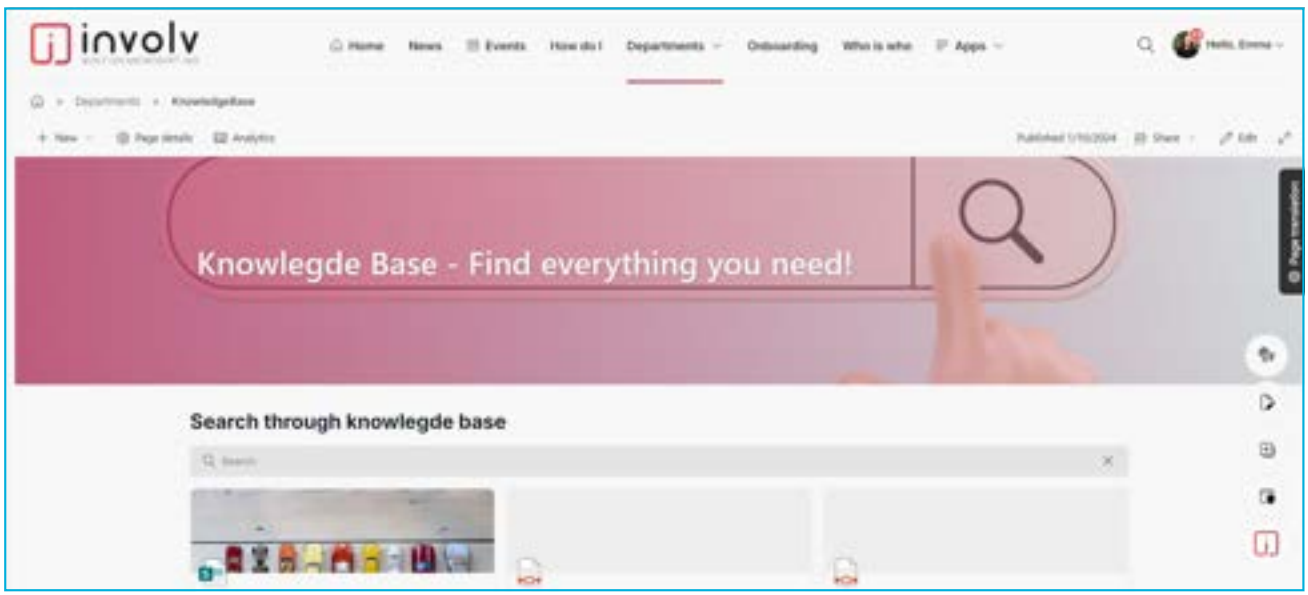
There is an external job website integration via APIs, allowing employees to search for and apply to jobs directly through the intranet. However, while integrations with common systems, like ServiceNow or Workday, are missing, Involv supports all integrations on offer via SharePoint.

Microsoft 365 integrations come in the shape of web parts with a feed of email messages and calendar entries from Outlook and tasks from Planner and To Do. In a nice touch, the 'tasks' web part is a two-way integration, giving the chance to create tasks directly in Planner and To Do without leaving the page. For data analytics, it is possible to integrate Clarity and Google Analytics, in which case data is sent there and analysis is done directly on those apps. See Scenario 6 for information on a Copilot integration.

None of the integrations, including those with Microsoft 365 applications, extend to system notifications. For Microsoft Teams specifically, Involv provides a web part that displays the Teams a user belongs to. However, this feels like a missed opportunity, as it does not inform of new activity or show the activity feed from such Teams. Instead, Involv is available as an app that can used within the Teams environment.

The 'My Apps' web part can be used to list and link to all apps available in the organisation. Depending on the application and the client's identity management configuration, Involv can help implement single sign-on for a smoother experience. Apps on this list can be categorised, be given their own icon and even be targeted to certain audiences. Users can add their own apps for a more personalised experience (see Scenario 1).

Cognit mentioned having integrated with Jira and DeepL for some of their customers, but we didn't see this in action. Although integrations are possible through APIs, we think the immediacy of an out-of-the-box integration is valuable, particularly as it is an easy way to inspire customers with what is possible.



Knowledge Bases present structured information in an engaging manner.

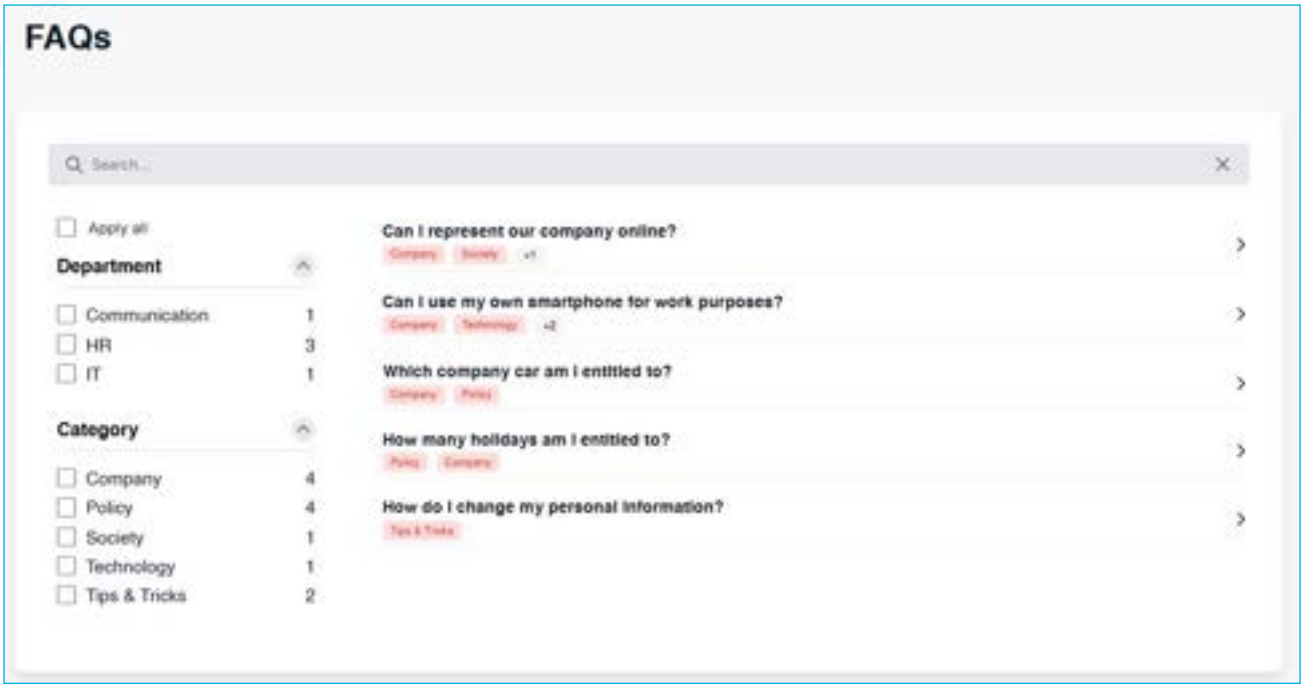
Involv addresses information and knowledge management well. A 'Knowledge Base' features a local search and tick-list refiners for specific document types and topics. These work particularly well for structured information like product specifications and procedural information. We like that Knowledge Bases are audience targeted and can have their own branding applied where wanted.

For longer pages, the platform offers two on-page navigation tools. Firstly, there is a 'back to top' button. Secondly, a web part automatically generates a table of contents from page headings and can be configured as either a fixed or floating element and set to be expanded or collapsed by default.

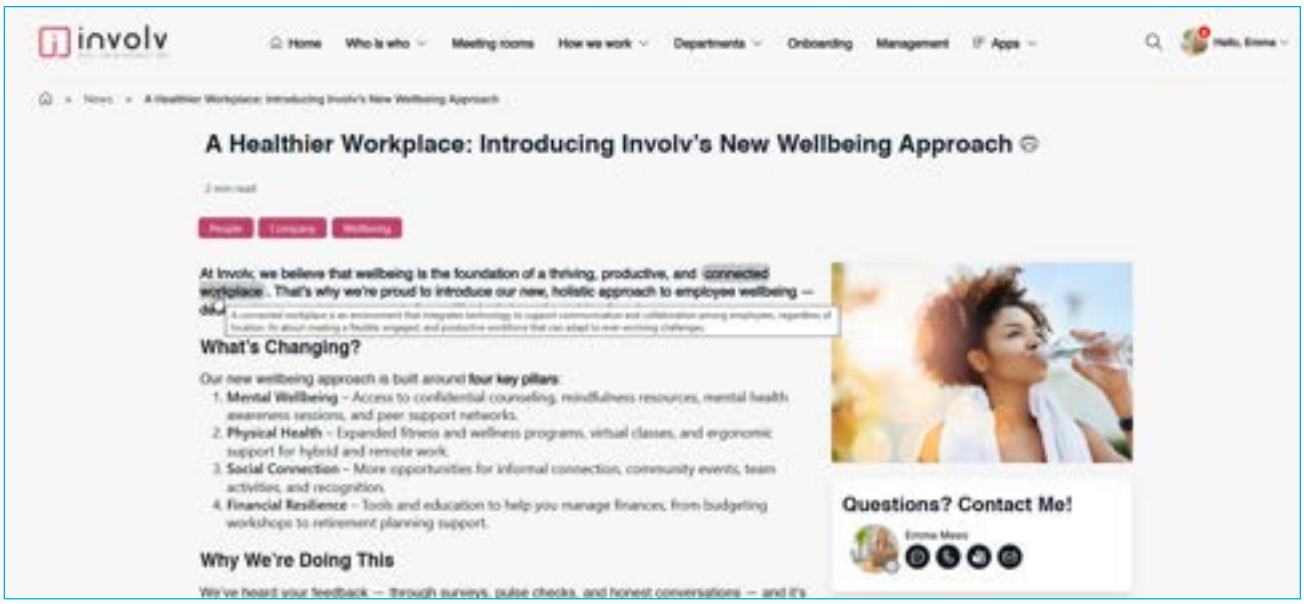
Involv expands SharePoint's native web parts with ones designed for greater flexibility, better user experience and a more attractive design when displaying intranet content items; examples include 'Frequently Asked Questions', 'Jobs' and 'Birthdays' web parts. Similarly, the powerful search (see Scenario 6) is available through a web part to display lists of content, such as an A-Z navigation of policy documents or tutorial videos by date. The search web part is flexible and makes it easy to display specific content, for example only the IT-related FAQs published in the broader FAQs site.

However, this flexibility comes at a cost; these web parts present numerous configuration options that can overwhelm less experienced content editors, particularly in advanced editing mode. However, those with technical knowledge will be pleased with the extensive customisation options to create richer and more varied page templates. We like that web parts conveniently let users create new items directly from them and can be set to have those new items created on a different site, thus overriding SharePoint's default and more limiting behaviour.

Involv improves content discoverability through two complementary features: a glossary and a synonym list. While SharePoint supports synonyms natively, Involv's implementation makes the functionality more user friendly to editors and integrates with its 'Search Boost' capability (see Scenario 6). The glossary is maintained as a SharePoint list where content managers add terms and either their definition or a relevant link. Whenever a glossary term appears anywhere on the intranet, it is automatically highlighted, providing access to a tooltip definition or functioning as a clickable link. Additionally, clicking on a page's hashtag takes users to an associated search results page, thus overcoming one of SharePoint's biggest feature limitations when it comes to knowledge and content management



Involv makes finding FAQs effortless with its purpose-built web part.



Clickable tags aid navigation, and glossary terms with tooltip definitions improve content understanding.

Content managers have several options for delivering important messages. Incidents are displayed at the top of the homepage until users mark them as read or until a preset time expires. They are colour-coded by criticality and can link to an article or open a pop-up containing text or multimedia content.

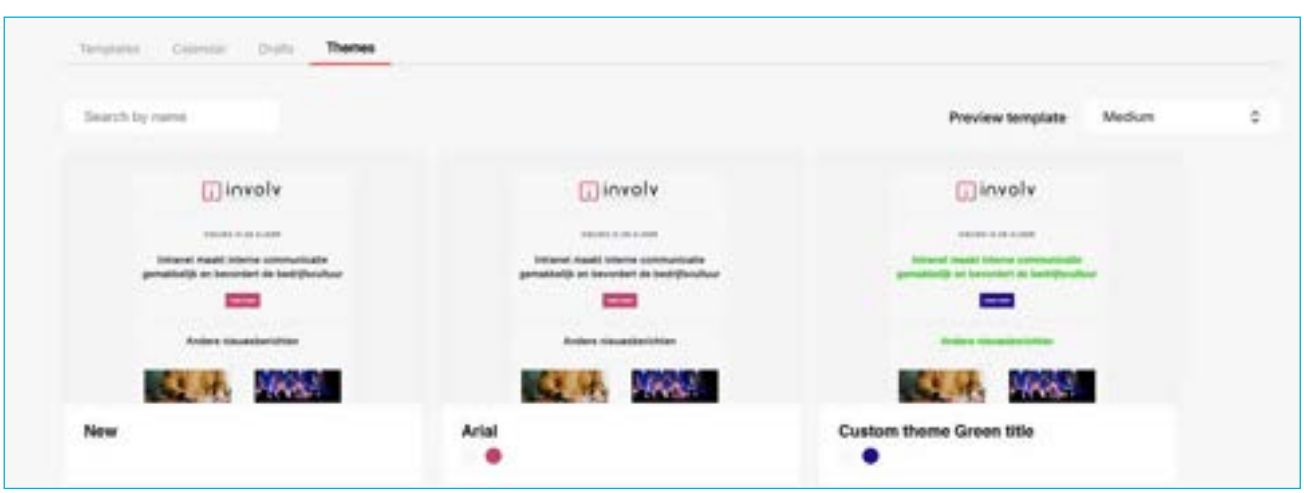
Content managers can also send immediate or scheduled notifications via email, mobile, Microsoft Teams and even via an intranet pop-up. Templated email notifications can be created and set as the default via an intuitive drag-and-drop interface. As mentioned in Scenario 1, all notifications are flagged under 'My Notifications' and audience targeted. While the interface is generally clean and user-friendly, the target audience field would benefit from a browsable dropdown alongside its existing autocomplete, which currently requires three characters and assumes familiarity with audience names.

Involv extends SharePoint's audience targeting to web parts, allowing content managers to completely customise a page's appearance and content for different audiences. Organisations can have the same page display different calls to action depending on the user's role or location, for example. Worth noting however is the text of a targeted web part will show up in the search results for a user who it is not targeted to and then won't appear when they click through from the search results.

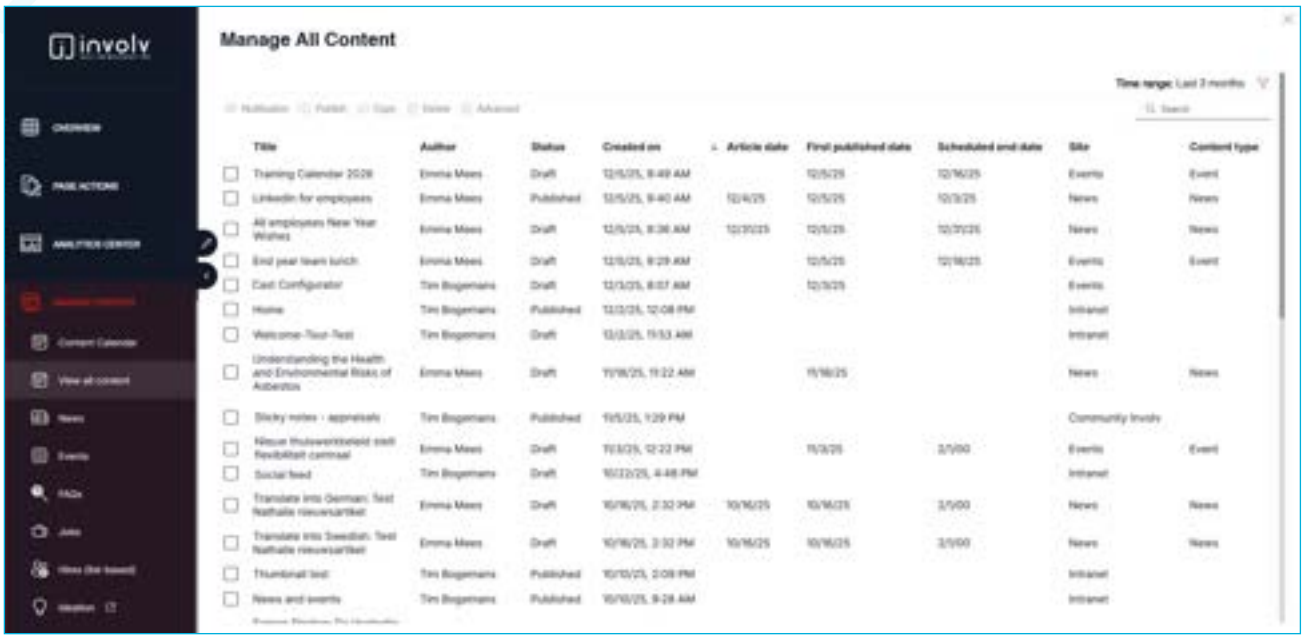
Content items can be assigned review dates (different from the display by date mentioned in Scenario 2) although a Power Automate workflow will need to be created to notify the content owner. Pages and articles that are no longer relevant can be archived by moving the content item to a dedicated SharePoint site and maintaining its history and metadata. For content managers, there is a listing of all items to help them have a sense of content by publishing status, author and content type. This would be the logical place to complement the review date functionality, giving visibility to items with an approaching review date.

There is a good range of content analytics (see Scenario 2) but this would benefit from making it easier to spot opportunities. In the Analytics Centre, content managers can track readership of 'must read' content items. While the list of users who read the content can be downloaded as a CSV file, there is no straightforward way to know how many have not read it or to send reminders.

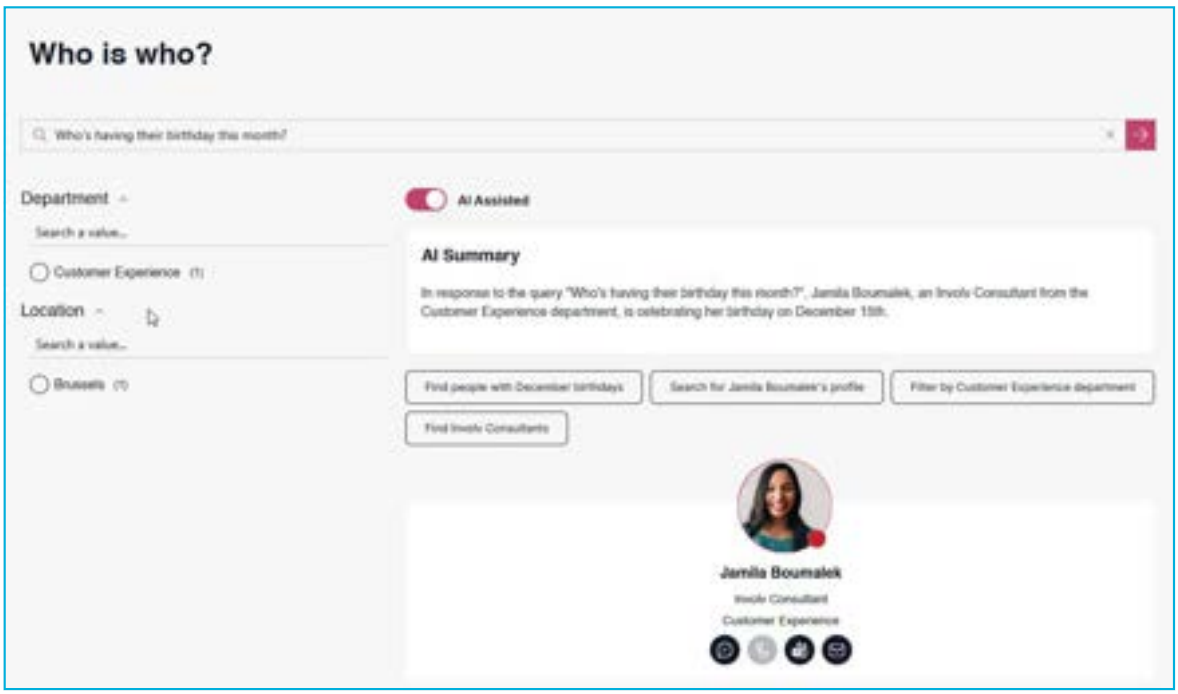
Overall, Involv offers useful knowledge management features for content owners and employees. There is room for improvement, particularly for analytics and associated actionable insights. Governance and lifecycle capabilities could also be enhanced, and the vendor says functionality in this area is on the roadmap.



Template-based newsletters with interchangeable themes create instant variations for different audiences or scenarios.



The 'All Content' list is a convenient resource, showing content by publishing status, author and content type.



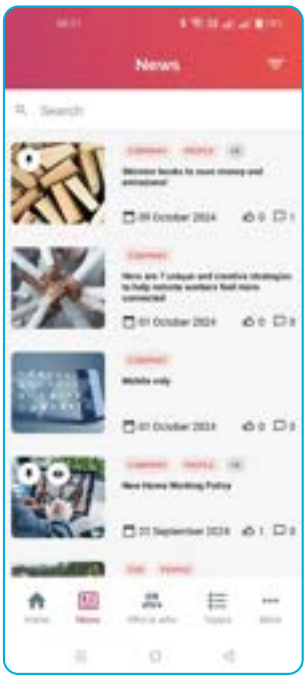
AI Assisted search creates a nice overview, lists results and offers contextual prompts to refine the search.

Overall, search is an area of strength for Involv. The icon on the top bar opens the search box, with the option to activate the 'AI Assistant'. Without AI, results are nicely displayed with multiple filtering criteria but will not include partial matches or misspellings. Cognit says this is coming soon. The AI search supports natural language questions and presents a useful overview of information found that respects user's permissions. All matching items grouped by content type are then listed, which we found tricky to explore. Helpfully, the system suggests follow-up prompts relevant to the context. It's possible to integrate Copilot and federating other sources is available via APIs.

Admins can assign a 'Boost Word' to content items, making them rank higher in searches. Boost Words become more powerful when combined with the central list of synonyms that the search engine references. It's easy for admins to determine if synonyms are to be applied on individual search web parts, potentially creating different search experiences across the intranet (see Scenario 5). If required, Power Automate workflows can be added to support governance for Boost Words and synonyms.

Profile pages pull information from Entra ID (including a photo) and can be complemented with information added by users, which could include skills and areas of interest. Involv also includes an org chart web part with both hierarchical (from Entra ID) and manually added reporting lines. We like the Microsoft Teams presence status colour visible on the profile page and organisational chart.

Search analytics is noteworthy as it gives visibility into anonymised searches, both with or without AI, capturing complete search queries rather than just individual words and signalling if the search was successful or not. This is an improvement on typical search analytics, but could be taken even further. For example, flagging if the search was done with the help of AI, showing the number of times the same query is used (in addition to listing all its individual, time-stamped appearances) and plotting their (un)successful results over time.



The mobile app keeps intranet content at hand, with well thought out interfaces for smaller screens.

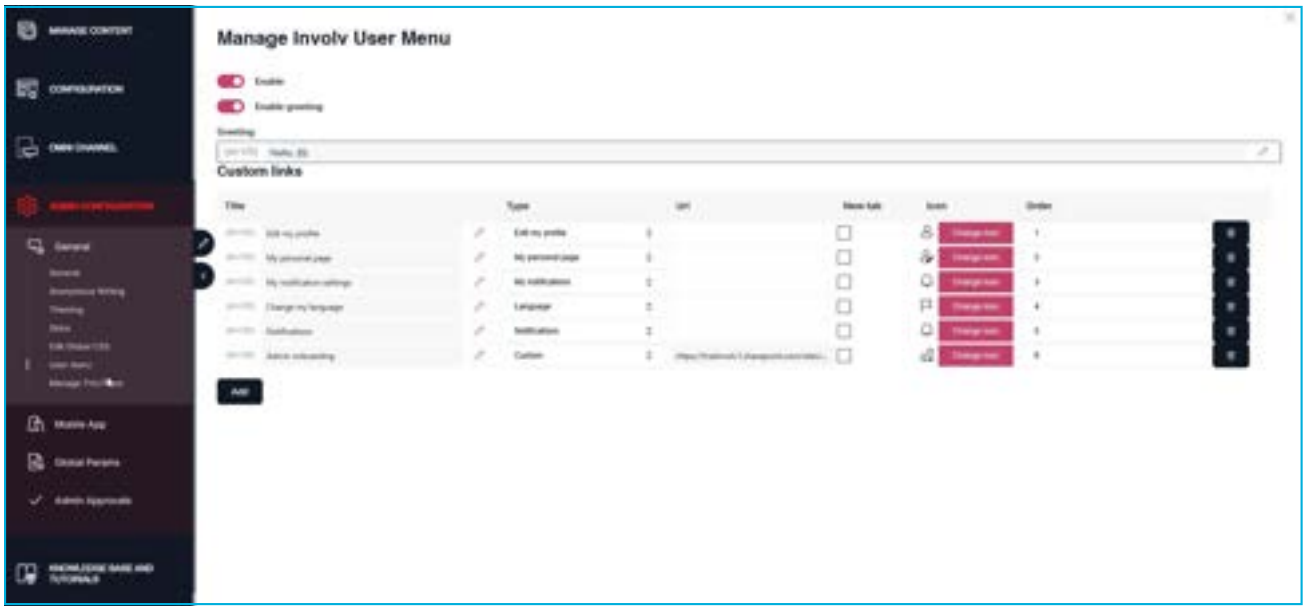
Involv is available as a native mobile app for Android and iOS which can be branded and published to app stores. If preferred, Involv is accessible through mobile browsers as all web parts are responsive. User management is handled centrally, although single sign-on can be enabled from associated systems. The Analytics Centre provides information on mobile app usage, including the number of logins and screen views, plus the number of content views on mobile.

While key pages, including the homepage and user profiles, are natively designed for the app, individual content pages are responsive versions of the browser experience rendered within the app. This means some elements are not optimised for the smaller screen, such as the social feed that has unnecessary empty space and requires significant scrolling. We like that on mobile we do not see the page header, to reduce scrolling, and a bar at the bottom keeps in view the icons to like and comment, making this action easier to complete. 'Back to top' is also available on these pages and works well.

Incidents can be displayed through the corresponding web part according to settings defined by content managers, including whether to push notifications to mobile devices. However, pop-up notifications are not available in the app. AI-enhanced search is also currently not available on mobile, and while 'My Apps' can be personalised on desktop, on mobile users will simply see those targeted by content administrators to that device type.

Mobile colours and decorative images, the sequence of elements on the homepage and the app's bottom navigation buttons are all configurable via a JSON file stored in SharePoint. While the optional 'Topics' navigation button offers an alternative way to browse content, the selection and hierarchy of topics is determined in another JSON file. Editing the code files is not user-friendly but enables admins to create an experience to meet mobile and frontline employee needs. Additionally, and more simply, web parts can be configured to only appear on mobile.

Overall, Involv provides a pleasant mobile experience that reflects the associated desktop content well. However, Involv will have to carry out much of the configuration during initial set up.



The Involv Manager side panel gives access to user-friendly screens to configure navigation, manage content, check analytics and more.

Administrators have access to a dedicated menu via the sliding side panel, listing site administration and content admin options. Administrators access functions based on their permissions, which are straightforward to configure. The 'Overview' screen is configurable, so people get quick access to the tools in use rather than a generic set of features.

Admins have extensive branding options, enabling clients to configure their main intranet while giving individual sites their own distinct designs to reflect sub-brands or departmental needs. Navigation enhances what's available via SharePoint and provides administrators with good tools, although we think the experience could be simplified. The mega menu is quite flexible, where text or icons can be added and there are good audience targeting controls. Breadcrumbs and side menus are added to individual pages and set to follow a page tree. We like the 'Tiles' web part that automatically transforms clustered shortcuts into visual tiles, with each cluster rendered as a customisable box containing its related links.

Homepage design is flexible, making use of Microsoft and Involv components. The layout and display are configurable for user groups, and you can store and use different designs for different audiences. Many of the content features use Cognit's powerful search-based component that aggregates and styles content (see Scenario 5).

Involv offers a good range of analytics for tracking site performance and user engagement. These include peak times and days, along with standard metrics like total views and number of visitors. We'd like to see more around web part usage and enhanced insights, so that admins can take action. Google Analytics, Microsoft Clarity, and similar solutions can be integrated.

Overall, Involv's administration capabilities are well thought out and give a lot of power to admins. However, the Admin Centre can feel overwhelming to navigate especially since administrators still need to interact directly with SharePoint for certain tasks. Additionally, some features will likely need assistance from the vendor to set up, particularly those that use queries. However, there is an excellent Knowledge Base and a set of tutorials with video walkthroughs for admins conveniently available directly on the properties panel of their corresponding web parts.

THINGS TO BEAR IN MIND

Involv offers a modern and visually appealing intranet experience that enhances many aspects of standard SharePoint. However, the extensive configuration capabilities mean there are some complex interfaces with numerous options that may overwhelm teams without dedicated technical resources. While comprehensive documentation exists through a Knowledge Base and video tutorials, organisations should budget adequate time for creating templates that simplify the experience for content managers.

The platform's dependency on SharePoint extends beyond infrastructure; administrators and content managers need working knowledge of SharePoint to effectively manage the system. Involv also relies on Power Automate for essential workflows including content approval and review, and ideation processes. This will require technical skills. Additionally, there are minimal out-of-the-box integrations. Organisations requiring connections to existing systems should factor in development time and costs.

The platform's powerful targeting and content management features (including on-the-fly group creation, Boost Words, and extensive filtering capabilities) currently lack correspondingly powerful governance controls. A 'Governance Panel' is on the roadmap for Spiring 2026 and will hopefully address this, although we've not seen it in action yet. Similarly, while the analytics feature extends SharePoint's 90-day limitation, it still falls short on some enterprise reporting needs. Data presentation lacks actionable insights and export functionality, especially when it comes to intranet use.

For many years Involv has offered a "thinner" layer on top of SharePoint, providing smaller additional features and / or improving experiences. In recent years the range and depth of features have increased and the product we've reviewed in this year's report offers organisations a far "thicker" layer than we've seen previously. Cognit have a lot of plans on their roadmap, including for the app, and we look forward to seeing the upcoming developments. Finally, it is worth flagging again that the product offers a huge amount of value for a relatively small price point. However, Involv's AI models are installed on the client's tenant and may incur additional cost via a 'pay as you go' approach.

Why choose this product

Involv offers very good value as a SharePoint intranet in-a-box that transforms technical interfaces into engaging, branded experiences. With excellent vendor support, flexible design capabilities for desktop and mobile, and thoughtful AI integration, it's ideal for organisations seeking to decentralise content creation and create more engaging experiences on their SharePoint investment. Involv's competitive pricing and strong vendor support make it appealing for medium to large organisations seeking a modern, efficient and adaptable intranet solution.

Vendor roadmap

No roadmap has been supplied by Cognit.

You may also be interested in...

Jint omnia Powell

COMPANY AND PRODUCT

Company
Cognit BV

Company founded
2007

Product launched
2017

ISO 27001 certified
Underway and estimated Q1 2026

Data residency
N/A

Typical client size
Less than 1,000

Company locations
Brussels, Belgium (HQ), UK

Partner locations
UK, Germany, Austria, Switzerland, USA, India, France, The Netherlands

Customers
Clients Include: NatureScot (they won an award), Lecot, Houthalen Helchteren, Kingswood School, 'Anonymous' Bank, Europabank, Port of Antwerp, Samsonite

Largest deployment so far
25,000 employees

Environmental / sustainability certifications
None

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Product and technical details

Name of product

Involv Intranet

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	**Microsoft 365 tenant**	Google Cloud	Other

Authentication supported

Entra ID	**ADFS**	**Okta**	**Open ID**	**Oauth**	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	**Apple store**	**MDM**	**MAM**	Other

Accessibility

WCAG 2.2 conformant, WCAG 2.1 AA conformant.

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	**OneDrive**	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	Microsoft	Sinequa	Open API available	Other*

*Zenya

User interface multi-language

Machine translation	Pre-configured	Editable	Right to left script supported	Other

Content multi-language

Machine translation for publishers	Machine translation for end users	Editable machine translation for publishers	Manual creation for publishers	Right to left script	Other

Set-up and support

Set-up process for new clients

Automated remote installation for the product. Project roll-out and workshops, configuration, training, and 'Hypercare' and 'Go-Live' services are offered through 'Success Packages'.

Product updates

Major updates every quarter, minor / hotfix updates when needed.

Product update process

Customers choose if they want to receive updates automatically or on a different timing. Customers are always notified up front on the availability of an update. Updates are done with a one-click remote installation.

Reverse-out options

Involv intranet is installed on the customer's M365 tenant. All data is stored in the customer's tenant, so remains there when the contract ends.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only*

*CEST

User community

There is an online community where customers can post questions, share best practices and ideas.

Voice of the vendor

Cognit BV says: "Welcome to Involv - not just your next intranet solution, but the heart of your vibrant, interconnected workforce, built on the robust foundation of Microsoft 365. Designed for internal communication managers, IT leaders and HR teams, Involv comes with 50+ prebuilt components, ensuring a fast start while staying flexible for your evolving needs.

At Involv, we're more than a software provider; we're a team of intranet and internal communication experts, guiding you from the first hello through the launch and beyond. Our experts don't just deliver software - we share best practices, templates, and training to help you succeed long-term. We keep things simple and stress-free, promising you an intranet journey that's easy, engaging and full of smart little surprises.

Imagine a place where every member of your team, whether they're in the office next door or halfway across the world, finds a virtual home. A place to collaborate and connect, where every individual feels seen and heard. Where ideas grow, communication flows and engagement rises.

Involv is an accelerator; it comes ready-to-use so you can get your intranet up-and-running fast. But that does not mean you're limited; it retains the flexibility to accommodate enhancements and customisations tailored to your evolving needs, offering a dynamic tool that grows with you. Trusted by 200+ organisations worldwide, Involv accelerates your digital workplace journey and helps you create a workplace that's not just efficient, but alive and truly extraordinary.

Ready to get to know Involv? We can't wait to meet you!"

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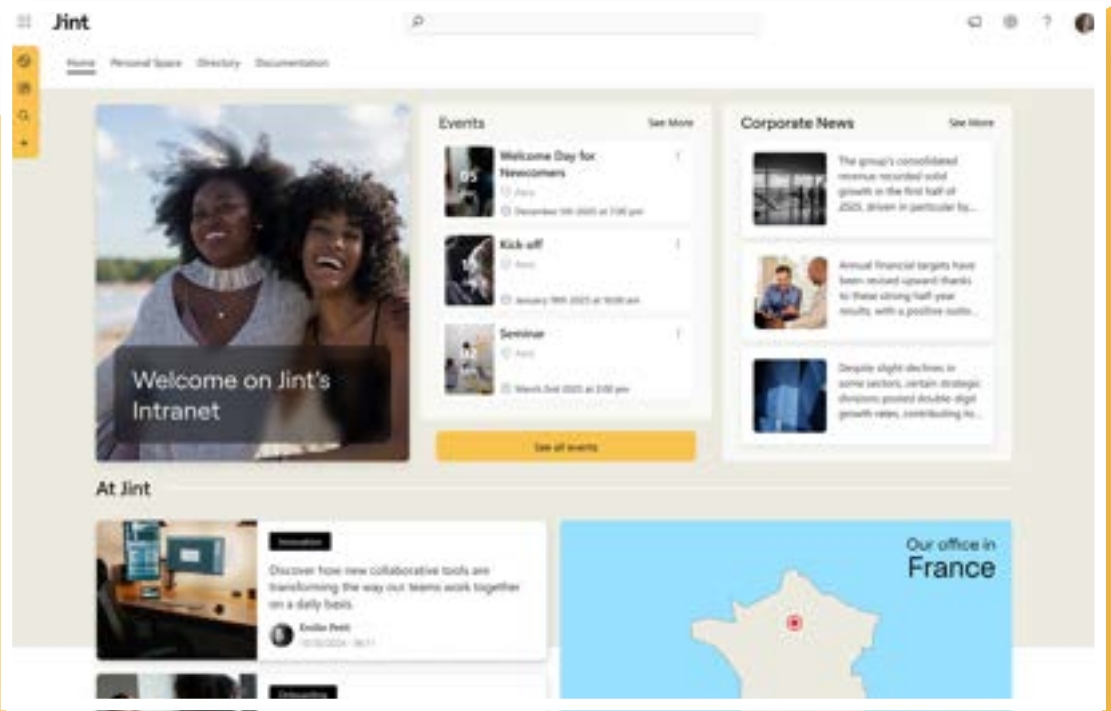
Jint

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

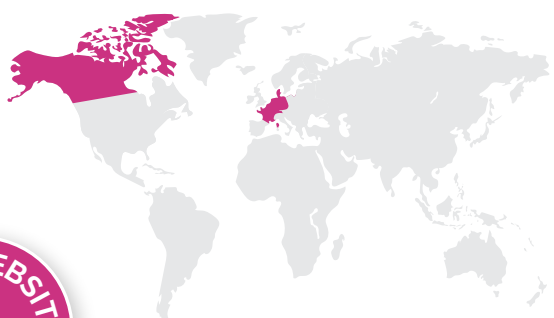
OTHER



Typical deployment:

1,000 to 5,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Jint offers a contemporary suite of intuitive products integrated within SharePoint that will appeal to organisations looking to enhance their user experience while remaining fully compatible with the Microsoft 365 environment.

SUMMARY

Jint, formerly called Mozzaik365, was released in 2021 by a France-based vendor with a global spread of partners. Jint is a SharePoint intranet in-a-box platform comprised of different modules that work closely with the Microsoft 365 suite. Included in this review are Jint for SharePoint, the native mobile app, and an AI studio called 'Jint Genius'. The vendor also has a tool for creating personal dashboards in Teams, called 'Jint Teams and Web', not covered here.

Jint does a commendable job of augmenting the standard SharePoint user experience, leveraging SharePoint's core features while adding valuable functionality on top in some areas. It gives more controls to optimise the design, a wide range of extra web parts, advanced modules such as a newsletter studio, a translator engine as well as a brand-new mobile app. Much of this is administered via its own 'Configurator' back end. The benefit of this approach is that contributors will see their experience simplified when creating articles or designing pages. Administrators will be able to go beyond the standard SharePoint options when it comes to create templates, manage Jint's Unified Experience Sidebar, access analytics, etc.

The new mobile app relies on a dedicated module within Jint Configurator and will help companies to offer an attractive mobile experience to their employees. The app is simpler than other solutions we've seen and more restrictive in terms of its architecture. Similarly, there is room for improvement in many of our scenarios around sophisticated requirements, such as communication campaign provision or content lifecycle. Jint has plugged some of the SharePoint analytics gaps with its own console and a handy template-based 'site engine' tool, but there is room to do a fair bit more.

The vendor is developing the product at a decent pace, and customers commented positively on the frequency of updates, so we hope to see further improvements soon. Overall, though, Jint has many worthwhile enhancements to Microsoft's offering while striving hard to remain fully compatible. It comes at a relatively high price, but where modules aren't wanted there might be savings to be found.

Pricing

PRICE BAND	
1,000 users	$$$$$
5,000 users	$$$$$
20,000 users	$$$$$
50,000 users	$$$$$

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes, multi-year commitments.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Unlimited technical support during business days, access to online support, new features every month and updates every week, a newsletter of information, evolutionary maintenance of the solution, corrective maintenance, customer success follow-up.

Product type

Semi-bespoke built

Branding opportunities

All branding, complex options

Base systems

Fully standalone	**Requires SharePoint**	Other

Sectors

Public administration and defence	Construction	Administrative and support service activities	Manufacturing	Health and social work activities

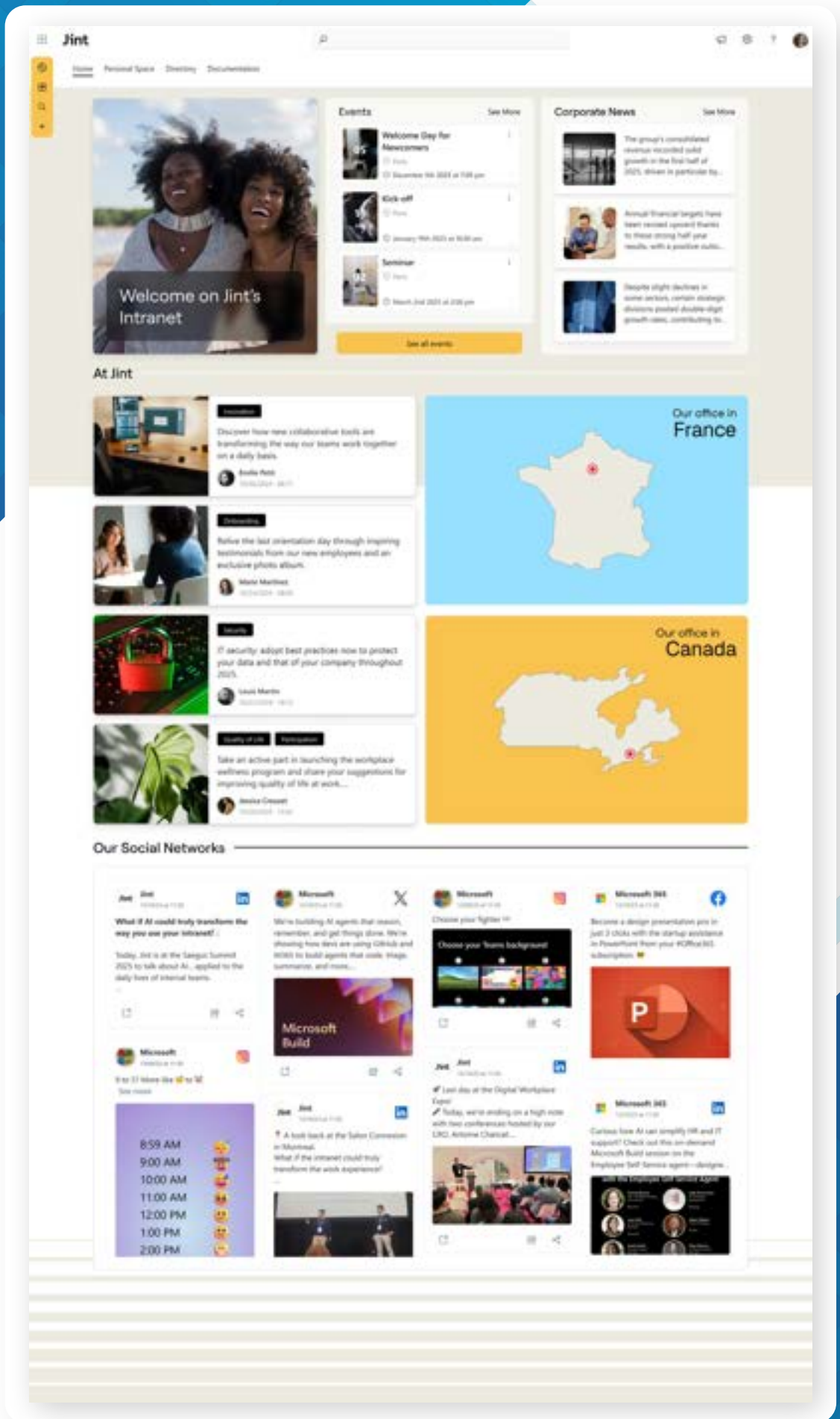
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

When asked what is best about the product, most of Jint's customers praised its ease of use, the care given to the graphical aspects and the diversity of available widgets. One said, "the tool is quite intuitive and easy to use" and another that it allows them "to erase the rigid appearance of a SharePoint site and strive for a visual look closer to that of a website". Customers also appreciated that the product is in constant evolution with a team that "listens to customer feedback" when it comes to developing features. Finaly, the ease of implementation was also well considered, especially for audience setup and "integration into the Microsoft environment".

As for changes customers would like to see in the future, several were eager to see more customisation options and design freedom such as the "modification of paddings and margins, the possibility to adapt the blurs" and more components "for example: a 'news' web part that allows for easy selection of categories and displaying them on selected pages". One customer said they were, "Waiting for a notification system". Jint analytics module is a long-awaited development that is still expected. A client said that it was "supposed to improve since last year but still no changes" and others are expecting "more granularity in terms of metrics for better reporting". As AI gets more integrated to intranet functionality, some of Jint customers want to see "even more AI innovation", the "automation and integration of AI for certain tasks" or "discussion between different AI agents".

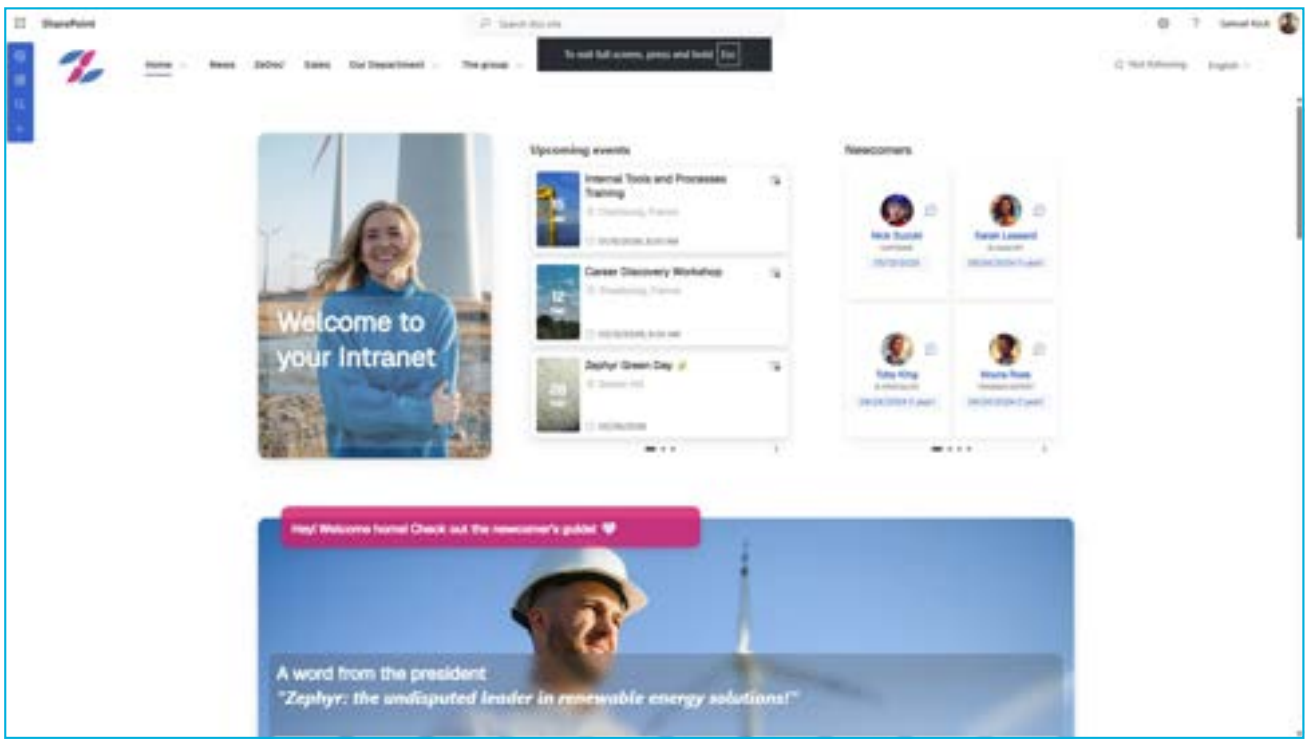
Customers spoke highly of their experience of working with Jint as an organisation. "I am very satisfied with the working relationship with the team. We have monthly and constructive exchanges regarding the scalability of the product as well as the difficulties encountered, which greatly facilitates my onboarding" said one. "Very good, always friendly exchanges, answers provided to my questions and tickets resolved quickly," said another. And a third added "Very good interpersonal skills, productive and enriching exchanges from the prospecting phase to the production phase."


Jint
Events
See More
Welcome Day for Newcomers
Kick off
Seminar
Corporate News
See More
Welcome on Jint's Intranet
At Jint
Our office in France
Our office in Canada
Our Social Networks
Microsoft Build
8:59 AM
9:00 AM
10:00 AM
11:00 AM
12:00 PM
1:00 PM
2:00 PM

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
3.5+ **1. Employee Experience**	Interface generally modern and pleasant. Enhanced audience targeting and strong multi-language support.	The 'Unified Experience Sidebar' can duplicate content and navigation. Very few additions from standard SharePoint regarding notifications.
3 **2. Communications Management**	A streamlined contribution process with helpful AI assistance. Strong newsletter tool.	AI content generation less flexible than some other products. News flow management is basic. No campaign features.
2.5+ **3. Community & Engagement**	Uses the power of Viva Engage for community scenarios.	Simple ideation and events tools.
2+ **4. Digital Workplace Integrations & Services**	Maintains very high compatibility with Microsoft 365, so all its connectors are available.	Mostly relies on Microsoft connectors for third-party integrations.
2.5+ **5. Knowledge & Content Management**	Fairly easy to create robust and good-looking knowledge base content pages.	No possibility to target Alerts or warning messages. No content lifecycle management enhancement beyond Microsoft's offering.
3.5+ **6. Information Finding & Search**	Makes SharePoint search much friendlier. 'Genius' AI bot readily scoped to a data set. Nice people directory.	Limited date range picker in the advanced search. No addition to standard SharePoint search analytics. Org chart view is basic.
2.5+ **7. Mobile & Frontline Support**	A dedicated app with 19 Widgets to design a lean and modern looking mobile experience.	The navigation on mobile is currently limited to five toolbar icons at the bottom of the screen which cannot be targeted.
3+ **8. Platform Management**	Enhancements to navigation editing. Good tool for template-based site creation.	The Configurator could be better organised. Some ungainly elements in the web part interface, such as embedded scrollbars.



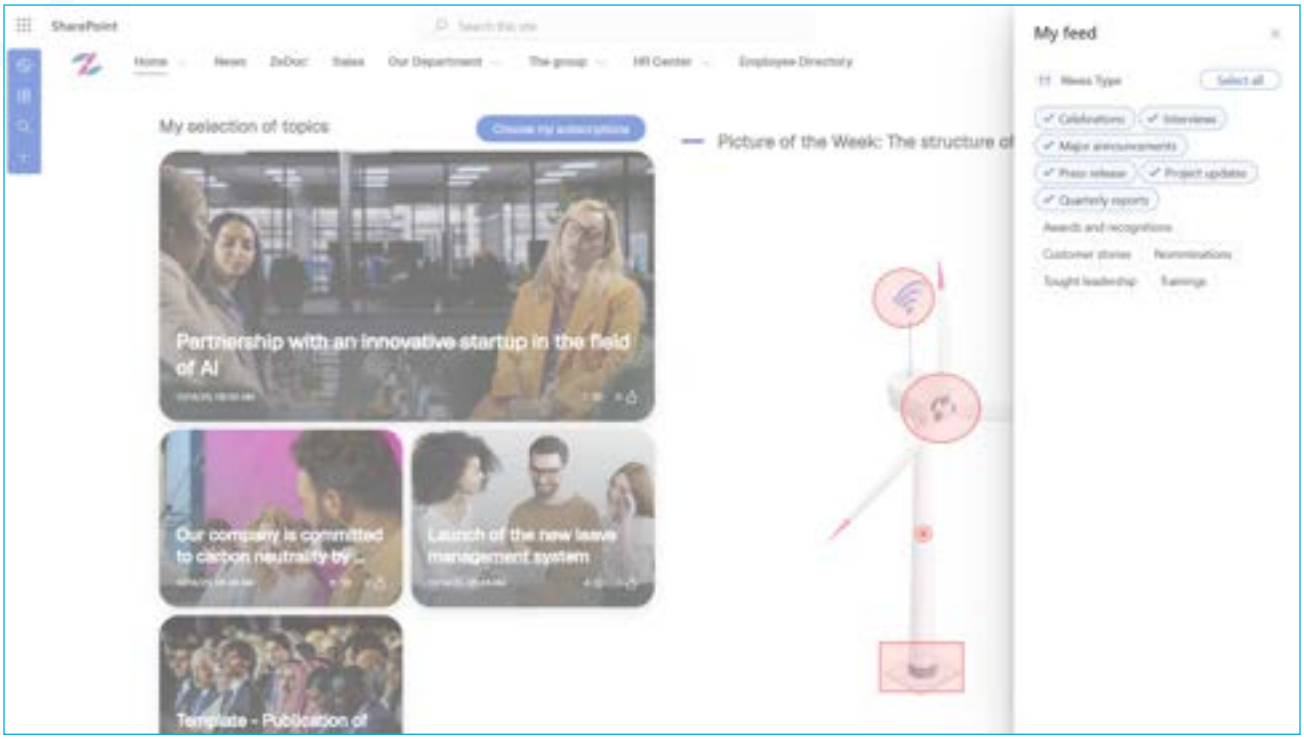
Jint offers a different look to standard SharePoint, with plenty of options to fine-tune the styling.

Jint offers a light and contemporary user interface, with good consistency across its implementation to ensure it aligns with the underlying SharePoint platform. The most noticeable addition is a 'Unified Experience Sidebar' (UES) at the top left of the screen. This gives quick access to alerts, intranet sections, personalised news, apps and search, and is persistent across the intranet.

The vendor's objective with the UES is to offer employees fast access to everything that they use daily, in less than two clicks. In reality however, we anticipate that people will have to learn what to look for in the global navigation menu and what to look for in the UES, which will require some change management. Also, we question how readily users will take to the 'unified experience' the UES brings, as it contains content elements that seem to duplicate the on-page experience provided by widgets. For example, the app carousel and app button in the UES do largely the same thing.

Content and pages in Jint can be opened in intranet browser tabs, but also in modals (or pop-ups), as well as within side panels. This provides interesting options to consult content without having to navigate between multiple tabs and screens. This behaviour can be set-up for each content aggregator, so a robust governance shared with pages owners will be important to guarantee consistency in the way employees are redirected to content.

Audiences are managed in the back end 'Configurator' (see Scenario 8) and connected to Entra ID. Dynamic audience definition (e.g. "people who joined in the last 30 days") will require a premium Entra license. In turn, the whole user experience is capable of being targeted to the user's profile. Each person will therefore potentially see different menu entries, page elements (such as 'call to action'), but also branding, news stories and so on. We like the ability for employees to choose news topics to subscribe to, something notably missing from SharePoint, but there aren't further personalisation controls in employees' hands.



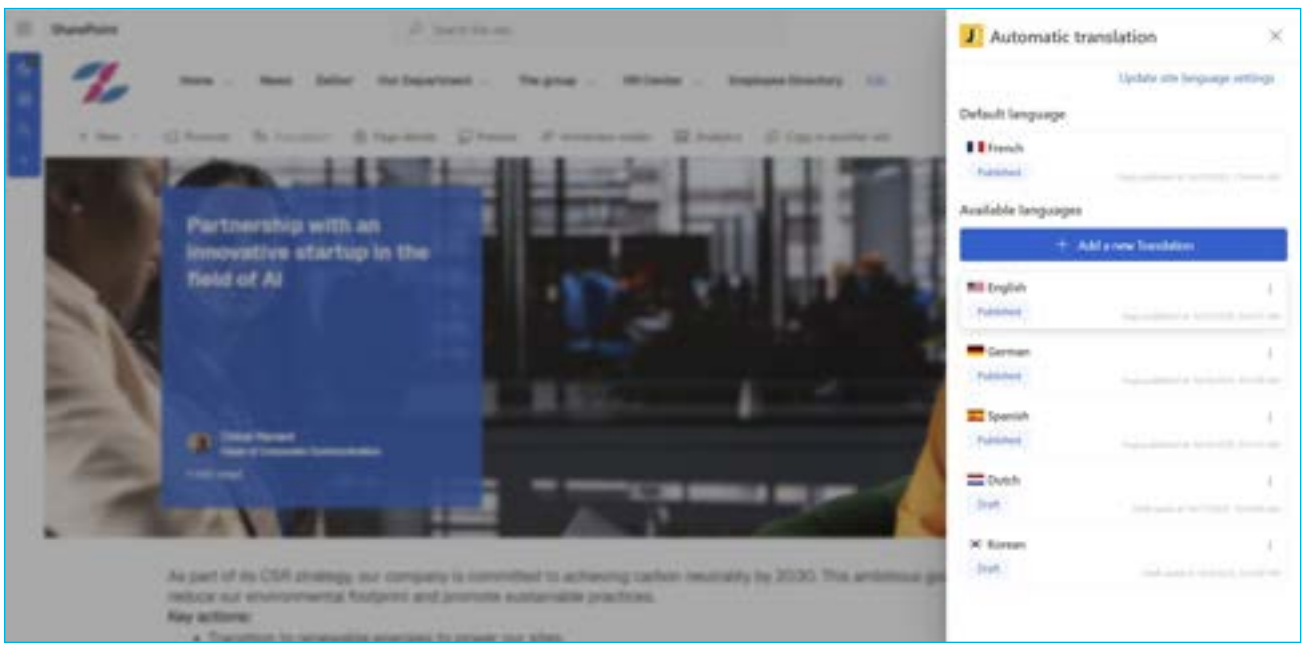
Jint offers employees to choose topics to subscribe to and personalise their news feed.

Notifications are reasonably well handled. Alerts can appear in the UES and there is a 'Message Bar' web part to highlight urgent information (see Scenario 5 for more details). There's no clear area to centralise all notifications triggered by editorial activity, employee interactions or system transactions, such as an approval request. Jint relies on Power Automate for this, which typically generates an email notification and might not be what most organisations are after. One customer called this out in the 'Voice of the Customer' section, and we agree that adding notifications would be beneficial.

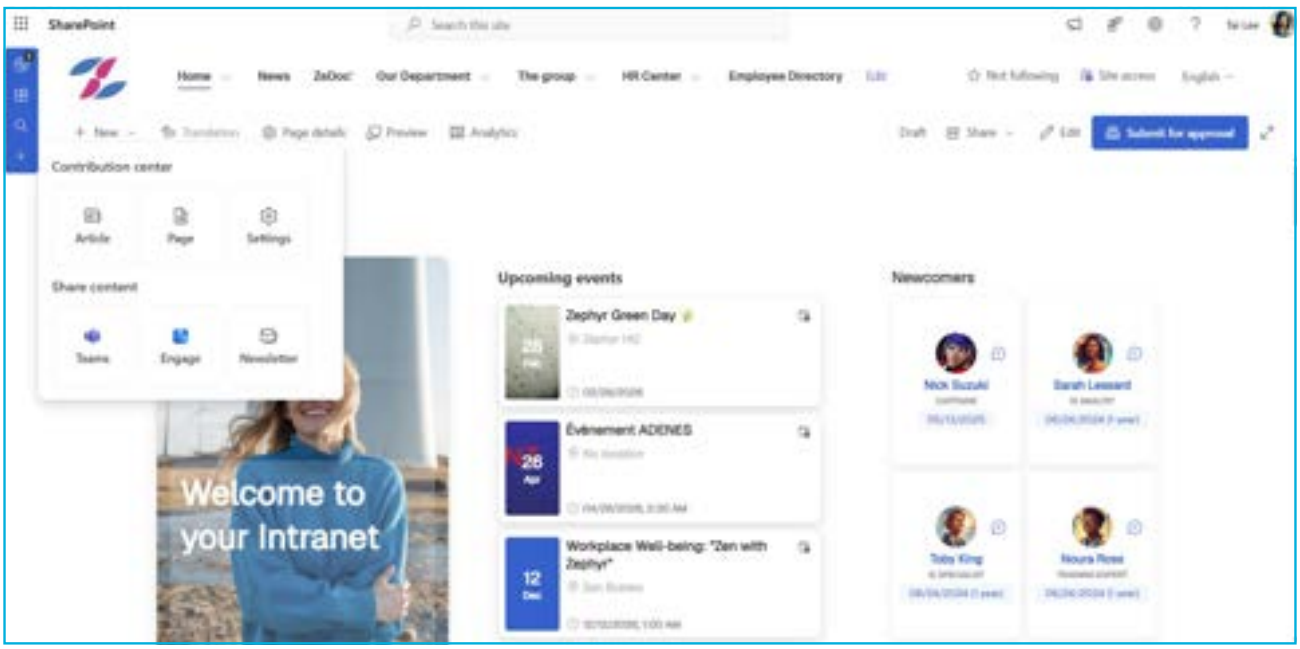
To support multiple languages, the vendor offers a dedicated module called Jint Translator that overrides the SharePoint translation experience. First, authors can create a source page in any supported language. There is then the option to create a language variant from a very comprehensive list of automatic translation languages. The translated version appears as a draft that can be edited before publishing. We appreciate that these translated versions can be updated in one click if the main article were to be updated. Jint Translator also works with SharePoint approval workflows, so that when a new local language version is created, designated contributors will receive a notification to review them. If users have more diverse translation needs, then (thanks to Microsoft 365's extensive language support) they can ask for an instant translation into dozens of other options.

We noticed that changing a language via the language picker does not necessary reflect consistently across the intranet. Some UI elements, such as navigation entries, labels and contextual messages, are triggered by the the Microsoft's user profile language and not by the chosen option from Jint. Also, we think it's important to note that some text fields, such as contextual help within the web parts editor, might not always be translated from their default French settings, which can prevent international teams of publishers from easily fully administering the platform.

Regarding multimedia support, Jint is adequate without being exceptional in this area. Videos can be added to a page and played in a pop-out modal. Embedded YouTube videos will play within the page, however. Any videos in the site document library will be picked up by the Stream web part and will be similarly playable on the page. Support for audio-only formats is very limited.



Jint includes on-demand translation.



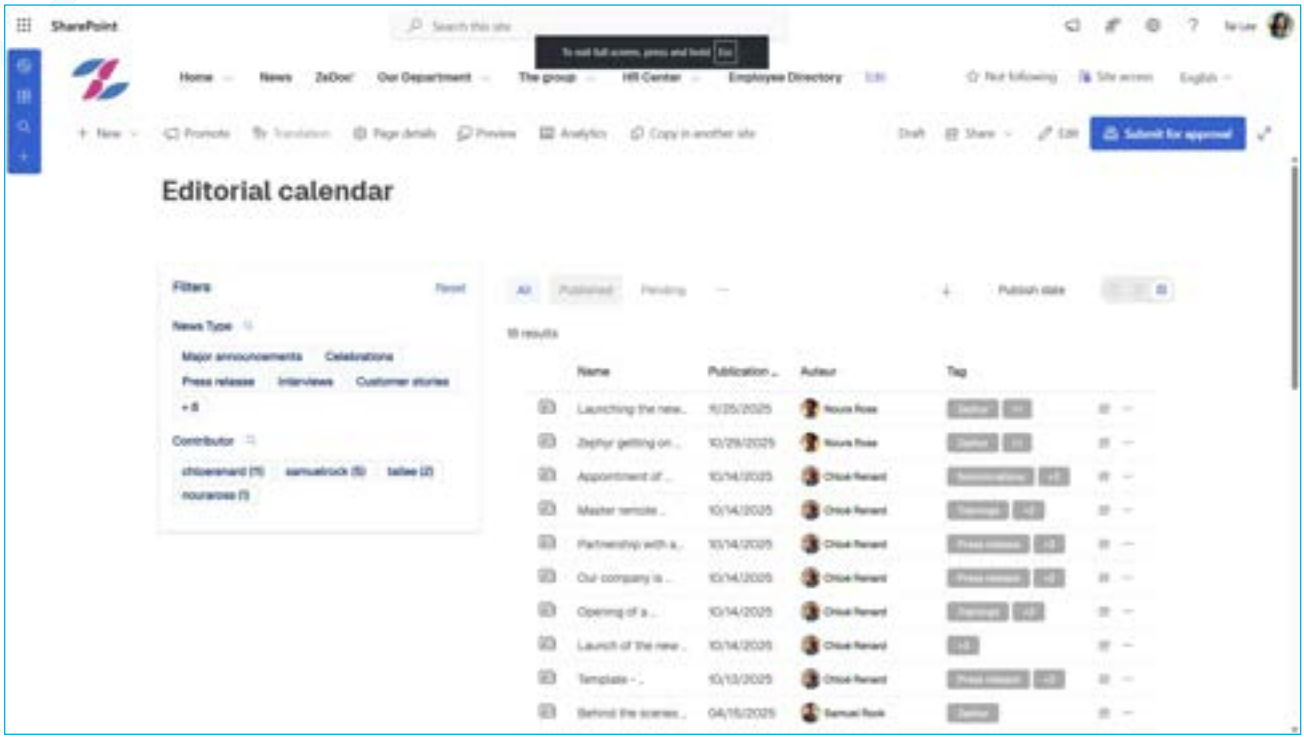
Publishers can start a new article from the 'Contribution Centre' in the Unified Experience Sidebar.

Jint helps non-SharePoint experts to create content from anywhere in the intranet, ensure publication consistency, and share it easily across channels. To create a new article, publishers are invited to access the 'Contribution Centre' from Jint's Unified Experience Sidebar. They choose between creating their article manually or via the help of an AI assistant and then must decide their desired template from the collection set up by administrators. A focused window allows them to enter their article title, base language and storage location.

A new article is then generated with the appropriate layout, web parts and default content (based on the template), that contributors can change. This removes the burden of starting from scratch, but contributors will still have to be trained to understand how to enrich their content, such as with relevant thumbnails, description, metadata, etc. As well as text and images, articles can include any available web parts, giving the potential for content to be rich.

Generative AI can assist with article creation, using a step-by-step approach to select a template, generate the content and then add a title. We were impressed that the AI could fill in a multi-section page, and like the options to pick a suitable tone. However, we found the linear process a little inflexible – for example, there was no obvious way to re-generate with a different tone or request more title suggestions.

Regardless of the creation process, contributors can schedule an automatic publish date for their content. However, there is no automatic unpublish date, which we feel would be a valuable addition. To manage the stream of content, there is an 'Editorial Calendar' which consists of a list of all publications with filters by type, contributor, or status (publish, pending, draft). A good addition to this basic list would be an actual calendar view. Jint does not address more advanced use cases such as automated campaigns or employee journeys to support advanced communication use cases.



Publishers can access a centralised list of all publications to manage the stream of content.

A new addition in late 2025 was Jint's 'Newsletter Studio'. It is completely built within SharePoint and is more advanced than similar modules we saw from other vendors. Jint's positioning for this Newsletter Studio is to help organisations broadcast their internal information, ensuring a high level of security and compliance, while providing nice looking emails aligned with company branding. The editor is easy to use with drag-and-drop layout manipulation and many options to fine-tune the look, including the spacing between each component. We appreciated the possibility to set multiple column sections while still providing a good responsiveness on mobile and we were pleased to see a 'stack columns' toggle button for small screens. Content can be contributed directly within the components but can be dynamic too – for example, insert an existing SharePoint news story or an active link to a person's profile. In line with other parts of Jint, translation is also well supported.

Regarding the distribution, email contributors can easily send test emails, select internal audiences (connected to Entra ID) and pick-up the email sender. This sender has to be an individual and we think it would be an improvement to offer the option to select a generic departmental mailbox when appropriate. We also believe it would be useful to enable the addition of external email addresses to communicate with partners or subsidiaries for example.

Once a message is sent, Jint provides analytics that include delivery, opening and click-rates on each link. We like that the delivery analytics includes a report to see which employee might not have received it. Overall, it's a strong feature and we hope to see it mature, particularly the analytics side which could be more visual and include graphics to help make sense of the data.

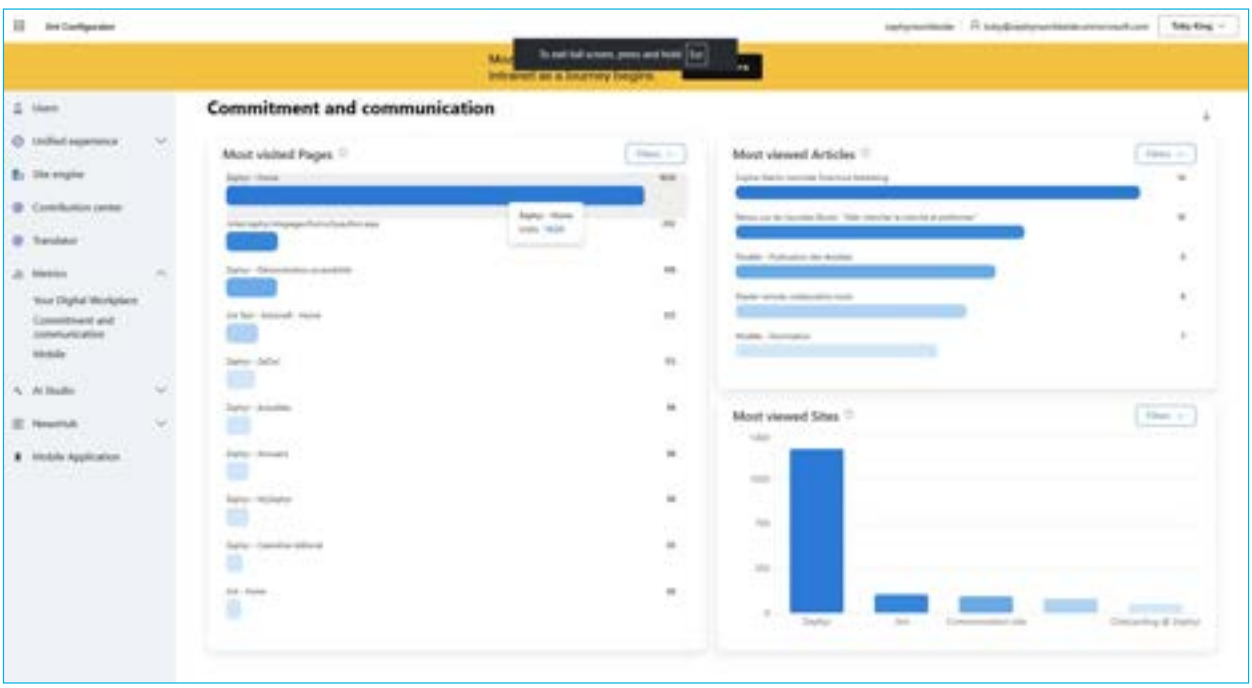
To broadcast content further, publishers can decide to publish into Viva Engage or Teams. For this, Jint provides a streamlined integration with the possibility to select a channel, customise a message and share the content. The result is a nice-looking clickable card that takes the article thumbnail as well as the message.

There is a 'Communication and Engagement' metrics dashboard, accessible to administrators within the Jint Configurator (see Scenario 8). It displays the most visited pages, viewed articles and sites, with filtering options. This has a simple set of nicely presented graphs showing

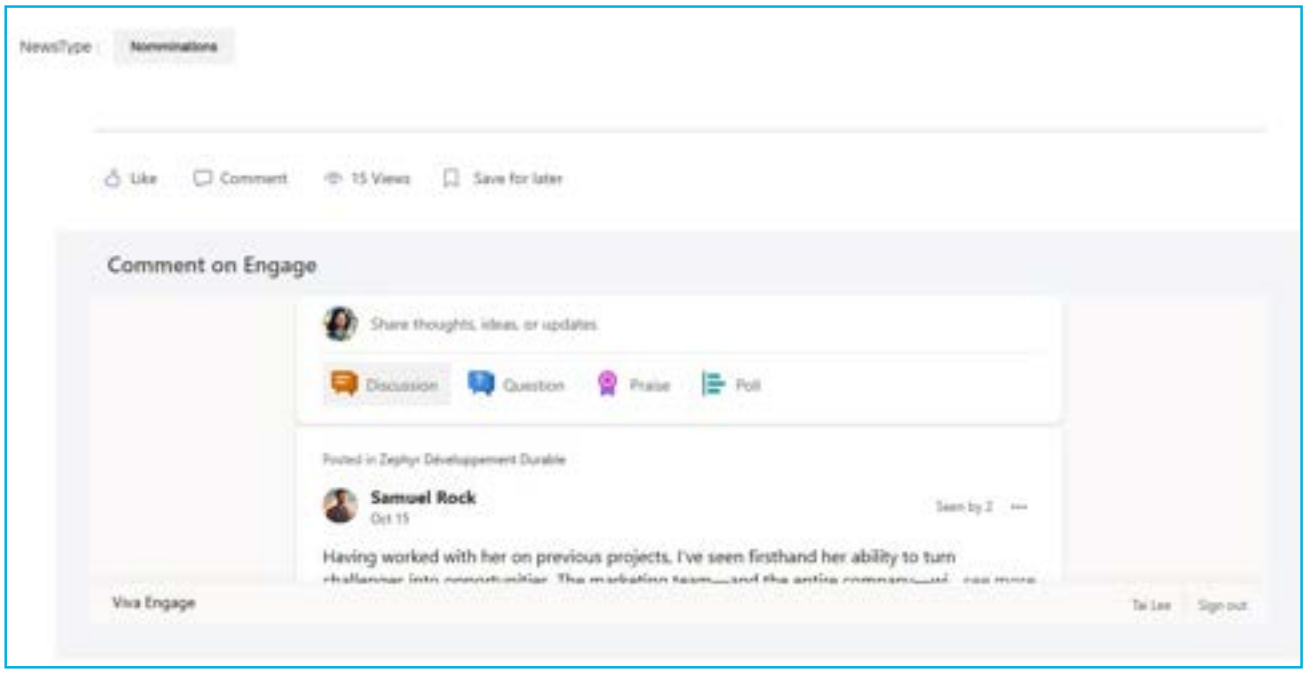
user activity patterns. We like that these can be segmented by custom time periods. For content analytics, there is a report that is specific to news – something missing from standard SharePoint. While the current dashboard is quite basic, the vendor is working on a major upgrade of their analytics capabilities. We hope this will also include an opportunity to share analytics with a wider population than platform administrators.

Overall, Jint provides solid enhancements to the contributing and sharing experience of content within the intranet. We would like to see similar enhancements to better assist communication managers to organise, schedule and track their publications and campaigns.

Jint's newsletter studio is completely integrated within SharePoint and provides extensive layout options.



The 'Commitment and Communication' dashboard displays the most visited pages, viewed articles and sites.

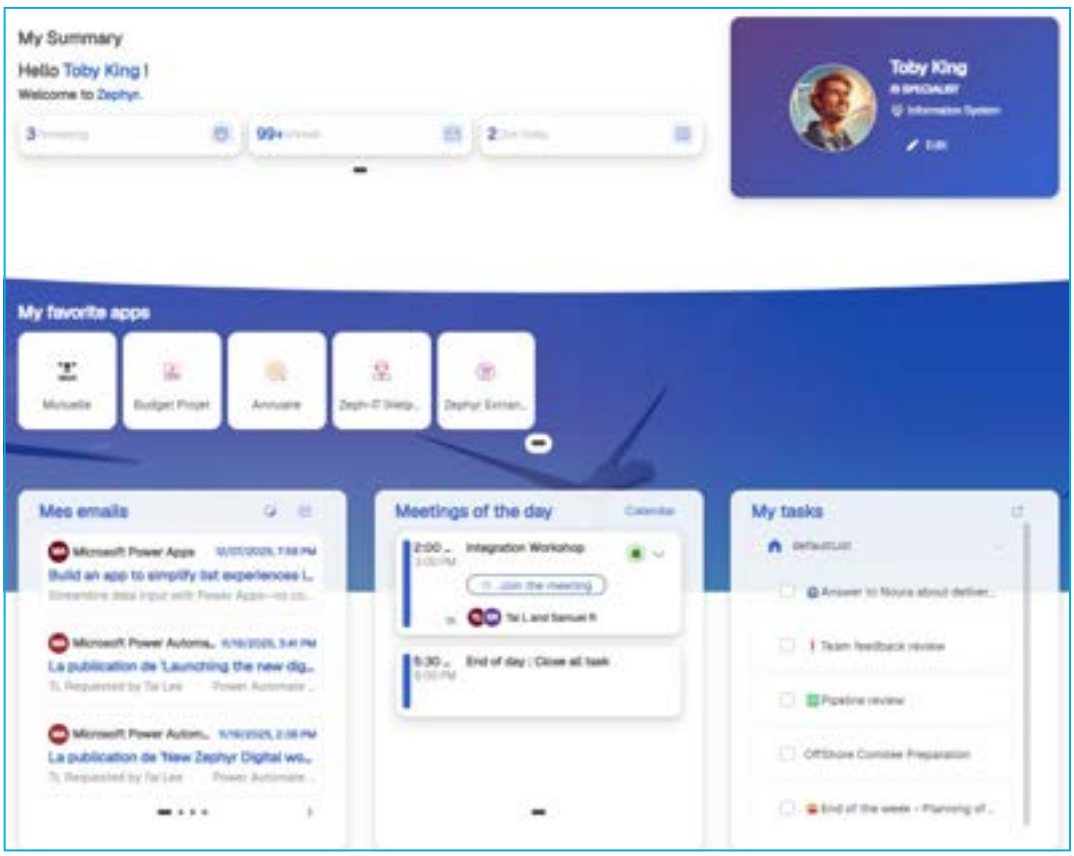


Jint includes a web part that uses Engage to create a post instead of using the SharePoint comment facility.

Jint relies heavily on Viva Engage for its social abilities – it augments this in places, but given Engage's maturity this is perhaps understandably not an area of focus for the product. As such it's unsurprising that Jint makes full use of Viva Engage for its community facilities. Engage is excellent for community management, supporting a wide range of user contribution styles and reactions (see the SharePoint and Viva review for details).

The commenting features from SharePoint have been replaced by Viva Engage feeds. A new conversation is started when the publisher creates an article, and all associated comments will be centralised as responses to this main post. In principle this is a great idea – the comment box has much more potential for engagement there, and a wide range of reactions are supported. However, wide spacing and a small typing area actually make it hard to contribute and view comments. Additionally, the commenting feature is not available for all "list based" content such as job offers or ideas.

For feedback and polls, there is a handy but simple 'survey' web part, and for more extensive questionnaires Jint have done a good job of embedding Microsoft Forms. A simple 'Events' feature supports the creation of an event page with booking handling, although livestreaming would be a nice addition to this. Jint has also implemented an 'Idea Box' for employee suggestions and ideation. Users can post an idea for others to vote on, and the owner of the idea can add a status label such as "In Progress". It's a simple implementation with no back-end idea management, but it saves trying to build one using Microsoft lists.



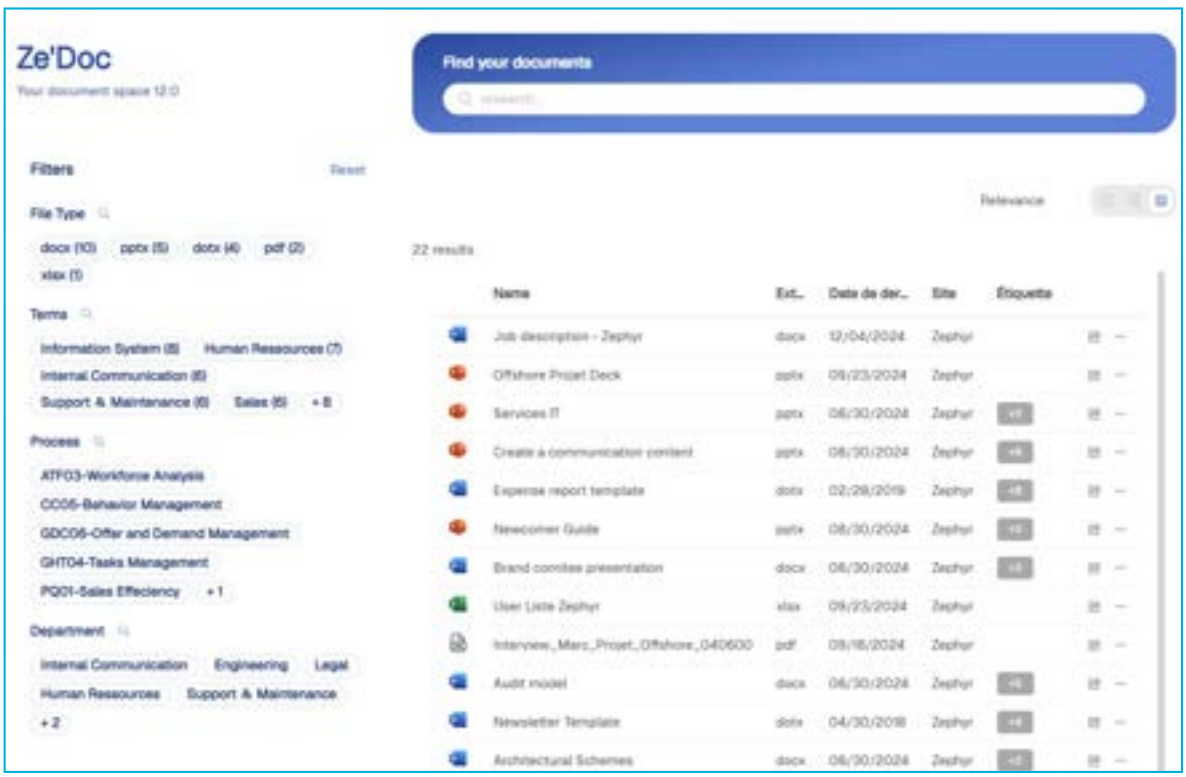
Jint integrates very well within Microsoft environment, displaying and sharing content from and to M365.

The primary strength in this scenario is that Jint have taken great care to develop their product to integrate fully with Microsoft's offer. Every SharePoint web part remains usable alongside Jint enhancements; this extends to the control panel for each web part, where making changes will be instantly familiar to seasoned SharePoint users. We acknowledge though that some web parts might seem redundant between the two. For example, the 'Focus' web part from Jint is very similar to the new 'Editorial Card' from SharePoint. While Jint offers more flexibility, this can be confusing for infrequent publishers.

When it comes to personal dashboards, there are web parts to show upcoming tasks and meetings, and even emails if desired, which gives options for a 'My Page' approach (see the screenshot at the start of this scenario). Jint intranets can be surfaced in Teams using Viva Connections or a custom Teams application.

The Unified Experience Sidebar is the place where employees find a customisable app-launcher. We particularly liked the inclusion of a search box to find apps by name and the facility of users to favourite their most used apps. Jint offers a nice Social Wall feed with the ability to surface external sources showing company posts from LinkedIn, YouTube, Facebook and Instagram and encouraging 'employee ambassador' interactions.

Regarding more advanced integrations with business systems outside of M365, administrators will be able to add embedded iframes to display external applications with all the limitation that it implies (credential management, latency, etc.). Overall, Jint's approach is to capitalise on what is built into Microsoft 365, rather than making strides to enhance it. There's nothing particularly wrong with that: what Microsoft 365 already offers is a very wide set of connectors, though they are not always the easiest to get to grips with for non-technical users.



It is particularly easy to create knowledge base landing pages using search web parts.

Jint offers strong features to create knowledge base landing pages. It is easy to scope search web parts to a specific library or in-house content type, such as 'procedures' or 'organisation charts'. This can be used to provide centralised access to product data, sales collateral or how-to guides (an example screenshot is shown as 'Ze'Doc' above) for example. The same approach can also be used for a page of job vacancies, an internal shop catalogue, or photo library. We particularly like how the search results can display content in the form of lists or cards, showing a preview of the articles or documents.

For alerts and urgent communications, Jint relies mostly on the Unified Experience Sidebar, in which an alert message can be displayed to all employees and redirect to more information if needed. We think it is a shame that people have to click and open this sidebar to be exposed to these alerts, rather than seeing it somewhere more prominent. Additionally, most communication teams will need to be able to target these alerts, which is unfortunately not possible at the moment. As an alternative, a 'Message' web part can be added on a page (including the homepage). These display important information with a different template according to levels of severity (info, warning, error, etc.), but it lacks the option to add a link and also to target to specific audiences. Mandatory reads are not directly supported beyond SharePoint's offering, which is a shame.

Content lifecycle and management is directly managed in SharePoint, with possible enhancements from Power Automate. Although this keeps things simple, we would have welcomed intervention by Jint to address some of the shortcomings, such as alerts on expired content, and the ability for a contributor to see a dashboard of all 'their' pages.

Administrators will need to rely on the same analytics dashboard for knowledge content as was described for editorial content (see Scenario 2 for more details).

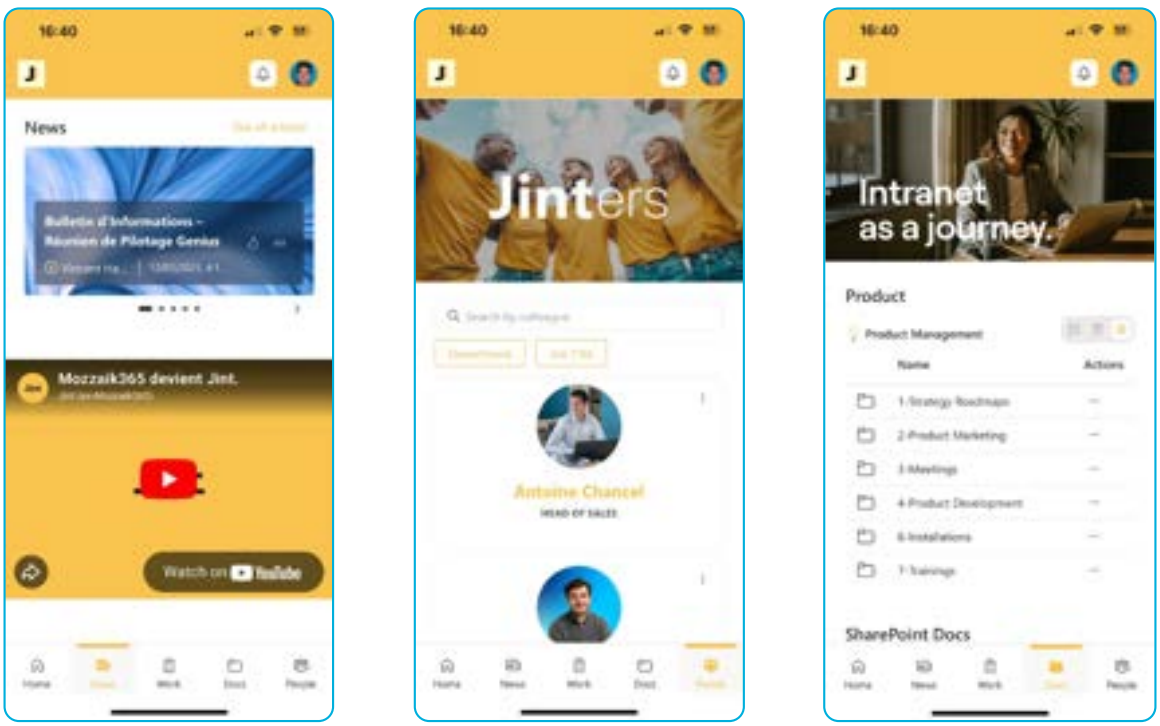
Jint offers enhancements to Microsoft Search, with custom search interface, as well as AI powered 'Genius' agents.

Jint builds on Microsoft 365's powerful search capabilities. The vendor has enhanced the search experience by adding their own interface and giving people more control if they want to search the "whole intranet", a specific site, or all of Microsoft 365. The Unified Experience leads to an 'advanced search' interface that offers filters as buttons. We think the interface for selecting a date range should be customisable rather than pre-set values (especially given this is offered in SharePoint's own search results page). We like that the same search facility can be used to create a custom search experience – for example a page showing 'All News' can have filters to reflect news types such as 'press releases'.

Our slight reservation here is that, as with any M365 based intranet, managing search relies on access to the standard Microsoft Search admin panel. As noted in the SharePoint review, the downside of this is that it requires access rights that few intranet managers are likely to have.

People-finding has been enhanced and there is much to like. It suggests word completion as you type and adds departmental filter buttons that can be used to further refine results. The profile page itself is well designed to display data from EntraID and SharePoint profiles. There is a nicely executed organisation chart too, even if we would welcome an option to show more than two layers at a time.

Jint offers the capability to set up AI powered custom agents called 'Genius'. The administrative experience to create an agent is straightforward, choosing the name, colour, and premade prompts, pick the GPT model they want to use as well as setting if the agent can retain conversation history. In the instruction panel, it is possible to pick a specific data source from SharePoint, as well as refining options such as the strictness, the creativity as well as purpose, descriptions, style, etc. Agents can be audience targeted and displayed globally on the intranet or only on specific sites; admins will need to check the audience has associated permissions for the content. Agents cannot be displayed on the Mobile app, which we think is missing, but Jint are working to address this.



The Jint Mobile App offers employees easy and simple access to company stories and resources.

To address mobile and frontline employees use cases, Jint offers two different options. The first, classic, option is that Jint Intranet is fully responsive and compatible with SharePoint mobile web view or mobile app. Customers wanting more control of their mobile experience will appreciate that Jint web parts can be set to appear on mobile or not.

The second way to access Jint on mobile is to subscribe to the native mobile app, which is a new version of the application since our last report. Note that this is at additional cost but is included in the pricing provided to us. The app can be download as a generic application via the app stores. This app has a Jint logo and name, but customers can choose to pay extra to have a white label version that shows their company branding on the app icon and simplifies the connection process.

Employees will have to enter the company domain URL as well as their user credentials to connect. To give access to frontline workers who are not necessarily onboarded within Entra ID, Jint offers organisations the opportunity to register these employees as 'guests' by using personal email address. The vendor is also exploring the use of personal phone numbers, which we think would be a beneficial addition.

Once the 'Mobile App' module is added, administrators will be able to access an extra menu within Jint Configurator (see Scenario 8) to design the mobile experience. As part of this set up, they will be prompted to configure mobile toolbar 'Tabs' that appears at the bottom of the screen with a customised name and icon. Administrators will be able to add content and information in each Tab from a collection of 19 dedicated 'Widgets'. For example, a 'home' Tab could display the latest news, events or embedded media, a 'News' Tab could show all the news and articles coming directly from SharePoint, or a 'People' Tab could give access to the employee directory and organisational charts.

The set of 19 Widgets are close to the Jint web parts available for the SharePoint desktop environment. Administrators therefore won't have to learn a completely new system, even though their setting options are less comprehensive in terms of design and parameters. There are Widgets to display editorial content from SharePoint, such as 'Company Event', 'News' or 'News Carousel',

Widgets to add new elements within the tab such as 'Focus', 'Quick links' or 'Embedded' and Widgets to give access to resources, such as 'File explorer' or 'Search'. We appreciate that during the configuration of each tab, a live preview is directly available to see directly how it renders, as well as the system auto save of any modification.

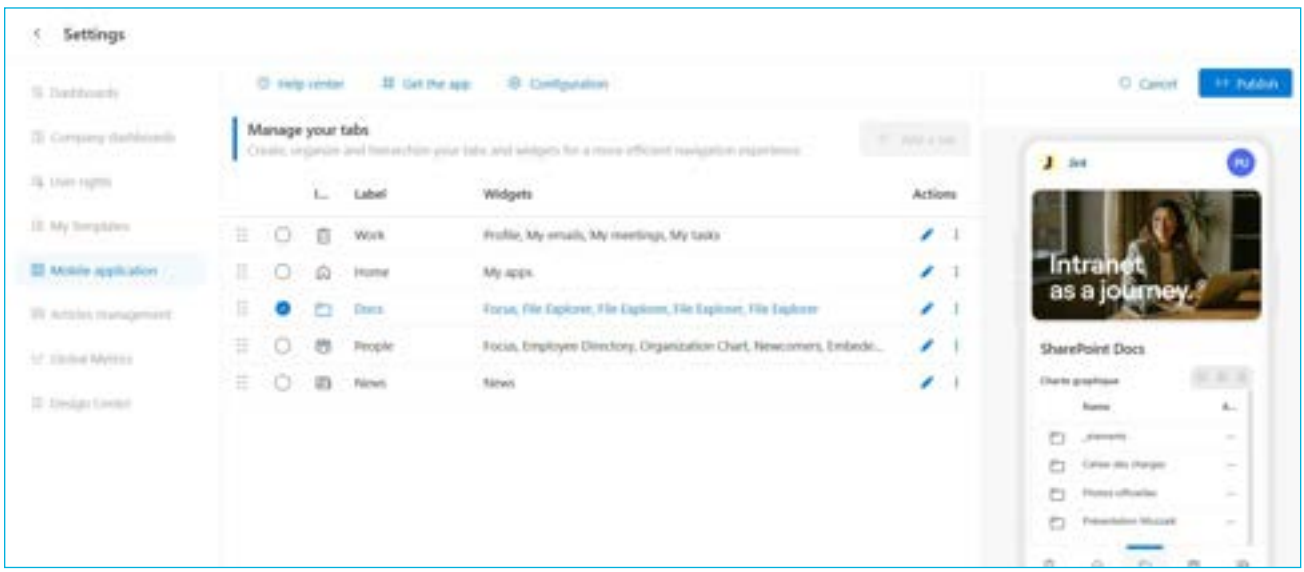
The navigation experience within the Jint app is limited to these toolbar Tabs, there is currently no additional menu. This will drive organisations to make drastic design choices as there can only be a maximum of five tabs, which can't be audience targeted. While we appreciate the concept, we find the approach limiting and think that this could be a blocker for advanced intranets. The vendor shared that they are considering the creation of sub-tabs accessible via a menu, which we think would be highly beneficial but there is no target release date.

The global experience of the application feels modern and lean. Each organisation will be able to change the logo that appears on the mobile header, as well as choosing one primary colour to slightly customise the interface. We noted though that the 'News hub' presents portrait renditions of images, which looks quite big. Publishers will need to have training on how to carefully choose images for both the desktop and mobile environments.

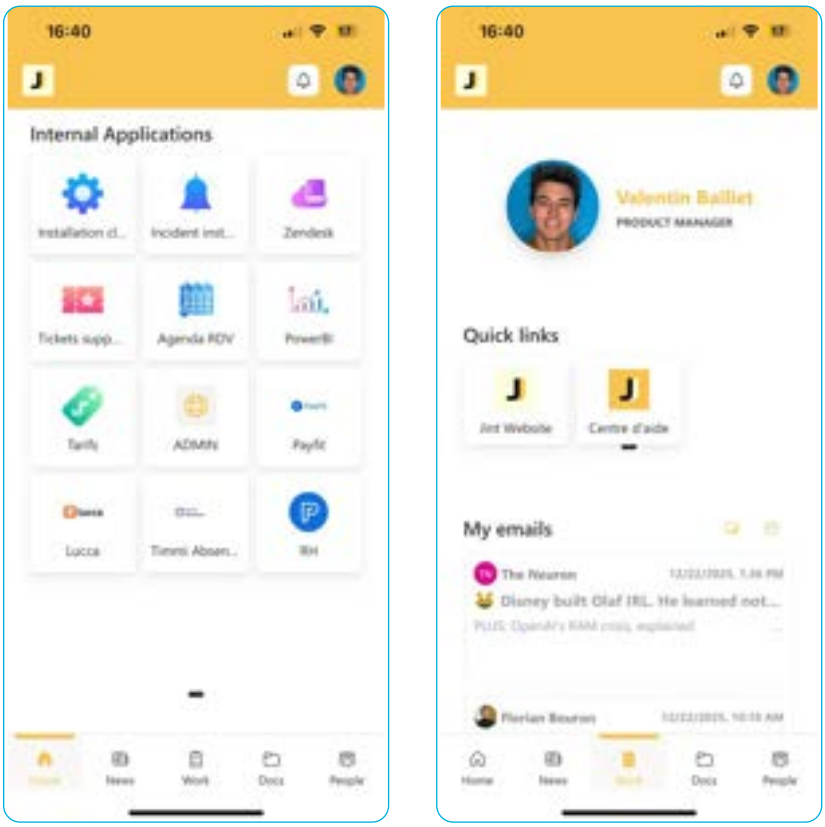
To address specific needs for employees without access to a personal computer, useful Widgets can be added within Tabs such as 'Employee directory'. If employees have a Microsoft licence, they might be pleased to access their email, events, tasks and files directly within a 'My Apps' Tab instead of switching to different M36 applications. It is also possible to embed external business systems within a Tab via an iframe. However, Jint does not provide specific technical connection or integration with third-party tools to allow employees, for instance, to request days off or to access their shifts.

A notification centre is easily accessible via a bell icon at the top of the screen but only displays notifications regarding newly published articles. There is no manual push notification yet to alert employees beside these editorial notifications.

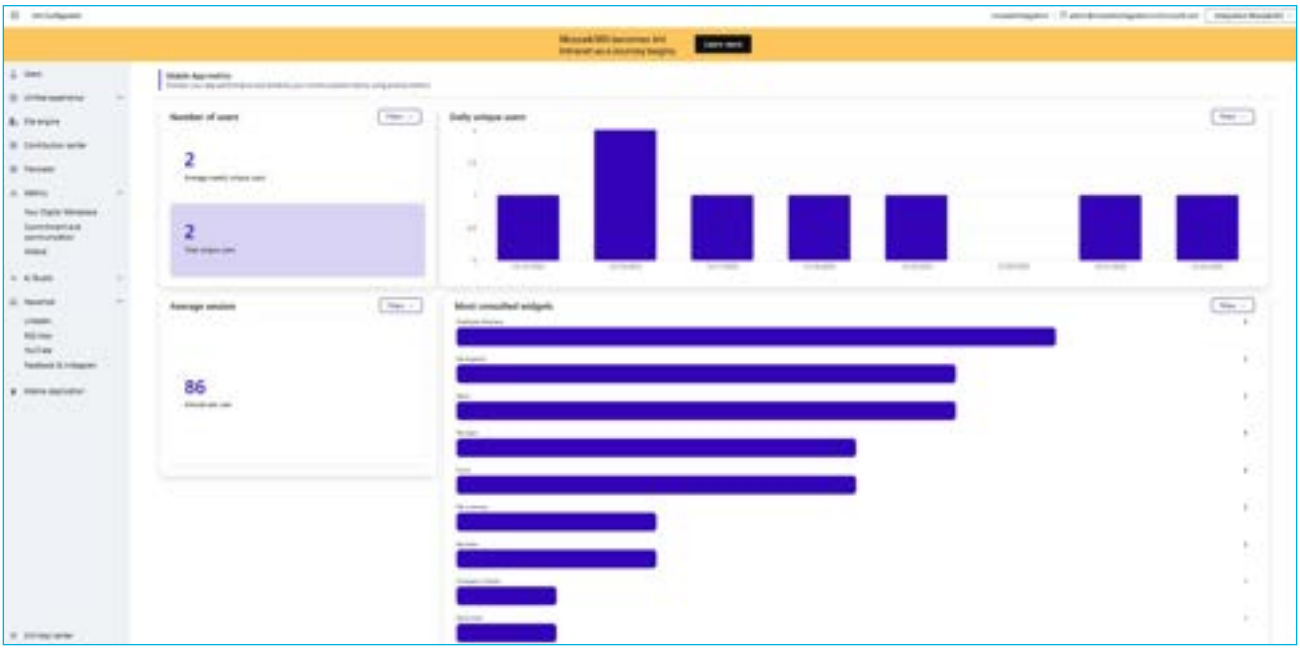
Overall, the Jint Mobile App, will appeal to organisations that need to address key mobile use cases. While the application is well connected to SharePoint, it is important to note that administrators will need to recreate a basic navigation system based on toolbar Tabs. While this approach allows organisations to design a lean 'mobile first' experience, this means that they will have to maintain two systems in a different CMS.



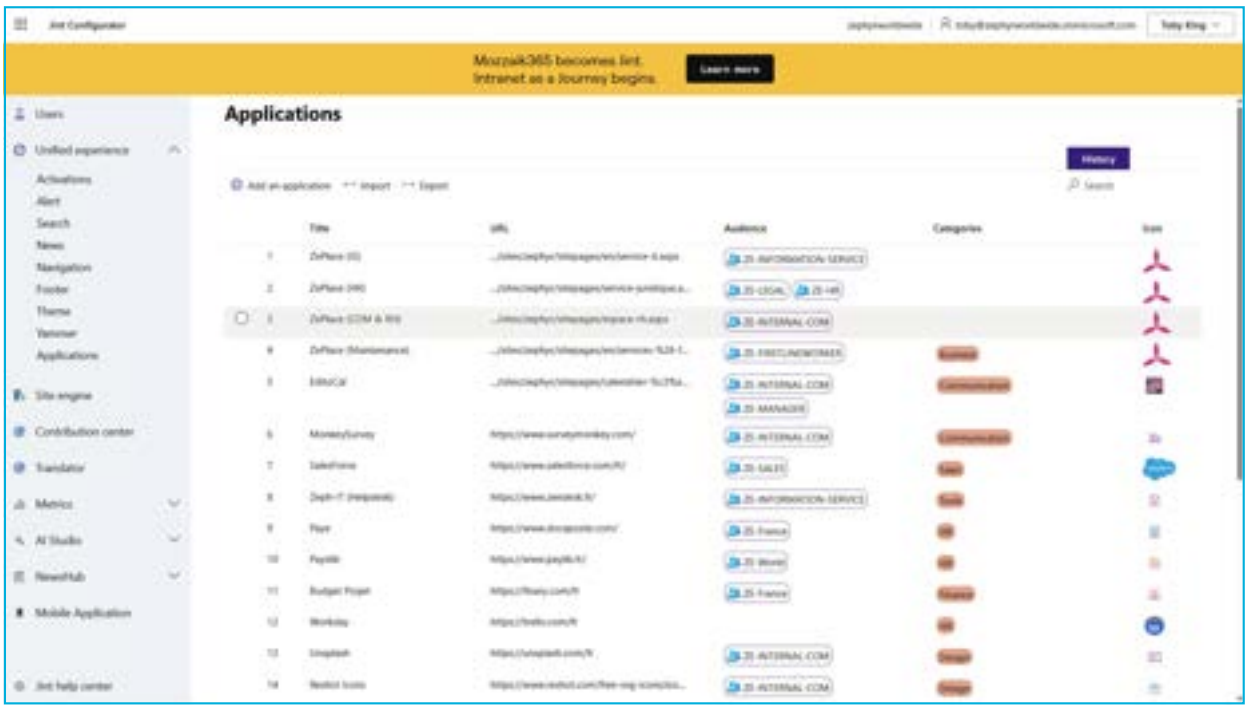
The 'Mobile Application' configurator is a dedicated module to design the mobile experience with a useful live preview.



The Jint Mobile App looks simple and lean.



A mobile metrics dashboard is provided to track the number of active users, the average duration of a session as well as the most consulted widgets.



Jint Configurator offers various administrative options such as the application launcher set-up shown here.

Although much of the intranet-wide management of Jint relies on what is built into SharePoint, there are some valuable enhancements. For example, 'site engine' for template-based site creation and support for multi-language content creation and translation are great additions. Admins access most of the admin tools within the 'Configurator'.

Some sections of this Configurator, such as 'Contribution Center', 'Translator' or 'News hub', provide only a few options – mostly to manage permissions or areas of deployment – and won't be of a daily use for administrators once set-up. Other sections such as 'Site engine', 'AI studio', 'Unified experience' and 'Mobile application' offer a larger number of options that can shape the user experience and for which administrators will have to come-back more often. We feel this prioritisation could be reflected better in the Configurator interface by better organising the sections.

While the creation of templates for sites exists in standard SharePoint, it is far from accessible for non-technical users. Jint addresses this gap with their 'Site Engine' section within the Configurator. This allows an administrator to nominate an existing site as a template and then use it to create new sites on demand. Templates aren't just the layout, but can also contain file templates, risk management documentation and so on. The vendor says it is also possible to use Microsoft Forms to guide people into selecting the right template to provision. We see this as a common requirement which has been addressed well, though a step further would be to incorporate this into Microsoft Teams, as many SharePoint sites now get created in the background when new Teams are set up.

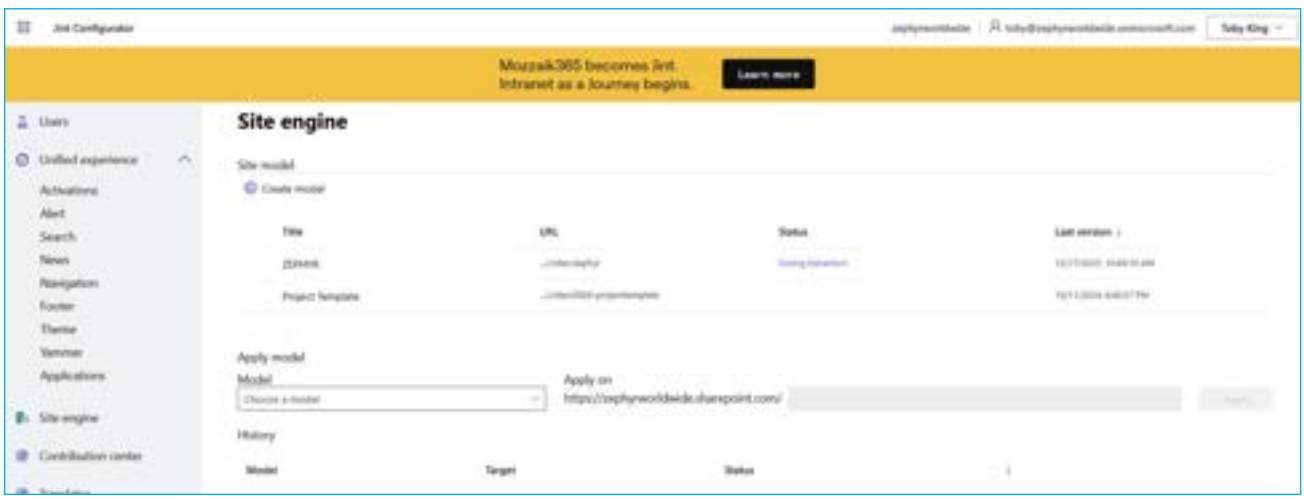
The 'Unified Experience' section provides many options to manage the content of this sidebar (alerts, application launcher, search engine, news feed, etc.), as well as access to the navigation and footer settings. Regarding the intranet footer, Jint does a good job to simplify a global deployment on multiple SharePoint sites (removing the burden of duplicating effort), while targeting links and resources to defined audiences for flexibility.

For landing pages and homepages, Jint adds numerous web parts to the standard SharePoint offer, including clickable maps, an app carousel, profile cards, contributor list, events and anniversaries. We did notice a few inelegant elements within some web parts such as the need to scroll. We think the 'newcomers' web part will be of interest to companies wanting to reflect a welcoming culture. If desired, this will automatically populate from Entra ID when new people are added. Additional web parts have been requested by customers asking for greater design freedom, which we can understand.

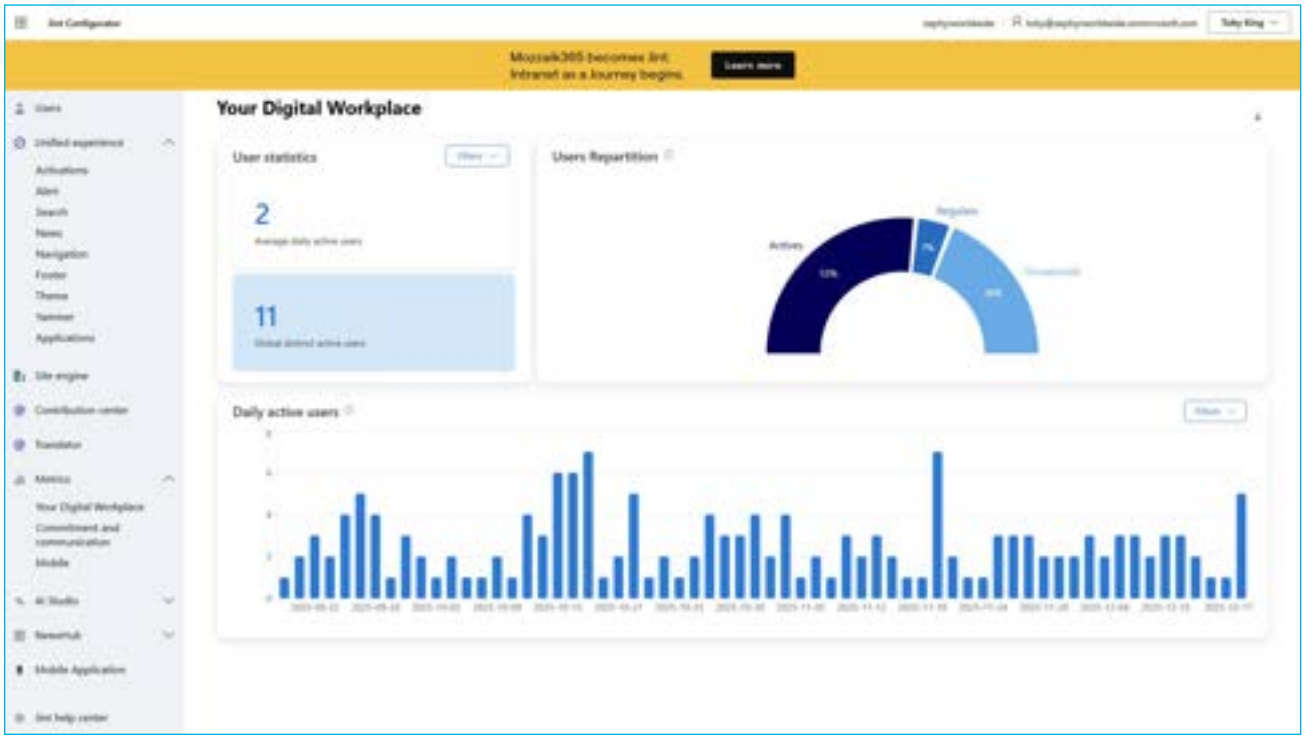
Changes to the layout of the homepage use SharePoint's standard admin interface – an easy grid-based interface with the ability to drag-and-drop web parts into place. It takes a little getting used to, but once grasped the integration of Jint is seamless, so all the additional web parts work in the same way. During 2025 Microsoft released a new 'flexible layout' capability in SharePoint, freeing the design from a column-based approach. The vendor deserves credit for very quickly ensuring this was also available to Jint users – even adding extra flexibility to their own web parts compared to SharePoint native ones

Branding is notably enhanced over standard SharePoint, even down to the ability to set brand colours for the separator bar and fonts for individual web parts. Organisations with multiple brands are well supported, with the facility to show a different brand based on user profile. This level of targeting can be taken further too – for example a frontline division can be given an entirely different start page, such as one focused on relevant tasks and resources rather than news. Jint have also created intranets for clients where there is a global 'parent' company brand where published content then gets pushed out to division sites with different brands.

In addition to the Communication Dashboard (detailed in Scenario 2), administrators will be interested to access the 'Digital Workplace' dashboard within the 'Metrics' section and track indicators such as the daily active users or the user repartition (between active, regular or occasional). Analytics is an area that would benefit from enhancement, with further granularity or even AI generated recommendations – sentiment echoed by customers.



Site Engine makes it easier to create new sites in SharePoint based on templates.



The Digital Workplace dashboard shows useful metrics about user activity.

THINGS TO BEAR IN MIND

During 2025 Jint seems to have changed its positioning in the intranet market. Formerly a cost-effective product combining efficient features with competitive pricing, especially for small companies; it now addresses more use cases and offers a wider range of features and options, at a higher price. This evolution is likely to continue and expand their offering, which we think will be beneficial.

Although Jint makes numerous worthwhile enhancements to SharePoint, there are a few times when the user experience feels clunky and you can "see the joins", though thankfully this isn't often. One of Jint's main additions to SharePoint is the 'Unified Experience Sidebar' which can sometimes be confusing to infrequent users, as it presents duplicates with the navigation and some in-page elements (such as app and tools). Alerts displays within this sidebar are easy to miss and cannot be targeted to specific audiences.

Jint offer clear benefits in terms of content contribution, but we would like to see enhancements to meet more advanced needs for communicators and knowledge managers. Editorial scheduling, campaign organisations, content lifecycle management and better analytics are some examples. Jint have made inroads into AI content generation, but we felt it was more restrictive and linear than the best we've seen. Their AI agents, however, are more successful and we look forward to seeing how these develop in future.

For social and collaboration, Jint vastly relies on standard Viva Engage, Teams or Forms. While these solutions from Microsoft are already strong, we would have like to see more from the vendor to address employee engagement, feedback, or recognition.

Organisations with frontline workers will most likely be interested in the native mobile app. While the dedicated CMS provides an easy way to design a 'mobile first' experience, we think that the functional scope is still quite basic. The navigation relies solely on a limited number of toolbar tabs that cannot be targeted, and the widgets configuration options are far less extensive than on desktop.

Why choose this product

Jint will appeal to organisations that have outgrown standard SharePoint, but nevertheless want to continue to stay within the Microsoft 365 world for their intranet. Communicators will be glad of the enhancements that make it easier to publish and share content, manage sites, and enhance the visual aspects of SharePoint pages, leading to an overall attractive and modern user experience. IT departments will likely approve of Jint's efforts to maintain a high level of compatibility with the Microsoft standards and roadmap as well as relying on a list of trusted technical partners.

You may also be interested in...

FRESH

involv BUILT ON MICROSOFT 365

opentext OneSource Digital Communication Suite

Vendor roadmap

Roadmap images provided by Jint.

COMPANY AND PRODUCT

Company
Jint (formerly Mozzaik365)

Company founded
2021

Product launched
2021

ISO 27001 certified
Yes

Data residency
Europe (excluding UK)

Typical client size
1,000 to 5,000

Company locations
Paris, France (HQ), Canada

Partner locations
France, Germany, Luxembourg, Belgium, Austria, Switzerland, Norway, United Kingdom, USA, Canada, Singapore, India, Saudi Arabia, United Arab Emirates, Bahrain, Australia, Tunisia, Morocco, Niger, Egypt, Côte d'Ivoire

Customers
Clients include: Groupe Bouygues, Michelin, Universal Music France, Keyrus, Ardian, Klépierre, city of Le Havre, City of Westmount, CMB Monaco and MFR

Largest deployment so far
The deployment of 2 intranets (Group and a holding) for Bouygues Group, 165,000 users total, in one country (France).

Environmental / sustainability certifications
None.

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Product and technical details

Name of product

Jint (formerly Mozzaik365)

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	**Microsoft 365 tenant**	Google Cloud	Other

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	Apple store	**MDM**	**MAM**	Other

Accessibility

WCAG 2.1 AA conformant.

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	**OneDrive**	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	Open API available	Other

User interface multi-language

Machine translation	**Pre-configured**	Editable	**Right to left script supported**	Other

Content multi-language

Machine translation for publishers	**Machine translation for end users**	**Editable machine translation for publishers**	**Manual creation for publishers**	**Right to left script**	Other

Set-up and support

Set-up process for new clients

The installation process requires an Entra ID and a SharePoint administrator to be completed. It takes a maximum of 20 minutes. Details and steps can be found on their support website.

Product updates

Minor updates daily, major updates every month.

Product update process

Jint updates are rolled out in a phased approach. The process involves scaling and deployment according to defined tactics, which can be per division or per country. Customers have the flexibility to decide the timing of their updates and can opt out if necessary. This ensures that each local team is trained and supported during the rollout, and any functional or technical issues are addressed promptly.

Reverse-out options

If the contract ends, then clients will lose the UI part of their Jint digital workplace, but all data is already stored on the client's SharePoint and this will stay in place, no migration is required.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only*

*CEST Time zone

User community

Creating a user community is an ongoing project. Jint says their online community will be live in 2025.

Voice of the vendor

Jint says: "Jint is a French SaaS company specialising in digital workplaces built on the Microsoft 365 ecosystem. We build Digital Workplaces that inspire, connect, and drive productivity. We bring teams together in one place that is easy to use, engaging, and built for everyday impact. We transform Microsoft 365 environment into a space where every employee can excel.

Combining simplicity, personalisation and intelligence, our solutions boost productivity, strengthen engagement and simplify daily workflows for teams. We address the growing gap between traditional intranets and the need for productivity, engagement, and compliance at scale, for all employees, no matter their workplace. We stand within standalone digital workplace platforms eco-system. We differentiate by being 100% Microsoft-native, with zero data extraction. We also displace internal SharePoint developments projects by offering 60+ ready-to-use, no-code, customisable modules that deploy in weeks, as well as 5 complementary products.

Our strength lies in being an extension of Microsoft 365, not a layer nor a replacement. We are a modular digital workplace suite built on M365. Our core product is Jint for SharePoint. Our set of complementary products include Jint for Teams, Jint Genius, Translator, Newsletter Studio and a Mobile App to address frontline workers. We're expanding the digital workplace to frontline and deskless employees—unlocking true inclusivity. Gamification fuels engagement, while AI is at the core of our vision: powering smarter, more connected, and more productive employee experiences."

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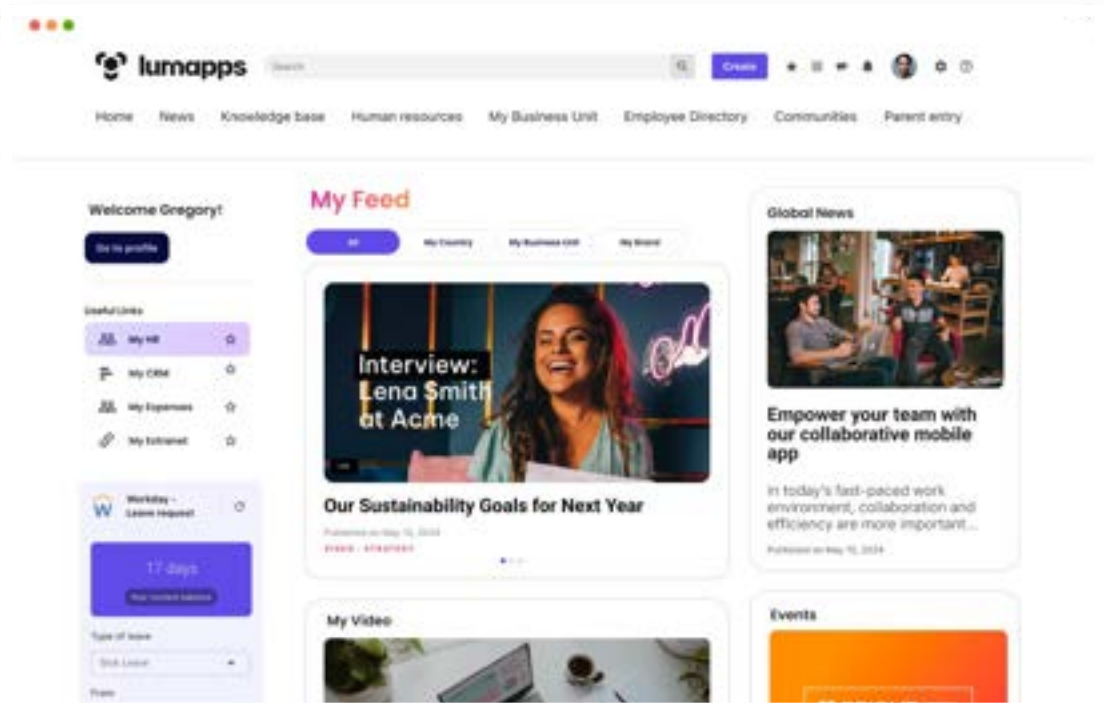
lumapps

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

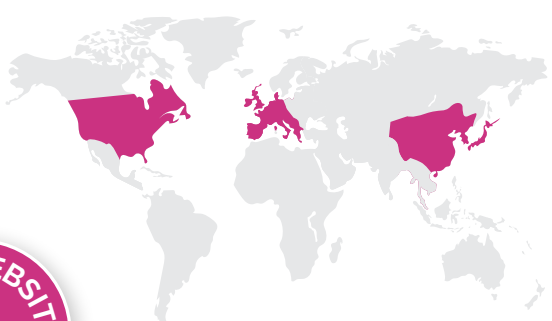
OTHER



Typical deployment:

10,000 to 15,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

LumApps will appeal to large organisations, those with a high number of frontline workers, and businesses that want close control over design choices.

SUMMARY

LumApps is an independent intranet platform from a French vendor of the same name. There is an almost global network of partners who will be able to support clients across the world to develop their intranets as desired. The platform was first launched in 2015, and the depth of experience is clear in this flexible solution. In mid-2025 LumApps merged with Beekeeper, a frontline-first employee app solution, and there are clear plans to bring together functionality from both products into one platform.

At present, social and collaboration features are particularly noteworthy, with great support for communities of interest and practice. The search is also strong, with a compelling blend of a traditional experience and AI functionality that's set to expand further in the next year. The mobile app is excellent, providing parity of experience with the desktop environment that can easily be tailored to frontline audiences. Branding and design options are also strong and are likely to meet the needs of organisations with high expectations.

There are some areas that have room for improvement, however. Campaigns and communications management could be more robust, as could the approach to evergreen content. Some gaps are likely to be filled as the vendor works on merging LumApps and Beekeeper functionality, such as adding surveying capabilities. Elsewhere, administrators can achieve a lot but will need technical knowledge or the support of the vendor / a partner. Micro-Apps, for example, provide a huge amount of potential and are the foundations for upcoming AI agents but will take time to research and implement.

Overall, LumApps will appeal to large organisations or those with a lot of frontline workers. Businesses that are happy to invest in design and broader admin support will also find LumApps a good choice to explore.

Pricing

PRICE BAND	
1,000 users	$$$$$
5,000 users	$$$$$
20,000 users	$$$$$
50,000 users	$$$$$

PRICING MODEL

Subscription – price per user per month.

DISCOUNTS

Charities and non-profit organisations, Multi-year commitments, Frontline users

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Software Updates, Online documentation, Online Communities, Shared CSM services.

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

Product type

Semi-bespoke built

Branding opportunities

All branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Hospitality	Health and social work activities	Manufacturing	Wholesale and retail trade	Financial and insurance activities

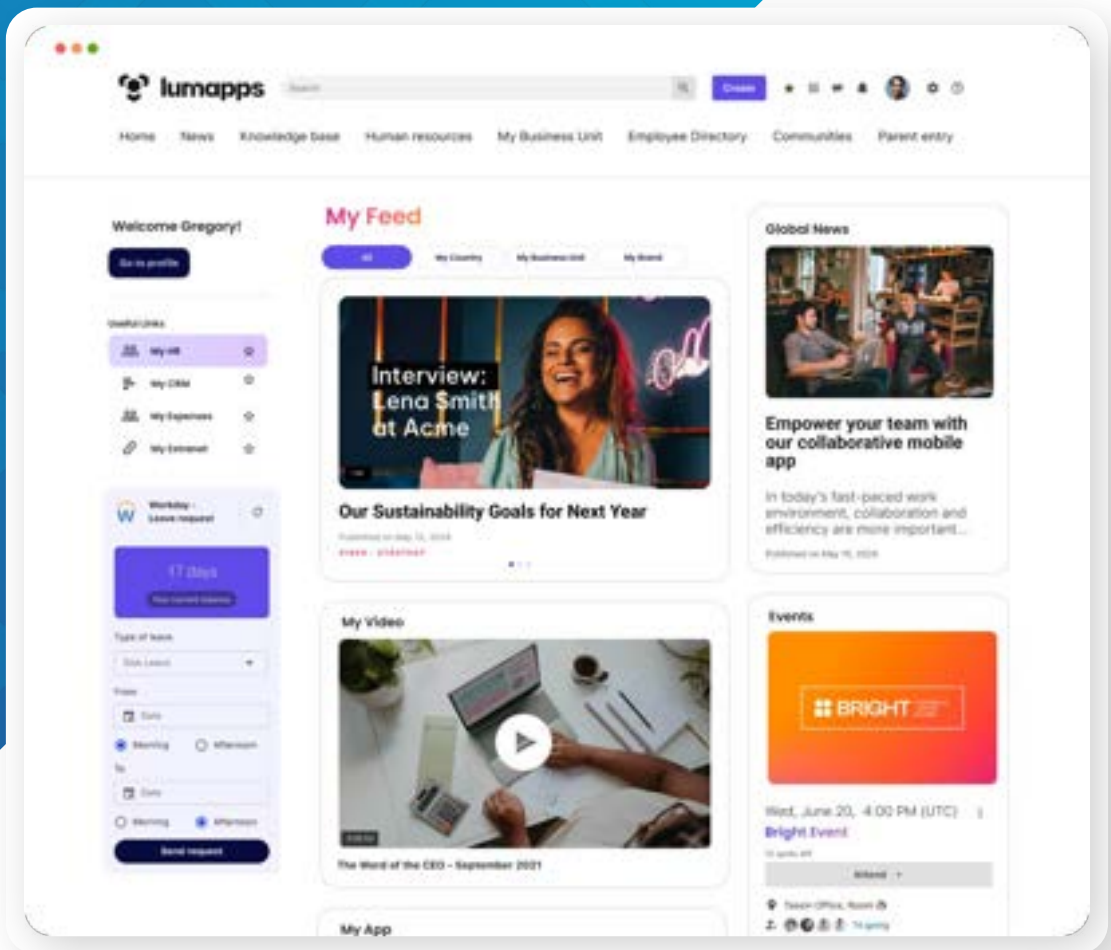
Voice of the customer

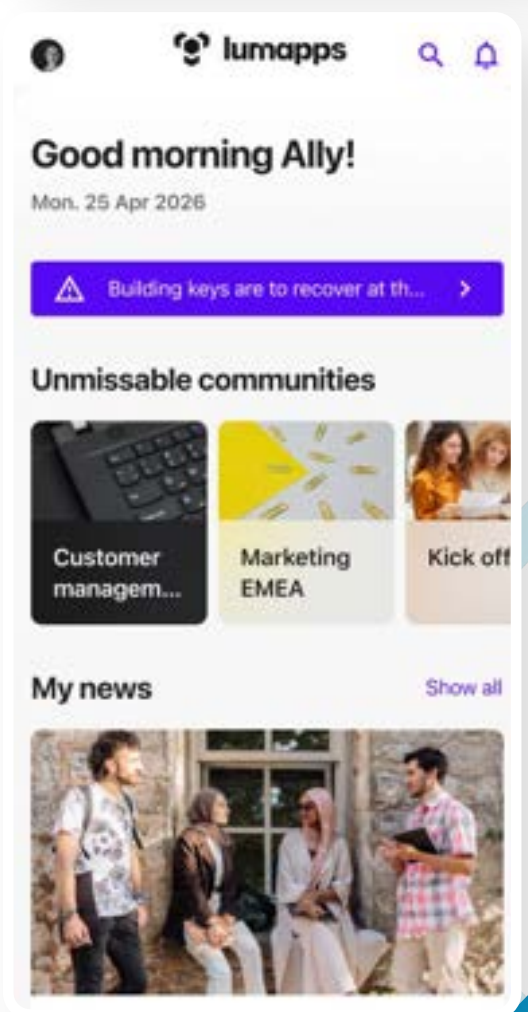
We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

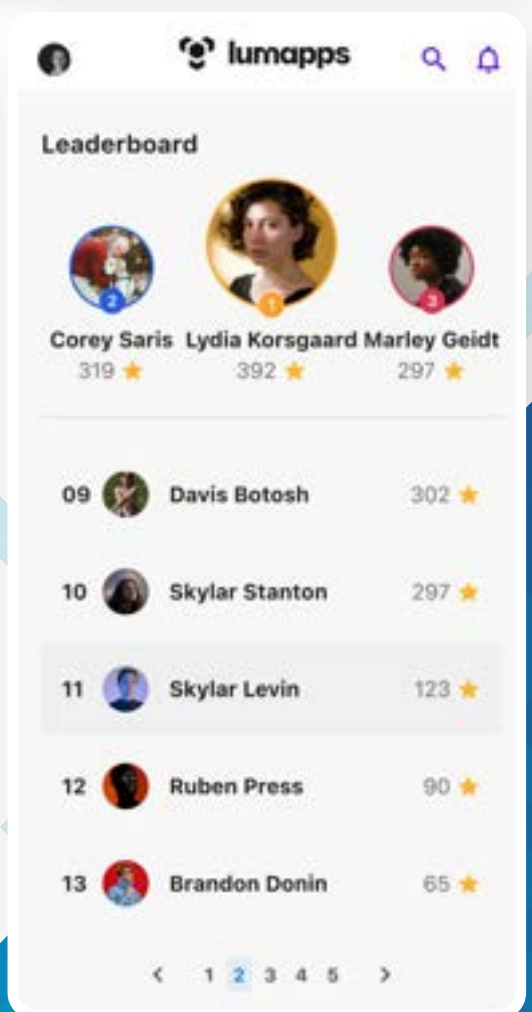
Customers praised LumApps' audience segmentation and targeting tools, where one person said this "drives user adoption and satisfaction". Similarly, another person highlighted the "Ability to post stories once and have appear in different areas based of metadata and segment personalisation" as a positive. The degree of flexibility and high customisation options were praised by a couple of people and one person said that LumApps, "Serves as a highly customisable and comprehensive intranet solution that can be tailored to the specific needs of any organisation".

Requests for platform enhancements were mixed. One person asked for "More in-depth and out-of-the-box analytics features to better measure user engagement and content effectiveness without heavy reliance on third-party tools" as well as a richer template library to "streamline the content creation process and reduce the need for custom design work." Another person requested "Better support on Microsoft integrations" while another asked for "More consistent naming conventions on the back end – 'Community' vs 'Space' for instance". Finally, one respondent asked for "Easier UI for non-design-oriented individuals so they can manage their pages (sometimes it feels too confusing)".

Feedback from customers about working with the vendor was largely positive, but one person said, "Positive overall, although our implementation was rough". Another customer praised the team, "The LumApps team has been a true partner in our intranet journey, consistently demonstrating professionalism and a deep understanding of our needs. Their support has been responsive, and their expertise has been invaluable in helping us maximise the value of the platform." Another respondent summarised nicely: "They are always willing to partner with us to solve problems, think ahead, and do what's best for our team. They are truly interested in our goals and objectives."


lumapps
Home
News
Knowledge base
Human resources
My Business Unit
Employee Directory
Communities
Parent entry
Welcome Gregory!
My Feed
Interview: Lena Smith at Acme
Our Sustainability Goals for Next Year
Global News
Empower your team with our collaborative mobile app
My Video
Events
BRIGHT
Bright Event
My App

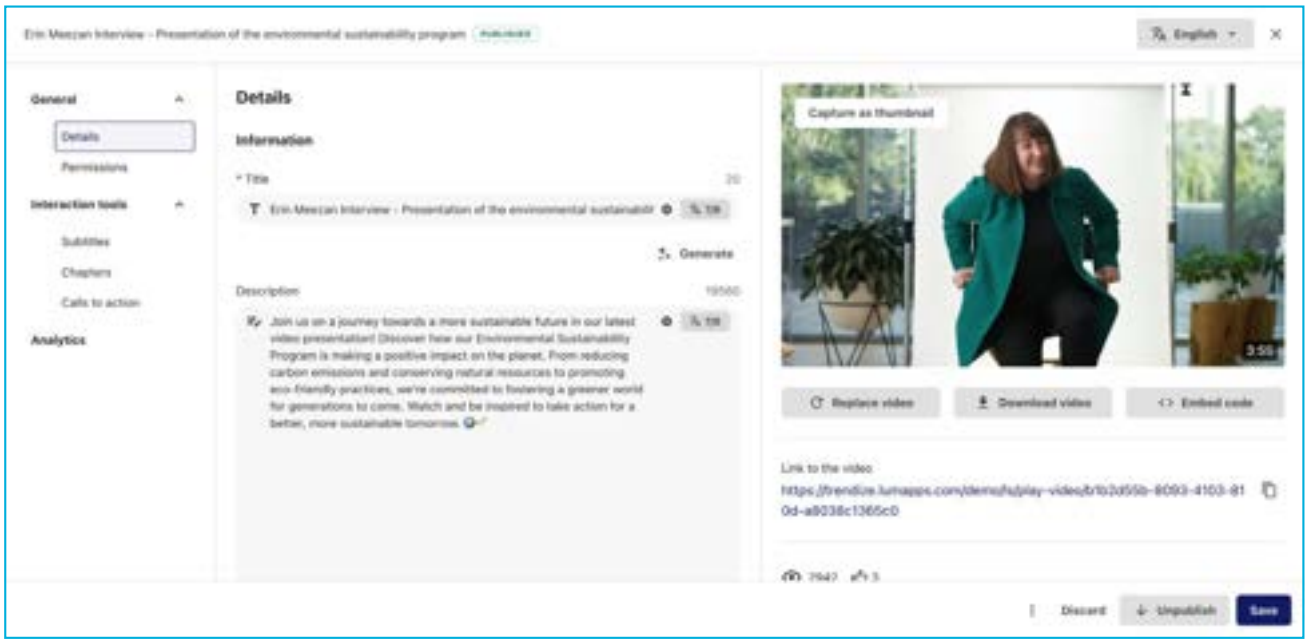

lumapps
Good morning Ally!
Mon. 25 Apr 2026
Building keys are to recover at th...
Unmissable communities
Customer managem...
Marketing EMEA
Kick off
My news
Show all


lumapps
Leaderboard
Corey Saris 319
Lydia Korsgaard 392
Marley Geidt 297
09 Davis Botosh 302
10 Skylar Stanton 297
11 Skylar Levin 123
12 Ruben Press 90
13 Brandon Donin 65
1 2 3 4 5

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
4.5 **1. Employee Experience**	Excellent native video hosting and multi-language capabilities. Contemporary user experience overall.	A 'welcome tour' would be a nice addition. Subscription to topics of interest could be simplified.
3.5 **2. Communications Management**	Easy to create attractive news articles. Good range of multi-channel publishing options.	Campaigns and overall communications analytics could be more sophisticated.
3.5+ **3. Community & Engagement**	Very strong for social and collaboration features.	Currently gaps with surveying and polling employees.
2.5+ **4. Digital Workplace Integrations & Services**	Good range of integration options. Employee interface for completing tasks is clean.	Micro-App integrations will take time and effort to research and configure.
3+ **5. Knowledge & Content Management**	Broadcasts and other functionality work well for urgent comms.	Creating Pages will feel complex for infrequent publishers. Gaps in longer-term management tools.
4.5 **6. Information Finding & Search**	Strong traditional and AI search experience. Noteworthy search analytics.	People-search experience is good but has room for improvement.
4+ **7. Mobile & Frontline Support**	Parity between desktop and app provides a strong experience.	Simplifying the desktop experience into a mobile environment will take careful planning.
2.5+ **8. Platform Management**	Homepage configuration works well. Powerful options mean LumApps is flexible overall.	Need for technical knowledge for advanced settings. Complexity of experience in some places.



There is native video hosting that provides a strong experience to rival other dedicated solutions.

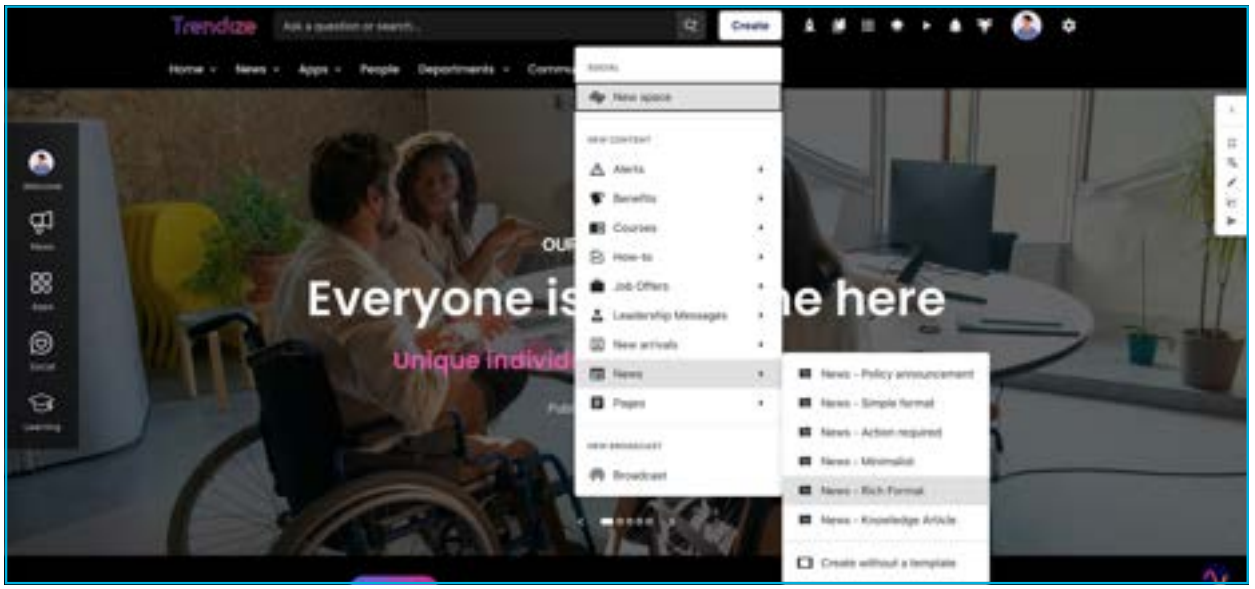
LumApps provides a strong employee experience across mobile and desktop environments. There is a configurable global navigation and the top ribbon is persistent, plus breadcrumb trails to help people orientate themselves. The homepage has a left-hand scrolling anchor menu, while all pages have a scrolling right-hand menu for features like translation. It's logical but may feel confusing for infrequent visitors. The addition of a configurable welcome tour or similar would be useful.

Audience targeting works well, with dynamic groups built using a variety of profile attributes that come from LumApps and / or integrated systems. Individuals can opt into topics to personalise feeds, but this is done via filtering the news centre and we think it could be simplified.

Notifications are presented via a bell icon in the top ribbon. Individuals have considerable control over their notification settings, where they may choose to receive in-platform and / or email notifications for practical events (like needing to moderate a reported comment) as well as informative ones (such as a new post added to a community). Admins set default notification settings, but employees may bypass these. We like that employees may choose to receive immediate or a daily digest of notifications, plus there are "do not disturb" settings for frontline employees.

Employees may choose their preferred language settings and content will display as appropriate. For publishers, this means they can easily auto-translate their original into multiple languages; we like that content blocks can be protected from translation where wanted. Workflows are available for checking translations and translations can be re-run if the original is edited. Where content hasn't been officially translated there are good auto-translate options that make it clear it has been machine generated.

There is a powerful native video hosting capability with many features people will be familiar with including AI generated configurable chapters, tags that create playlists, and a searchable transcript. LumApps will convert video to the correct format and create different resolution versions, so there's smooth playback even on low bandwidth. A 'Call to Action' will open a page or other content from within the video. Publishers may choose to upload an audio file and static image to provide podcasting, while AI generated audio versions of content are available too.



It's easy to add new content to the intranet via a simple 'Create' button.

We like how easy it is to add new content to the intranet via the 'Create' button in the persistent top ribbon menu. Alternatively, publishers may navigate to the back end and create something new from there. Both approaches provide the same list of templates or the option to start from scratch. Templates are configurable by admins and LumApps will help set some up, although we agree with customer feedback that having a greater number out-of-the-box would be helpful. Publishing permissions define whether someone has total control over the design, or whether they are limited to basic setting tweaks and writing content.

On opening the editor, publishers are presented with configurable widgets for content such as a featured image and title. Clicking opens the widget settings, while double-clicking allows publishers to add words to text-based widgets. This works well overall and results in attractive pages with flexible designs, but can feel fiddly. Some text-based widgets have fixed formatting (such as the 'introduction' widget) while others include a rich text editor (for the body of an article). The rich text editor includes elements such as embeddable image galleries and tables, while individual widgets will also allow the same.

Where a star icon is displayed within a widget, generative AI is available. A 'Summary' widget will generate a summary based on the content that's been added, which can be re-generated if it's not accurate. Other text content is generated using prompts, with a choice to draw on other intranet content to use as a source. This could be helpful for defining tone of voice or other guidance for the AI, or to use as a starting point for something new; for example, turning a popular Community discussion into a news article.

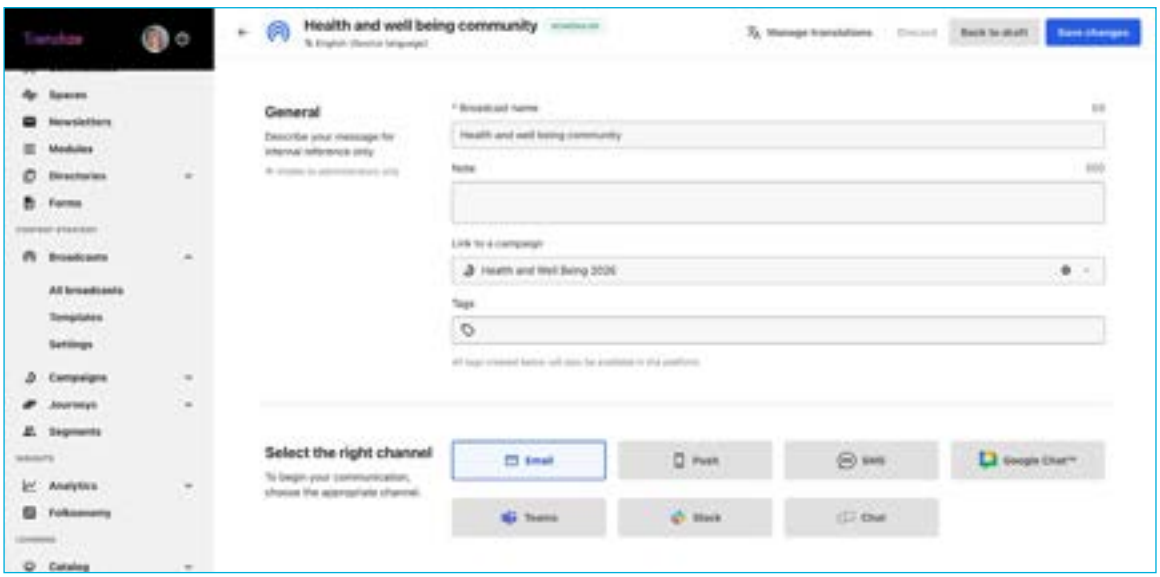
Images can also be generated using prompts, with a few examples presented for the publisher to choose from. Alternatively, the publisher may upload a new image or choose one from a media library. In all cases, AI features may be switched off if not wanted.

When ready to publish, it's easy to define who can see the content as well as who it is 'highlighted' for, which will push content into dedicated widgets. We like that publishers may copy a link to the page to share with colleagues for commenting and / or sign off, and articles may be set to 'draft' for approval. There are publication and expiry dates, and all news articles are visible via a table. There are filters to refine the view and the table is sortable by publication date. Overall we think the table is helpful but a simplified view, such as a calendar or Kanban board, would make it easier for communicators to manage the flow of news.

LumApps does a good job of reaching people beyond the intranet. Digital signage support is provided via native functionality and through a partnership with Comeen. Newsletters are built using blocks, which could be free text or embedded 'Resources' (LumApps content, including videos and learning materials). Alternatively, an AI assistant will generate an entire newsletter, where it will identify suitable content, summarise it, then present it in a newsletter format which can then be edited

'Broadcasts' can be sent to a variety of places, including defined Slack and Teams channels, a Google chat, and as an SMS. The selected channel defines what can be included in the message, whether a link to a page or other item from the intranet can be embedded for example. We like the simplicity of creating a Broadcast and can understand why they must be created separately for different channels, but it would be good to have the option to create once and send to multiple places. We also find it a little confusing that Broadcasts have a calendar view to manage the flow of information, when other content types don't.

News articles are created from templates that include a variety of widget types to build attractive pages.

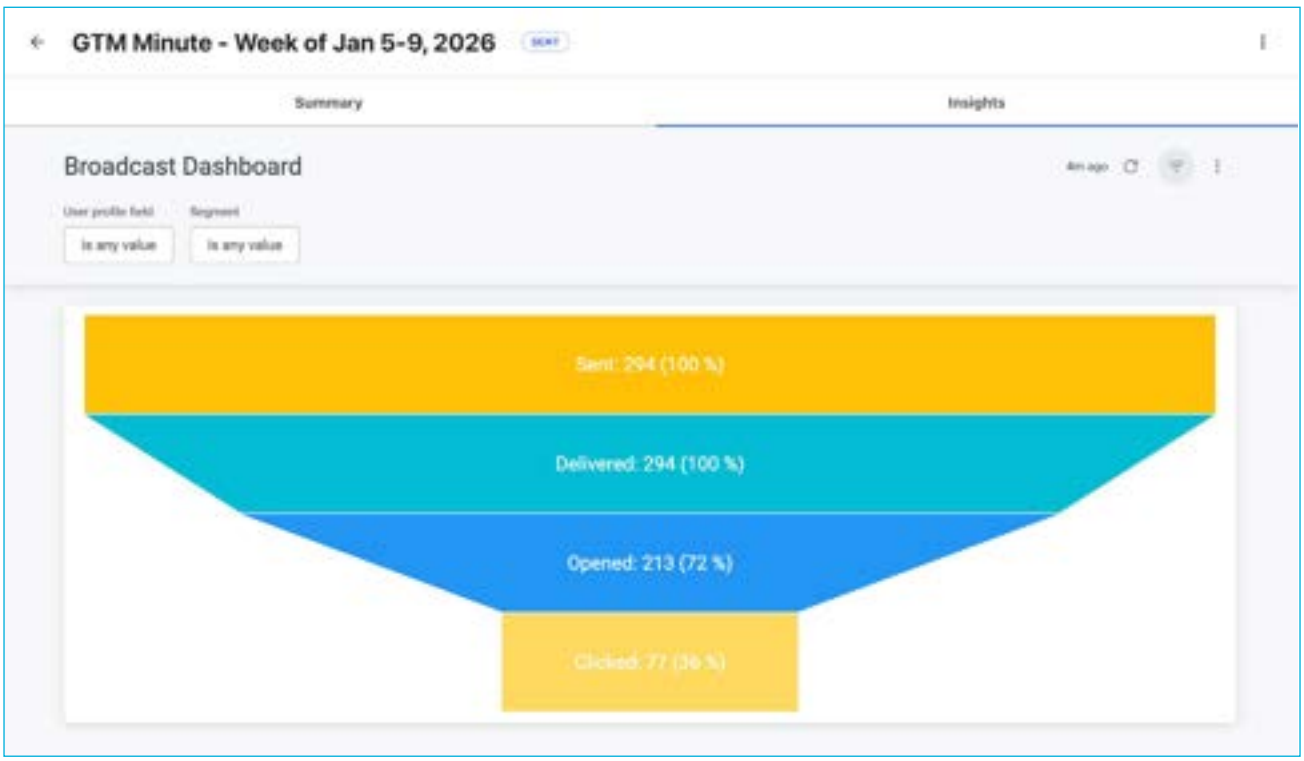


Broadcasts offer internal communicators the opportunity to reach people outside of the intranet.

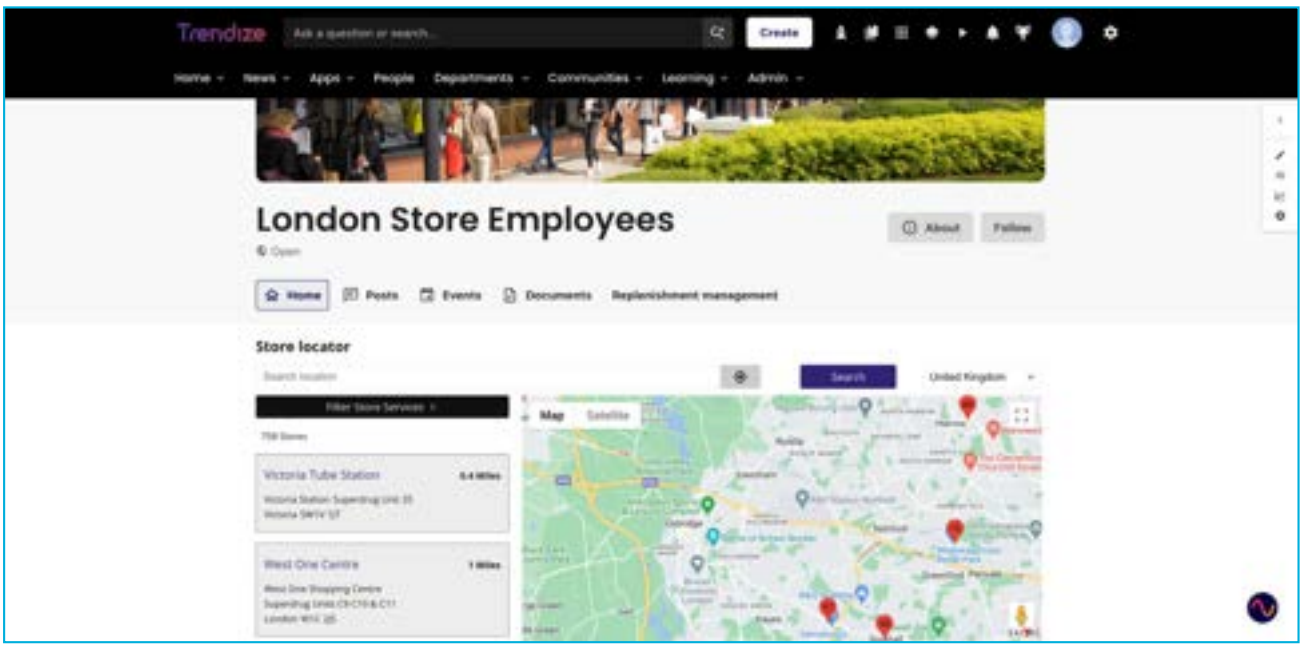
Broadcasts are a central part of the LumApps 'Campaign' functionality, where a Campaign theme is created and Broadcast messages are associated with it. News articles and other content isn't directly associated with the Campaign however, so Broadcasts would be needed to push messages to people. For other content types, it would be possible to use tags, topics, or other metadata to define a campaign theme, but this would still be separate from formalised Campaigns.

Individual content items have their own analytics showing data such as visitors and pageview. We particularly like the visual presentation of Broadcast success rates via a conversion funnel; it would be good to see this sort of presentation elsewhere. There isn't a dashboard to collate results for individual topics or even for an entire Campaign, which is a shame. We think it would be hard for communicators to get a sense of how their content is landing and make associated improvements. Customer feedback also indicates that this is an area that could be improved.

LumApps has some gaps compared to other solutions we've seen and those with sophisticated requirements may find features simple at times. Overall, however, LumApps provides a good range of functionality that will meet the needs of many communicators.



Broadcasts include this useful funnel representation of audience conversation.



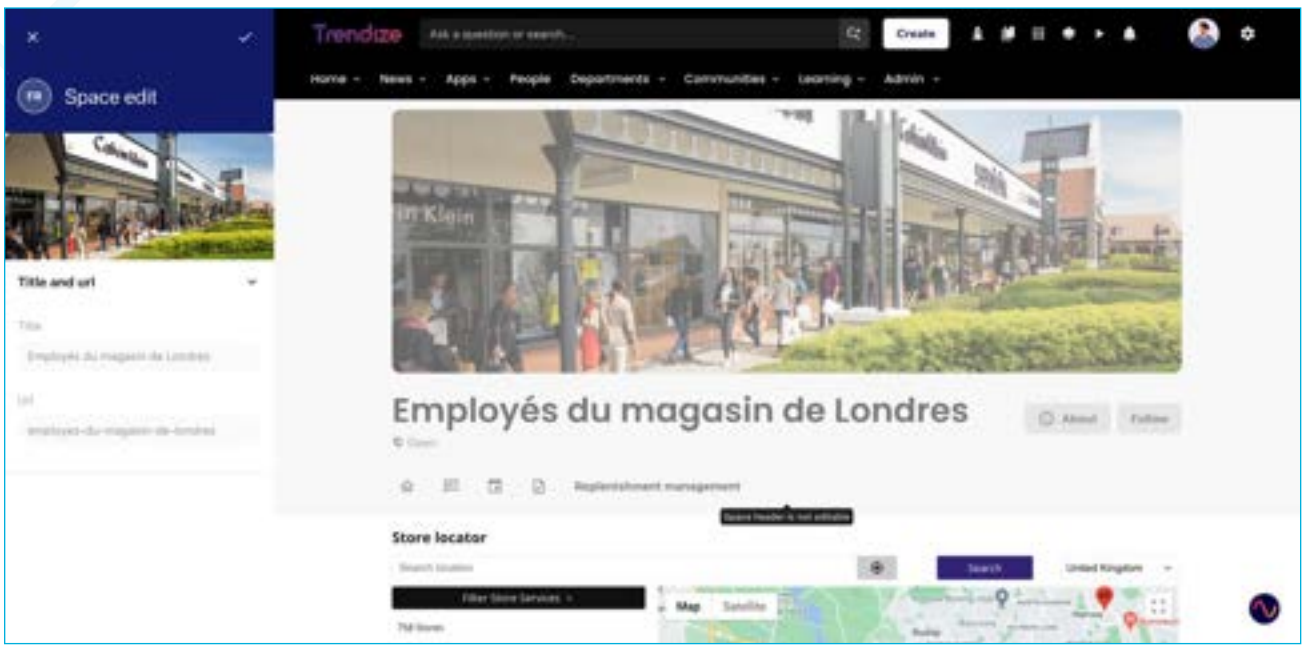
Community spaces are flexible and can easily be used for social purposes or more formalised communities of knowledge.

For organisations wanting to create communities of interest or knowledge, such as an LGTBQ+ space or "Paris shop employees", LumApps offers a flexible 'Communities' feature. These can be open, restricted, or mandatory spaces for employees to join. It's also possible to have a Community that's visible, yet only members can contribute, which is a nice touch.

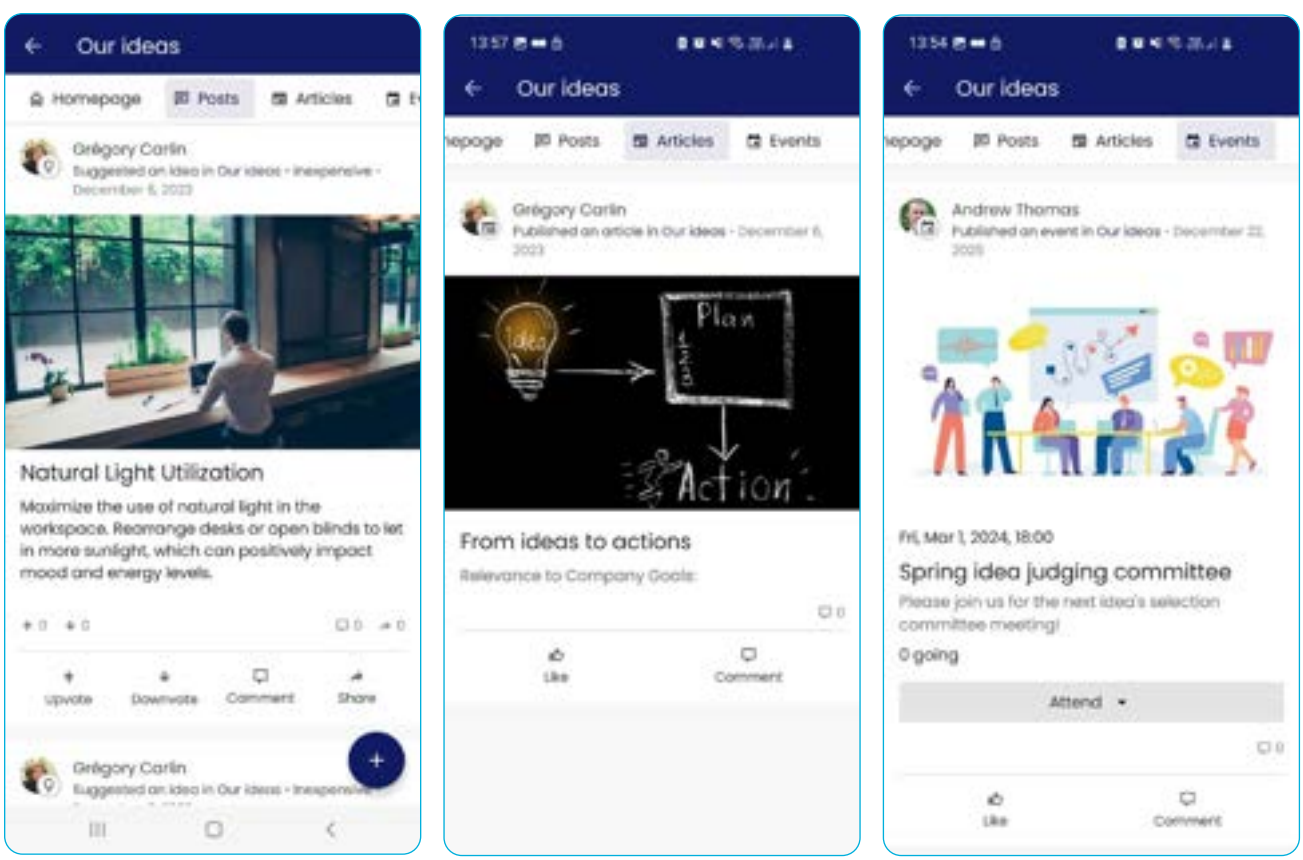
When creating a Community, admins have a choice to use a template then add information such as the name, description and associated image. There is a configuration screen that's easy to use for adding information such as Community managers, setting visibility, and choosing default notifications generated. This is also where admins define the sorts of content that can be found in the Community, including news articles and documents (see Scenario 5). Community managers may configure the homepage layout, which can feel a little fiddly but delivers flexible and attractive results, see Scenario 8 for more on this.

Where the homepage hasn't been too heavily configured, Communities display particularly well on mobile. An activity feed is added as standard to Community spaces, with a consolidated feed available via the homepage, and admins can define what sorts of 'Posts' can come from members. For example, there might be an Events calendar but whether members can add their own is controllable. We like the 'Question' Post type, which allows members to ask questions and the best answer(s) is highlighted.

'Idea' is another Post option, so each Community may have an ideas board or it's possible to create one "Ideas" Community. Admins configure categories for Ideas to be associated with, such as "cost saving" or a company value. Community members upvote and downvote ideas, with a Community homepage widget promoting the most popular ideas within a given timeframe. 'Events' are another feature of Communities, although they can be consolidated into widgets on other pages too. It's possible to set sign-up limits and download an attendee list.



Admins choose what tools are available within a Community and may configure the homepage.



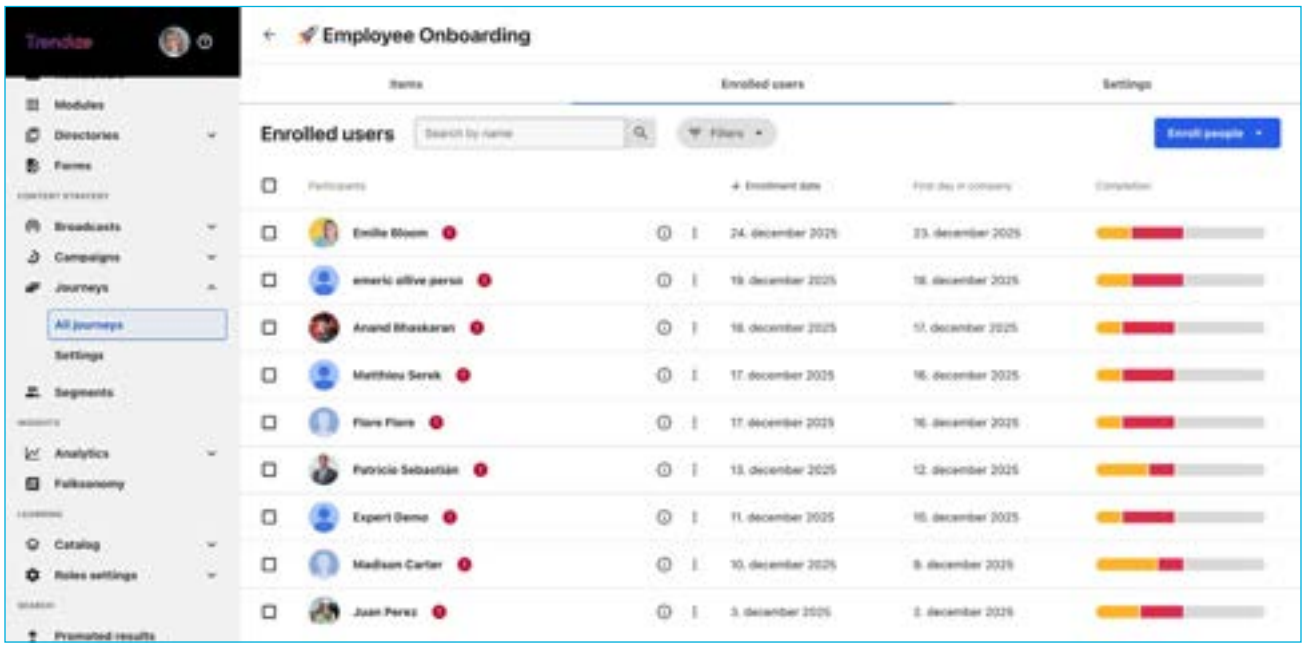
Community functionality works well on mobile, such as this example of an "Ideas" Community.

Employees may comment on content across the intranet where allowed, including Posts, and react too. Reaction types are pre-configured by LumApps but go beyond simple 'likes'. It's possible to report any content and comment for moderation, where the moderator receives a notification to prompt them. Admins may choose to create 'Sensitive Data' flags, such as phone numbers, which will stop someone from being able to Post or comment with this data included. Creating these flags requires some technical knowledge but is relatively simple.

Polls aren't a Post type, which is surprising, but they can be added to dedicated widgets. For longer-form surveys, these may be embedded from an external tool (see Scenario 4). LumApps says the 'Forms Engine' and 'Workflow Engine' found in Beekeeper (see the 'Things to Bear in Mind' section) will be added to the platform in early 2026. From what we've seen, we were impressed by the depth of functionality and think it will be a positive addition to LumApps.

To further support employees throughout their employment lifecycle, LumApps offers a helpful 'Journeys' feature. This delivers targeted messages to people based on a trigger date, such as a hire date. We like that it's possible to set 'authorised sending days' and would like to see similar settings in employee profiles, so that frontline workers may define their own working patterns for example. Another noteworthy feature is the addition of 'stakeholders' to the Journey, such as a 'buddy', who will follow employee progress and can be assigned tasks.

Admins add 'Items', which draw on Broadcast functionality (see Scenario 2), and include activities like submitting a ticket to ServiceNow to order a new phone. This is where the limit of one channel per Broadcast may be restrictive. The individual's progress within the Journey is visible to them, their line manager, and admins however, so if something is missed there are opportunities to remind them.

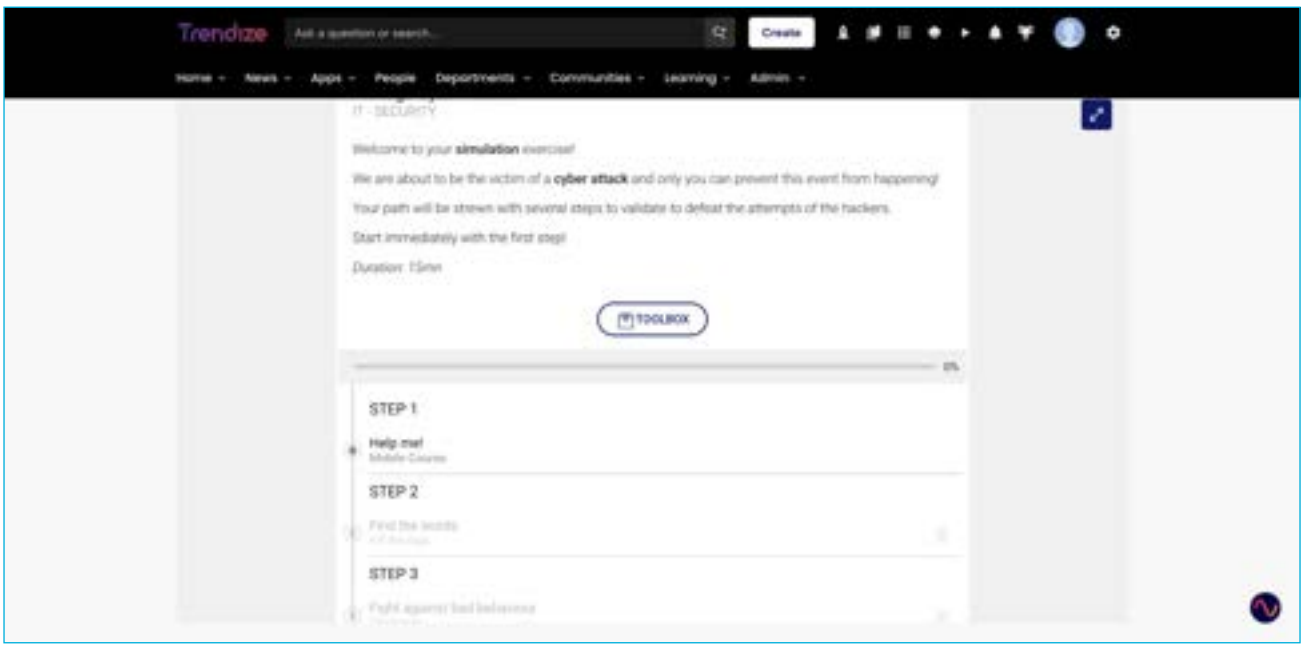


It's easy to see people's progress as they complete steps in a Journey.

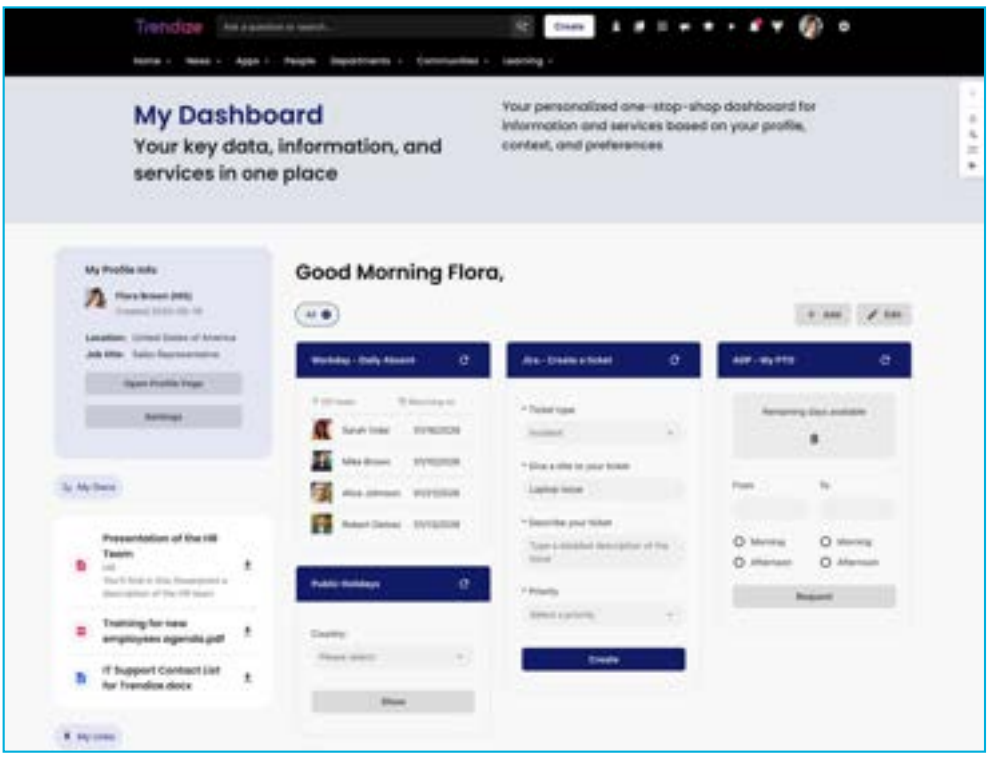
The 'Awards' feature is also strong, supporting peer-to-peer recognition as well as automation once someone completes an activity, such as receiving a defined number of reactions to a Post. Awards may have points associated with them, which could then be spent in an integrated rewards platform.

Finally, there is a native 'Learning' capability that allows admins to create courses. There is support for SCORM files, or admins may create resources directly inside LumApps. These may include games and quizzes, and there is an attractive dashboard showing what training you have completed. We cannot comment on the comprehensiveness of this offering when compared to dedicated LMS solutions, but it would likely appeal to organisations without a dedicated tool already in place.

Overall, this scenario is a real area of strength for LumApps. At present there are gaps around gathering feedback from employees, but the vendor has clear plans that should make a big difference. For organisations wanting to create social, collaborative spaces, LumApps offers a compelling approach.



There is a dedicated 'Learning' feature.



There are a variety of widgets available to facilitate integrations.

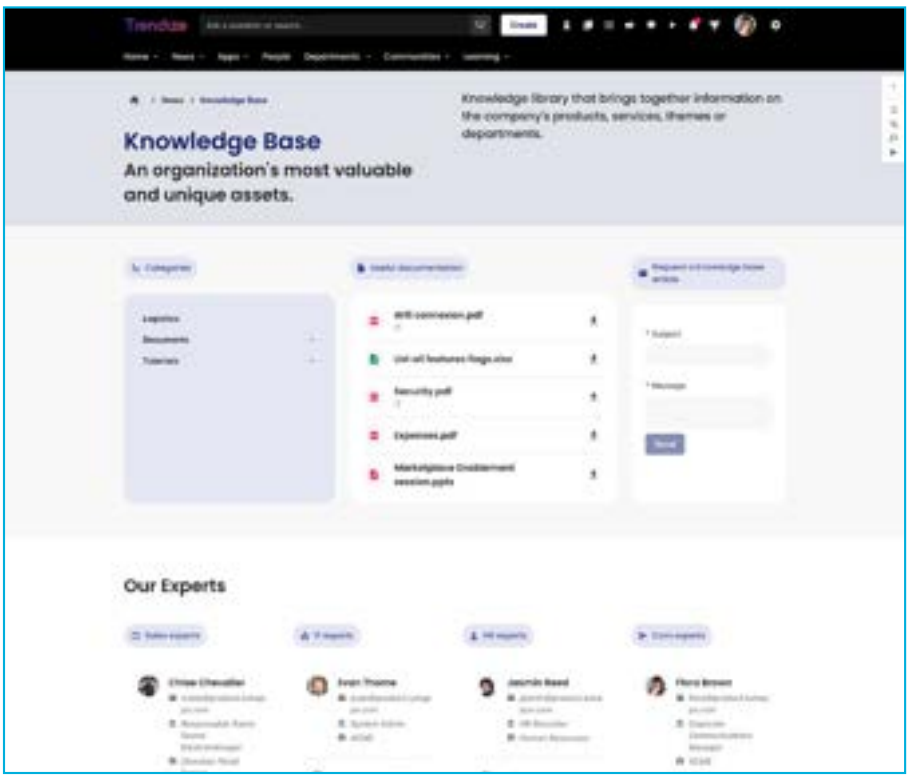
Many of LumApps integrations rely on 'Micro-Apps', which are widget-based integrations that allow people to complete simple tasks, such as to request time off, approve an expenses claim, or submit a ticket. From a technical perspective, these are adaptive cards with API calls. There is a gallery for admins to browse to choose which to plug in and LumApps / a partner is on hand for further assistance; dozens of third-party systems are available via the gallery and APIs already. It's possible to create Micro-Apps outside of the gallery and again LumApps / a partner can assist. There is a developer studio with AI guidance to simplify Micro-App creation, but this approach requires effort and technical knowledge.

LumApps also offers display-only embeds via widgets, such as a display of Waze to show traffic near a key location. See Scenario 6 for information about federated search and Copilot, as well as activities with integrated sources.

Integrations with Google Workspace and Microsoft 365 applications are good, although there is a mix of display-only and transactional approaches. Teams chats and emails can be triggered from people profiles, while content can be shared into Teams (plus Slack, Google Chat, LinkedIn and X). LumApps is also available as an app inside Teams. Widgets will display content from other applications, such as Outlook emails, a list of SharePoint sites, or a PowerBI board. Viva Engage isn't integrated, but LumApps would work with a customer to set up a Micro-App.

SharePoint content can be displayed inside document widgets, with a preview display meaning people don't need to leave LumApps. A Microsoft license is needed to see this content, however. A Micro-App could support a feed of SharePoint news if wanted. Unusually, LumApps supports integrations from multiple tenants which will be helpful for complex organisations.

There are three menus for third-party apps, which we think could be confusing, as well as widgets that will also display links. Links can be audience segmented and support single sign on. Integrating notifications into the LumApps bell or dedicated widgets from external systems is possible using Zapier, which LumApps can assist with.



LumApps relies on Pages to deliver evergreen reference materials.

LumApps presents evergreen materials in a couple of ways. First, for those wanting to make use of documents, widgets allow files to be displayed in a broader Page context or an A-Z policy library of documents could be created or integrated (see Scenario 4).

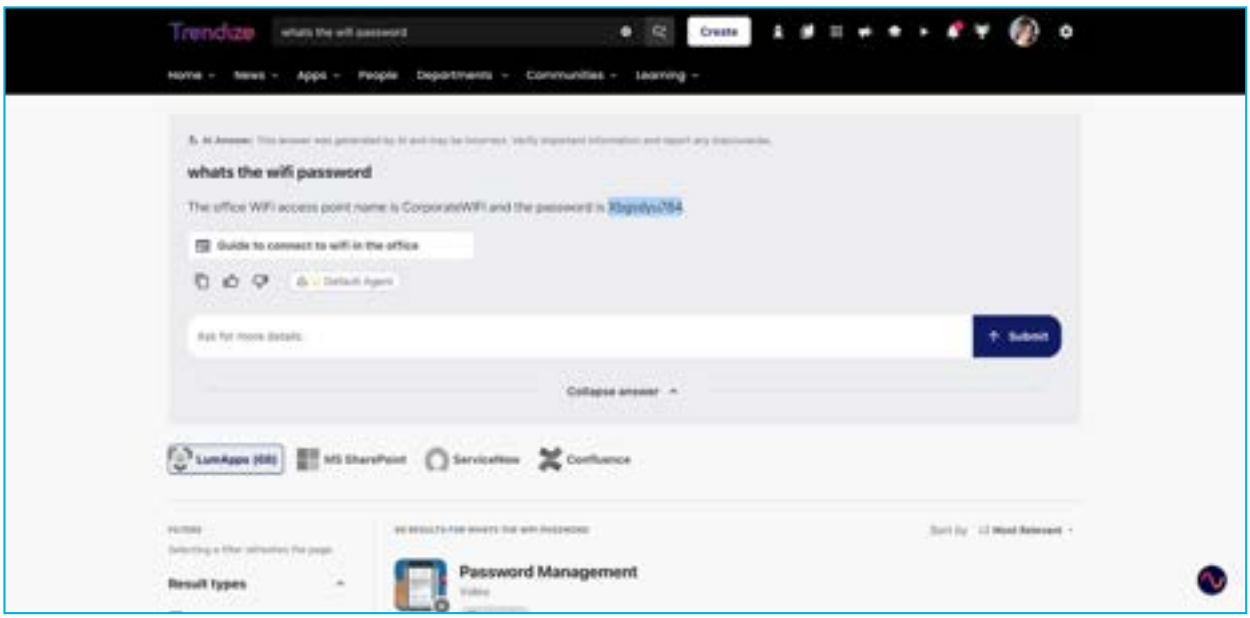
A second option is for on-screen materials, where content owners would need to make use of Pages and configure widgets as wanted. This is flexible to a point, but it takes effort to simplify longer-form content (there is no accordion widget or similar for example) and we think the approach could also feel complex for infrequent publishers – sentiment echoed by customers too.

'Questions' (see Scenario 3) and local searches support knowledge spaces. There's a good range of metadata options, such as an 'official' content label and sensitivity levels. We like that employees may report content as 'outdated' to help keep the intranet accurate. There are expiry dates and it's possible to archive old content manually too; bulk activities, such as adjusting author and status, is also possible, but we think more could be done to simplify and support governance needs. LumApps says they have plans involving AI for further support in 2026.

Broadcasts (see Scenario 2) support urgent communications well and there's the option to 'Feature' news which will display news in a banner. Any content can have a 'Mandatory Read' widget added to it and there are exportable CSV results, but reminders would need to be manually configured.

Individual content items have their own analytics showing data such as visitors and pageviews, which are visible to anyone with permissions. There aren't dashboards for individual content owners, which would help them manage the quality and performance of their materials overall, however.

Overall, LumApps has some good functionality in this scenario but isn't as simple or as comprehensive as other solutions we've seen. Where admins invest time in setting up Page templates this helps infrequent publishers get started, but LumApps could do more to support with initial creation and ongoing maintenance.



An AI generated answer is presented at the top of the traditional search results and invites further queries.

This scenario is a real area of strength for LumApps. The search bar is available via the top ribbon menu and presents a search history as well as suggested results as you type. Natural language questions are also supported, as at the top of the search results page is an AI generated answer. This is presented prominently and displays sources to validate information. Helpfully, employees may interrogate answers and ask follow-ups should they wish to know more. Where the conversation thread of questions and answers gets too long, there's a 'collapse' option that leaves the original response on display.

Below the AI-generated response is a more traditional search results page. Spelling corrections are suggested and there are good options for refiners, including dynamic filters that will only appear where relevant. Results can be sorted by most relevant, most recent, and least recent too. Federated search is supported, with tabs at the top of the search results page that will display associated content.

Federated results are also presented within the AI summary. For example, searching for "how do I reset my Microsoft password" could return an answer generated from content held in a ServiceNow knowledge library. Employees won't see a difference in the experience, only what source is listed, meaning LumApps can serve as a unifying search layer across the digital workplace (where there are APIs to support). Interestingly, LumApps say they can build plug-ins with other search engines too, such as Coveo, although we've not seen this demonstrated. LumApps can also be added to Microsoft Enterprise search, meaning the Microsoft search will index LumApps content. Copilot will also work with LumApps content.

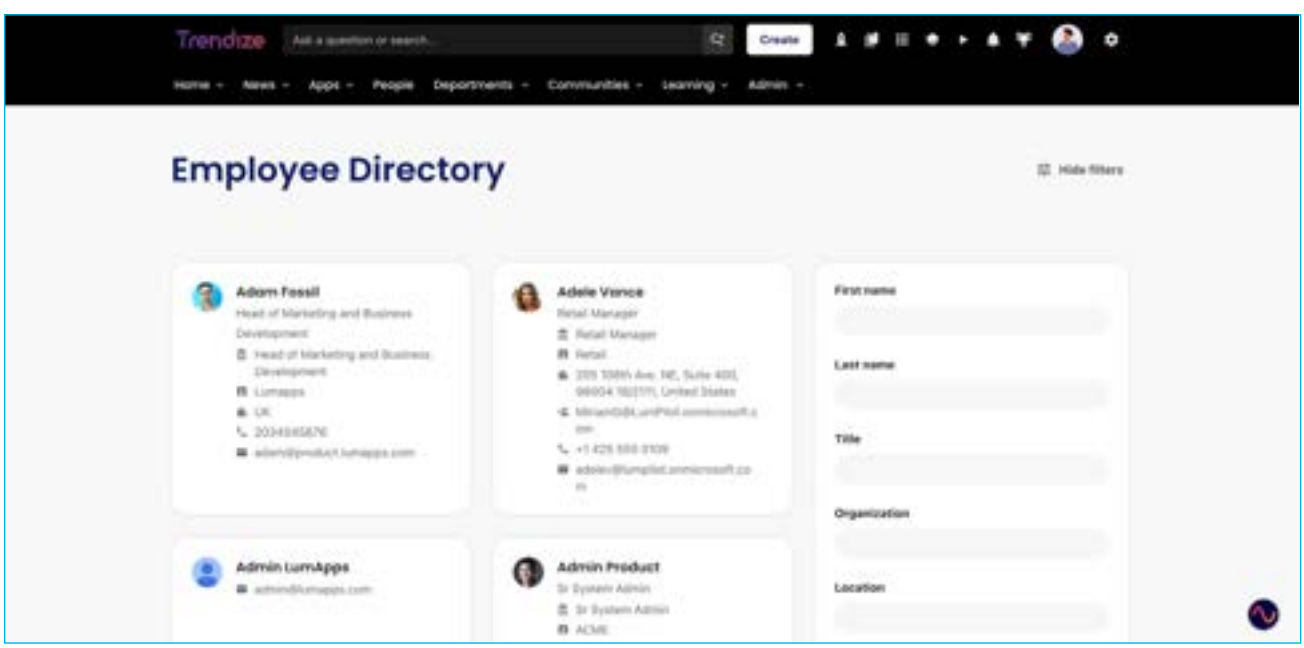
The AI search will help with people finding, answering questions such as "who is X", but "who can help me with Y" will only be returned if it's covered in a content source. A profile card is presented for the searcher to click through to, or individuals can be followed from the search results. There's a dedicated employee directory that allows people to search by individual profile fields, meaning users will need to know which keyword is in what field. Given job titles don't always match skills and vice versa, this may prove a challenge for those trying to find a colleague. People are also returned in the traditional search results, where spelling corrections are helpful but admins must choose whether / which profile fields are indexed.

Whatever the search route, profile pages contain data from configurable source systems or employees may edit fields themselves. Fields are then used for audience targeting. Phone calls and emails can be triggered from profiles. There's a helpful chart showing the individual's reporting structure but there isn't a broader org chart.

There are good controls for configuring the AI search results. Firstly, which sources are available to generate answers is easy to select, alongside which AI tool is used, such as Open AI or Vertex. Sources include specific parts of LumApps and / or external systems, such as Confluence or Google Drive. Admins give the source a name and provide instructions for the AI, including desired output, tone of voice, length, and format. Topics can be blocked, such as salaries, and it will attempt to avoid hallucinations by saying it doesn't know an answer. All results are security trimmed, so individuals will only see answers generated from materials they have permissions to see.

Other search admin controls include promoting items in the traditional search results. The promotion of the item can be limited to specific keywords or a short phrase, and can be targeted to specific user groups. It's also possible to configure the search results page, such as choosing which refiners could display and the ordering of federated search tabs.

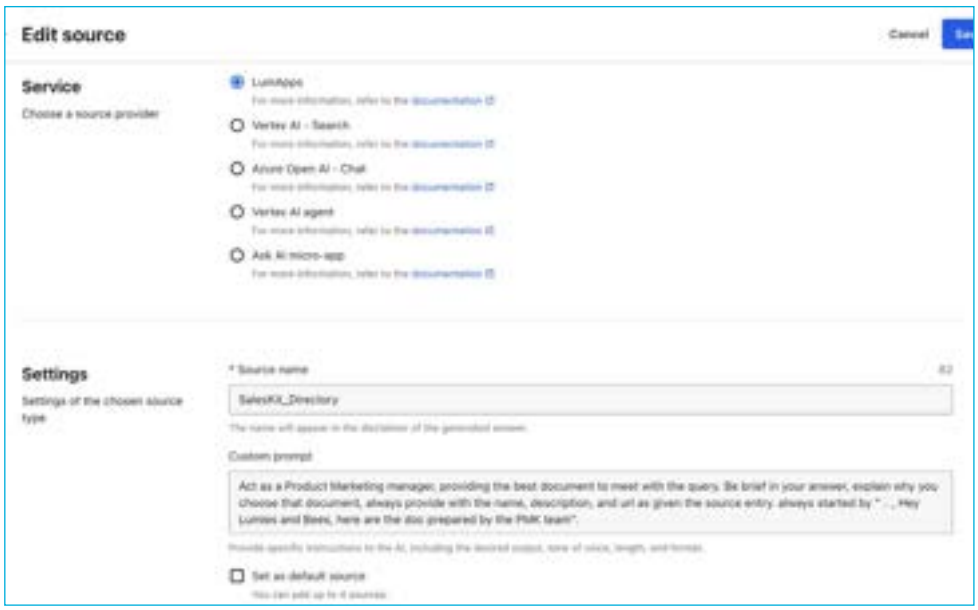
There is a 'Search' section within the Analytics menu, displaying charts and tables with data around numbers of searches, visitors, and click through rates. There are filters to refine results, including the option to expand the date range beyond the default seven days. The particularly useful charts are towards the bottom of the screen, where the searches with zero results are displayed. The top search queries are also displayed here, with information around the click-through rate and what feedback had been supplied during the search process.



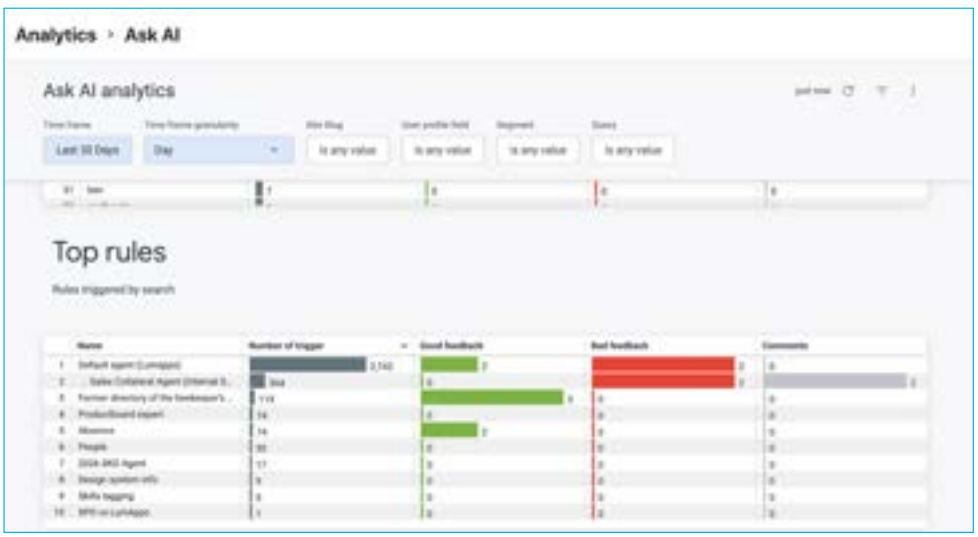
The Employee Directory provides an excellent people finding experience.

The AI also has analytics, showing how many queries had been submitted and the feedback provided. Data around the top searches and top processes that were triggered (such as booking time off) is particularly helpful. LumApps' search-related analytics are among the best we've seen, providing insights admins can act on to make improvements. These certainly stand out from the other reporting offered by the platform.

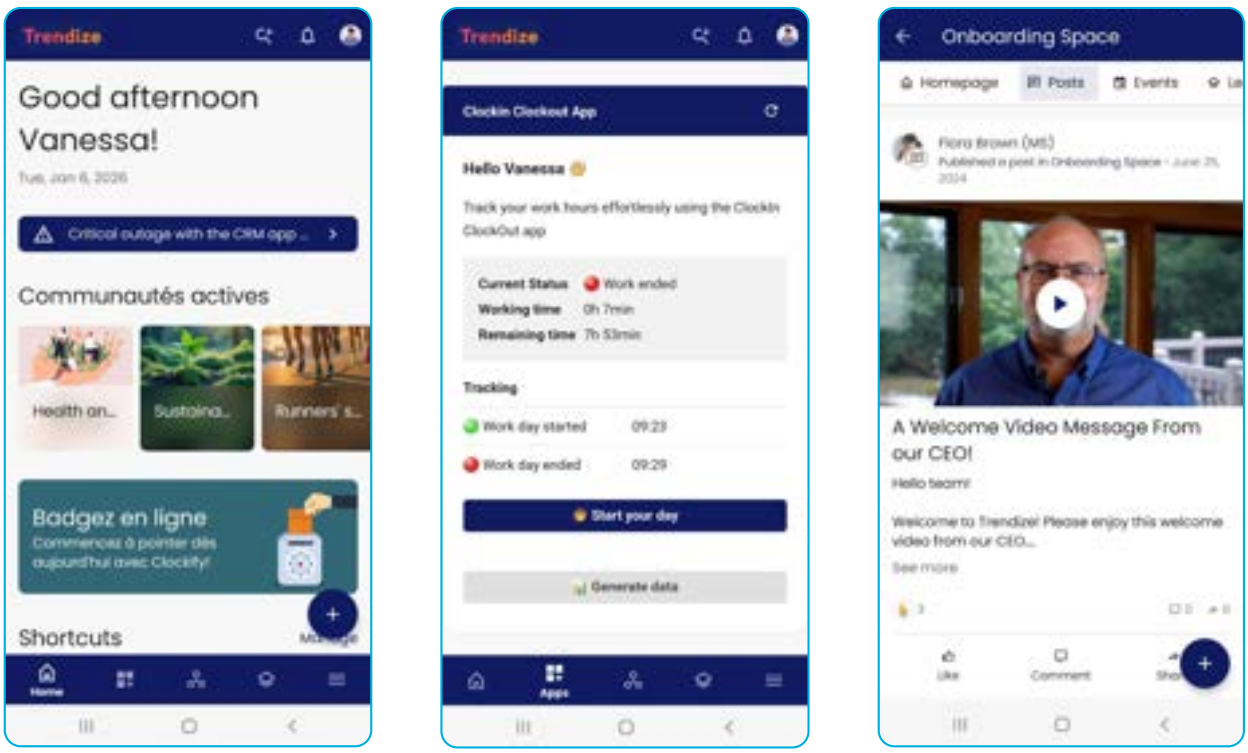
Finally, the vendor has said that AI Agents are on their imminent roadmap, helping employees automate tasks and complete activities in third-party systems but from within LumApps. This would allow organisations to bring their own LLM / Agent too. From what we've seen this looks promising, with Micro-Apps offering a strong foundation to build from, but we've not seen it in detail to fully assess it. Overall, however, search is already an area of strength for LumApps and we look forward to seeing how it evolves.



There are good configuration controls for the AI search, including a prompt to steer the presentation and content of generated results.



AI and traditional search analytics are excellent.



LumApps works very well on mobile, providing an experience suitable for frontline and knowledge workers.

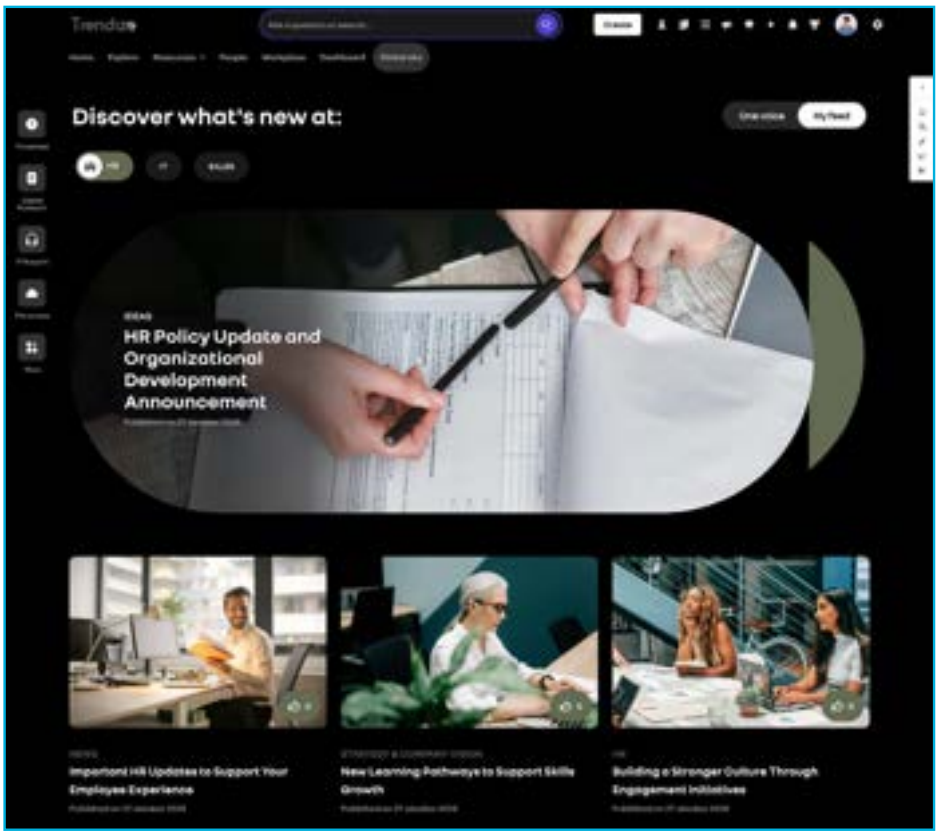
LumApps provides a variety of easy ways to gain access to the mobile app. Single sign-on is possible, but a 'magic link' will seamlessly log people in, while line managers can create QR codes that will log in their team using account information in the back end. We like the power this places with local managers and LumApps says more developments are on the roadmap. Biometrics are supported via Intune deployment and multi-factor authentication is also available.

The platform works well in a mobile environment, providing a parity of experience with the desktop. Many of the features covered in other scenarios work well on mobile and for frontline teams, including Micro-Apps and integrations covered in Scenario 4, such as a clocking in / out Micro-App that integrates with shift systems. A Chat tool is also useful here, although LumApps says more functionality is on the roadmap. The Journeys and Learning features covered in Scenario 3 are also helpful for the frontline.

Navigation on the app is configured by admins, with a burger menu that expands to display other content areas or tools. We like that employees can add and remove navigation shortcuts in the app, giving them greater control over what matters to them. The configurable 'do not disturb' settings are also helpful for this audience.

Admins have a great deal of control over the app. For example, they control what features are available on the app at all, toggling on / off elements like Learning. Targeting of all content, including widgets, means the experience can be tailored for mobile users. It's likely that admins with technical knowledge may need to support with some aspects of this configuration.

Overall, the mobile experience is strong although simplifying the desktop environment will take careful planning by admins. We look forward to seeing the enhancements that the merger of LumApps and Beekeeper (see the Things to Bear in Mind section) will bring to this scenario, as it could make an already strong scenario even stronger.



There is a lot of freedom which can result in sophisticated designs.

LumApps is a comprehensive solution that allows for a great deal of control over the final platform design and experience. When we explored the demo environment, we largely found it intuitive, with admin options presented via a drop-down menu from the front end then as a simple list menu in the back end. However, in the back end some elements feel duplicated, such as multiple places for 'Tags', and while there were many places with simple tick-box or one-line options, the overall admin experience is a little inconsistent.

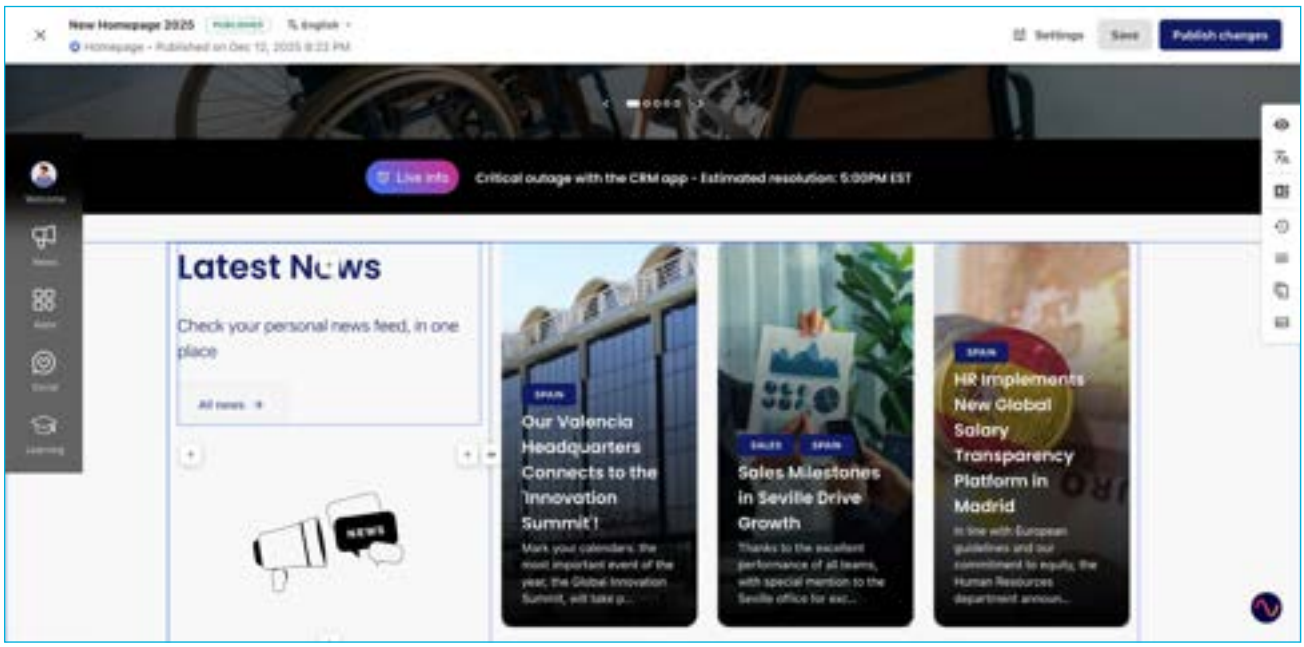
There are also areas that require technical understanding to fully make use of the functionality. These are often settings found under 'advanced' headings, but mean some intranet managers will need assistance from IT or LumApps in places. We'd welcome the addition of tooltips to help people learn what the settings mean and configure them without needing assistance. Additionally, a small but annoying feature is closing down content often takes you out of the admin screens to the front-end experience.

LumApps is powerful in places, for example when it comes to permissions options; there are four main roles, two of which administer content, one manages communities, and the final role is a 'standard user'. Further permissions can be applied to give people refined roles. For example, a rule applied to content created by the HR team could mean a 'verified' badge is added onto their pages. Roles and permissions are flexible, allowing a granular level of detail where required.

There are also elements that are easier to administer, such as navigation. Navigation items are added to a list when something new is needed, such as a new section or a specific Page. These are moved up and down the order using arrows and may be added as sub-navigation under another menu item. Menu options are simple drop-downs however, and organisations with a complex structure may find LumApps limiting. Here, too, there are advanced settings that would benefit from tooltips.

All Pages are administered in the same way, whether a News article or the main homepage. These can be created and edited via the back end or edited by a floating menu in the front end. Rows are added to Pages, with settings such as height, background colour, full-width options, and column layouts. Widgets are added to the layout, with options around how they're displayed – as a grid or as a 'player' for a video. Styles can be applied to widgets to enhance designs if wanted and widgets can be audience targeted, or left as a global item. You can see the homepage design taking shape as you work on it, but we think it's a shame there's no way to preview other pages until they've been built using empty widgets.

Some admin options are as simple as tick boxes, dropdowns, or one-line entries.

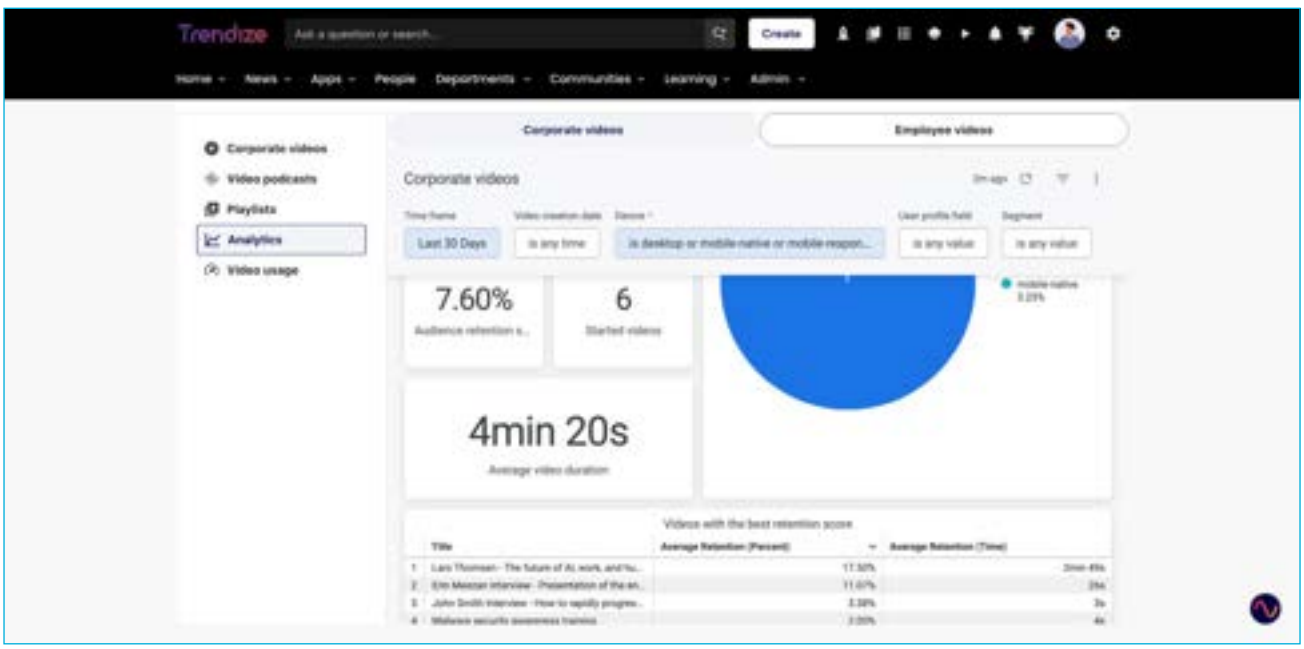


Homepages are created using rows and widgets, which is a flexible approach to design.

There is a lot of design freedom with a LumApps intranet, meaning that one customer's environment can look and feel very different from another. Complex design needs are well supported, so a hotel in Toronto could have a different brand to one in Tokyo. Notably, this branding flexibility extends to the app too. While admins can configure branding themselves, it's likely that those with sophisticated needs will require help from the vendor / a partner. It is possible to create a "glossy" end result, so those with strong design requirements may find LumApps a good choice.

Analytics showing the overall performance of the intranet include data such as visitor numbers and pageviews. Where wanted, it's possible to see individual users' activities, so you can identify advocates and potential experts. Videos have a good range of data, such as the average retention rate and time for each. We like the sentiment assessment of comments across the platform, but, as with all analytics, we would like to see more detailed information so that admins may take corrective steps or repeat success. While it's possible to use third-party analytics tools to gain broader insights from the LumApps data lake, we think more could be done to provide a good baseline within LumApps itself.

Overall, the experience of administering LumApps is mixed. It certainly provides organisations with a great deal of flexibility, but this comes with complexity and the need for technical knowledge at times. The addition of tooltips and a simplification of the approach in places would make a good deal of difference.



Video analytics are good, providing information such as the average retention time per video.

THINGS TO BEAR IN MIND

The vendor has done a good job of offering a flexible platform that allows a high degree of design and configuration freedom to organisations. LumApps describe their product as "semi-bespoke built", which means there are many accelerator / ready-made modules, but each implementation involves some customisation as well as configuration. Consequently, organisations will need to carefully plan how they want their intranet to look, feel and work, as a lot of the heavy lifting will be looked after by the vendor or a partner. It also means there are settings and admin options that require technical knowledge.

There are gaps in functionality in places that may mean large or complex organisations find LumApps lacking. For example, campaigns and news management features are present but not as robust as we've seen elsewhere. Functionality associated with knowledge management too, such as content lifecycle capabilities and support for infrequent publishers, could also be better. Given LumApps is in one of our higher pricing brackets, potential customers will need to carefully consider the balance of flexibility, requirements and cost.

Finally, in mid-2025 LumApps acquired the frontline-first platform Beekeeper, in a merger backed by global investor Bridgepoint Group. Since then, we've already seen the platforms influence each other, with functionality being added to enhance both (you can read our review of Beekeeper elsewhere in this report). The longer-term plan is to offer a single product that has modules that can be bolted on to address different business needs as requested by individual customers. This is ambitious but from what we've seen, we think it's likely this vision will come to pass. While developments to both platforms have been done with little to no negative impact so far, customers should be mindful of the risks of service disruptions and feature deprecation that comes with any merger of this kind.

Why choose this product

LumApps is a flexible independent intranet platform that delivers an excellent employee experience. Social and collaboration features are an area of strength, with good support for reaching people with messaging wherever they're working. Information finding is impressive, with support for AI that the vendor plans to extend further into AI agents in the near future. LumApps will appeal to large organisations, those with a high number of frontline workers, and businesses that want a large amount of control over design choices.

You may also be interested in...

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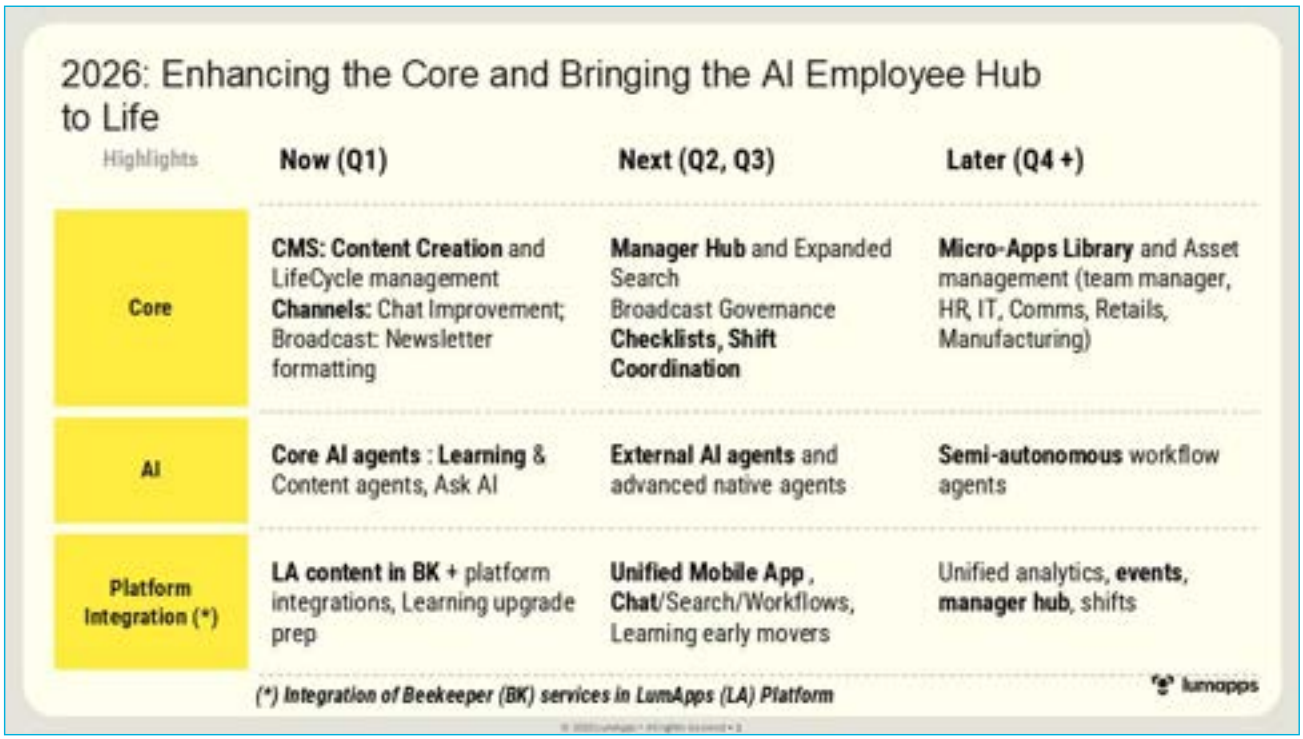
Vendor roadmap



Roadmap image provided by LumApps.

COMPANY AND PRODUCT

Company
LumApps

Company founded
2015

Product launched
2015

ISO 27001 certified
Yes

Data residency
Asia, Europe (excluding UK), Europe (including UK), USA

Typical client size
10,000 to 15,000

Company locations
Lyon, France (HQ), US, Germany, Spain, UK, Japan

Partner locations
Latin America, North America, Europe, South Africa, UAE, Asia-Pac, China, Australia and New Zealand. Please see their website for more.

Customers
Clients include: Airbus, LVMH, Publicis Sapiens, Ascension, Google, Servier, Veolia, Proximus. Please see their website for more.

Largest deployment so far
Over 200,000 employees in more than 20 countries.

Environmental / sustainability certifications
LumApps has an EcoVadis sustainability rating score of 56/100. This result indicates a foundational performance in key environmental, social, and governance (ESG) areas, demonstrating a standing slightly above the global average. Key future priorities include integrating ESG criteria into its supplier selection processes, formalising its existing social programs, and developing a clear roadmap for the reduction of greenhouse gas emissions.

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Product and technical details

Name of product

LumApps

Deployment

Client on-premises	Client private cloud	**Microsoft Azure**	Amazon Web Services	Vendor-hosted	Microsoft 365 tenant	**Google Cloud**	Other

Authentication supported

Entra ID	ADFS	**Okta**	**Open ID**	**Oauth**	**Google Workspace**	**SAML 2.0**	Other

App deployment

Google Play store	**Apple store**	**MDM**	**MAM**	**Other***

*LumApps provided store

Accessibility

WCAG 2.1 AA conformant

Document library sources integrated

Box	Dropbox	**Google Drive**	**SharePoint**	**OneDrive**	**ServiceNow**	**Other***

*Workday, SAP, Zendesk

Optional integrated enterprise search engines

Coveo	Elastic	Microsoft	Sinequa	Open API available	Other

User interface multi-language

Machine translation	Pre-configured	Editable	Right to left script supported	Other

Content multi-language

Machine translation for publishers	Machine translation for end users	Editable machine translation for publishers	Manual creation for publishers	Right to left script	Other

Set-up and support

Set-up process for new clients

The set-up process for a new client involves a professional services engagement that includes foundational exposure sessions, enablement sessions on various terms and features, core curriculum technical training for platform admins (3-5 days), and tailored content contributor training. The vendor also provides 'Office Hours' for content creation assistance and 'Hypercare' sessions post-launch, alongside ongoing enablement coordinated by a Customer Success Manager.

Product updates

Minor updates weekly, major updates every 6 weeks.

Product update process

LumApps operates on a continuous release cycle. While many new features are rolled out with opt-in or opt-out options via feature flags, some updates are mandatory for the platform's core functionality. This approach aims to ensure a smooth transition and minimises disruption for users.

Reverse-out options

LumApps enables data reversibility by allowing customers to retrieve their data at any time using a public and documented API, typically in JSON format. Regarding retention, customer data is stored for the duration of the contract plus three months after termination before being permanently deleted.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only*

*EMEA 9am - 6pm, CET and JAPAC 9am - 6pm, JST and NORAM 9am - 9pm EST

User community

'The Hive' is a dedicated user community platform. Within The Hive, customers can exchange best practices, provide product feedback, and stay informed about the product roadmap through regular updates and webinars.

Voice of the vendor

LumApps says: "LumApps' mission is to build the world's leading employee hub that connects people to what they need for success: the right communications, productivity tools, and opportunities for growth. We aim to create a 'Brighter, More Connected Way to Work' by unifying communications, knowledge, applications, and employee services into a single, personalised experience. We excel at enabling understanding, equipping action, and fostering growth through three interconnected pillars.

LumApps addresses business problems by providing a central, intelligent destination that orchestrates access to company knowledge and services, fosters connection, and supports continuous development. Our platform offers unified search across Microsoft 365, Google Workplace, internal LumApps data, and third-party applications like Workday and ServiceNow, enhancing productivity. We provide advanced personalisation beyond standard group security, allowing internal communications to target specific employee segments autonomously.

LumApps strengthens community engagement by including frontline employees without Microsoft 365 licenses, ensuring inclusive communication. We seamlessly integrate with business applications for both data reading and writing, streamlining processes like leave requests. The long-term vision is to be the indispensable AI-Powered Employee Hub, delivering personalised, proactive assistance and becoming the AI Front-door for your enterprise."

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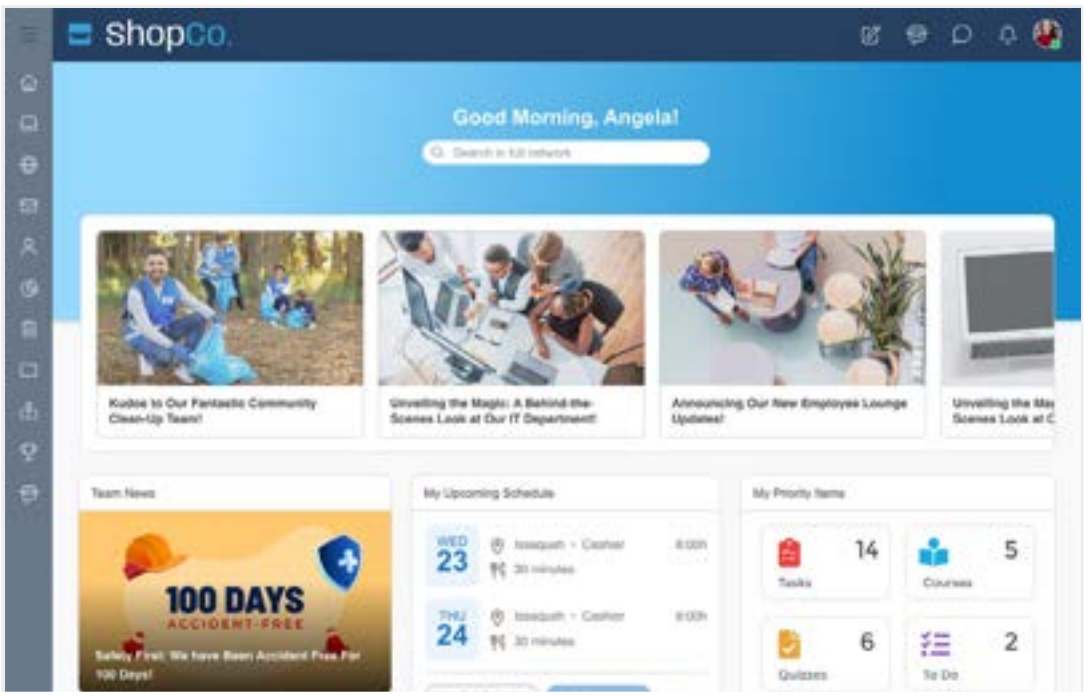
mangoapps

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

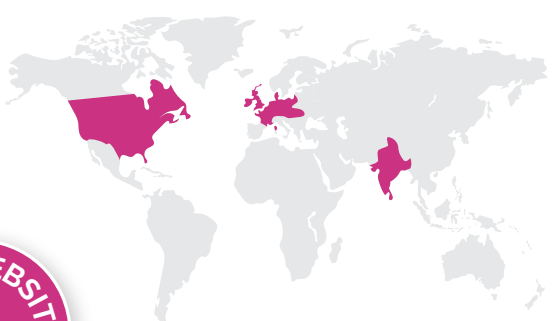
OTHER



Typical deployment:

10,000 to 15,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

MangoApps is an all-in-one platform that combines a highly customisable intranet, robust analytics, and strong mobile and frontline support, making it ideal for medium to large organisations with a widely distributed workforce.

SUMMARY

MangoApps was founded in 2008 and headquartered in Issaquah, Washington, USA, with additional offices in India and the UK. MangoApps has experience servicing industries such as healthcare, retail, manufacturing, financial services, and non-profits with a global customer base.

MangoApps provides a comprehensive suite of tools for communication, collaboration, and learning. Its modular, widget-driven Dashboards allow for deep configuration and audience targeting, making it easy to deliver tailored content and services to different user segments. The platform supports robust notification management, multi-language needs, and a full-featured Learning Management System (LMS). Search is effective and there is an impressive and effective range of AI features. Combined with an excellent mobile app, MangoApps provides a solid employee experience.

While MangoApps offers impressive flexibility and breadth, this can lead to complexity in administration and user experience. The sheer number of content and customisation options can provide a noisy user experience and will require time investment by administrators; however, customer support is consistently highly rated. Post analytics are thorough, though some, such as sentiment analysis, provide only trend-level insights.

MangoApps is best suited for medium to large organisations seeking to consolidate employee communications, collaboration, training and more, into a unified platform. It's also suited to organisations with large frontline or deskless workforces, or those needing flexible, audience-targeted experiences without the overhead of multiple platforms. Given the range of options available, MangoApps also comes at an appealing price point.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price per user per month, subscription – price band based on number of users, store and location-based pricing.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes, multi-year commitments, customers only pay for active users and large enterprises.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Support, training and upgrade services are all included at no additional charge. Optional module included in the price: Training and Learning Module (LMS).

Product type

Ready-to-run, installed in hours

Branding opportunities

All branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Financial and insurance activities	Hospitality	Wholesale and retail trade	Health and social work activities	Manufacturing

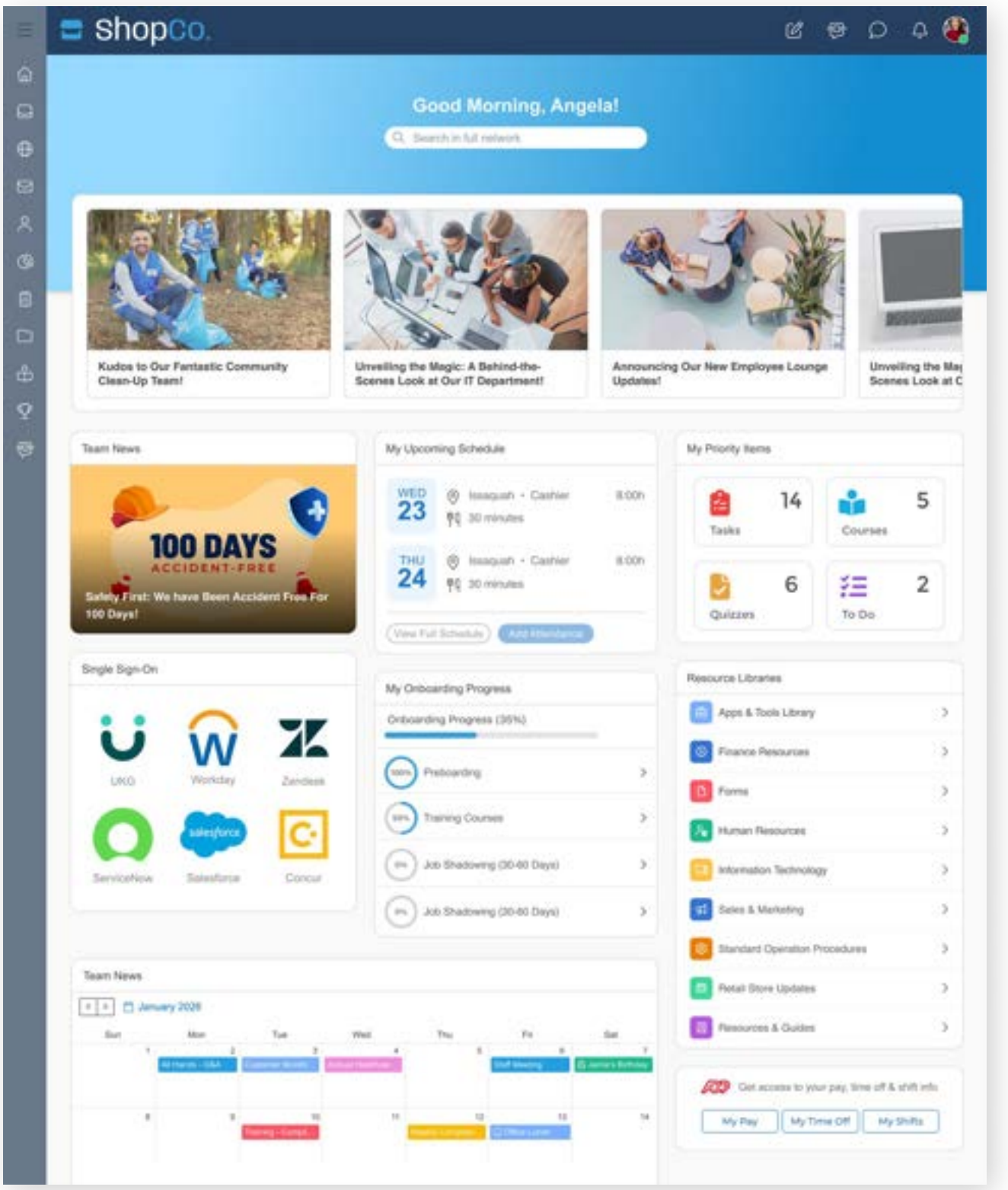
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

Customers consistently praise MangoApps for its user friendly and attractive interface, with several highlighting the platform's flexibility and customisation options. The "one stop shop" approach, which integrates features like Rewards & Recognition and LMS, is seen as a significant cost-saver for organisations with diverse needs. Many respondents appreciate the platform's ability to "centralise communication and collaboration", making it easier to keep employees connected and engaged. The search functionality, content organisation into groups, and mobile accessibility are also frequently mentioned as standout features. As one customer put it, "The best aspect of MangoApps is its user-friendly interface and the seamless integration of various tools that enhance collaboration and communication within our team." Another noted, "The design is WYSIWYG and our content admins from our various markets and functions can manage their portals well with little assistance from us."

While the overall sentiment is positive, analytics was consistently raised as an area for improvement. One customer said, "Improved analytics and reporting capabilities would be helpful for measuring engagement and making data-driven decisions." There is also a desire for better and "streamlined" admin controls, one customer commented, "We would love to see more admin control over file and item permissions, archival status, deletions, etc., and in bulk." A "more modernised design", small improvements to modules overall (such as Trackers and Tasks), and more "granular" results from the AI search were also requested.

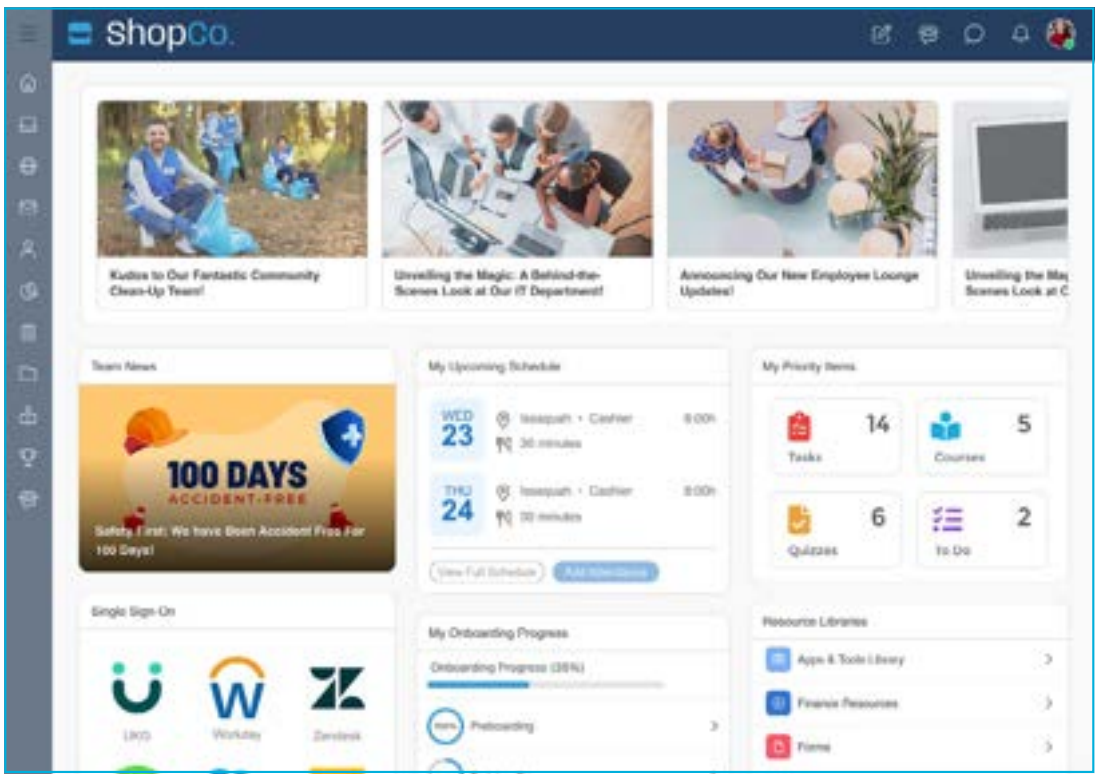
Feedback on the vendor experience is overwhelmingly positive. Customers describe the MangoApps team as responsive, collaborative, and genuinely committed to customer success. Many highlighted the proactive support provided by both customer success and technical representatives, noting that even senior leadership gets involved when needed. One respondent shared, "The responsiveness of the development and customer service teams is first rate. They listen well and do a great job helping us adapt the platform to our needs". The willingness of MangoApps to partner on new ideas and their openness to feedback are also appreciated, with customers feeling that their needs are understood and addressed promptly.


ShopCo.
Good Morning, Angela!
Search in full network
Kudos to Our Fantastic Community Clean-Up Team!
Unveiling the Magic: A Behind-the-Scenes Look at Our IT Department!
Announcing Our New Employee Lounge Updates!
Unveiling the Ma Scenes Look at C
Team News
100 DAYS
ACCIDENT-FREE
Safety First: We have Been Accident Free For 100 Days!
My Upcoming Schedule
WED 23
Issaquah - Cashier
8:00h
30 minutes
THU 24
Issaquah - Cashier
8:00h
30 minutes
View Full Schedule
Add Attendance
My Priority Items
Tasks 14
Courses 5
Quizzes 6
To Do 2
Single Sign-On
UKG
Workday
Zendesk
ServiceNow
Salesforce
Concur
My Onboarding Progress
Onboarding Progress (35%)
Preboarding
Training Courses
Job Shadowing (30-60 Days)
Job Shadowing (30-60 Days)
Resource Libraries
Apps & Tools Library
Finance Resources
Forms
Human Resources
Information Technology
Sales & Marketing
Standard Operation Procedures
Retail Store Updates
Resources & Guides
Team News
January 2026
Sun
Mon
Tue
Wed
Thu
Fri
Sat
Get access to your pay, time off & shift info
My Pay
My Time Off
My Shifts

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
4 **1. Employee Experience**	Highly configurable 'Dashboards' and notifications deliver a tailored, engaging user experience.	Features could feel overwhelming without careful planning.
4 **2. Communications Management**	Flexible publishing tools across multiple channels.	Support for communication campaigns could be improved. Calendar would benefit from additional features.
4.5 **3. Community & Engagement**	Rich social features and gamified recognition.	Multiple places to collaborate and communicate could confuse employees.
3+ **4. Digital Workplace Integrations & Services**	Widget-driven approach makes adding third-party integrations to dashboards simple.	Most third-party integrations are limited to one-way interactions.
4 **5. Knowledge & Content Management**	Robust knowledge sharing and compliance.	Distinction between official libraries and user-uploaded files can be unclear.
4 **6. Information Finding & Search**	Federated search and AI assistants make finding people and content fast and intuitive.	Simplified filtering and display would improve the full search experience.
4.5 **7. Mobile & Frontline Support**	Flexible and effective mobile experience offers many options for frontline workers.	Customisation and experiences offered require reasonable investment in time to get the most out of the mobile app.
4+ **8. Platform Management**	Excellent platform control options.	Training and delegation are recommended to avoid overload.



An example of the versatility of a MangoApps Dashboard, including company news, My Priority Items and integrations.

MangoApps is one of the most comprehensive products we've reviewed, including communication tools, content management, knowledge sharing, workspaces and a full Learning Management System (LMS). It also supports frontline employees well with several task and workflow-based solutions. This makes it suitable to meet a wide range of business needs; however, to ensure an effective employee experience, an investment in resources will be required to plan and manage the platform.

There is a widget-driven approach to home and landing page 'Dashboards' (see Scenario 8 for more). Widgets are audience targeted, delivering content and services from within the intranet and third-party sources. It is simple to set up Dashboards, with a large degree of customisation and audience targeting - please see Scenario 2 for more on audience targeting. Employees can customise their own Dashboards too, by adding different widgets from over 90 options, which is simple to do using a 'Widget Gallery' when editing a page.

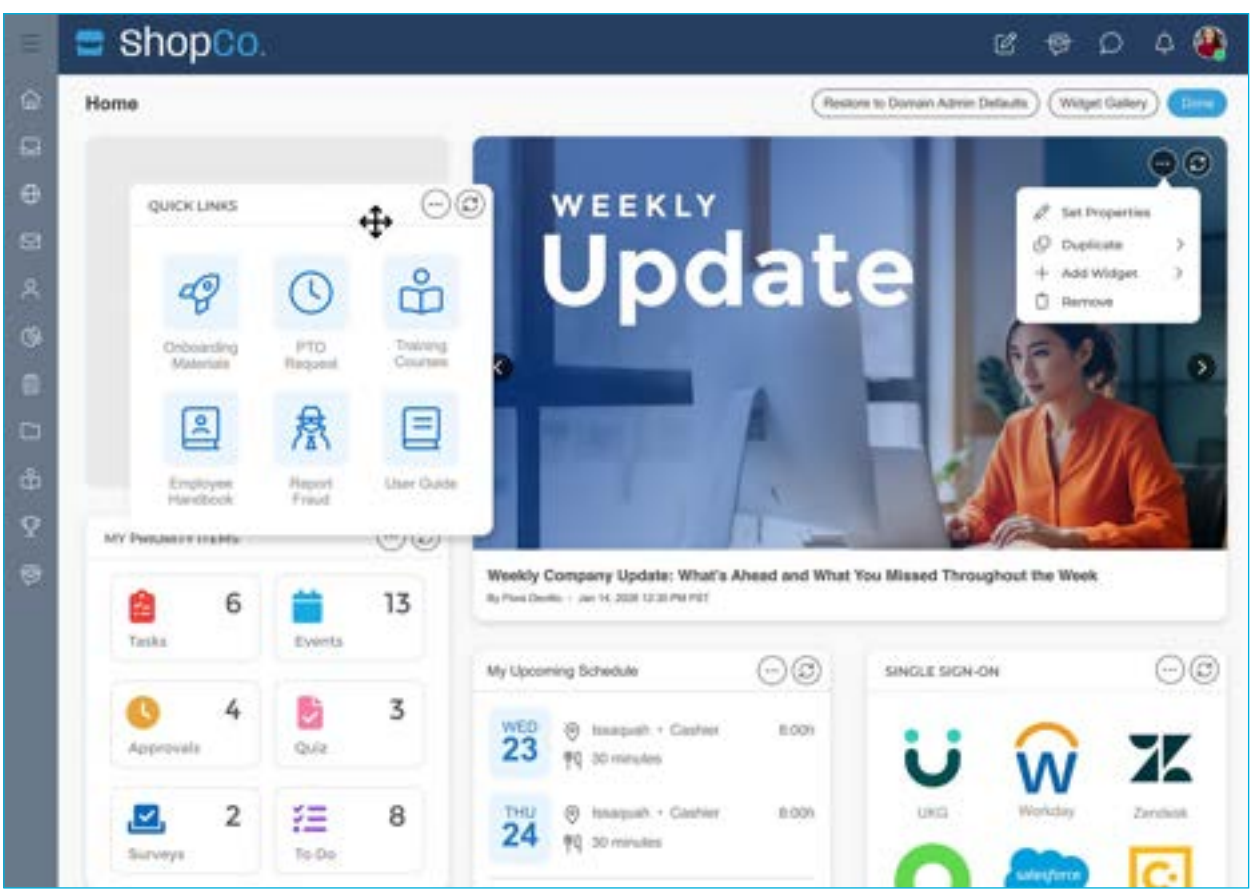
MangoApps intranet designs are highly configurable and provide a variety of visually appealing results. There is a straightforward experience to create and manage styles – even including the branding of any emails generated through MangoApps. Different branding and design styles can be applied to almost any level, and we liked that different branding can be applied to specific user segments. Please see Scenario 8 for more.

Tools are found via the top menu ribbon, such the Universal Compose Box, chat messages, and the notifications bell. Other navigation can be easily customised in terms of location and style, for example choosing a horizontal or vertical layout, or a horizontal menu combined with a mega menu. Navigation can also be tailored to specific groups of users with, for example, frontline employees experiencing different options and layouts to office-based staff.

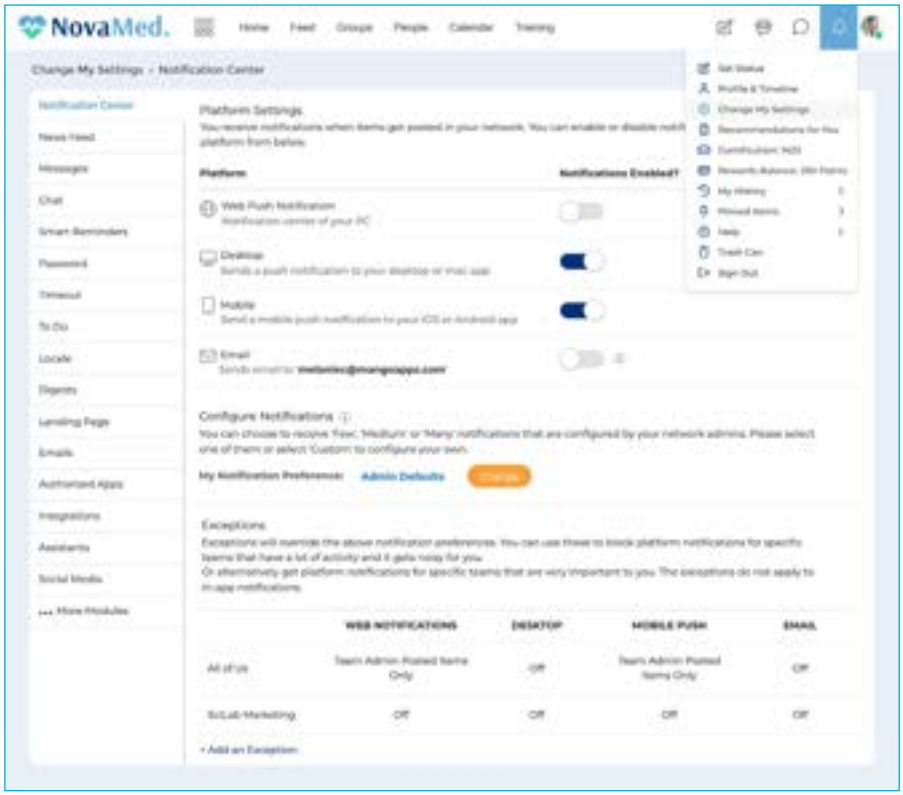
MangoApps supports images, videos, and we like the AI-generated audio of posts, wikis, and pages. Video media can be stored on MangoApps and centrally managed from the 'Media Center', where actions such as adding a call-to=action button to a video can be made. However, there are few in-platform editing options for uploaded media, such as cropping or resizing. Native livestreaming of videos is supported and we like the video transcript feature for attached video files.

Employees have a lot of flexibility when configuring notifications. For example, knowledge workers could turn off mobile notifications, whereas these could be more useful for frontline employees. Administrators may also reduce the number of notification options, which may be helpful for organisations in the early stages of rolling out MangoApps as the scale of choices could be too much for some users. It is also possible to set exemptions for specific items that will always notify employees by default, such as emergency or priority alerts.

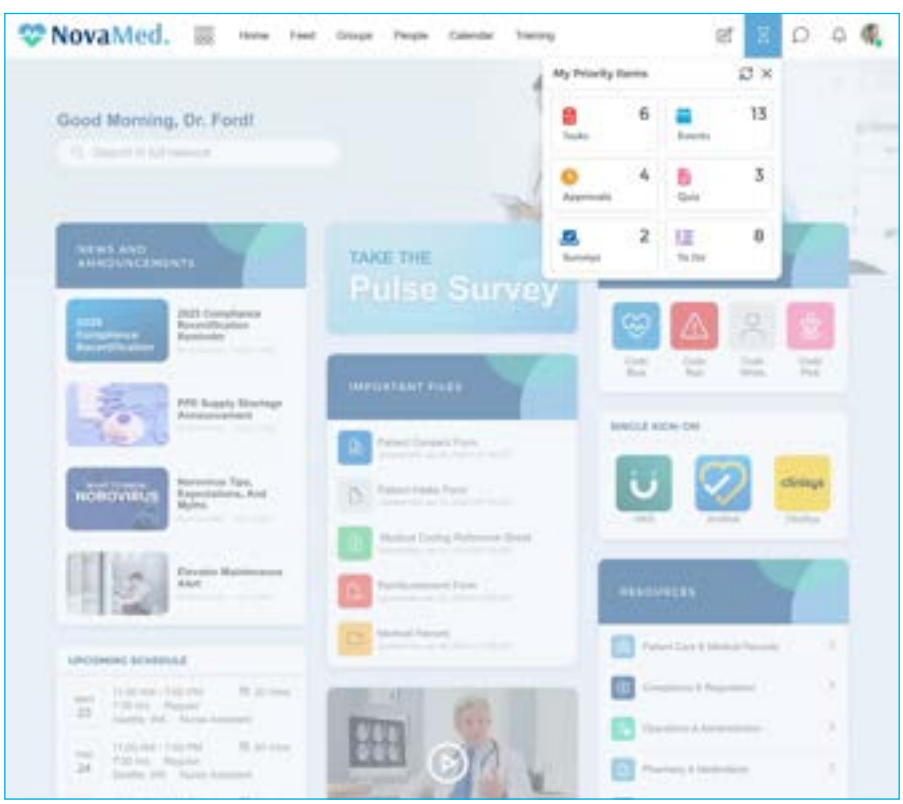
To help manage notifications, MangoApps offers a feature called 'My Priority Items'. This highlights actionable items relevant to the user grouped into topics, such as approvals, tasks, events and courses. This can be accessed via the main menu or as a homepage widget. These differ from standard notifications by being task-focused rather than those generated from activities such as mentions and updates. However, we found that having two distinct sources of notifications could be confusing with the potential for some being missed if they are received only via one route. Without careful management at the user and administrator end, a lack of clarity on notifications could negatively impact an employee's experience. Customers may choose not to enable the My Priority Items, which is turned off by default.



Employees can add widgets to their Dashboard, allowing them to personalise the experience.



Some of the many configuration options for user notifications.

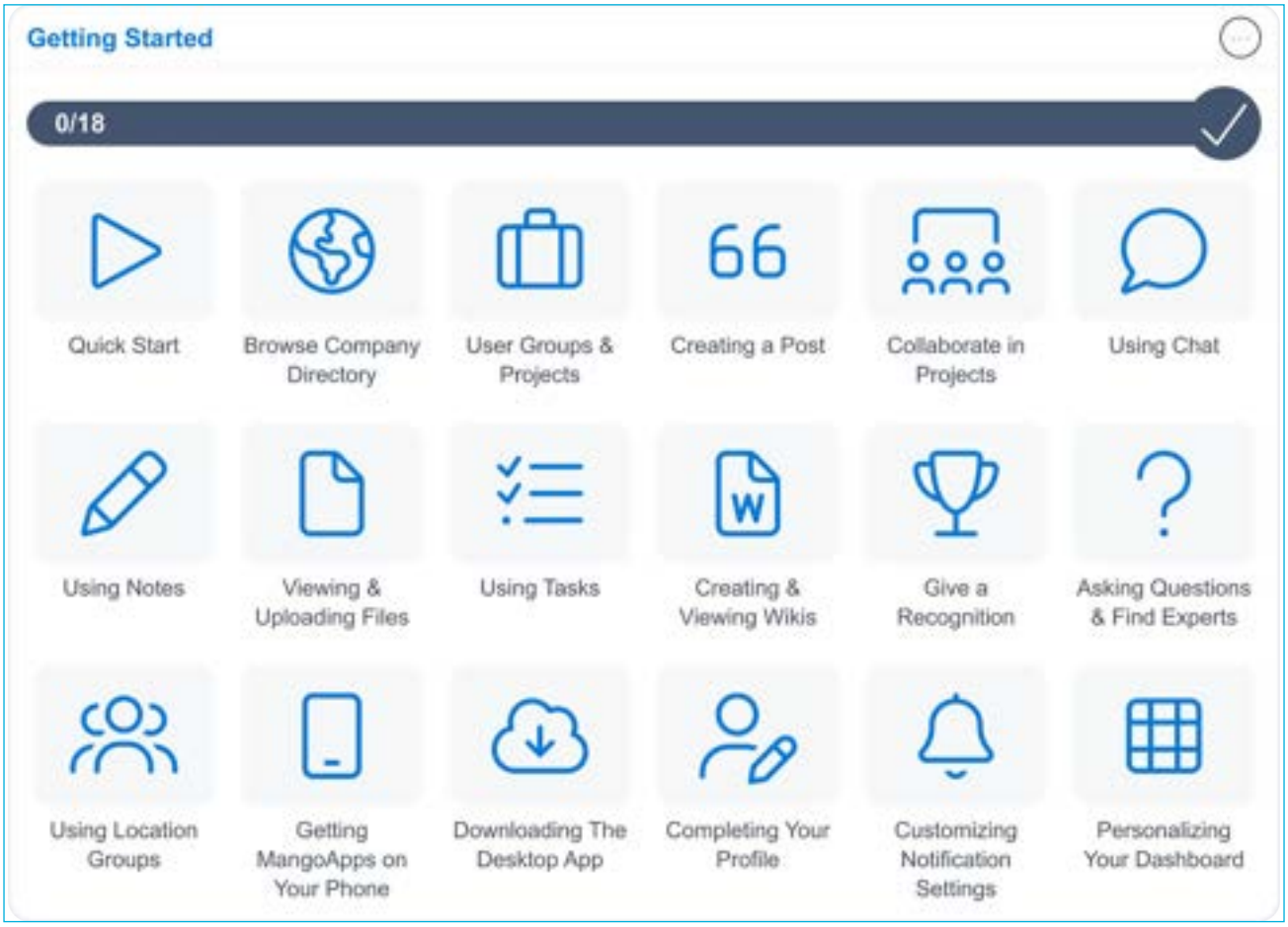


'My Priority Items', accessed from the main menu, highlights activities relevant to the individual.

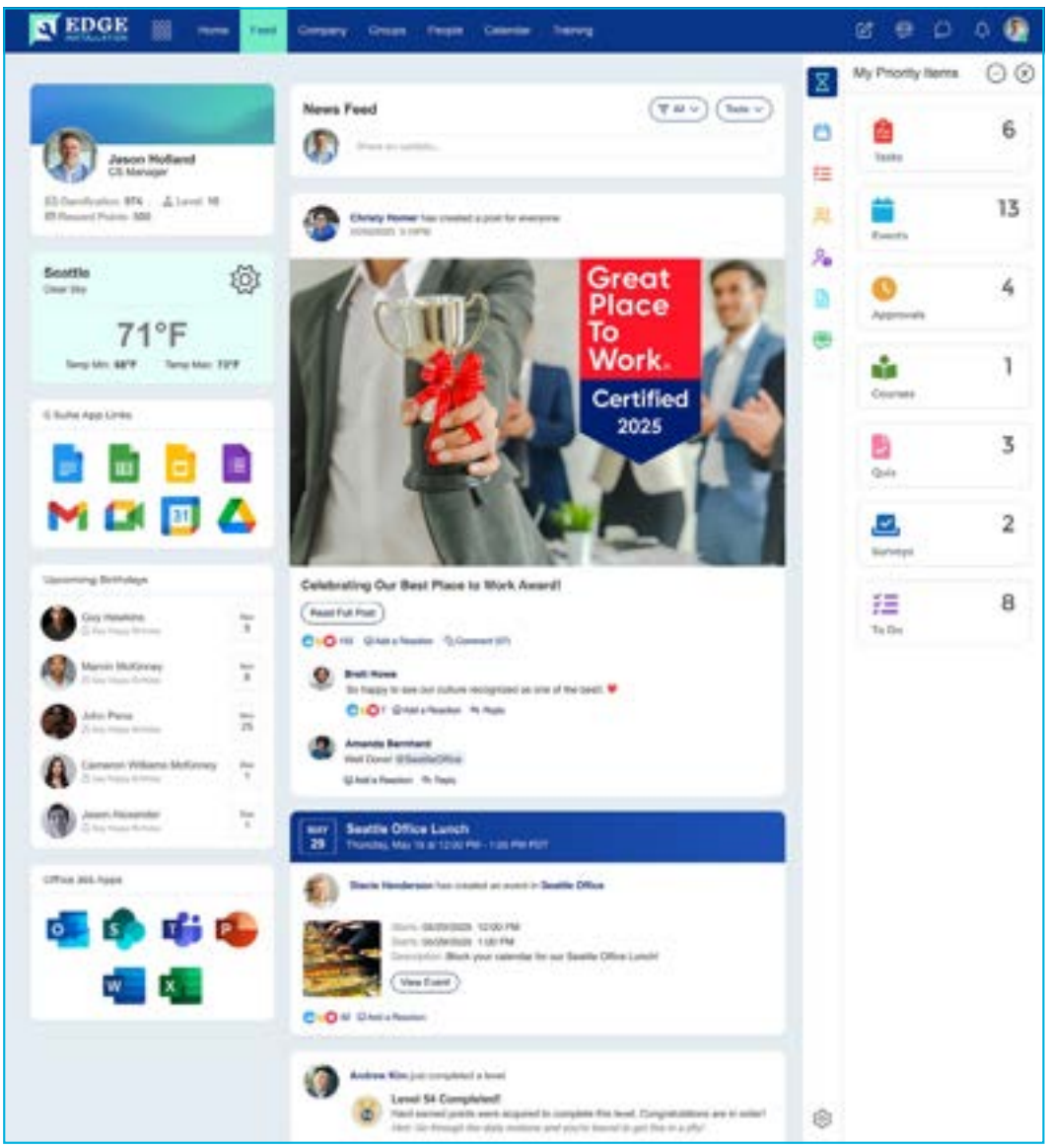
Some organisations may choose to make the 'News Feed' central to the MangoApps experience. This is where both organisation-level news and content, plus updates from an employee's teams, projects and groups can be viewed in one place. News Feed items can be pinned and marked as unread, allowing items to be read or actioned later. Administrators can choose to add News Feeds to Dashboards and display multiple feeds, such as having both a Company News and a People News Feed. Users can also customise their Feed to prioritise what they see.

Multiple languages are supported via auto translation based on an employee's profile. Upon first using MangoApps, users define their preferred language in the 'Getting Started Wizard' widget. Using Google's machine translation technology, MangoApps automatically translates dynamic and user-posted text into over 100 languages based on user preferences or other factors such as location. Content can be protected from being translated too, which we like.

The available features can provide a rich employee experience; however, if used to its full potential, MangoApps could overwhelm users with content, tasks, news and workspaces without considered roll-out and management. Given the range of features and applications, we would like to see a site tour or similar to help users get acquainted with MangoApps, however we liked the getting started widget which guides users through several activities to grow adoption and engagement.



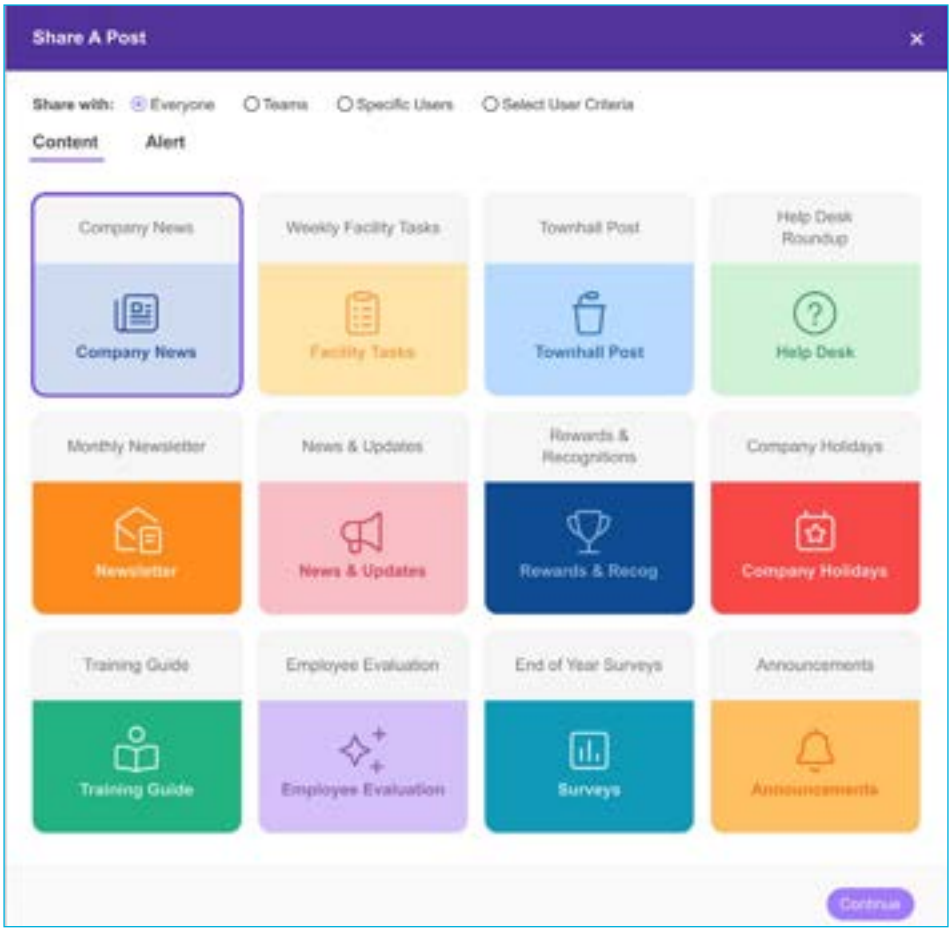
The Getting Started widget helps users explore and engage on MangoApps.



The newsfeed in MangoApps is where company news and updates are aggregated.

MangoApps offers an impressive range of functionality for internal communicators and infrequent publishers. The two main publishing types are 'Posts' and 'Updates'. These go into the newsfeed or designated 'Channels', and only specifically nominated people can publish a Post, whereas anyone can share an Update to a space they are a member of. Publishing news Posts is possible from both a 'Universal Compose Box' and from within the News Feed. The Universal Compose Box also allows employees to compose team or community Updates, send Messages, add reminders, and upload content to name but a few.

Composing news Posts is simple using templates that can easily be reconfigured using content 'Blocks'. Blocks are formatted elements used for adding content into a content types, such as text or multimedia, and make it easy to create visually appealing communications. We liked that during the MangoApps onboarding process, they help administrators to design their own templates in addition to using the out-of-the-box templates available.



There is a good range of templates to choose from.

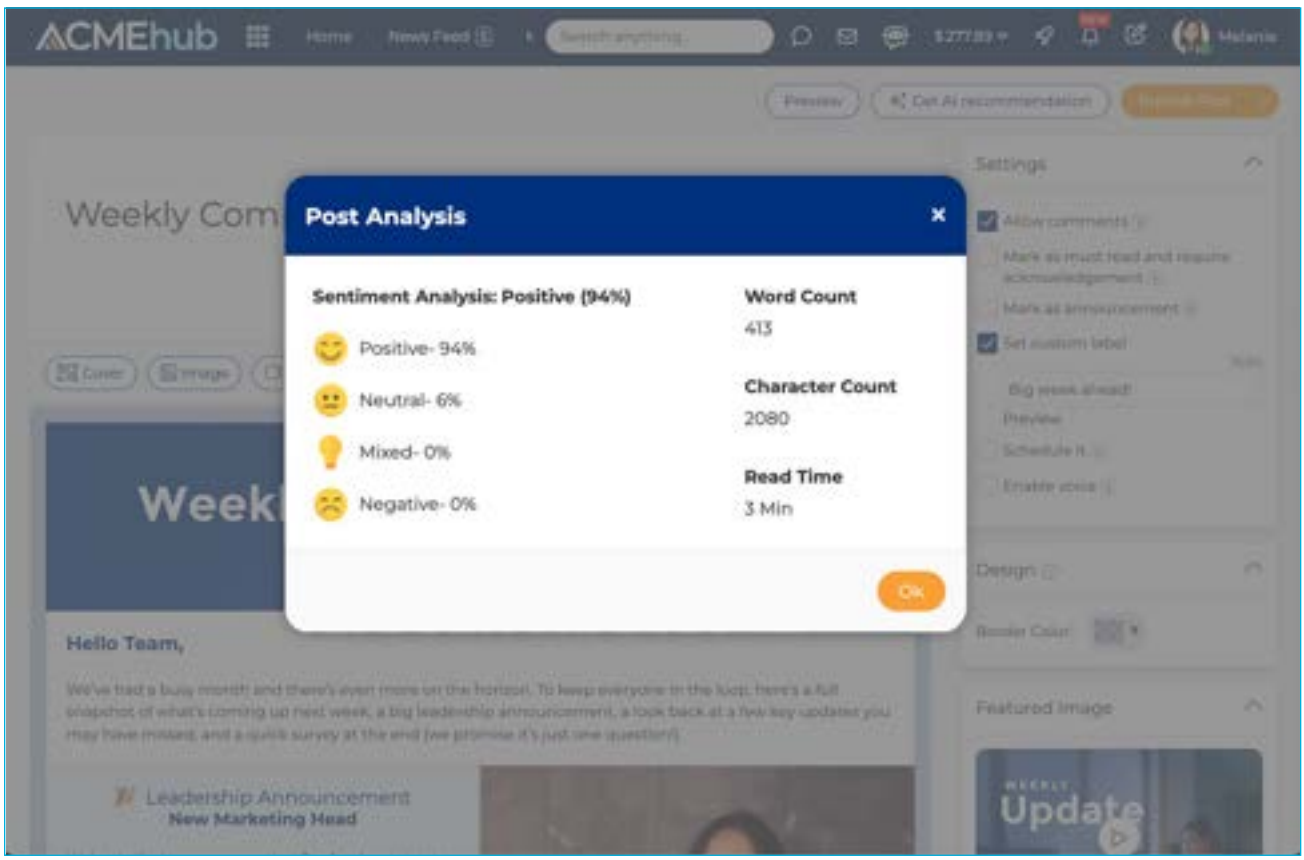
An 'AI Recommendations' feature suggests enhancements to Posts, such as labels, hashtags, suggesting marking as an 'Announcement' and marking it a 'must read'. This feature will also create an AI-generated image if none has been created or manually added when composing the Post. We liked that adding an AI image was easy to achieve, with a drop-down menu of styles to choose and a colour picker to tailor the look and feel. AI-assisted content creation allows users to generate an outline of a Post to assist authoring or can write the entire post itself based on relevant details provided. 'Post Analysis' is useful prior to publication, giving authors a sense of the sentiment of content and the expected read time.

Audience targeting involves selecting the primary audience in a 'to' field, with secondary audiences in a 'cc' field. This distinction determines the notification priority for different users and could generate many notifications in busy organisations. There are flexible options for creating audiences based on 'User Segments' and 'Team Segments'. User Segments are either created dynamically, based on profile attribute rules, or are manually compiled of specific users. Team Segments are made up of pre-defined groups of users. Admins select which teams make up a Segment by selecting from a list of all teams in the system or enabling dynamic profile-based rules. While all this is configured within MangoApps, teams can be created which correspond to groups synced from elsewhere, such as from Entra.

We liked that MangoApps comes with a 'not engaged' User Segment, comprising employees who have not accessed MangoApps in the last month, as well 'moderately engaged' and 'engaged' users. This would help ensure important communications reach those not active on the platform via other means, such as email.

A variety of workflow options are available for news Posts – such as sending posts for review and scheduling when posts are live. The management and scheduling of Posts is easy through a 'Planning Calendar' introduced in late 2025, although default filtering options are limited, and configuration would be needed to provide custom calendar views such as a departmental view. A calendar view of Posts shows what's been scheduled, but also lets publishers develop posts from an initial concept where Post ideas start out as a placeholder in the calendar before it is completed. The calendar interface is clean and we think this is a great addition to the communications toolset.

See Scenario 3 for details of 'Campaigns' that could be used for communication campaigns, but are less sophisticated than solutions we've seen in other platforms. We feel MangoApps' Campaigns is best suited for employee lifecycle purposes, for example, a way to onboard new employees rather than sharing multiple pieces about a new product launch.

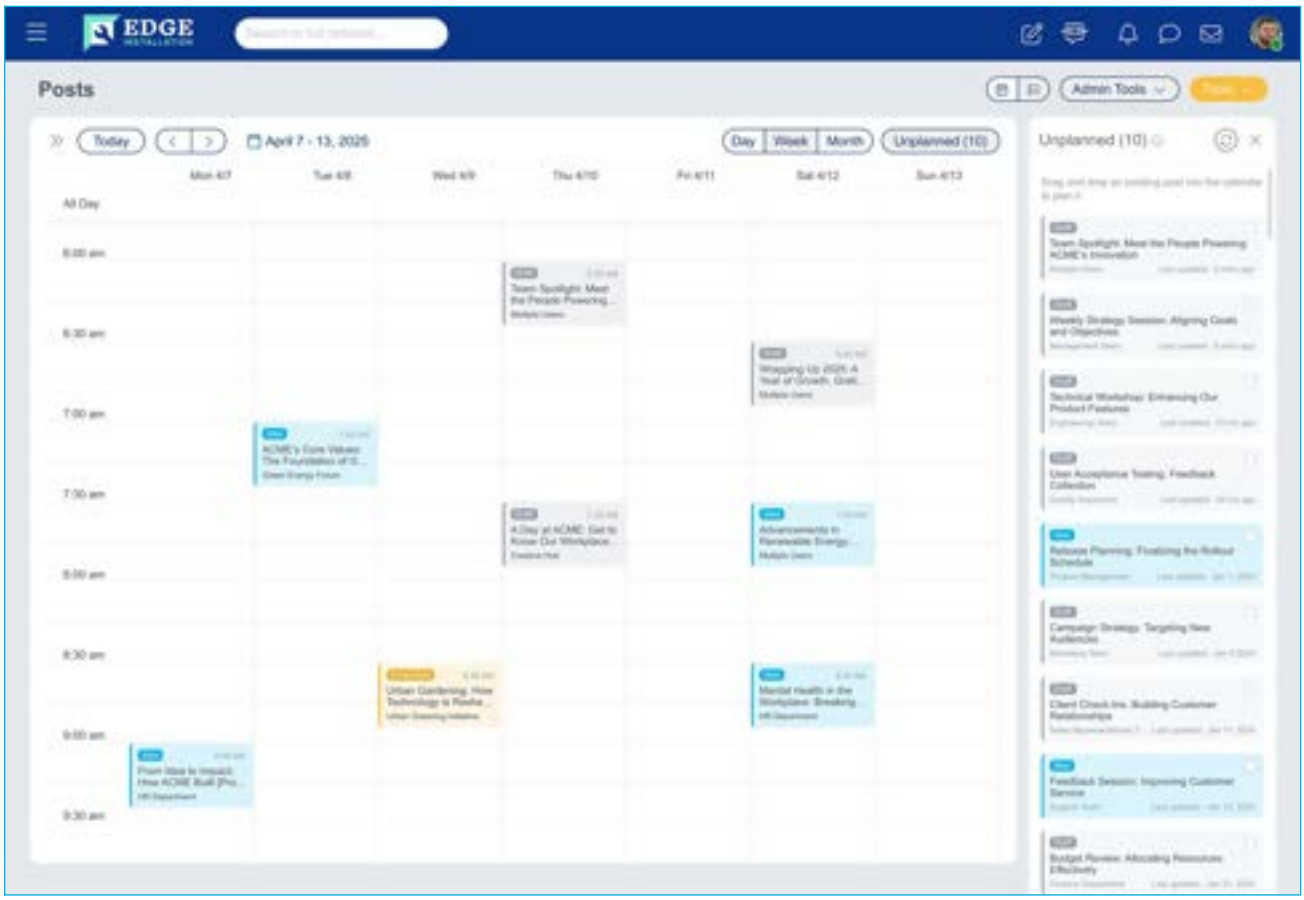


Authors of a post can get a brief summary before launching, including sentiment and read time.

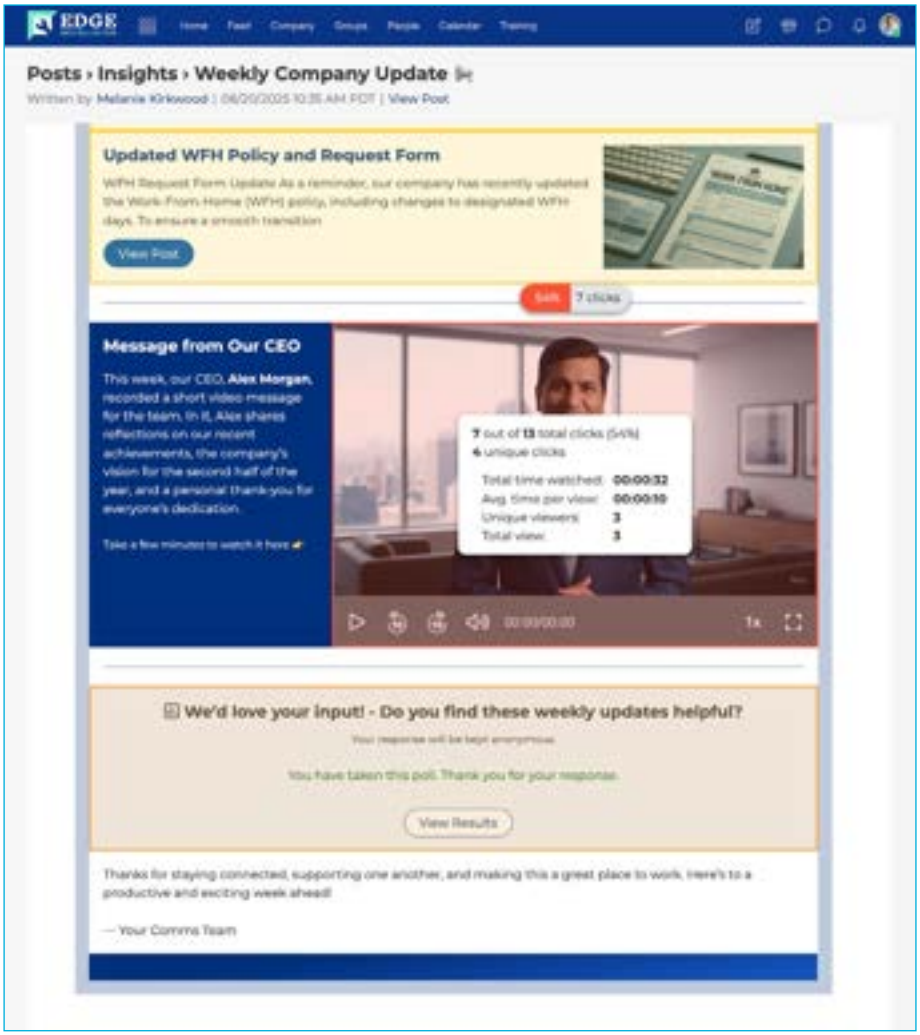
There is multi-channel functionality, which makes it easy to specify how employees will receive a post. Muti-channel options include text message, mobile push notifications and email newsletters in addition to the News Feed. Posts can also be shared with specific Microsoft Teams channels (see Scenario 4 for more). Those with 'advocacy' permissions have the option to publish to personal social feeds. MangoApps also integrates with digital signage; admins can configure the information to display and a QR code is provided to encourage people back into MangoApps.

Once published, the 'Posts Dashboard' provides admins with a view of how Posts are shared and consumed including devices used, unique and total views, and if Posts are being opened. There are also insights for videos, such as the time spent watching, and the clicks across links in a newsletter. Sentiment analytics are available, although the dashboard shows only trends rather than being able to see specifically what content generated the sentiment.

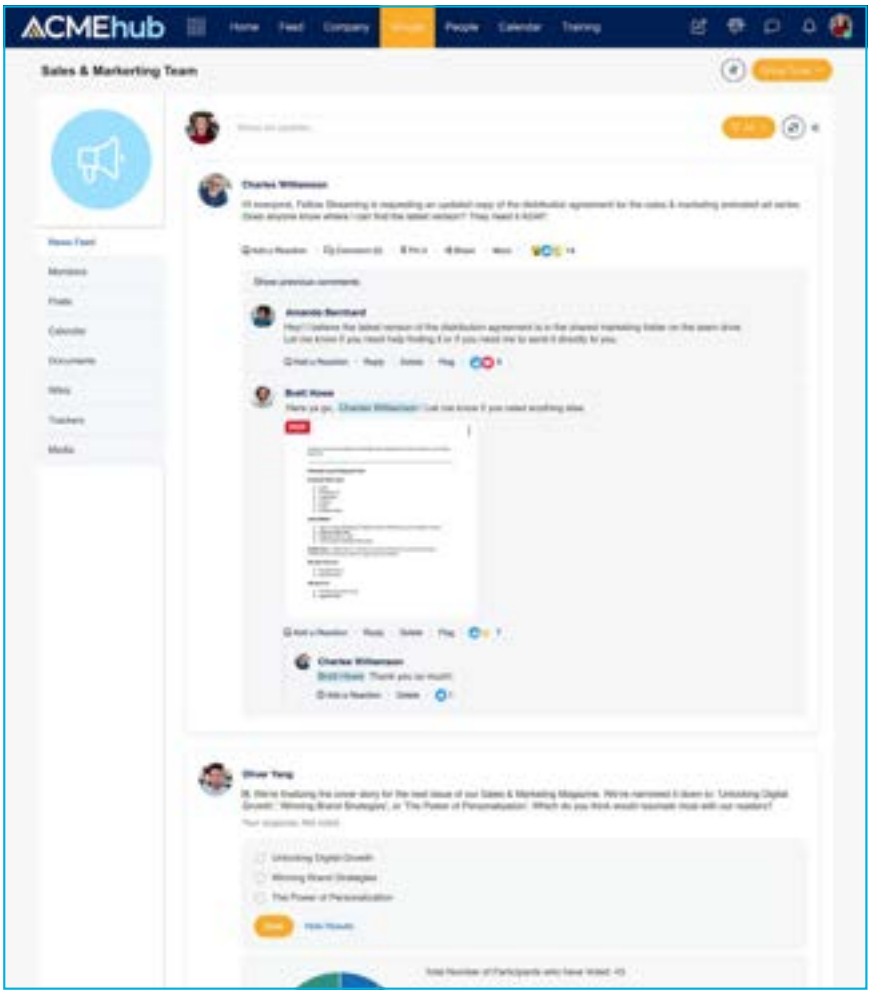
MangoApps offers many channels and features for publishing and communication. Given the flexible and extensive nature of the types of content and ways of publishing, publishers will need careful training to understand it all. Overall, MangoApps lends itself well to this scenario, with a lot of management features that internal communicators will appreciate.



Calendar view of scheduled and unplanned posts, which can be dragged and dropped onto a date to schedule.



A 'Click Map' on a post displays user clicks on links and video/audio plays.



An example Group space displaying tasks and social features.

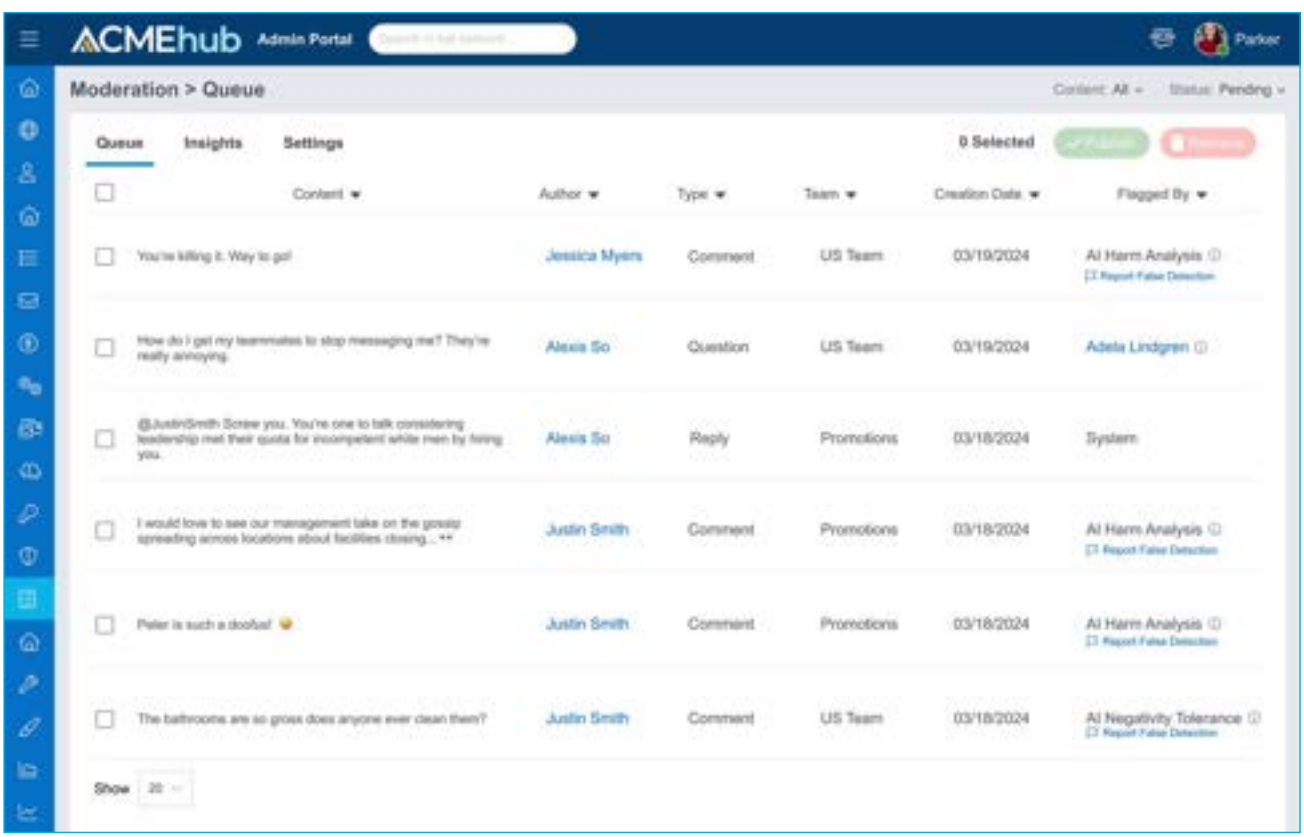
Community and team collaboration is well catered for in MangoApps, with the ability to create and easily manage communities of practice, work hubs and team spaces as 'Groups'. Groups are a type of Workspace that provide configurable content types such as pages, documents, a wiki, and Posts (for Group news or blogs as opposed to company newsfeed Posts). Groups can be used for departmental or team spaces as well as more socially focused community sites. Community membership can be automated based on user profiles, though employees can choose to leave if they wish. Templates are provided, or are easily customisable, for different Groups allowing admins to quickly create their own space.

'Messages' are private messages, comparable to internal emails with a threaded layout and rich text editor. This provides a more formal option for messaging and, with workflows and approvals available, can be used for direct communications to employees. 'Chat' is a more informal messaging tool that is aimed at quick back-and-forth messaging with no subject lines or threaded layout. Messages and Chat are available as menu items, with Messages also available from the 'Universal Compose Box'. The nuances, however, of Chat, direct messaging and, indeed Group posts, may be a challenge to effectively communicate to employees, as all can perform similar actions. Chat can be disabled by admins, however Messages being a core module, cannot be disabled.

With many opportunities for employees to engage and add content, moderation is notably simple. Moderation is delegated to nominated users, while specific Groups can be excluded from moderation entirely. Moderation allows users to flag any content, and pre-determined keywords can automatically flag associated content. Additionally, AI moderation (if selected) identifies content based on configurable sentiment and harm analysis. Admins can select 'Live Mode' where any flagged content gets automatically blocked and the admin notified, or 'Observation Mode' where admins first get notified and can decide whether or not to block. Any content flagged by a user or by AI can be viewed in a central 'Moderation Queue', with insights offered. It is also possible to moderate private messages, should admins be concerned with this.

Recognition is a strong feature, where 'Reward' points can be awarded and accumulated for performing actions or reaching milestones, which can be redeemed within MangoApps for vouchers, prizes or rewards. Managing rewards programs is performed using 'Tracker' workflows which allow the design of automated triggers that generate points through to claiming rewards, such as lunch with the CEO.

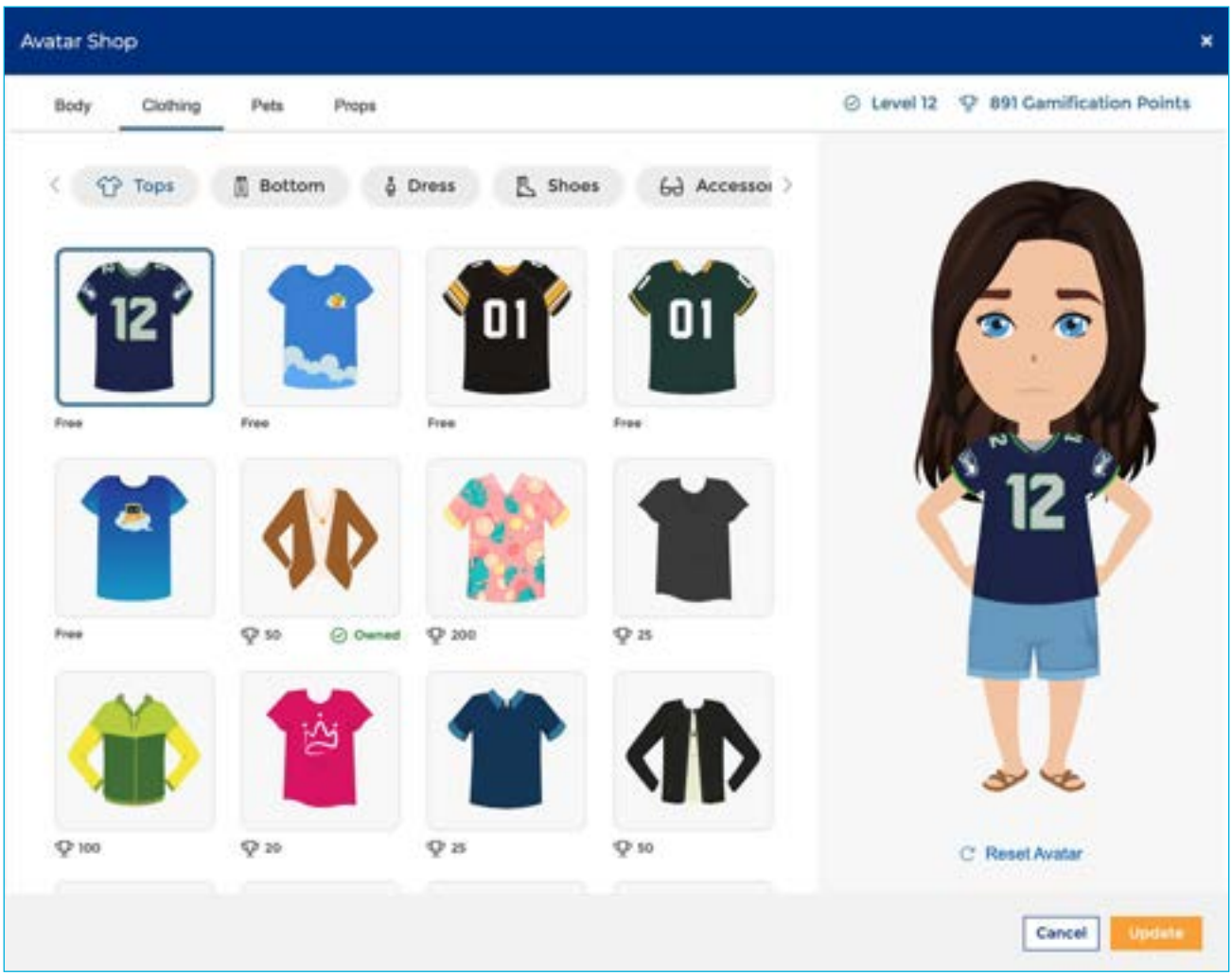
Separately, a 'Levels and Badges' system allow users to earn points by engaging with content on MangoApps, such as reacting to and commenting on content. These points gamify engagement by rewarding users with badges and unlock levels. Alternatively, points can be redeemed in an 'Avatar Shop' to allow more personalisation of a user's Avatar. We would like to see points linked to the Rewards program above, should admins prefer to reward engagement with more tangible recognition.



The moderation queue shows items flagged for moderation.

Polls can be easily added to any space or as a widget to the homepage and can be targeted to any User Segment. 'Surveys' are more comprehensive with additional publication features, such as scheduling and optional mandating. New surveys can be set up from a broad set of templates or from scratch. A 'Rule Builder' allows for conditional questions, pages and confirmation messages. Results are compiled into a detailed report which can drill down to individual responses, and the reports are exportable. We think this is a great example of a native survey tool.

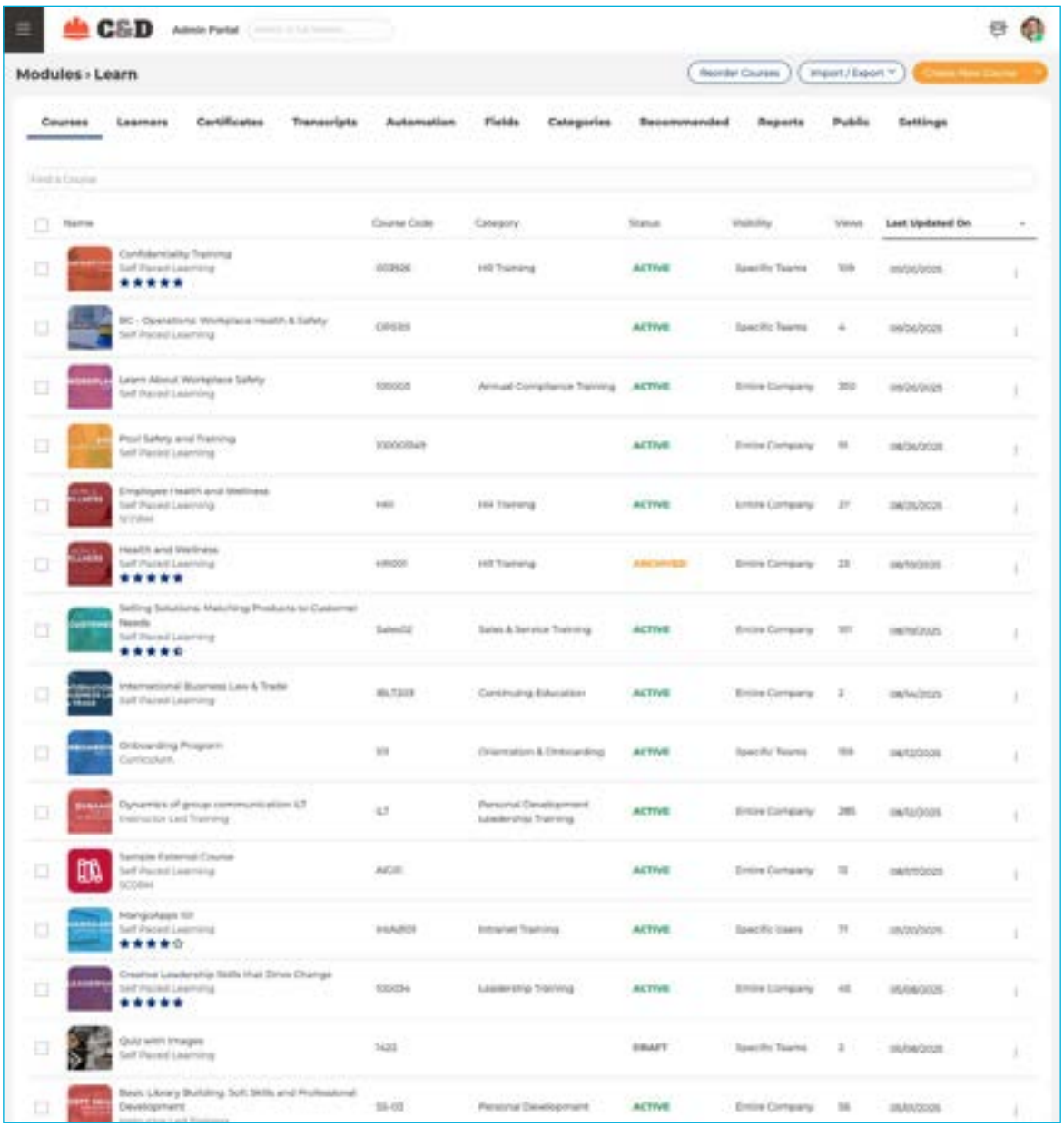
Unusually MangoApps features a full Learning Management System (LMS) that supports simple quizzes through to full learning programs. Within the LMS, admins can use and create templates, import courses and run self-paced learning, courses and instructor-led programs. Multiple content types can be included and created in any learning module, including links to live events. Custom reports can be created allowing training records to be maintained. Organisations yet to procure a dedicated LMS would benefit from this feature, although we are not reviewing this against any LMS products or dedicated functionality.



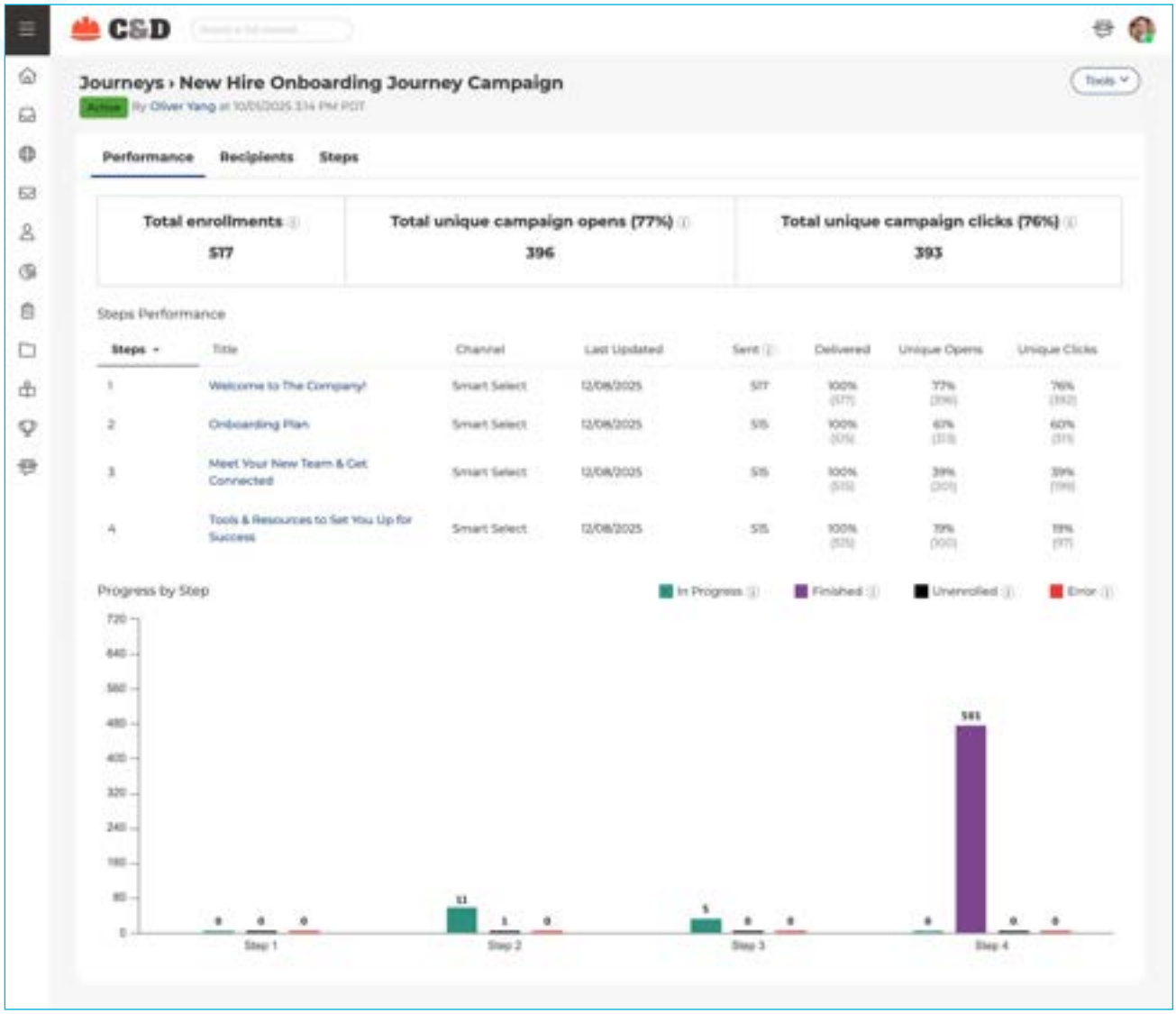
MangoApps allows users to earn points and redeem them in the 'Avatar Shop' to customise their look.

Idea management includes voting, commenting and colleagues being able to ask questions, plus a review process and leaderboards supporting greater transparency. Idea submission is straightforward via the 'Universal Compose Box' or within the Ideas space. Finally, 'Campaigns' offers an assisted approach to building communications associated with trigger events, such as date of joining the company or an 'Onboarding' Group. 'Smart Select' automatically chooses certain options based on a user's preferences, for example sending posts to a mobile device if they are a frontline worker.

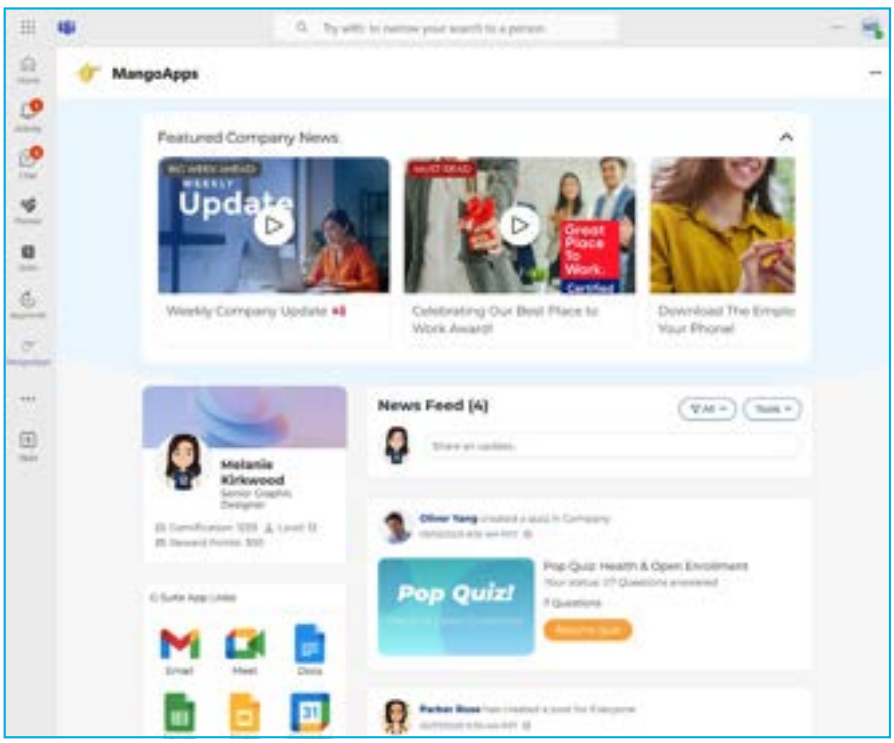
The comprehensive range of community features in MangoApps is impressive, offering tools for organising team working, learning, engagement and connection. With excellent moderation capabilities, MangoApps is a powerful and flexible solution for informal and formal people interactions.



MangoApps, unusually for an intranet platform, contains a full Learning Management System.



The Campaigns feature works well for key employee lifecycle moments, such as onboarding.



MangoApps Newsfeed can be viewed and interacted with in Microsoft Teams.

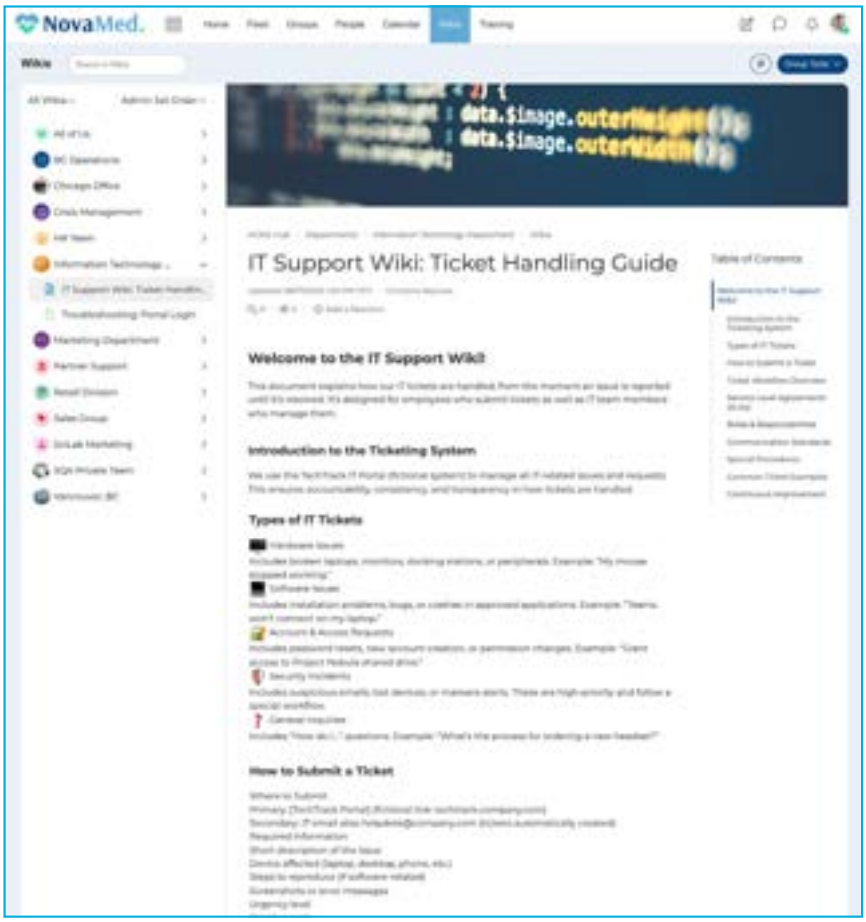
MangoApps offers a good range of third-party integrations out-of-the-box, with more possible via APIs. Many are limited to one-way interactions using widgets, although some are more sophisticated. Direct message notifications from third party tools are support using Trackers.

There are out-of-the-box integrations with document repositories such as Dropbox, Google Drive and SharePoint. Publishers and employees can browse and search libraries in these sources and select a file to use in a page or Post. Microsoft Office files inside file storage can be viewed and edited without leaving MangoApps. Files that are synced with SharePoint can only be viewed in MangoApps, with editing of the files occurring within their original repository.

Other M365 integrations include marking Planner tasks as complete, viewing emails, a display of teams / channels you're a member of, and viewing / interacting with the news feed inside Teams. Although these integrations are more restrictive than other approaches we've seen, they are still valuable. We like the integration with Microsoft Copilot, where a MangoApps 'Agent' can be deployed in Copilot that will surface results from both Microsoft applications and MangoApps.

Agents largely offer a means to search information, albeit in a chat interface so that employee questions are answered; they don't include integrations with third-party systems that we've seen elsewhere. Third-party integrations include displaying payslips, interacting with shifts (such as from Kronos), or displaying a summary of HR information like available holiday. Links in the navigation will take users to key business systems using single sign-on. We like these can be configured to include conditions based on a user's segment, such as taking an employee to the appropriate HR system based on their location.

Trackers (see Scenario 3) can be used for approvals however, such as leave applications. A 'Tasks Module' allows users and admins to create, assign, and track tasks for individuals, teams, or groups. Helpfully, there are a number of templates within the Tasks module as well as task automation based on triggers and other rules, however there is no integration with third-party tools.



Wiki pages sit alongside documents and other pages within a knowledge base.

Out of the box, MangoApps provides different content types that can be used for reference collaboration and knowledge sharing. Pages, Wikis, 'Libraries' and 'Workspaces', which comprise of Groups (see Scenario 3) and Projects, offer admins flexibility so they can build their repositories as wanted.

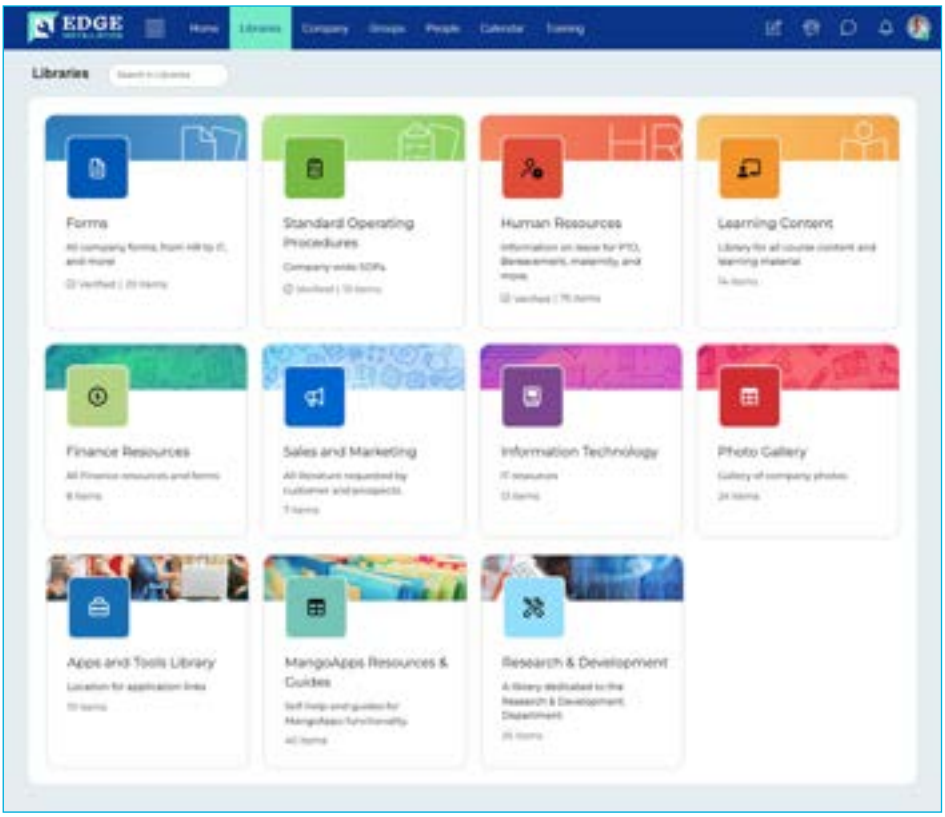
Pages are easily configured as knowledge bases, with over 50 widgets available to build the Page as desired. Some widgets can pull content from elsewhere on MangoApps and make it available on the Page, such as document libraries. Templates are available, or Pages can be designed completely from scratch. Helpfully, an AI assistant can build Page layouts from natural language prompts and / or from source content files. This is all performed by MangoApps own managed LLM tool (which is included in the pricing provided). Wikis can sit alongside Pages and facilitate simple user-generated content, with full revision control, version comparison, access history, and rollback.

Libraries can be added to the main navigation, or a configured view is available via a widget. To support knowledge management, custom fields are added to Libraries for relevant metadata on any file uploaded, which can be mandatory. Hashtags can also be added to any uploaded file to increase findability and admins may assign configurable 'Super Hashtags', which prioritise the result in search. We like that 'Verified' content, which has been approved through content governance processes, is also highlighted in search results; this means employees are less likely to see out of date content, or that without an owner.

Files, such as documents, images, and videos, can be directly uploaded by users to a Workspace or Page, or shared directly between people in chats or messages without the governance and management provided by libraries. This could potentially cause confusion between official content and user-uploaded materials. Helpfully, search results include a label showing either the source Library or 'File' for a File uploaded to a Page.

There are a range of AI features on offer via chatbot interfaces (see Scenarios 4 and 6 too). We like the file-related 'Ask AI' feature for AI-powered analysis of any file opened in MangoApps. Ask AI opens a conversational panel where employees can ask questions or use built-in starter prompts to interrogate the file's contents. We liked how this can interpret spreadsheets, such as creating charts and translating data, as well as perform more traditional document summaries.

Auto governance ensures that there is a review period for content from one month to ten years, with notifications sent to authors when they need to review something. Unverified content can then be sent to archive after a defined period if not approved by an administrator. Governance dashboards are clear and simple, displaying overall health along with items scheduled for archiving. Simple content statistics are also provided here, displaying what has been created along with views, numbers of likes and comments received. We thought this feature could be improved if individual items could be clicked to provide more information on the content itself. Governance works well, but customers have asked for greater administration control and we agree there is a little room for improvement.

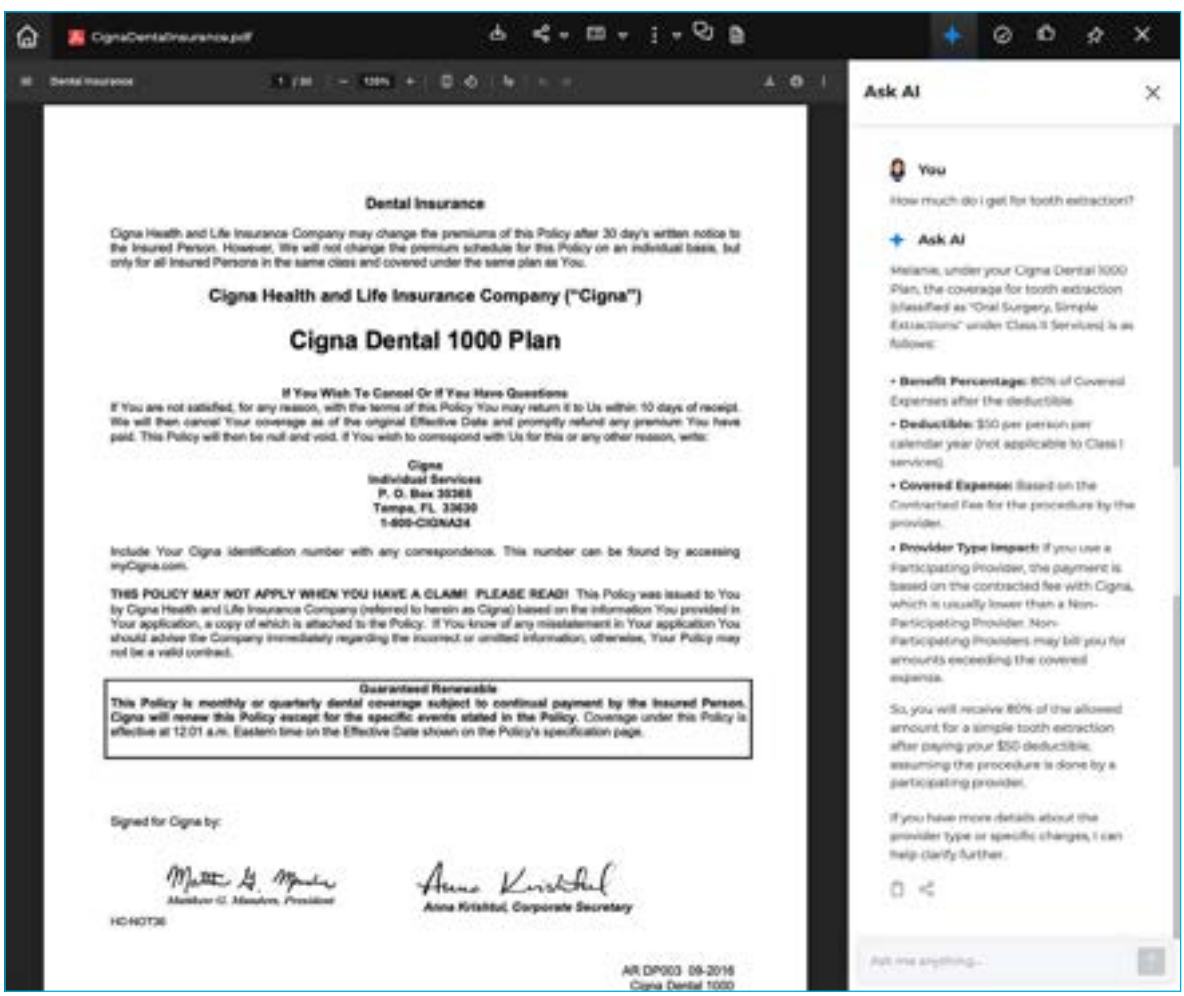


Libraries in MangoApps displaying that the content is verifiedwith verified libraries labelled as such.

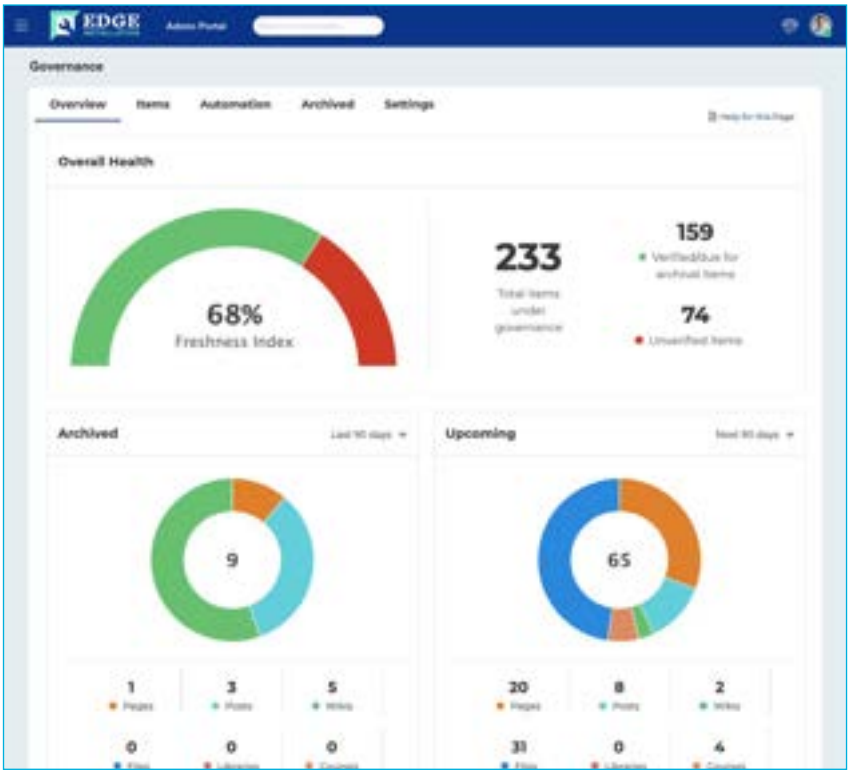
Central to effective knowledge management is context and experience, and MangoApps offers rich collaboration features for employees to engage with each other, such as a 'Questions' feature. This allows questions to be posed to the entire organisation from the Universal Compose Box or from a Team Page. Questions allow for crowd-sourced answers, voting on answers and expertise finding, providing a more collaborative form of knowledge base.

Urgent communications can be pushed to employees through templated 'Alerts'. Alerts are delivered via user segment and can be automatically rescheduled to those who have missed them. Multi-channel publishing of alerts to other channels, such as text, or email is available along with text-to-speech accessibility. On mobile push notifications are useful, but the Alert will take over the app homepage to make them unmissable. Alerts will always require a read acknowledgement, while Posts may include an acknowledgement if required.

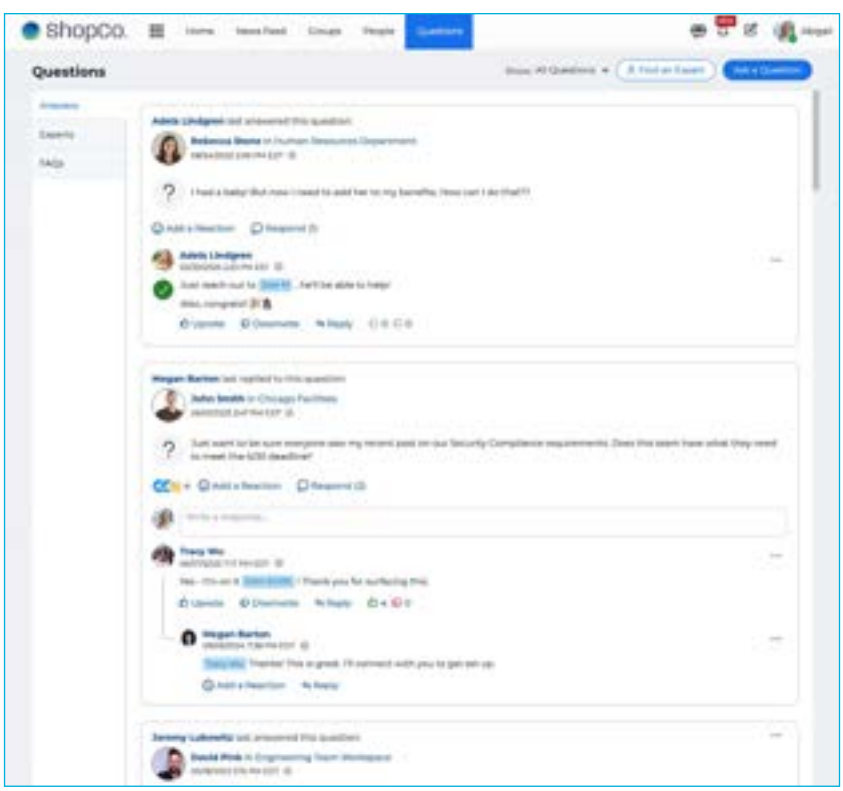
When combined with integrations with other knowledge sources (see Scenario 4), plus collaborative sharing and learning capabilities, MangoApps does a good job of providing the knowledge and collaboration features expected of a modern intranet. Libraries are simpler than other content management solutions we've seen and there is room for improvement elsewhere too. Overall, we like the versality of MangoApps for knowledge and content management, however robust planning and governance will be needed to ensure that users aren't confused by where to add content and how to access it.



Ask AI allows users to use AI to analyse any file opened in MangoApps



Content governance is well supported with health dashboards and auto governance features.



The Questions feature allows for crowdsourcing of answers as well as directing questions to experts.

Search results page in MangoApps, including an AI answer as well as detailed labelling of results.

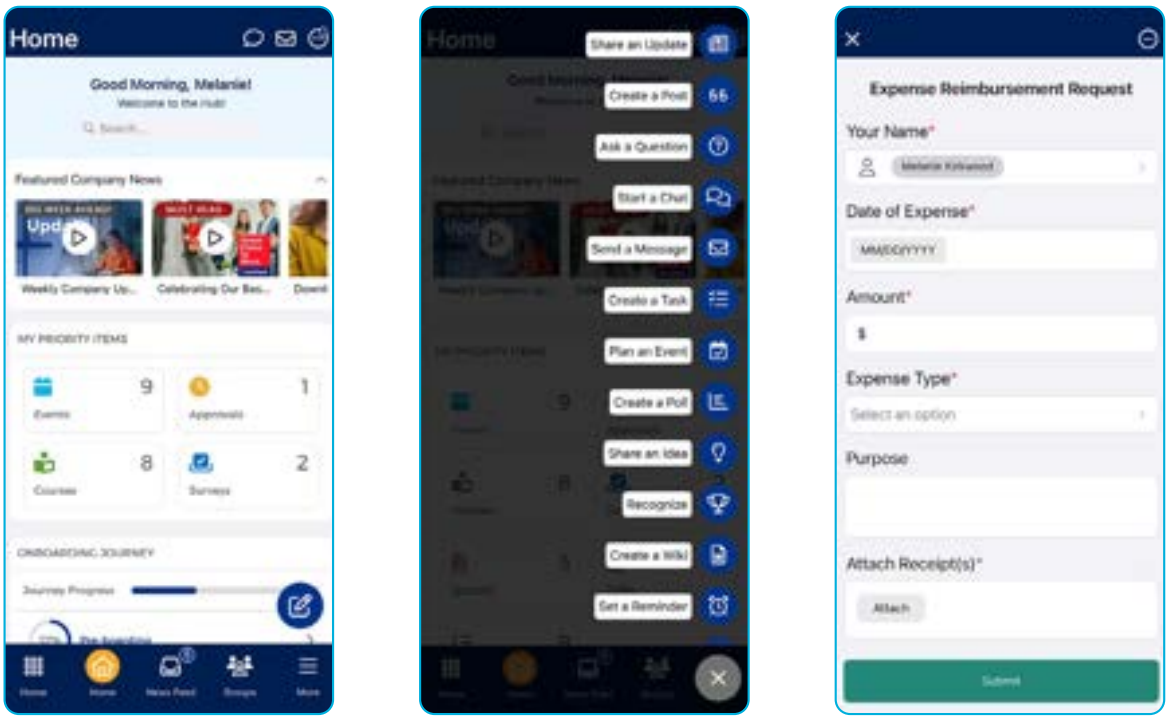
MangoApps search capabilities are effective and offer a good experience, integrating with Microsoft 365, Google Drive and ServiceNow to provide federated search results. From the search box results are presented as both 'Quick Search', where a 'Look Ahead' feature presents results as you type a natural language question, or a word or phrase.

The full search results page includes an AI generated 'Answer' with sources based on the query. Below the Answer, a range of details per item is presented, including content tags and a publication date, with the content type shown as both text and icon. The search term is helpfully highlighted to give additional context. Results can be filtered, such as by language, type of content, people, and hashtags, and a publish date timeframe selected. Full search result can appear a little messy, with filters and other options presented both to the side and above the results.

AI search includes a 'Colleague Finder' which enables natural language conversations to help find colleagues based on any attributes or activity in MangoApps. A traditional people search, via the 'People' tab is also available. We felt that it would be simpler to combine the two rather than having different starting points for searching for people.

Search can be configured to be 'location-aware'. For example, a policy for US employees will be lower ranked than the Canadian version for a user based in Canada. There is also multilingual provision – search will look at a term entered in one language and provide a return containing a translated version of the term from within MangoApps or a connected system. The admin portal allows the creation and management of multiple AI assistants, each with configurable models (e.g., MangoApps LLM, OpenAI, AWS Bedrock). Admins can set instructions, sources, and access controls for each assistant, aiding findability and knowledge management.

Search management is comprehensive, allowing admins to fine-tune search weightings, including parameters such as hashtags, metadata, time and content, as well as being able to give higher weightings to specific users. Assigning 'Super Hashtags' to any content mimics a sponsored results approach. Versatile dashboards surface employee search trends, search quality, and, unusually, specific questions asked of any AI assistant.



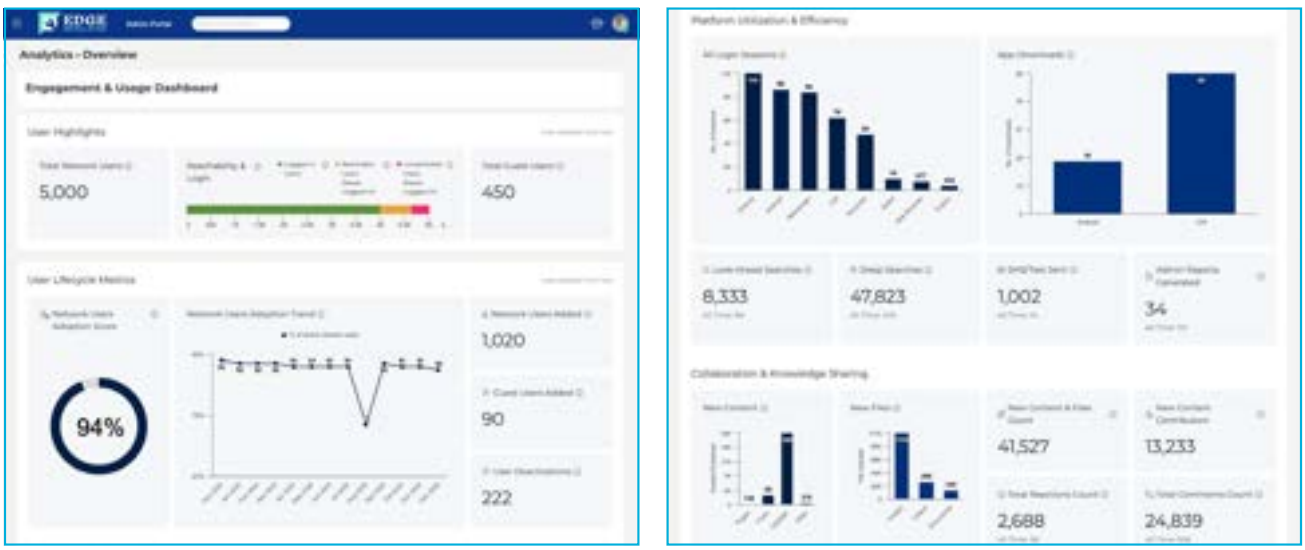
MangoApps offers frontline employees numerous collaboration and productivity tools, from messaging colleagues to managing time off.

MangoApps lends itself well to frontline employees and those accessing the intranet and company communications primarily via their mobile devices. The native mobile app has an engaging and contemporary feel. The app is fully brandable, including the name and logo appearing on the device icon. Employees can download MangoApps from app stores directly, or by scanning a QR code for custom builds. There are multiple ways to provide user access; any unique identifier could be used, such as a phone number. Alternatively, access can be managed using credentials from Entra ID, or an import from a third-party system. Biometric access is also available for signing into MangoApps on a mobile device.

We like how simple it is to create different mobile experiences, such as homepage Dashboards (see Scenario 8). Each Dashboard can be toggled to enable a mobile experience, where admins can reconfigure the widgets and layouts separately from the web layout.

The mobile app's 'Create' button allows quick access to collaborative actions, such as messaging and chat as well as being able to ask questions and start a wiki. However, we see its biggest value is in ensuring urgent communications and tasks get to frontline workers as seamlessly as possible. 'Tasks' is a tool for assigning and tracking actions with dashboard views for team or location managers. This enables non-office-based tasks to be assigned to specific groups or individuals and managed entirely through mobile devices. Mobile provision also includes third-party integrations with tools such as ADP and Workday, allowing for payroll and shift scheduling to be accessible via MangoApps. See Scenario 4 for more.

All capabilities are available on mobile, including the LMS, enabling it to be a powerful resource for frontline employees, especially those that don't have an email address typically needed to access standard enterprise tools. All AI resources are also available on mobile, with the option to install a standalone AI app. Administrators will need to carefully manage the mobile options, however, given the potential to overwhelm users with features and notifications that may not be appropriate, and to ensure a consistent experience with the web application.



The MangoApps analytics dashboard, which allows admins to see general trends as well as drill down to an impressive set of deeper insights

The versatility and ease of customising navigation, layout, branding and widgets is a product strength. 'Dashboards' are MangoApps' version of a homepage, which are configured using widgets. Multiple Dashboard versions can be created and tailored to User Segment, such as location. We like how new hires could experience a Dashboard specific to onboarding needs for a period before reverting to the standard experience.

Different navigation options can be configured for device type and other User Segments, such as location. MangoApps also allows for branding configuration by User Segment, which supports sub-brands or different identities between locations (see Scenario 1 for more).

Analytics capability is comprehensive from platform-wide down to module level. All dashboards include helpful tooltips and reports are exportable. An 'Adoption Dashboard' provides a view of site activity and engagement; insights show active users by any segment and how the site is accessed. Engagement metrics are based on time spent and the amount of activity, indicating which groups are more engaged and how engagement is trending over time.

Analytics extends to the performance of Trackers, tasks completed and survey effectiveness. The ability to interpret analytics using AI is limited to doing so on manually generated reports and then using MangoGPT on these. We felt that this could be improved, such as by having AI analysis available for live Dashboards, and is sentiment echoed by customers.

The range of customisation for platform administrators is comprehensive, and potentially overwhelming for organisations utilising many of MangoApps' features. Helpfully, it is easy to assign admin roles to delegate responsibilities. Configuration of these roles allows different levels of responsibility to be set, including by segment or permissions across the whole platform.

The flexibility of MangoApps' navigation and Page management is a strength, but it comes with a degree of complexity. There's also a risk of inconsistency between web and mobile experiences if one is customised more heavily than the other. Admins will need to plan carefully when designing the experience and simplifying this process is something customers have asked for. However with highly rated support from MangoApps available, we'd recommend tapping into this at the very start.

THINGS TO BEAR IN MIND

From an employee experience perspective, the sheer number of features and settings can be overwhelming, particularly for users new to MangoApps. We'd recommend careful planning to slowly introduce features and onboard new employees. Similarly, the number of ways to create content, send messages and respond to colleagues is to be commended; however, we'd recommend that resources are provided to allow them to take full advantage of these features, as well as to learn how to manage notifications appropriately.

MangoApps integrates with a wide range of third-party systems, including Microsoft 365, Google Drive, Box, and Dropbox. Many integrations, however, are limited to one-way interactions via widgets, and some features - such as editing a SharePoint file - require users to leave MangoApps. A good, federated search experience is helpful in accessing content across multiple systems and we hope to see the AI functionality expand in this direction too.

MangoApps stands out for its extensive configuration options, from Dashboards and branding to notifications and user segments. While this flexibility is a major strength, it also means that organisations should be prepared to invest time and resources into managing and administering the platform, and buyers should consider whether they have the capacity to fully leverage these capabilities. However, customer support from MangoApps is highly rated by clients, giving site admins a large degree of help to ensure successful adoption and engagement. We would recommend a phased approach to roll-out if considering using all the features of MangoApps to avoid initially overwhelming users.

Finally, it's worth highlighting the scale of functionality on offer at a relatively low price point when compared to similar platforms. While there is room for improvement and increased sophistication at times, MangoApps is a compelling choice for larger organisations with tighter budgets, being able to meet almost every need albeit with some compromises on performance and appearance.

Why choose this product

MangoApps is a comprehensive and versatile platform that would be very well suited to multi-site organisations with many employee audiences. It combines intranet and teamworking features expected for knowledge workers but also caters very well for frontline employees, with its range of task management and communication tools, as well as a solid mobile experience. MangoApps offers good value for money, sitting at the mid-price point range, and would appeal to larger organisations.

Vendor roadmap

No roadmap has been supplied by MangoApps.

You may also be interested in...

APPSPACE

oak engage

Zoho Connect

COMPANY AND PRODUCT

Company
MangoApps

Company founded
2008

Product launched
2010

ISO 27001 certified
Yes

Data residency
N/A

Typical client size
10,000 to 15,000

Company locations
Issaquah, USA (HQ), UK and India

Partner locations
USA, UK, Germany, Australia

Customers
Clients include: AutoZone, PetSmart, Alorica, TeamHealth, Andersen Windows & Doors (2024 Ragan Employee Communications Awards winner), Superdrug, A.S. Watson, AIDA Cruises, YMCA, symplr (2024 Ragan Employee Communications Awards winner).

Largest deployment so far
300,000 employees, with over 900 locations across 14 countries.

Environmental / sustainability certifications
The MangoApps platform as well as MangoApps AI are deployed on AWS, Azure and GCP clouds. These cloud providers have ISO 14001 (Environmental Management), ISO 50001 (Energy Management) and EcoVadis certifications.

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Product and technical details

Name of product

MangoApps

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	Microsoft 365 tenant	Google Cloud	Other

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	Apple store	MDM	MAM	Other

Accessibility

WCAG 2.2 conformant

Document library sources integrated

Box	Dropbox	Google Drive	SharePoint	OneDrive	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	Microsoft	Sinequa	Open API available	Other

User interface multi-language

Machine translation	Pre-configured	Editable	Right to left script supported	Other

Content multi-language

Machine translation for publishers	Machine translation for end users	Editable machine translation for publishers	Manual creation for publishers	Right to left script	Other

Set-up and support

Set-up process for new clients

Typical setup and onboarding for a new client in MangoApps is about 6 weeks. It includes strategic consulting, content seeding, company branding of templates, configuring workflows & automation, setup of user provisioning & sync with HCM system, setting up integrations and SSO. Please see their website for more details.

Product updates

Major updates every quarter.

Product update process

For the multi-tenant cloud option, all product updates are automatically applied to customer accounts as they are released. Single-tenant cloud and on premises customers have some additional control when product updates are deployed to their environment (typically 2 to 3 months).

Reverse-out options

In MangoApps the client owns 100% of their data. Clients have an option to get a full exported copy of all their data. Within 30 days of a contract ending, MangoApps permanently deletes all copies of the customer data from its data centre.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only

User community

MangoApps uses its community management suite to power an online customer community, which enables customer connections, personalised engagement, support at scale and more.

Voice of the vendor

MangoApps says: "At MangoApps, we believe every employee—whether they're in the corporate office, out in the field, or serving customers face-to-face—deserves a work experience that feels connected, efficient, and empowering. Founded in 2008, MangoApps was built with a clear mission: unify the digital workplace. Today, we bring that mission to life with a single, AI-powered hub that brings together people, knowledge, tools, and communication across any organization, no matter how large, complex, or geographically dispersed.

The platform combines a modern intranet, conversational-based AI search and assistance, frontline mobile access, task management, learning management system, and business workflow automation into one seamless experience. Employees don't have to juggle multiple logins or waste hours switching between siloed tools. Everything they need—news, policies, schedules, directories, and training—is centralized in one place. This approach saves time, reduces friction, and improves focus, enabling employees to spend their energy on the work that matters most.

MangoApps excels because it directly addresses the two extremes of the workplace dilemma: knowledge workers overwhelmed by digital overload and frontline workers excluded from digital access altogether. By consolidating communication and operations, we solve both problems at once. Desk-based employees experience less "toggle tax" and fewer missed updates, while frontline teams receive real-time access to the tools, training, and updates they've historically lacked.

Organizations across industries rely on MangoApps to connect their people and drive measurable impact. Retailers like PetSmart, AutoZone use our platform to engage 100,000+ associates; healthcare systems like OUHealth, TeamHealth provide clinicians with fingertip access to policies and continuing education; financial institutions and manufacturers leverage our secure platform to align global teams and reduce costs. Engagement rates reach as high as 88%, and companies regularly report saving 10–15 hours per employee each week.

Security and reliability are equally core to who we are. MangoApps holds enterprise-grade certifications including HITRUST, SOC 2 Type II, and ISO 27001. Our platform scales to support millions of users without compromising performance, ensuring organizations of any size can depend on us.

For nearly two decades we've embraced a culture of relentless innovation. With four major releases a year, our engineering-first approach ensures the platform evolves in lockstep with customer needs. The result is a product that feels current, responsive, and ready for what's next—whether that's AI-driven knowledge management, mobile-first scheduling, or workflow automation. When employees feel informed, supported, and connected–they stay engaged, perform better, and deliver stronger outcomes for customers. MangoApps was created to make that possible."

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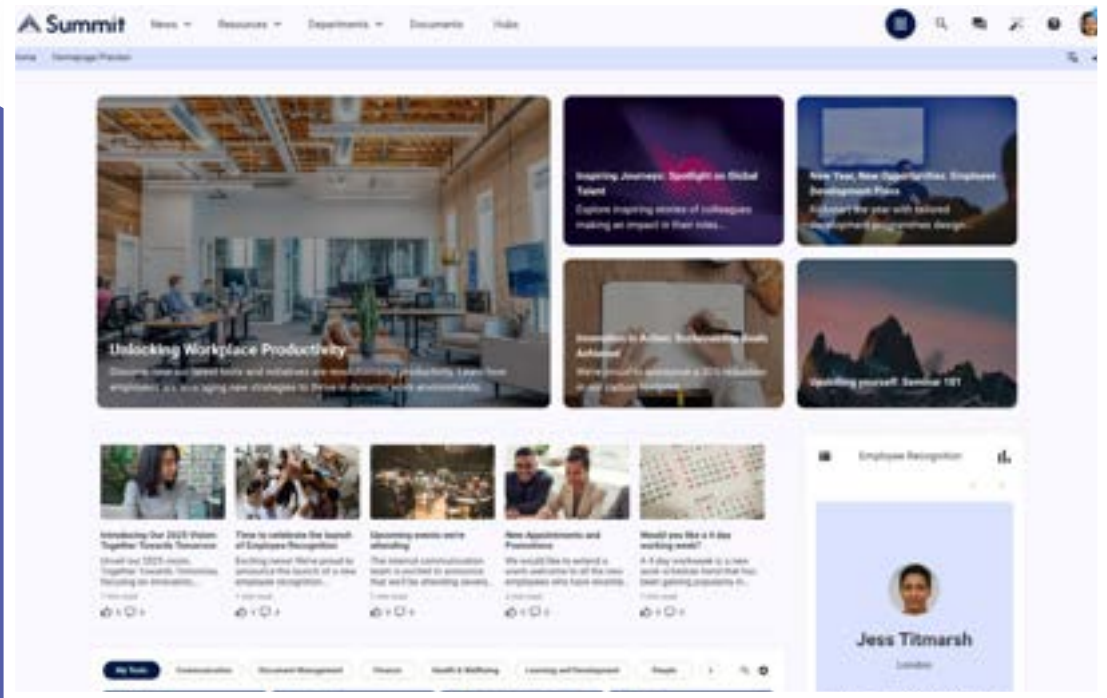
oakengage

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

OTHER



Typical deployment:

1,000 to 5,000

Company locations:

VISIT THE WEBSITE

The product in a nutshell

Oak is a fully featured intranet that combines strong communication tools with an intuitive user experience for both office and frontline employees.

SUMMARY

Oak Engage (referred to as "Oak" from here on) has been an effective intranet for over a decade, although the UK-based vendor has been a presence in the industry since the late 1990s. The platform is used across a wide range of industries by organisations with frontline workers or multiple locations. Oak has established a strong reputation for customer care and responsiveness, as noted consistently in the 'Voice of the Customer' section.

Oak works particularly well as a central communications platform, combining usability with depth of features. Its news creation tools, targeting capabilities, and analytics are strong, helping communicators reach specific audiences and measure impact. The mobile app is also a standout, offering functionality to meet the needs of mobile and frontline employees. The approach to community features and reference materials is also excellent, providing a well-rounded solution for organisations.

However, there are places in the back end that feel complex to maintain at times and organisations are likely to need support from the vendor to set up certain aspects of the platform. Oak also prioritises ease of use and flexible functionality over advanced features in some places; for example, some of the more advanced AI tools are still evolving. Additionally, while Oak's out-of-the-box design options are clean and professional, they may not satisfy organisations seeking sophisticated visual designs.

Oak performs well across all our scenarios and offers a lot of functionality at a comparatively low price. Oak would suit organisations looking for a simpler intranet for employees while still seeking flexibility to create what they need. Organisations with multiple employee types, such as frontline workers or multiple locations, will appreciate the audience targeting and content tailoring options. Oak delivers strong value through its comprehensive feature set, flexible integrations, and well-regarded customer support.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price per user per month, subscription – price band based on number of users.

DISCOUNTS

Charities and non-profit organisations, frontline users.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

A variety of services during the implementation / onboarding process (including project workshops, training for admins and end users, design, content migration); customer success, consulting and site review services; choice of modules / add-ons; technical assistance and advice.

Product type

Ready-to-run, installed in days

Branding opportunities

All branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Wholesale and retail trade	Manufacturing	Hospitality	Construction	Transportation and storage

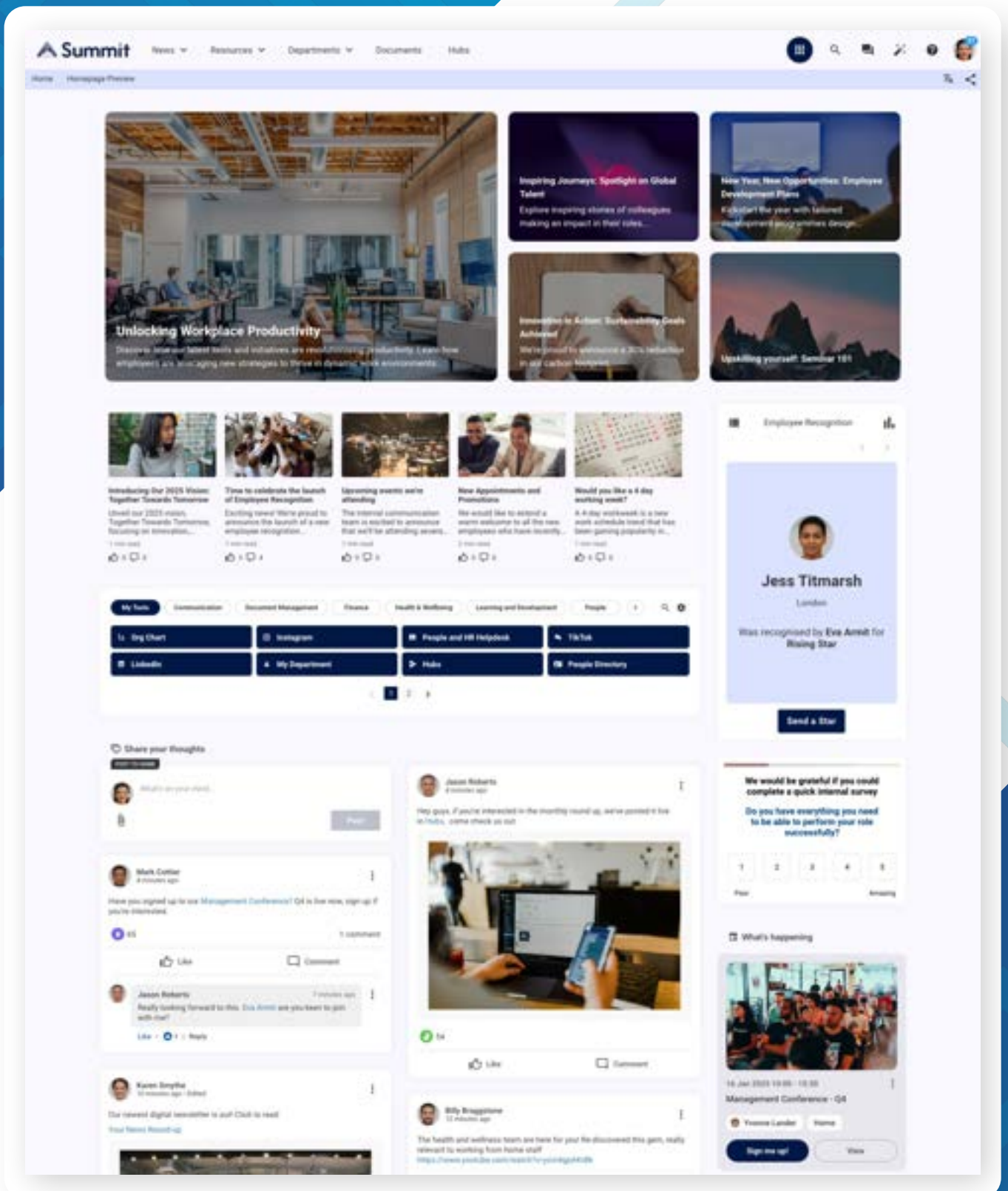
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

We received a high number of responses about Oak Engage; overall, customers report that Oak Engage combines powerful functionality to enable two-way internal communication with simplicity, strong branding options, and continual innovation. Customers consistently praised the platform's ease of use and flexibility, noting that both administrators and end users find it intuitive to navigate and manage. Many highlighted how simple it is to make updates, describing the backend as "easy to configure", "timesaving", and "user-friendly". Another recurring strength was the ability to personalise the platform. Users valued the freedom to fully customise pages, tailor content to specific audiences, and adjust branding to reflect the corporate identity. One customer summed it up as "the platform is full of some incredibly helpful tools that make life very easy."

While customers were overwhelmingly positive about the platform's capabilities and appreciative of the platform's ongoing evolution, many expressed enthusiasm for continued innovation and refinement. Several respondents said they'd like to see "improved search" with a couple mentioning an "AI engine" alongside – something that was already on the roadmap and has been released post-survey, see Scenario 6 for more. Overall, users are eager for even more personalisation, "Improved analytics", smarter tools, and deeper integrations that would make an already strong platform even more powerful and efficient. For example, one respondent suggested a stronger integration with Google Docs, while another stated "integrating an artificial intelligence tool, like Copilot, on the site would be a game changer." The vendor says this has since been released, see Scenarios 4 and 6 for more.

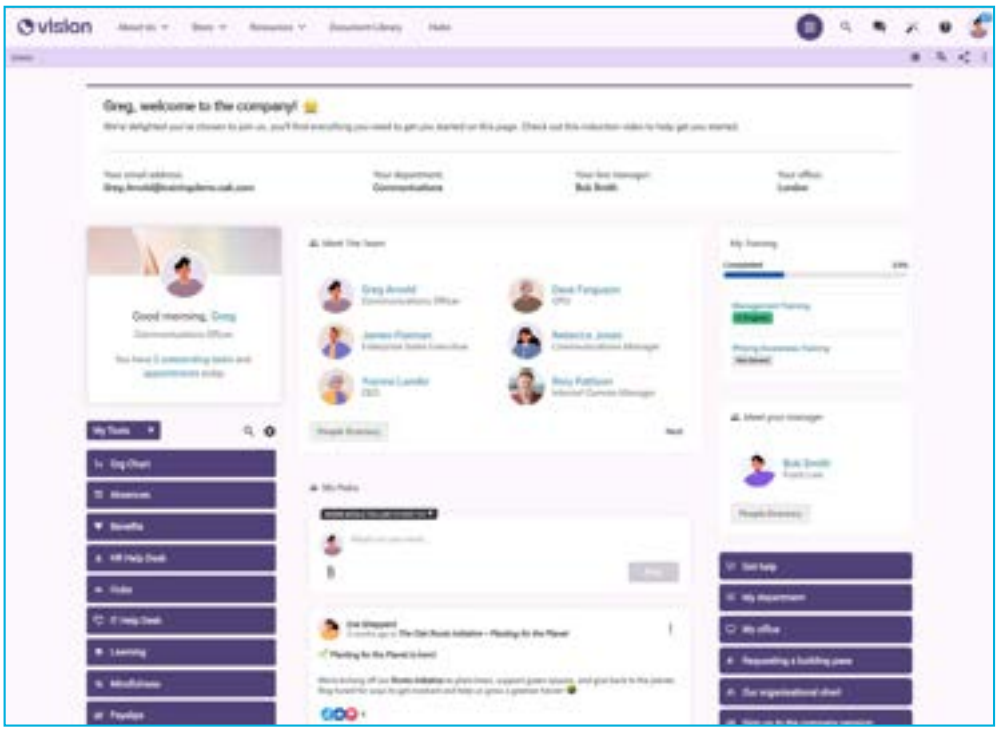
Customer feedback about working with Oak was overwhelmingly positive and enthusiastic, with many describing the partnership as friendly, supportive, and highly collaborative. Respondents frequently emphasized the team's responsiveness and professionalism, with one person stating, "they listen and regularly demonstrate wanting to improve the customer experience." Several customers also mentioned the resources and communication provided, including live webinars, templates, and a comprehensive knowledge base to keep them informed about updates and best practices. To many, the vendor relationship stands out as one of the most valued aspects of the overall experience.


Summit
News
Resources
Departments
Documents
Hubs
Unlocking Workplace Productivity
Inspiring Journeys: Spotlight on Global Talent
New Year, New Opportunities: Employee Development Plans
Upskilling yourself: Seminar 101
Introducing Our 2025 Vision: Together Towards Tomorrow
Time to celebrate the launch of Employee Recognition
Upcoming events we're attending
New Appointments and Promotions
Would you like a 4 day working week?
Org Chart
Instagram
People and HR Helpdesk
TikTok
LinkedIn
My Department
Hubs
People Directory
Employee Recognition
Jess Titmarsh
London
Was recognised by Eva Amrit for Rising Star
Send a Star
Share your thoughts
Jason Roberts
Mark Cottier
Karen Smythe
Billy Bragginone
We would be grateful if you could complete a quick internal survey
Do you have everything you need to be able to perform your role successfully?
What's happening
Management Conference - Q4

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
4.5 **1. Employee Experience**	Highly flexible, with strong personalisation options and intuitive design.	Heavy customisation options add complexity in some places for admins.
4 **2. Communications Management**	Simple and flexible content creation with multimedia support. AI-generated newsletters and reporting save time.	AI-assisted content creation and campaign management tools are moving in the right direction but not yet fully baked.
4.5 **3. Community & Engagement**	Strong social collaboration tools, including short-form user-generated videos, recognition, surveying, and community spaces.	Depth of employee-led functionality requires governance. Survey results less sophisticated than we've seen elsewhere.
2+ **4. Digital Workplace Integrations & Services**	Good range of integration options and built-in services.	Integrations may take effort to set up as wanted (either in house or via the vendor).
4 **5. Knowledge & Content Management**	Blend of automation and governance tools make it a mature solution for maintaining content over time.	Styling of document repositories could be improved. Reporting for non-news content could be more robust.
3.5 **6. Information Finding & Search**	Evolving search experience shows clear ambition and investment in AI-driven user assistance. Generally strong overall.	There are some gaps in the AI functionality providing an inconsistent experience across search approaches.
4+ **7. Mobile & Frontline Support**	Wide range of mobile functionality and onboarding options, with tools specifically targeting frontline workers.	Features like 'do not disturb' or offline reading would be valuable.
4 **8. Platform Management**	Flexible branding and admin controls coupled with intuitive drag-and-drop design experiences.	Back end can feel complex in places.



Homepages can be tailored to audience segments such as new hires, managers, or specific brands.

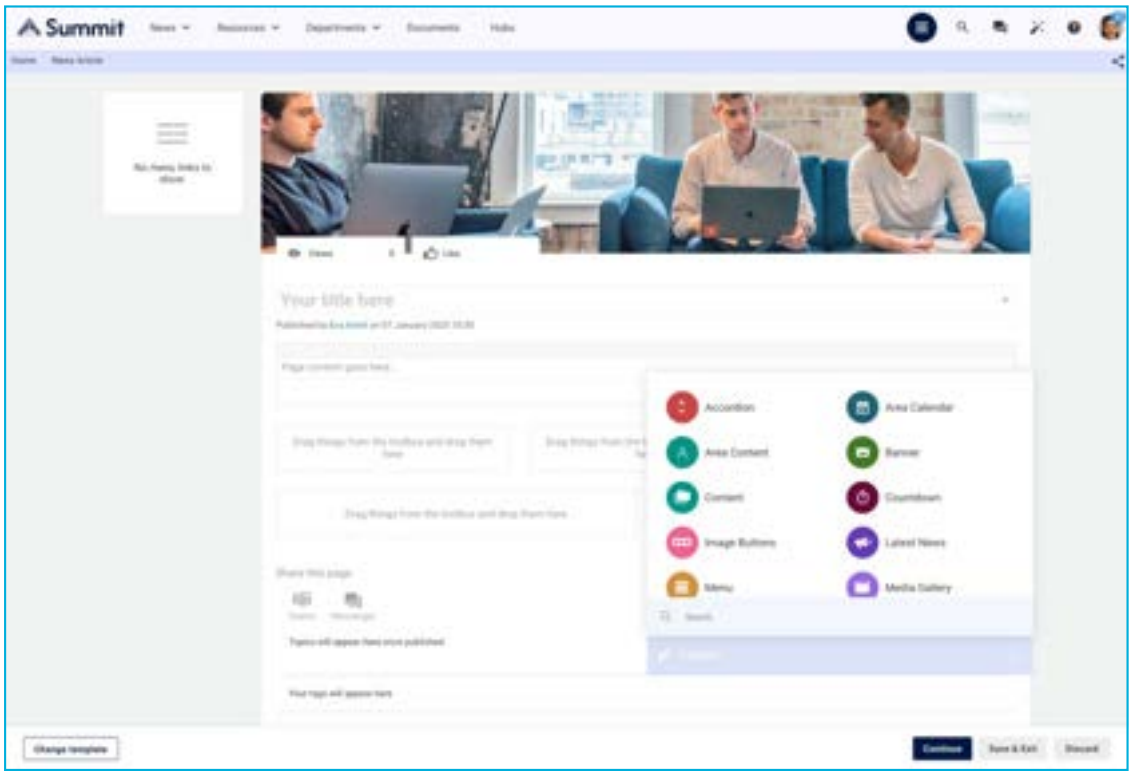
Oak delivers a social-style intranet experience that combines intuitive design and rich personalisation with strong multimedia capabilities. The user experience is strong, balancing flexibility with ease of use. The interface feels contemporary and intuitive, resembling familiar social platforms such as LinkedIn, which helps new users quickly orient themselves. Administrators have substantial control over the layout and branding through the use of 'Applets' (customisable widgets), allowing them to create tailored homepages for segments of users (see Scenario 8).

Oak's UI and navigation are logical and intuitive. Personalisation is an area of strength for Oak, including functionality that allows targeted homepages and mega menus tailored to user groups. Applets let employees shape their own experience by personalising views and preferences while admins maintain control. The 'App Launcher' Applet in particular helps streamline the experience by enabling employees to prioritise the applications they use the most.

Notifications appear comprehensive and flexible. Users can view them from the profile bar and across Applets, with mobile and desktop push notifications too. The ability to push reminders to users can be very helpful in managing tasks. Publishers can select the content priority level and may also choose to push content to email. The roadmap includes the ability to push notifications to more platforms, and, while this enhances the digital employee experience, one potential concern for organisations will be how to manage notifications with finer-grained control to reduce noise.

Users can easily translate site functionality as well as published content. However, there is no indication to readers where content has been translated. Additionally, publishers can choose to create content in multiple languages but there are no workflows to flag when the original language version is updated.

We particularly like the robust multimedia options, including direct video management and engagement metrics such as views. The native image editor is another strong feature, allowing content creators to reduce reliance on external tools. The support for short-form user-generated video content in the 'Moments' feature aligns with Oak's vision for social-media-style engagement. While use of such features requires moderation and management, the potential for enhanced two-way communication is strong for organisations who desire it.



Pages are built using templates comprised of different layouts and Applets.

Oak provides a versatile platform for internal communicators, balancing flexibility for decentralised content creators with useful oversight tools for central IC teams. The authoring experience is intuitive and visually rich. Oak's growing use of AI and automation adds notable efficiency. However, some areas, such as campaign coordination and channel integration, are still in development or limited compared to other platforms we've reviewed.

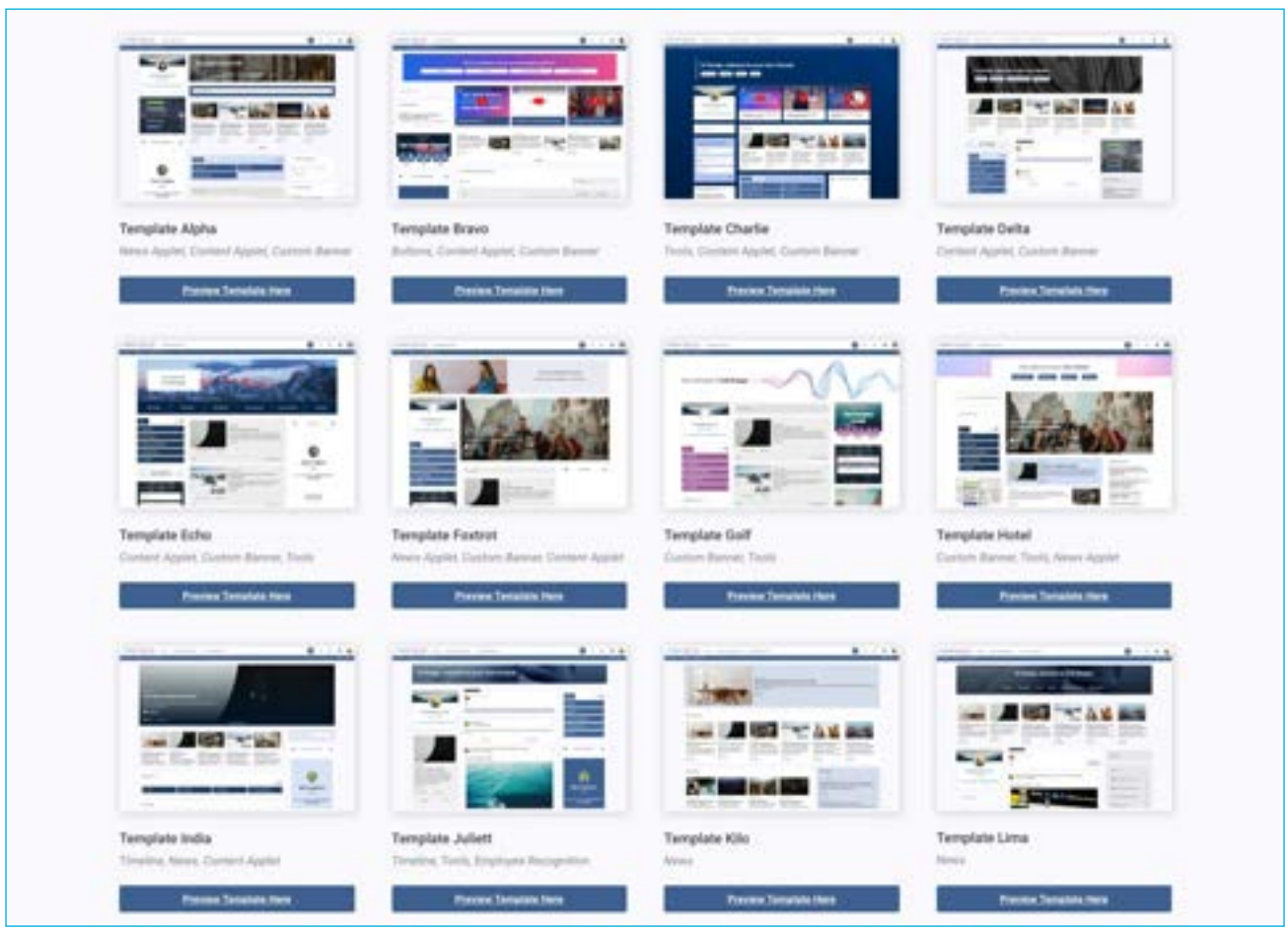
The content creation process in Oak is clean and simple to use, with multiple layout options and templates that allow communicators to produce polished, branded content quickly. We like that applying a template doesn't impact any content already added, so wording drafted using Aria (see below) wouldn't be lost. Publishers drag, drop and resize content Applets as desired. There is a smaller selection of Applets available for pages compared to homepage design (see Scenario 6), however the range works well. Enhanced features such as the ability to add tabs, embed multimedia directly, and edit images within the page are both flexible and intuitive enough for non-technical content creators.

Oak's AI, Aria, is available via a wand icon that opens a pane that asks whether a blank page, news article or policy page is to be created. Using natural language prompts, Aria presents suggested wording using material held on the intranet; this can be re-written by Aria but there are no simple controls around tone or length (publishers must enter prompts). 'Create draft' then places the wording into a blank template, it would be helpful to apply a template as part of the Aria process. We think Aria would help communicators further if it could refine drafts and edit according to brand style and tone – or even suggest improvements to the content to be better consumed by AI tools.

On page creation, the publisher chooses which audiences 'should' or 'must' read the article and by what date. An 'AI Targeting' capability inspects the audience – such as when they're

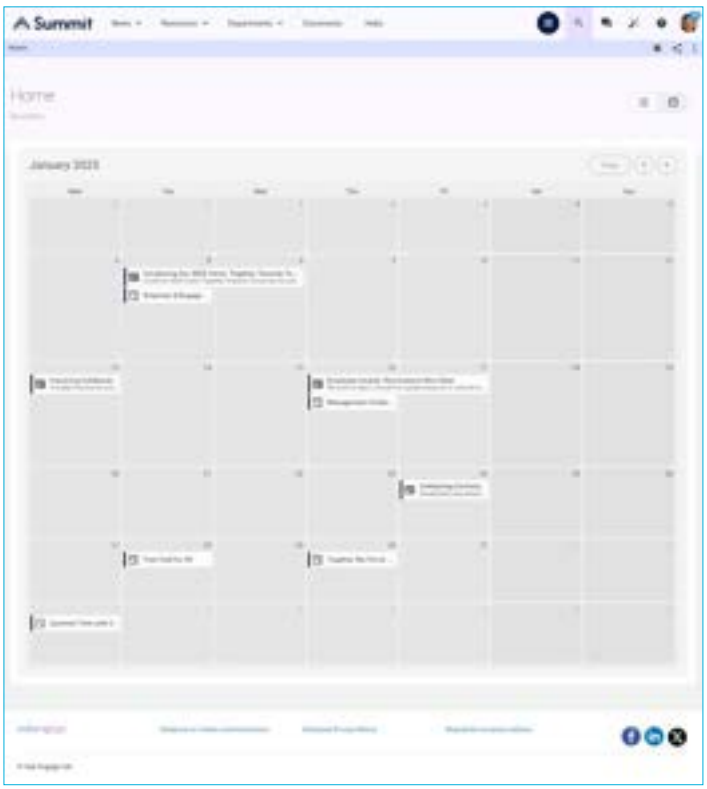
active on the site – and the communication's need. For example, a short promotional period will result in more tenacious activities, and then releases the article appropriately. Anything that's missed is resurfaced in Applets and reminder notifications. Articles are presented to employees in various targeted Applets across the site and published into an attractive news centre for ease of browsing.

Oak provides a solid range of tools to manage and coordinate content publication. Communicators have access to an editorial calendar that displays all content but only allows people to edit the content they have permissions for. Content items in a Campaign or without an 'AI Targeting' end date are displayed on a single date, while other content is displayed across all the dates the AI Targeting system is promoting it for. A toggle to show publication dates helps to simplify this view. Additionally, Oak's workflow controls could benefit from refinement. Currently, all content admins have the ability to publish content on behalf of others and push content to other channels such as email. Pushing content to multiple channels without further control could represent governance risks and unnecessary noise, particularly in larger organisations.

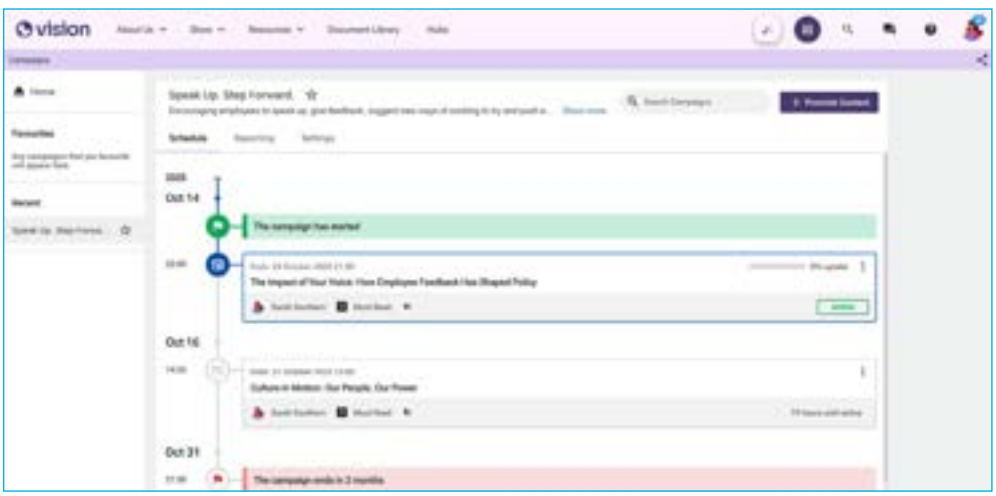


A library of templates accelerates the design skills of content admins.

A 'Campaigns' feature provides communicators with a way to group related content under a common theme and track engagement across multiple posts and audiences. Articles are set in a flow to communicate a given topic, with a promotional period based on rules as above. A Campaigns dashboard provides visibility of past, active, and scheduled campaigns across the organisation, allowing communication teams to manage volume and work smarter. While this visibility is useful, the tool does not yet serve as a fully featured cross-channel campaign management tool. That said, the ability to see engagement across content and audiences on the intranet allows communicators to measure success and informs future communication strategies.



The editorial calendar shows what news has been scheduled or is running within the 'AI Targeting' system.

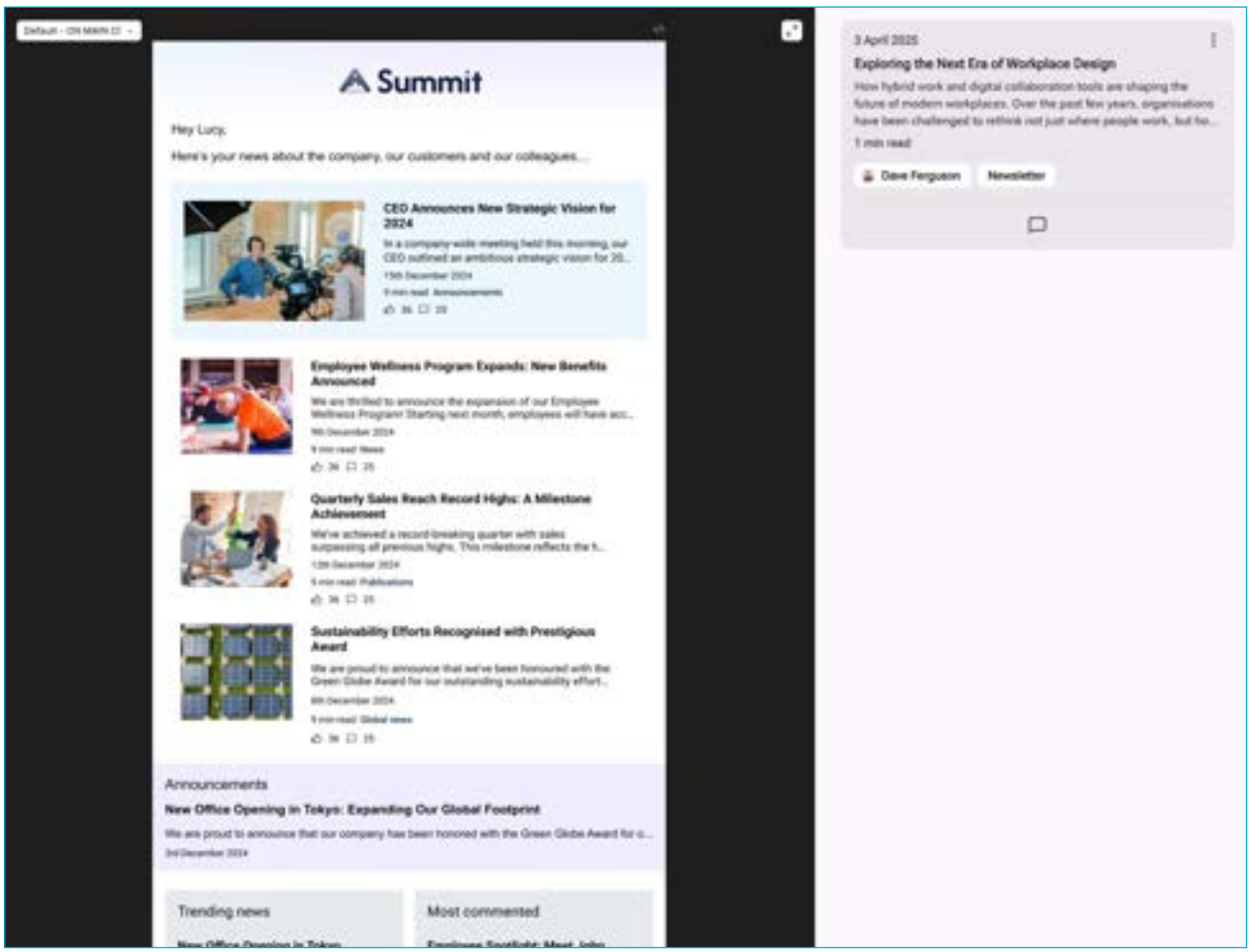


The Campaign interface enables easy tracking and management of multi-touch communications.

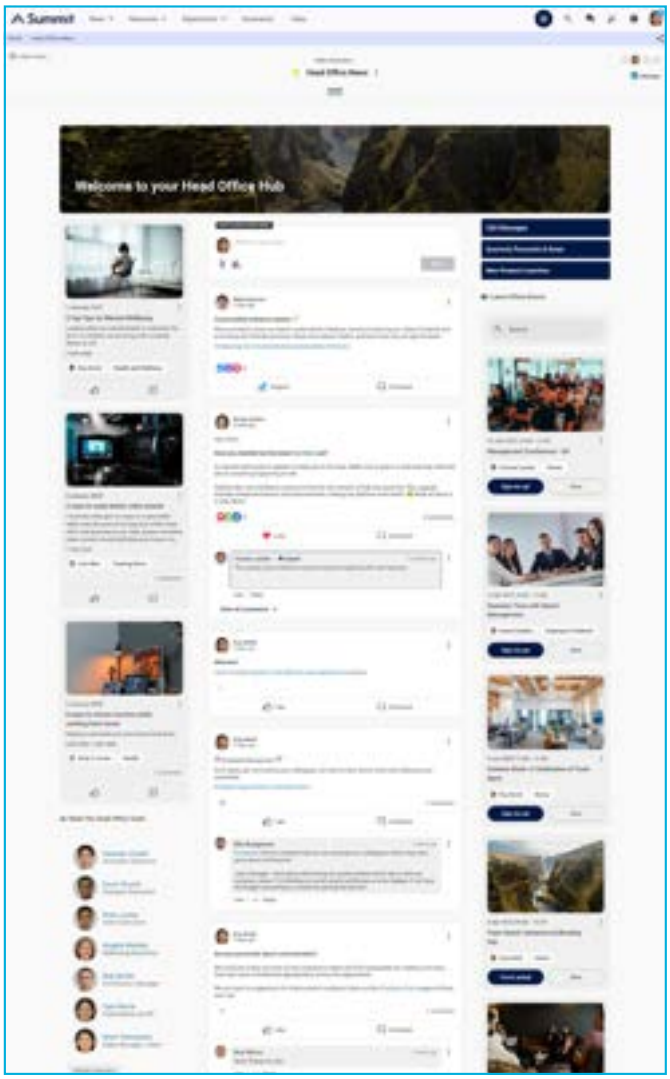
For reaching people beyond the intranet, there is an option to share content into Teams. There is also a digital signage capability that will display dedicated home page(s) and / or feeds of content on web-enabled devices. Oak also supports email-based distribution of news content, starting with a 'newsletter' template that is sent to the audience's inboxes as well as published on the intranet. We particularly like the AI-generated weekly newsletter capability, providing automated summaries of recent content that's personalised to the user. This is a time-saver for teams while also allowing for smarter, targeted content delivery and ensures that users don't miss important updates.

Oak's AI-generated 'Monthly Engagement Report' with actionable insights stands out as a smart feature, particularly for small, time-pressed communication teams looking to quickly identify content engagement trends. The report summarises content creation trends, top performing content, average read times, engagement themes, viewing patterns such a peak times, views, and high-level search trends.

Overall, Oak offers a flexible communications toolkit, with strong content creation features and emerging AI capabilities. However, some areas like governance controls and cross-channel campaign management remain less mature.



An AI-generated digest contains content most relevant to the employee, while publishers may choose to use page publishing tools to create a newsletter to manually distribute.



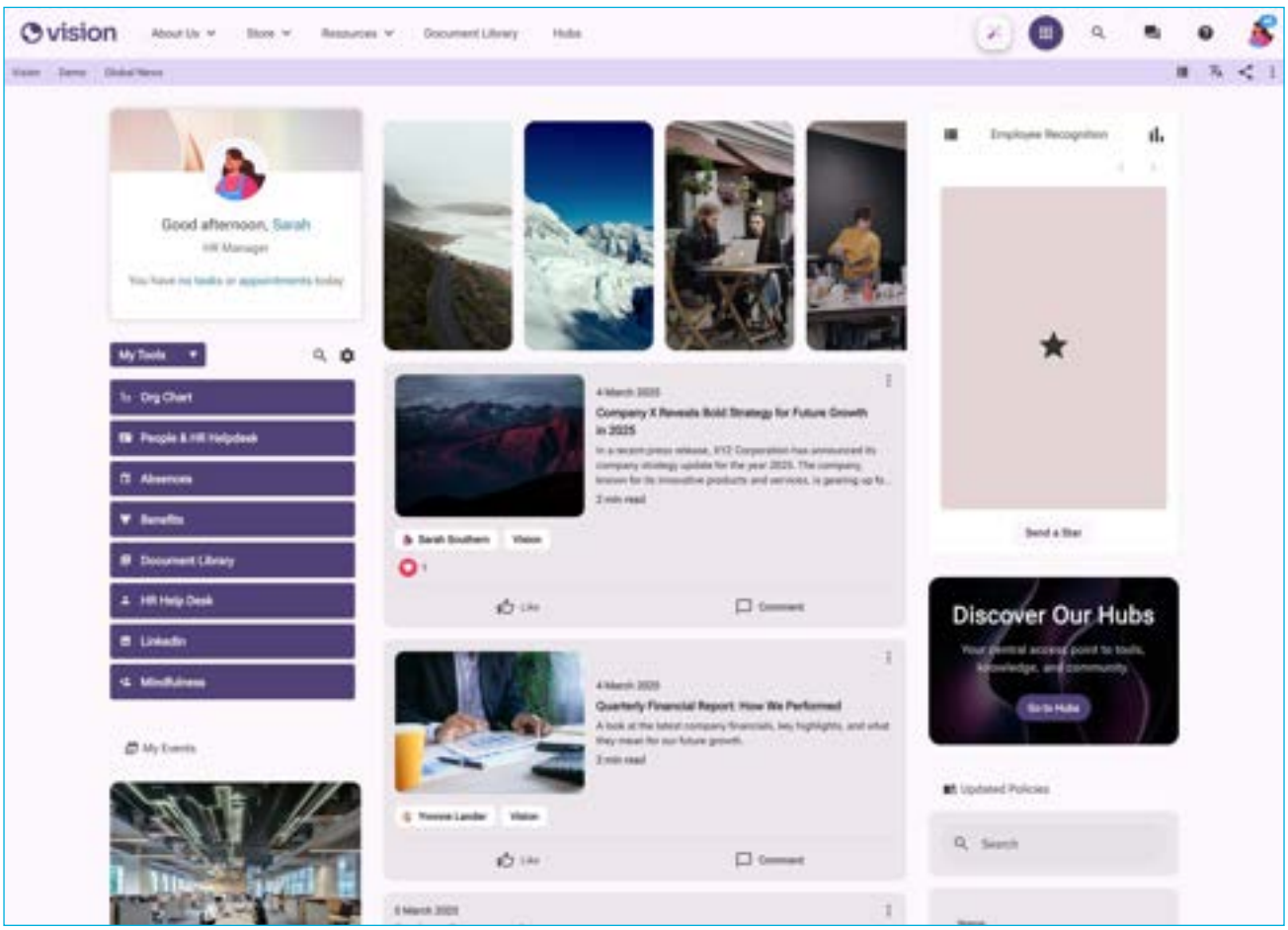
'Hubs' provide spaces for teams and groups of like-minded employees to connect, share information, and collaborate.

Oak demonstrates a thoughtful approach to employee engagement and social interaction, offering multiple ways for employees to connect, share, and contribute ideas. The platform blends features that support community-building with thorough admin and moderation controls, which provides helpful scalability for organisations. Oak's community functionality is one of the richest we've seen, making it a valuable tool for organisations seeking a lively, employee-led culture but one that is also willing to commit clear governance to maintain quality and relevance at scale.

The robust social collaboration features start with the ability to create 'Hubs' for business teams and functions, as well as for social and connection purposes. Each Hub can be private, membership on request or completely open, and is configurable so that appropriate Applets are presented to members, for example to share 'blogs'. The ability to upload photos, comment, and react within these spaces fosters participation. However, organisations, particularly those with more formal or regulated cultures, will need clear moderation processes and resource allocations to maintain these communities.

A 'Timeline' Applet is always included in Hubs (although can be removed) and replicates the experience of social media sites. Hub members receive notifications when someone posts, and posts will display in a timeline on the homepage if the Applet has been added there. The vendor says some customers adopt the homepage timeline approach and share all updates in the shorter form that it encourages. Helpfully, users can choose which Hub to post to from the main timeline. Posts include simple formatting options, plus links will display a preview and emojis add an element of fun.

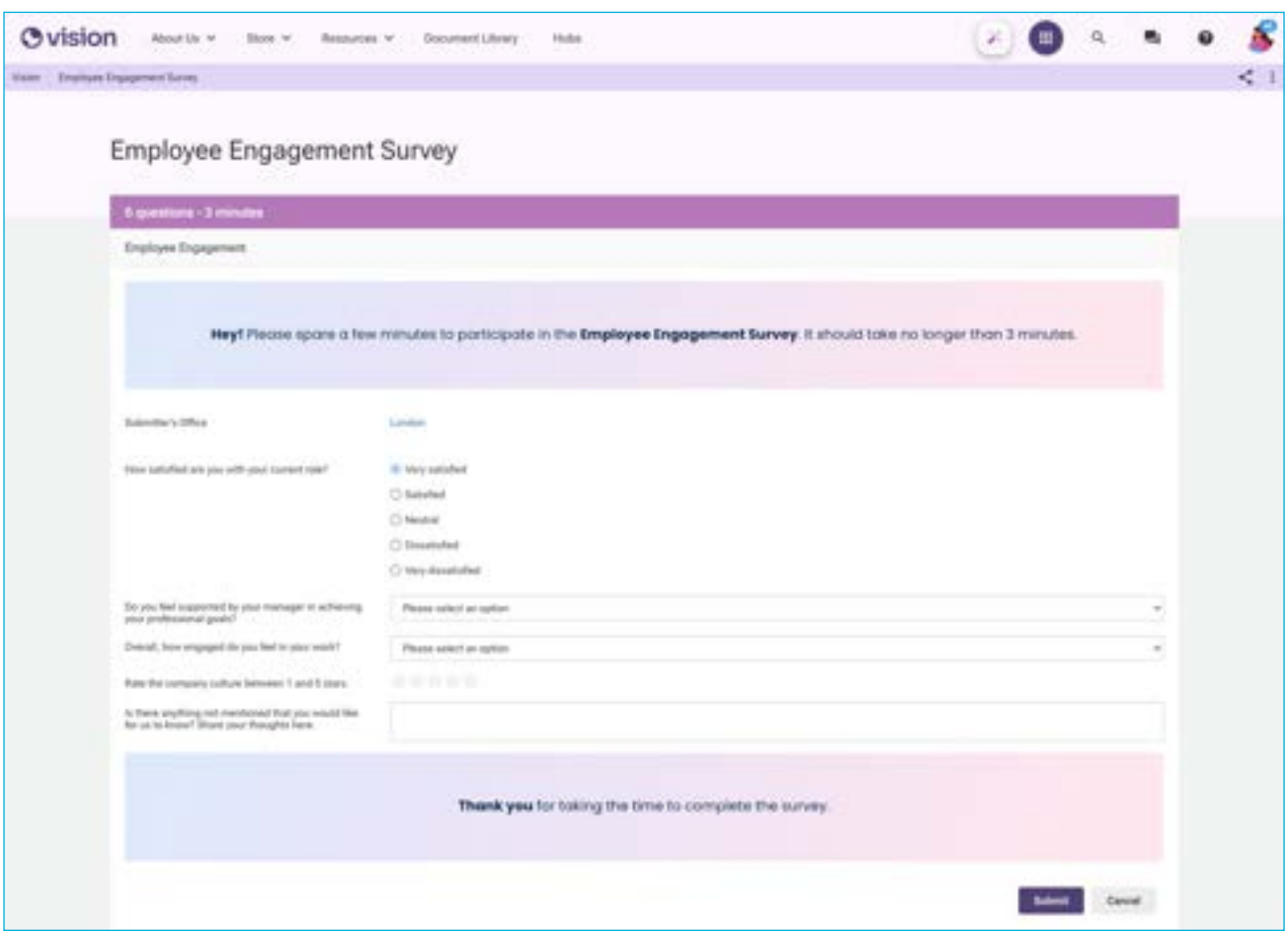
The Timeline is also where employees will find and be able to upload 'Moments'. This is a short-form video sharing tool, bringing a modern social-media-like dimension to the intranet. This aligns with consumer platforms and encourages authentic storytelling and employee-led communication. The addition of stickers and simple editing features would be helpful and bring it even more in-line with social platforms such as Instagram Reels and TikTok. While not a fit for every organisation, those with open and engaged cultures will find the functionality exciting.



Short-form video sharing 'Moments' encourage authentic storytelling and employee-led communication.

Social interactions are a clear strength for Oak. Employees can comment and react to published content in a way that mirrors familiar social media platforms. This design helps drive participation, particularly in organisations desiring open dialogue. Users engaging with the Microsoft Teams app can interact with content there too. Automated moderation tools check for appropriate language while users are also able to report comments, helping with larger scale moderation. The ability to customise the reaction styling or options, such as a Teams or Slack-like emoji library, may be a desirable addition for organisations wanting to align the user experience across internal communication channels.

Oak includes a range of feedback mechanisms, allowing communicators and HR teams to gather employee input directly within the platform. Polls in the Timeline or an Applet are intuitive and well suited for quick sentiment checks or pulse surveys. Alternatively, forms and workflows can be used for longer surveys (see Scenario 4 for more). Results are only presented as an exported Excel file at the end of the survey however, which isn't as dynamic as other products we've seen, but APIs are available to pass results into other systems. These tools might not replace dedicated survey systems for large, complex organisations, but they are robust enough for many needs while also offering the convenience of being native to the intranet. We also liked the ability to embed polls or reactions within articles, which provides additional flexibility for gathering lightweight feedback.

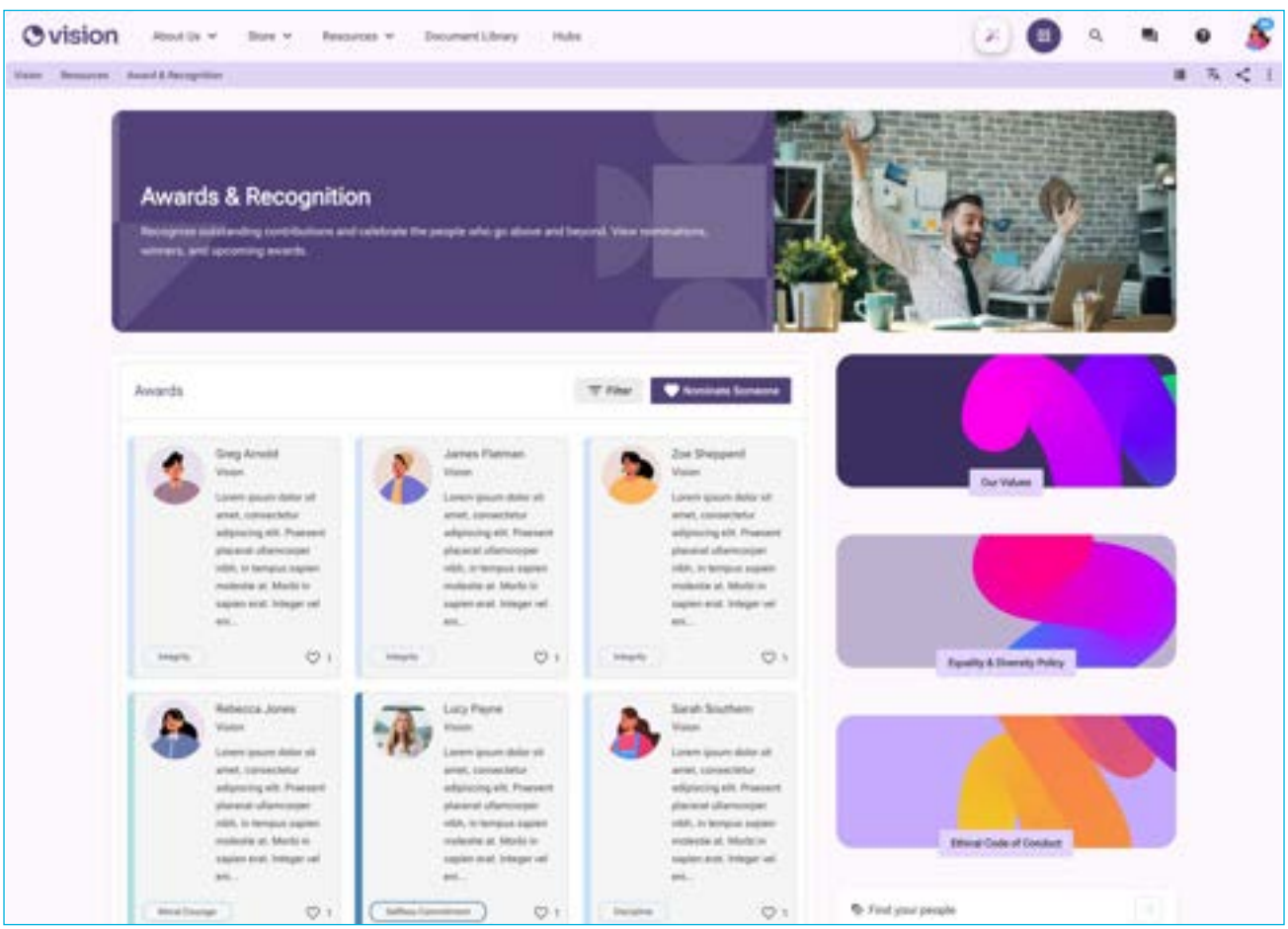


Oak's built-in survey tool is robust enough for many needs while also offering the convenience of being native to the intranet.

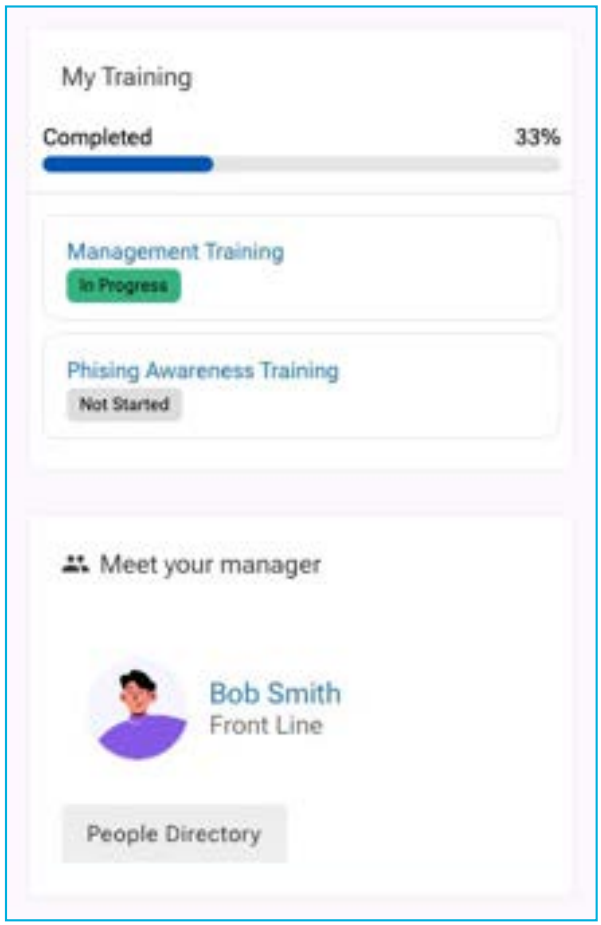
Oak supports engagement across the employment lifecycle. The option to create dedicated and temporary homepages for new hires, complete with possible LMS integrations, provides a strong foundation for onboarding. Beyond onboarding, Oak's peer recognition features allow users to send 'Thanks' to others across the organisation. Businesses may align the program with their core values and language. In addition to nominating others, users can view and filter recognition, helping to increase visibility of core behaviours that build culture. Additionally, an 'Awards' feature allows people to formally nominate individuals or groups for internal awards. Nominees receive an associated notification and there's a browsable Employee Awards dashboard that shows all received nominations. The results are exportable for the HR team to work on, but we'd like to see a way for people to cast votes or for HR admins to manage the results within Oak.

An effective 'Events' feature helps organisers promote activities and manage attendance. Each event has its own page, where organisers may choose to limit attendance numbers or ask for information around allergens. A browsable Events landing page and dedicated Applets surfaces relevant events to people. Once accepted, the event will be added to an integrated calendar such as Outlook.

Overall, this scenario is an area of strength. Oak delivers a comprehensive community and engagement toolset that combines rich social features, flexible collaboration spaces, and built-in feedback mechanisms that empower the employee voice.



Peer recognition celebrates core values and builds company culture.



Potential integrations with learning management tools provide increased visibility on users' learning journeys.

Oak offers several approaches to business services and integrations. A 'Connections Library' presents many third-party systems that offer single sign-on options. There's a helpful search and each option presents a summary of what's possible; for example, the Dropbox connector allows users to sign into Oak using Dropbox credentials and then browse their own files from within Oak. When admins choose 'add' from the library, they reach a configuration screen. This requires some technical knowledge to complete, but Oak has done a good job of making this experience easier with tooltips and toggle options.

We particularly like the 'App Launcher' Applet, which makes it easy for employees to find and open their personal commonly used business applications, creating a customised launchpad for day-to-day tasks. The Applet supports both admin-defined and user-managed links, using user behaviour metrics to further prioritise the tools used most by individual users. This feature supports single sign-on for a seamless user experience, reducing friction when moving between Oak and integrated systems.

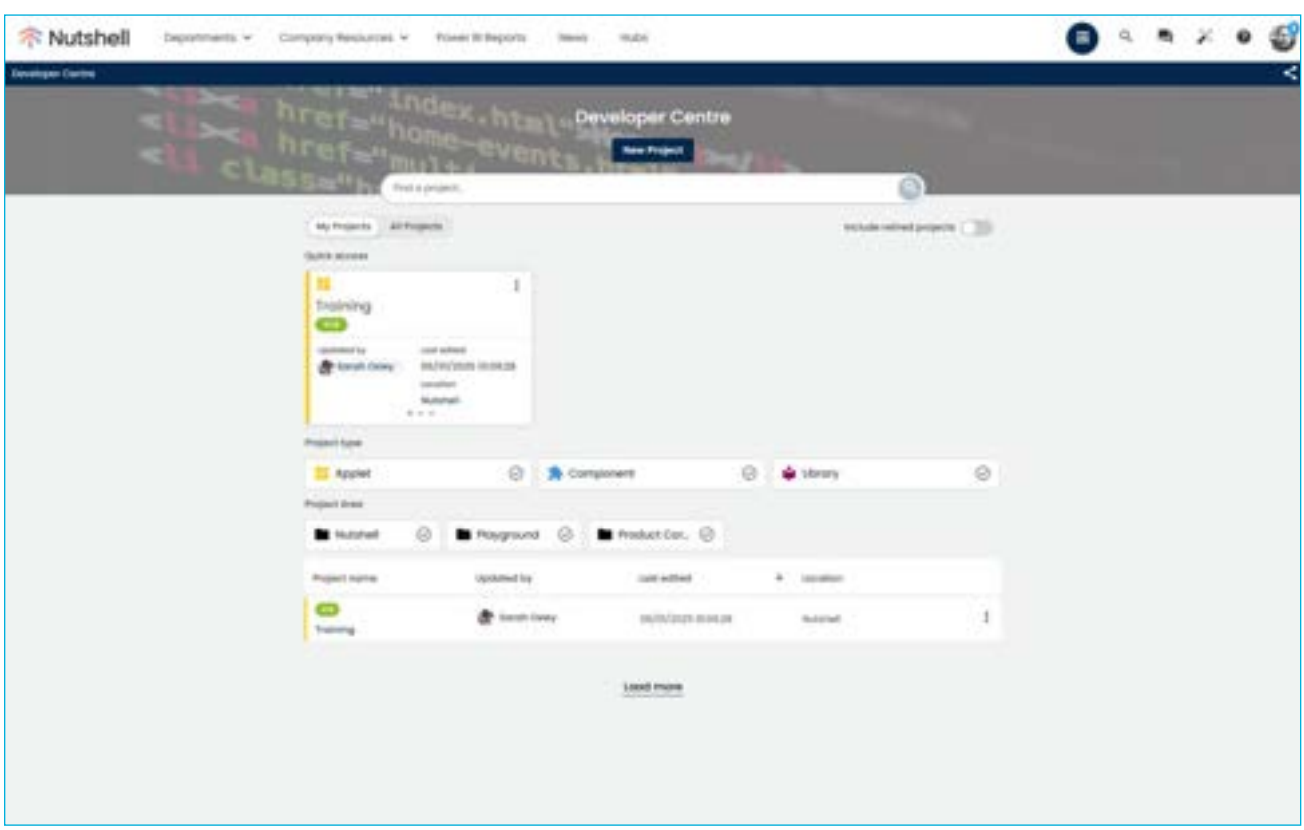
Other integrations take the form of Applets that admins add to any appropriate page. Applets may display information from external systems or provide deeper two-way integrations. For example, organisations may choose to use Viva Engage as their intranet social feed, replacing what's on offer in Oak. An integration with a training system could display training to complete within a dedicated Applet. At this time, notifications and workflows from external systems, such as HR requests or IT tickets, are not surfaced directly within Oak.

When Oak creates integrations for customers, they are made available to others. Integrations include Workday, Vimeo, Success Factors, IBM Watson, My Pay and more. The vendor will create additional Applets on request, or in-house developers have an effective in-built 'Developer Centre'. This requires coding knowledge, but the Centre makes suggestions within the code to simplify the process.

Integrations with Microsoft 365 applications are good, including support for multiple tenants. Publishers may share a document within Oak that is still located within SharePoint, keeping it in sync with the original version but allowing users without M365 licenses to view or search the content from within the intranet. Security settings are not reflected but, as publishers can apply these within Oak, this isn't necessarily an issue.

Admins may choose to present SharePoint and Google libraries within an Applet, letting employees browse content and click through to the source. The layout is configurable, such as to show items as lists or cards. There is no local search for this content, although this is on the roadmap and will make a useful addition here. Employees may use Copilot to interrogate Oak content, however.

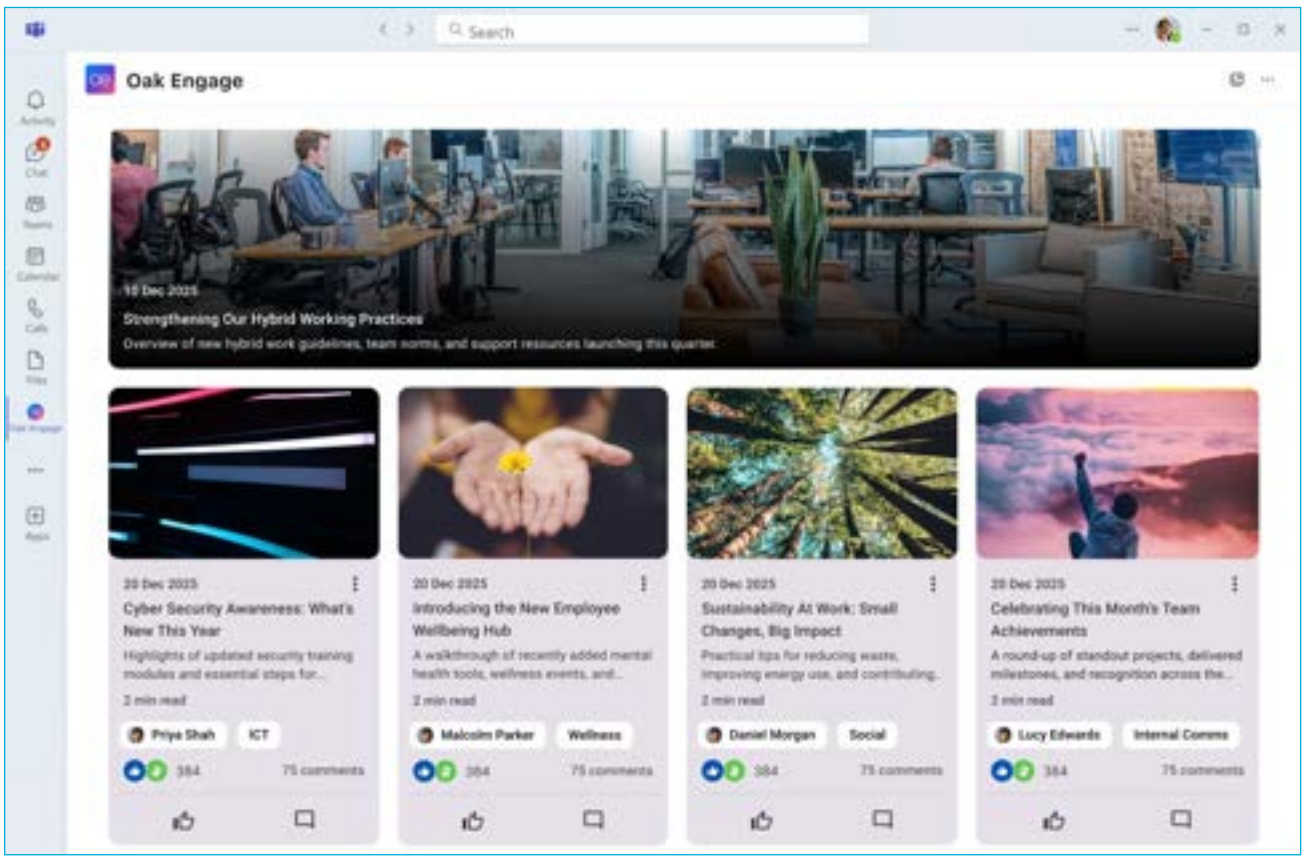
The MS Teams Connection lets employees share content into any Teams channel they have access to. A pop-up lets the employee add a message, search for a Team or choose from a recent list to share a link into. Teams chats and calls can also be triggered from within people profiles (see Scenario 5). There is a Microsoft Teams app that displays content from the user's newsfeed, expanding this out to other intranet functionality is on the roadmap. A Viva Engage feed can replace native newsfeeds in Hubs, allowing users to communicate and collaborate regardless of the platform they currently have open.



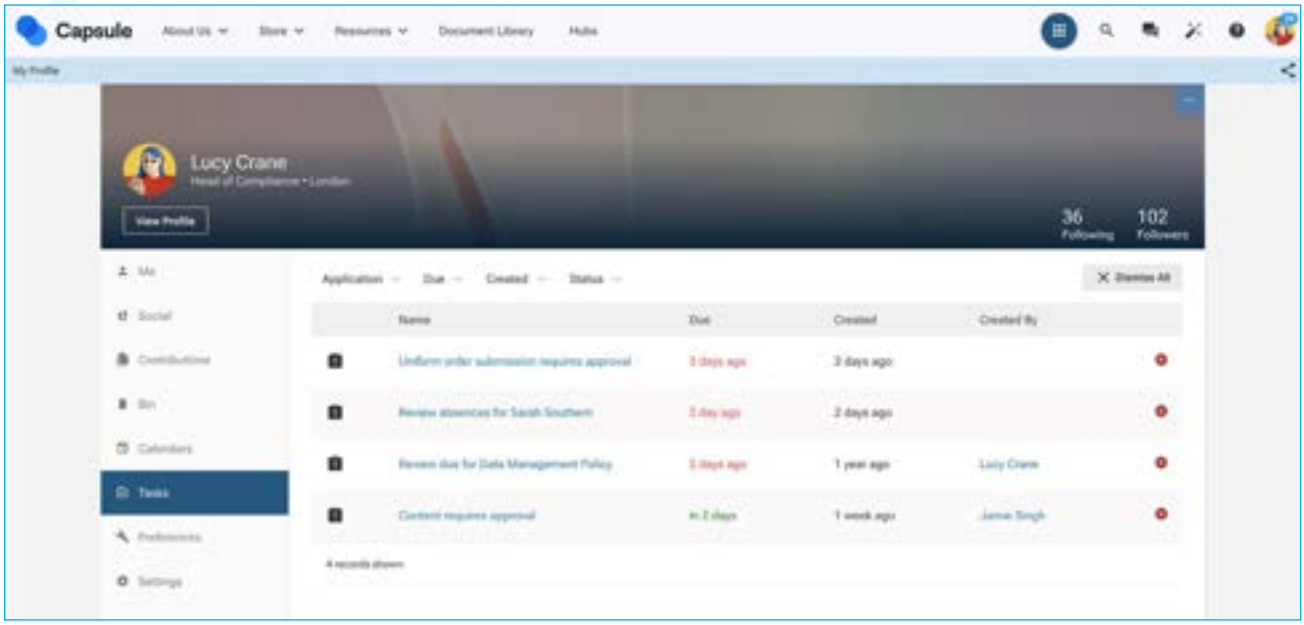
The 'Developer Centre' requires some technical knowledge but simplifies the process of setting up further integrations.

In-built forms can be used for surveys or simple processes such as ordering uniforms. These are built using drag-and-drop question types, such as a checkbox or date picker, and the form looks clean. Workflow will pass the form onto relevant colleagues or into third-party systems. A 'Tasks' Applet extends this by displaying associated workflow actions, as well as any task the employee or their manager has created via their profile page. There are optional modules for organisations without an expenses system, ticketing tool, absence tracking or vacation booking solution (at additional cost but included in the pricing here), which are simple but helpful.

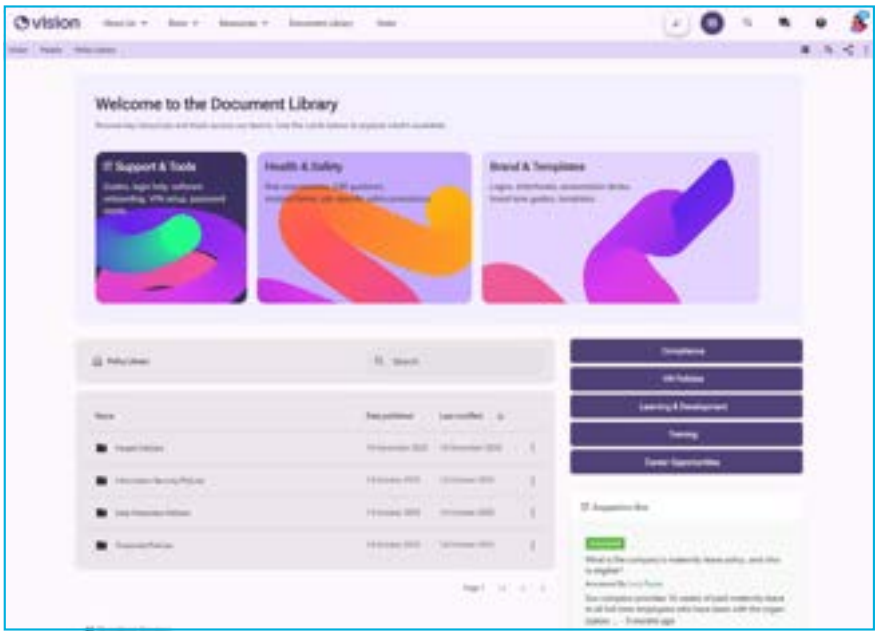
Overall, Oak provides a good range of integrations, a simple framework for integration development and some helpful in-built services. While additional direct integrations with tools such as Slack and digital signage are planned, Oak's broader integration framework suggests that many desirable integrations may be achievable via custom configuration. Integrations may take some work, whether by Oak or the customer, and customer feedback suggests that more integration options would be desirable, but what's on offer works well.



News and other content via the 'smart delivery' functionality is presented in the Teams app.



Tasks helps employees keep on top of their to do lists.



Knowledge spaces, such as a document library, benefit from the same Applet design approach to build flexible pages.

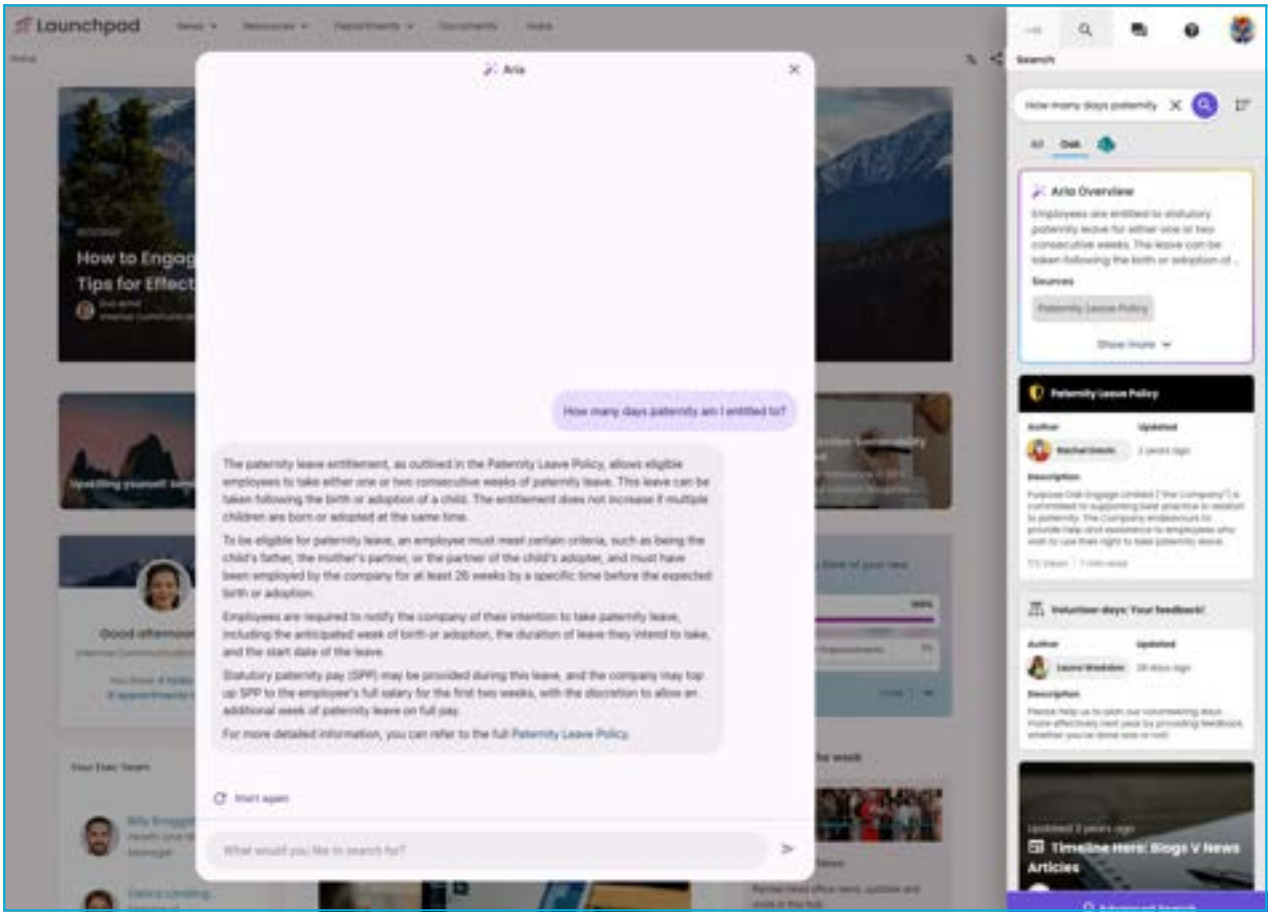
Oak provides a well-rounded, mature approach to knowledge and content management, offering tools to help organisations maintain trusted, up-to-date information and make content lifecycle management simple for publishers. Structured content such as policies or knowledge articles can be organised into accessible native repositories or supported by systems like SharePoint or Google Drive. We think the styling of document uploads could be improved.

All content benefits from robust governance features, including version control and a comments field to record updates. Within the content administration interface, publishers can set review dates for any content item, ideal for governance-heavy content like HR or legal policies. A centralised content management display gives visibility into upcoming expiries, allowing admins to monitor the overall health of the site's content. Notifications prompt authors when reviews are due; a dashboard approach designed for authors would be a welcome addition.

Reference Page formatting options include modular Applets and robust content design options. Oak's 'AI Design Agent' (see Scenario 8) can recommend templates, generate custom HTML for banners, and suggest appropriate layouts for different content types, supporting less experienced publishers. Breadcrumbs, favourites, and federated search enhance content discoverability, although requiring content authors to manually tag content feels outdated; future releases could benefit from AI-assisted tagging or contextual recommendations.

Oak provides robust tools for urgent or mandatory communications through its 'Notices' and 'Mandatory Reads' functions. We particularly like that publishers can configure urgent alerts to appear as banners, pop-ups, or screen takeovers that prevent navigation until the message is acknowledged. Publishers can also select the urgency level and decide whether the message should trigger notifications, emails, or reminders. All acknowledgements are tracked, providing a verifiable audit trail that can be exported for compliance purposes.

Oak's content analytics continue to mature, offering content performance and governance reporting. Oak provides PowerBI-driven reporting that tracks top-performing content and overall engagement patterns, plus the AI-driven Monthly Engagement Report is useful too (see Scenario 2). While the reporting could benefit from stylistic enhancement, the depth of the analytics tools provides a valuable feedback loop for content optimisation. We would welcome insights and guidance specifically for non-news content, however.



An AI generated answer is pinned to the top of search results, summarising key information and allowing users to click into a deeper dive and chat interface.

Oak's search experience is evolving. Building on a solid foundation in traditional federated search, a new (released late 2025) AI-powered assistant aims to deliver more conversational information retrieval. It's early days, but what we've seen looks good.

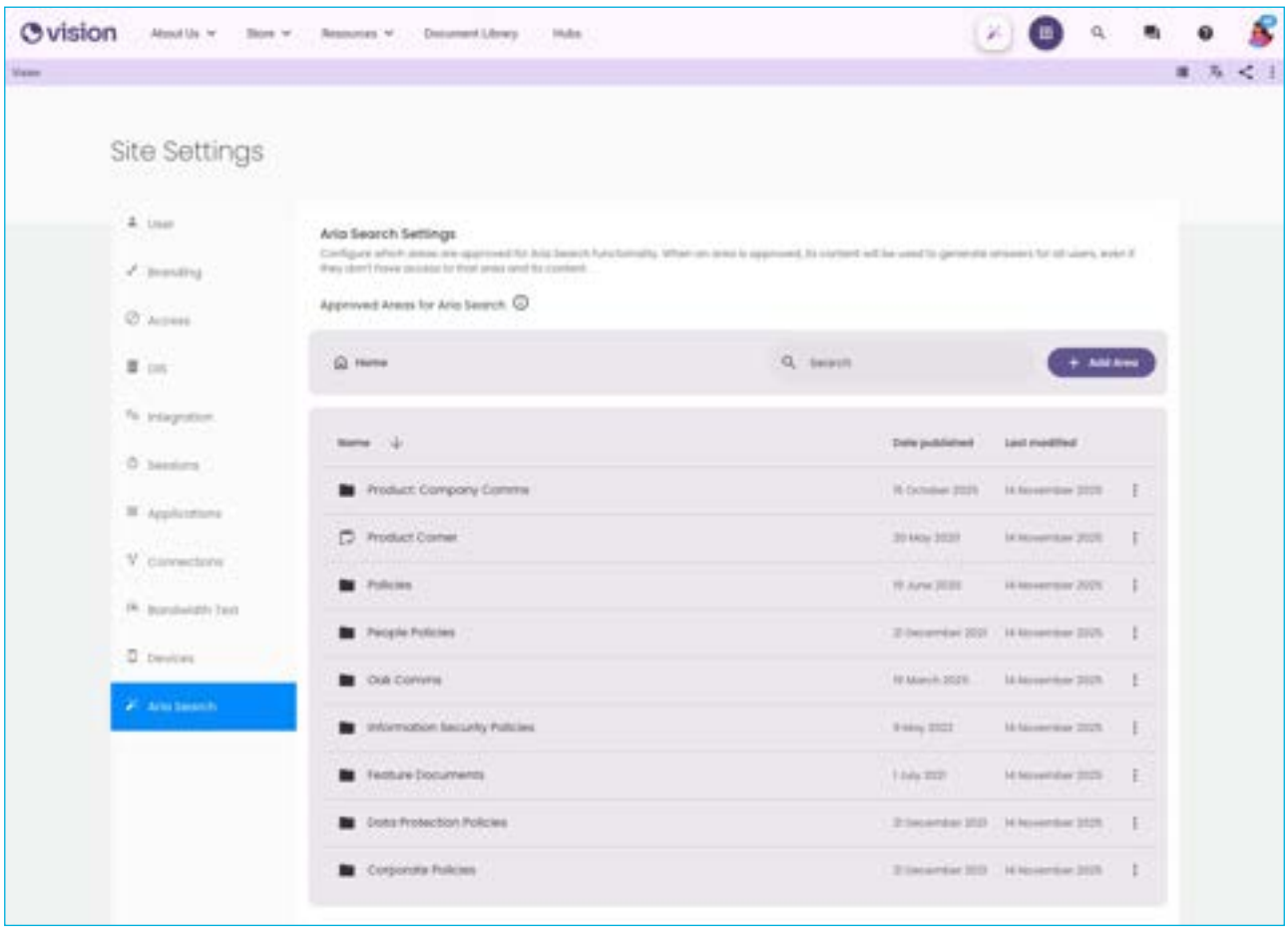
The standard search is straightforward, offering federated results where integrations exist and allowing users to refine results using filters and promoted content. We generally like Oak's decision to offer search in a slide-out panel, which allows people to see results easily without losing the original search term, although it is notably different from traditional UX expectations.

Results display icons and thumbnails to help people browse for the correct answer. A results refinement list of checkboxes helps filter results, but this list is static rather than being dynamically generated based on the results. An 'advanced search' option includes a query builder for more precise searching, but may not appeal to average users. The presentation of results therefore requires more scrolling, so the addition of an AI generated answer (including sources) is helpful.

An Aria AI assistant is available via the wand icon at the top of the screen, which presents a chatbot interface where users can search using natural language. Results are presented as answers, ranging from short paragraphs to bulleted lists, and provide links to source materials (pages and documents). It's possible to interrogate further, as Aria understands the conversation context to provide subsequent answers.

Aria currently only retrieves answers from approved areas of the intranet (as configured by admins) but notably does respect user permissions through security trimming. It's possible to add an Oak Agent into Copilot or other LLMs, although this may come at additional effort or cost. Federation from other repositories, such as SharePoint, is on the roadmap as is people search. Oak says that the assistant attempts to avoid hallucinations by saying when it doesn't know an answer, but in future will highlight an expert to contact instead.

Oak's federated search capabilities remain a strong part of its traditional search offering, such as with integrated repositories like SharePoint or Google Workspace. This includes support for multiple SharePoint tenants, an advantage for organisations with complex M365 architectures. Other integrations are set up on request; for example, the vendor mentioned previous experience with federating document management tools, Gmail and tickets in a project management tool. Results are clearly labelled by source, helping users distinguish between content stored in Oak and content originating from external systems. If someone doesn't have a licence for the business tool, they won't see results from the connected system.

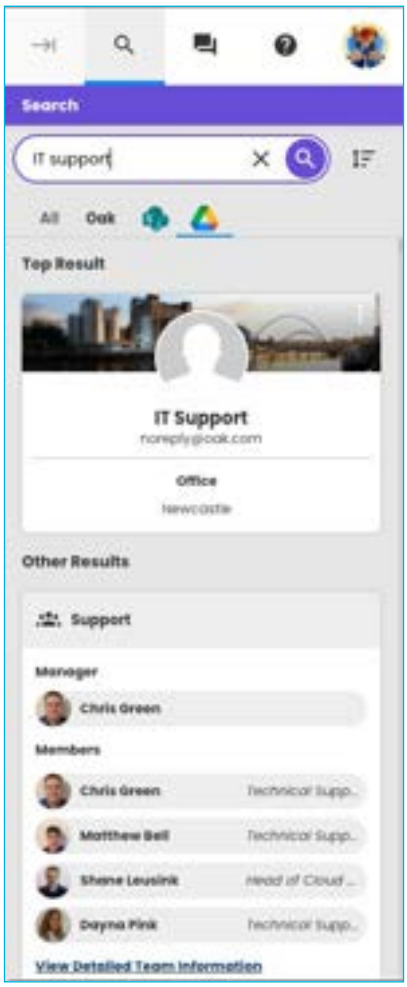


Organisations select which areas of the Oak site are accessible for AI to reference.

While not yet included in Aria AI search, people search is strong. Users can quickly locate colleagues, with support for variant spellings and partial matches. Profile pages are visually clean and can aggregate data from multiple sources such as Entra ID and HR systems, displaying role and contact details. The org chart experience is among the best we've seen, making it easy to browse teams or navigate up and down reporting lines.

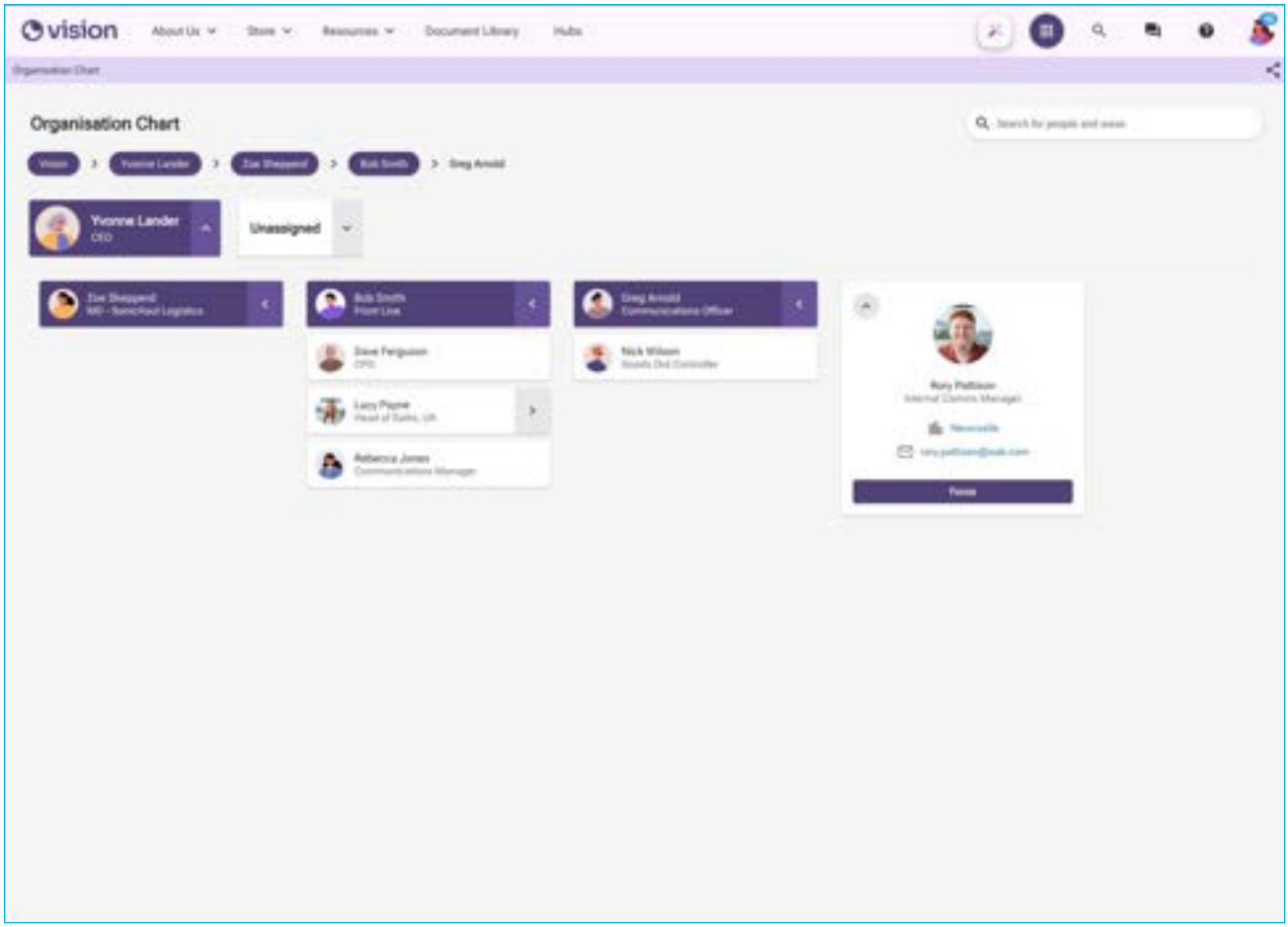
Oak offers solid tools for administrators to influence and improve search results. Admins can promote content through 'best bets' or sponsored results, manage search indexing rules, and ensure that important pages surface more reliably. However, Aria AI currently offers limited configurability; for example, organisations cannot yet tune the model, or view / adjust its prompt templates.

Oak provides useful analytics around the standard search functionality, including top search terms, searches with no results, and related content performance insights. This gives admins a practical way to identify information gaps or overlapping terminology and adjust content accordingly. However, reporting for AI answers or the Aria assistant is currently minimal. While users can provide feedback on the responses, organisations do not yet have visibility into what users are asking, what answers are being returned, success or failure rates, accuracy rates, trending AI questions, or instances where the AI could not respond effectively. This absence of insight limits the ability to refine content, understand employee intent, or assess the reliability of the AI function. While Oak indicated that enhanced AI analytics are forthcoming, this will be an important development to help organisations build confidence in the tool.

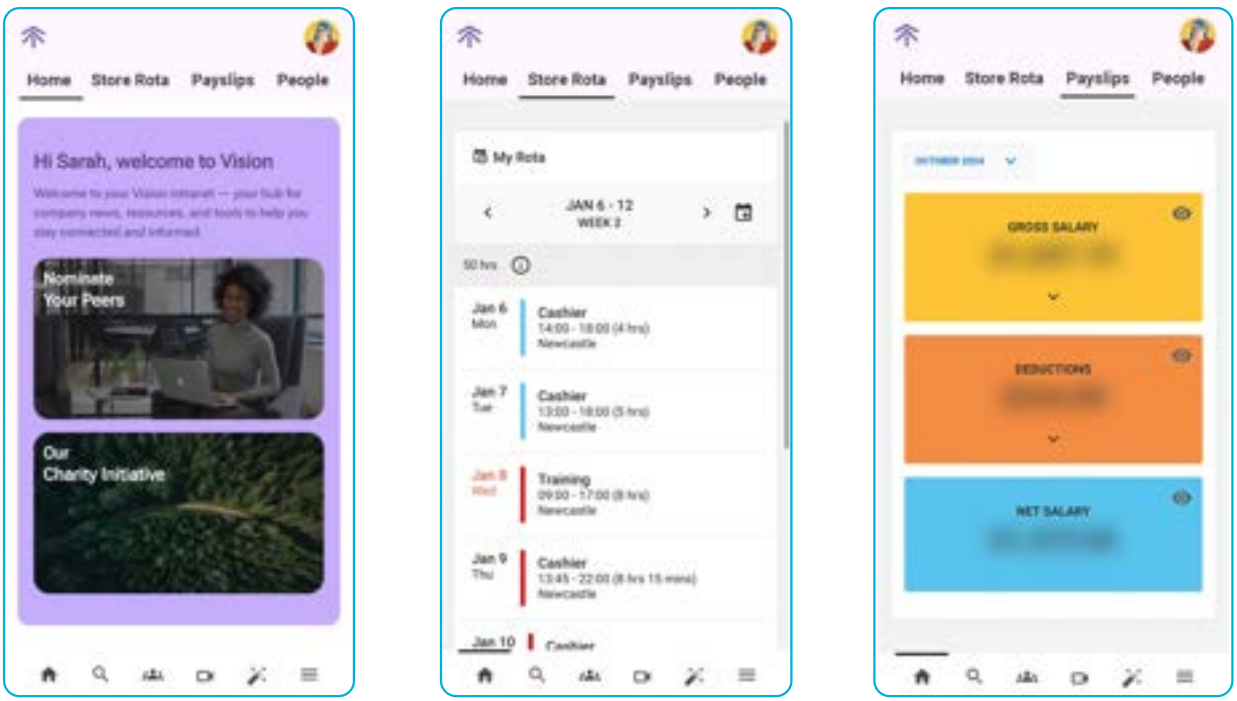


The traditional federated search experience allows users to filter results by connected tool.

In summary, Oak's evolving search experience shows clear ambition with its new AI functionality and what we've seen works well. There are gaps, such as with people and federated search plus analytics, providing an inconsistent experience across the two search approaches. Longer-term, we also think the vendor will need to consider the overall experience of multiple search locations and differing experiences. The standard search remains strong, however, and we feel confident Oak will take the same care with the AI capabilities as they have with the rest of the search experience.



The org chart works very well.



The native app experience is strong and includes features that will suit frontline needs well.

Oak offers a strong mobile experience designed for flexibility and ease of use across different employee groups, particularly frontline workers. Multiple enrolment methods, configurable mobile experiences, and frontline specific tools make Oak a good choice for distributed environments.

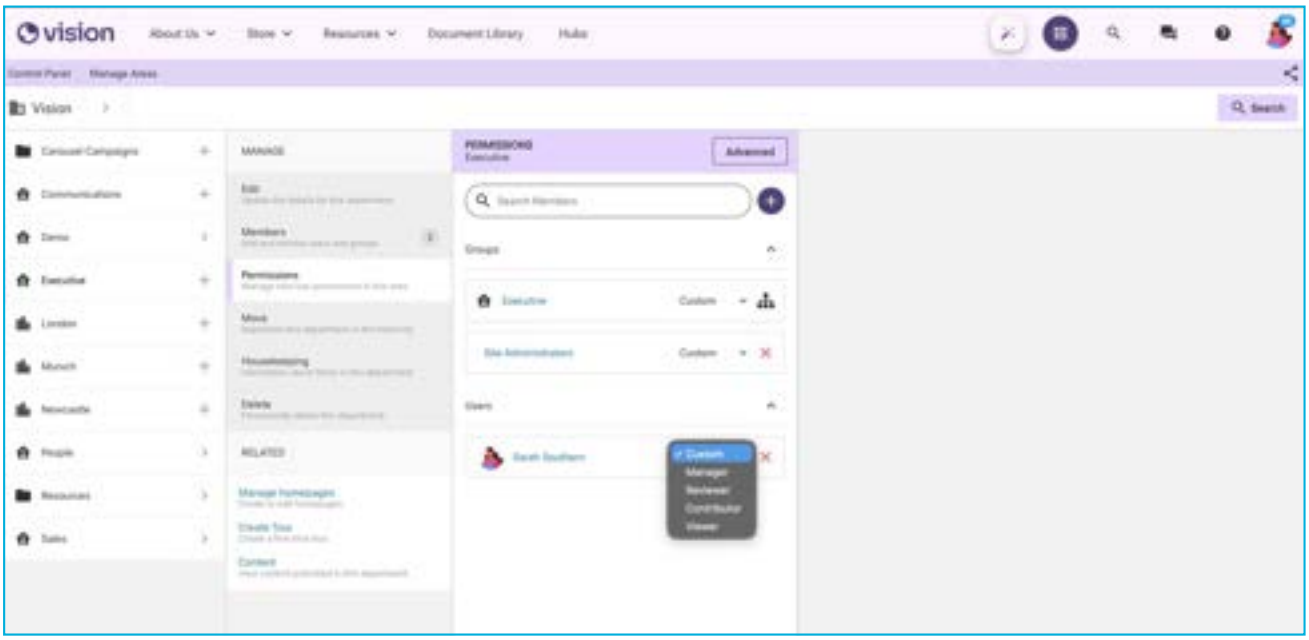
There are several ways to enrol and onboard users to the mobile platform. The app can be deployed in two formats: a standard Oak Engage app and / or a branded white labelled version. There are multiple access options including email links, QR code scanning, single sign-on via Microsoft Entra ID or similar authentication tools, or username and password for standalone users. Multi-factor authentication is available by default, with biometric login available. The variety of options make it practical to deploy Oak to both centrally managed and decentralised workforces.

On the mobile app, users are greeted by a personalised homepage, which can be configured to reflect the desktop or offer a different experience for mobile. The navigation is intuitive, using tabs and icons. The bottom navigation bar hosts key features like chat and news. The app also supports branding customisation, differentiated by audience, which helps organisations maintain consistent employee experiences across devices.

Oak focuses on the frontline experience, providing dedicated app features and integrations for this demographic. Sensitive pay data is protected by biometric authentication before viewing. Location-level views show employees who else is working their shift. We like the integration with a gift card and rewards provider, allowing for engagement activities but also the storage of staff discount cards. In-built tasks and help desk tools are also useful for the frontline, as are integrations covered in Scenario 4.

The 'AI Targeting' approach to content dissemination works well for frontline workers, as it recognises working patterns. This means shift workers are less likely to be disturbed outside of their working hours. There aren't any manual controls over 'do not disturb' hours, however. Offline reading / save for later tools for content would be helpful additions here too.

Admins have considerable control over how mobile experiences are configured. Homepages and navigation can be simplified for mobile audiences, allowing admins to limit to just essential features or align with the desktop experience.



Platform administration provides robust features and functionality.

Oak's administration environment generally balances usability for non-technical users with the depth needed for advanced configuration. Organisations can decentralise management effectively while maintaining basic governance controls. We particularly like how tooltips and inline explanations make functions more accessible to non-technical admins.

However, the consequence of a flexible, configurable platform is having more administrative options to familiarise oneself with. For example, the vendor has attempted to simplify the process to apply permissions, yet it still looks complex. Additional UI and UX enhancements to simplify the overall admin experience will continue to be a priority to maintain usability.

The introduction of an 'AI Design Agent' (AIDA) is a significant step towards simplifying platform administration and task enablement, but this is separate from Aria and isn't hosted natively in Oak. The AIDA allows admins to interact conversationally – surfacing information, assisting with configuration, and providing a self-service way to optimise advanced admin features. This shows a strategic shift towards more intelligent, automated support and task management but has some gaps.

Oak offers one of the more flexible page-building tools available without requiring advanced training or HTML knowledge. Targeting allows admins to tailor homepages for specific audiences such as departments, brands, locations, or new hires. The AIDA can suggest layouts and Applets based on the content being added, drawing from best practices and past selections.

Admins can easily configure and target navigation menus, including breadcrumb trails, footers, and multi-level dropdowns with visual icons or images. This flexibility makes Oak well-suited for organisations with complex hierarchies or divisions.

Oak provides excellent design and branding flexibility, with improvements since our last review. Admins can configure colours, fonts, and imagery at a global or Hub level, with support for sub-branding. This allows divisions or regional entities to reflect their own identity while retaining the parent organisation's structure.

The analytics suite provides a comprehensive reporting hub to monitor adoption, engagement, and governance. Admins can track platform metrics such as active users, login frequency, content views, and engagement across time. Reports can be filtered by user segments to uncover adoption and engagement patterns. Admins can export reports to CSV or connect external tools for advanced data manipulation. We hope to see this expand further in the AI analytics suite.

THINGS TO BEAR IN MIND

Oak Engage offers a fully featured employee experience platform with strong functionality across communications, engagement, and governance. Potential buyers should note that Oak's power lies in its breadth and configurability, and that comes with some complexity during setup and beyond, as well as with governance planning requirements to ensure success. Organisations without clear ownership models or defined content roles may find that the flexibility requires some upfront changes to ensure long-term sustainability. Oak mitigates this through onboarding support and intuitive admin tools, although these can feel complex in places.

While Oak's AI capabilities work well, the content tools focus mainly on creation, layout recommendations, newsletter functionality, and summarised analytics, which are helpful but not deeply integrated into workflows. The new AI Design Agent looks promising, but requires ChatGPT or Google Gemini. The AI search has evolved quickly and works well, but has a few gaps so is less sophisticated than other solutions we've seen and provides an inconsistent experience between the two search approaches. Oak's roadmap includes further expanding AI functionality, such as the Aria tool into a more rounded agent, so customers should view this as an evolving capability rather than a finished suite of tools.

Oak does a good job of providing capabilities across our scenarios, though those organisations with advanced requirements may find Oak doesn't quite hit the mark in some places. For example, Oak's design is clean and simple, but high-end brands may not find it meets their needs when compared to others we've seen. Some enterprise buyers looking for highly bespoke front-end design may find Oak's framework lacking, but the simple administration and configuration make it ideal for smaller teams to manage.

During 2025 the vendor received significant investment, and this has sped up what was an already fast-paced development schedule. Notably, there is evidence that they listen to customer feedback to make real improvements to areas that needed strengthening. Oak therefore has a lot to offer, particularly at a lower price for an independent intranet solution, so it is an excellent option for organisations that want to offer employees a flexible intranet with an easy-to-use interface.

Why choose this product

Oak Engage is a mature, employee-centric intranet and communications platform that excels at bringing together tools, content, and two-way communications in complex organisations. The mobile experience is strong, ensuring inclusivity across roles, while AI functionality is evolving in sensible directions. There are excellent publishing and community features for employees and admins alike. Integrations with other business systems work well, with a comprehensive developer framework for those who wish to build deeper two-way integrations. Overall, Oak delivers a strong employee experience, at a competitive price point for organisations looking to modernise communications, strengthen community, and improve their digital workplace.

Vendor roadmap

No roadmap has been provided by Oak Engage.

You may also be interested in...

Haiilo interact mangoapps

COMPANY AND PRODUCT

Company
Oak Engage

Company founded
1999

Product launched
2017

ISO 27001 certified
Yes

Data residency
Global – at the client's discretion, Australia, Europe (excluding UK), Europe (including UK), USA

Typical client size
1,000 to 5,000

Company locations
Newcastle upon Tyne (HQ), UK

Partner locations
N/A

Customers
Clients include: Aldi, Burger King, Five Guys, ITV, NatWest Group, ScS, Sevita, Severfield, Pizza Express, Pluralsight

Largest deployment so far
85,000 with global footprint

Environmental / sustainability certifications
None.

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Product and technical details

Name of product

Oak Engage

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	Microsoft 365 tenant	Google Cloud	Other*

*MS Azure Dedicated Instance & Virtual Private Cloud

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other*

*PING and Custom Authentication

App deployment

Google Play store	Apple store	MDM	MAM	Other

Accessibility

WCAG 2.1 AA conformant, WCAG 2.1 AAA conformant

Document library sources integrated

Box	Dropbox	Google Drive	SharePoint	OneDrive	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	Microsoft	Sinequa	Open API available	Other*

* If there was a requirement to integrate with other search engines this could be discussed on a case-by-case basis (charges may apply).

User interface multi-language

Machine translation	Pre-configured	Editable	Right to left script supported	Other*

*German, Spanish, French, Portuguese, Arabic and Dutch for the user interface

Content multi-language

Machine translation for publishers	Machine translation for end users	Editable machine translation for publishers	Manual creation for publishers	Right to left script	Other

Set-up and support

Set-up process for new clients

The set-up process is based on a consultative approach. The professional services team take an 'outcome-based approach' delivered in an agile manner focused on the customer's key outcomes. Their agile approach enables deployments to take place in as little as 48hrs. The Implementation Consultants guide customers through planning, creation and launch. Supported by a CSM and wider team they'll ensure a close productive relationship for the duration of the partnership.

Product updates

Minor updates weekly, Major updates every quarter

Product update process

As a SaaS solution, there is no technical maintenance required by customers; the platform is fully managed by Oak Engage. The specialist DevOps team perform 'out of hours' upgrades within each region. Oak is designed to run 24/7 and doesn't go offline for updates or maintenance. Customers can not opt out of updates as Oak Engage run a consistent version of Oak across their platform. Customers can have early access to and can also opt to turn off new features.

Reverse-out options

Once the contract ends, Oak will provide the customer with an export of relevant data for migration purposes (where required). All data will be deleted within 30 days of the subscription end date.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only

User community

Oak runs a monthly Engagement Webinar to facilitate the sharing of best practice across their user base. They regularly host customer workshops at their HQ in Newcastle, UK.

Voice of the vendor

Oak says: "We activate productivity and performance through connection and culture.

Today, work is hybrid and change is hypersonic. In this context, culture's unique ability to galvanise behaviour and action, at speed and scale, has never been more critical.

We help hybrid companies create high-performance, hybrid cultures. We don't just connect your frontline or desk-based employees. We connect them both, to each other, and to your strategy, processes and goals.

Oak Engage's Hybrid Workforce App provides a powerful Employee Engagement Platform, creating a connected workforce capable of collaborating more easily, adapting more rapidly and executing more effectively.

AI-powered, feature-rich and highly customisable, our technologists and client success teams work with you, designing your organisation's system to uniquely catalyse belonging, purpose, motivation and, above all, performance at work."

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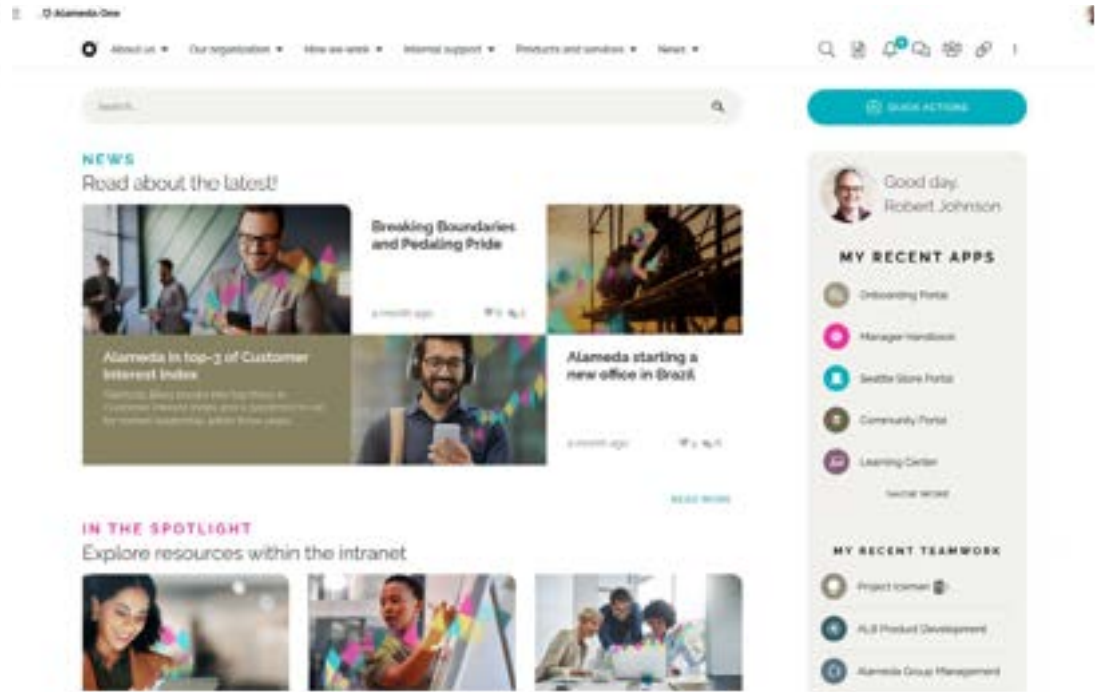
omnia

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

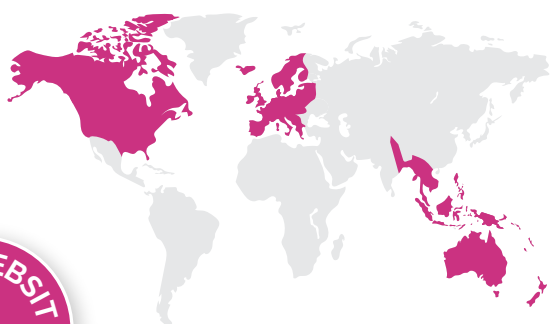
OTHER



Typical deployment:

5,000 to 10,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Omnia is a powerful intranet platform that provides a first-class experience for employees and editors across mobile and desktop.

SUMMARY

Omnia is a powerful intranet-in-a-box product that was launched in 2015. The vendor, Omnia Digital Workplace, has its headquarters in Sweden and a presence across North America, Europe and APAC. Implementations and ongoing support needs are often fulfilled with the help of a worldwide network of partners.

Omnia works with SharePoint for content and data storage, but it has some unique capabilities that differentiate it from its peers. It provides its own interface, meaning the user experience for employees, publishers and admins is completely different from standard SharePoint. This delivers benefits in the form of a unified admin and employee experience across published and community content as well as responsiveness, flexible branding and improved templating. Omnia comes with its own mobile app that provides targeted experiences, rather than relying on Viva Connections in Teams. Frontline workers using the app can also be enrolled and authenticated using a range of methods, including some that don't require Microsoft licenses.

All these capabilities and benefits mean the platform can be more complex to implement and administer compared to some other products. Customers that want to take advantage of the broad range of functionality on offer need to work with carefully chosen, appropriately skilled partners or Omnia themselves to set up and develop the intranet. In-house admins can face a fairly steep learning curve, although the publishing experience for editors is more straightforward. Omnia can be tightly integrated with Microsoft 365 applications, so organisations will need to consider how they will support the administration across Omnia and M365 tools as well. Similarly, third-party integrations are numerous but fairly lightweight as standard, so clients will need to consider how they would develop and administer their own capabilities beyond this.

However, license costs for Omnia are highly competitive, especially considering the capabilities on offer in this fully featured product. We think Omnia will appeal to medium to large organisations that want to provide a consistently rich, targeted experience to their employees on any device, and are prepared to invest appropriate time and resources in doing so.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users; one-off payment and ongoing maintenance fee.

DISCOUNTS

Charities and non-profit organisations.

COSTS TYPICALLY

Slightly higher at the start of the term, but generally spread.

PRICE INCLUDES

Introduction for admins and editors, product maintenance and support, product updates and deployment, backend hosting and monitoring, product documentation and release notes, online training, and knowledge sharing conferences and community.

Product type

Ready-to-run, installed in days

Branding opportunities

All branding, complex options

Base systems

Fully standalone	**Requires SharePoint**	Other

Sectors

Manufacturing	Wholesale and retail trade	Financial and insurance activities	Professional, scientific and technical activities	Information and communication

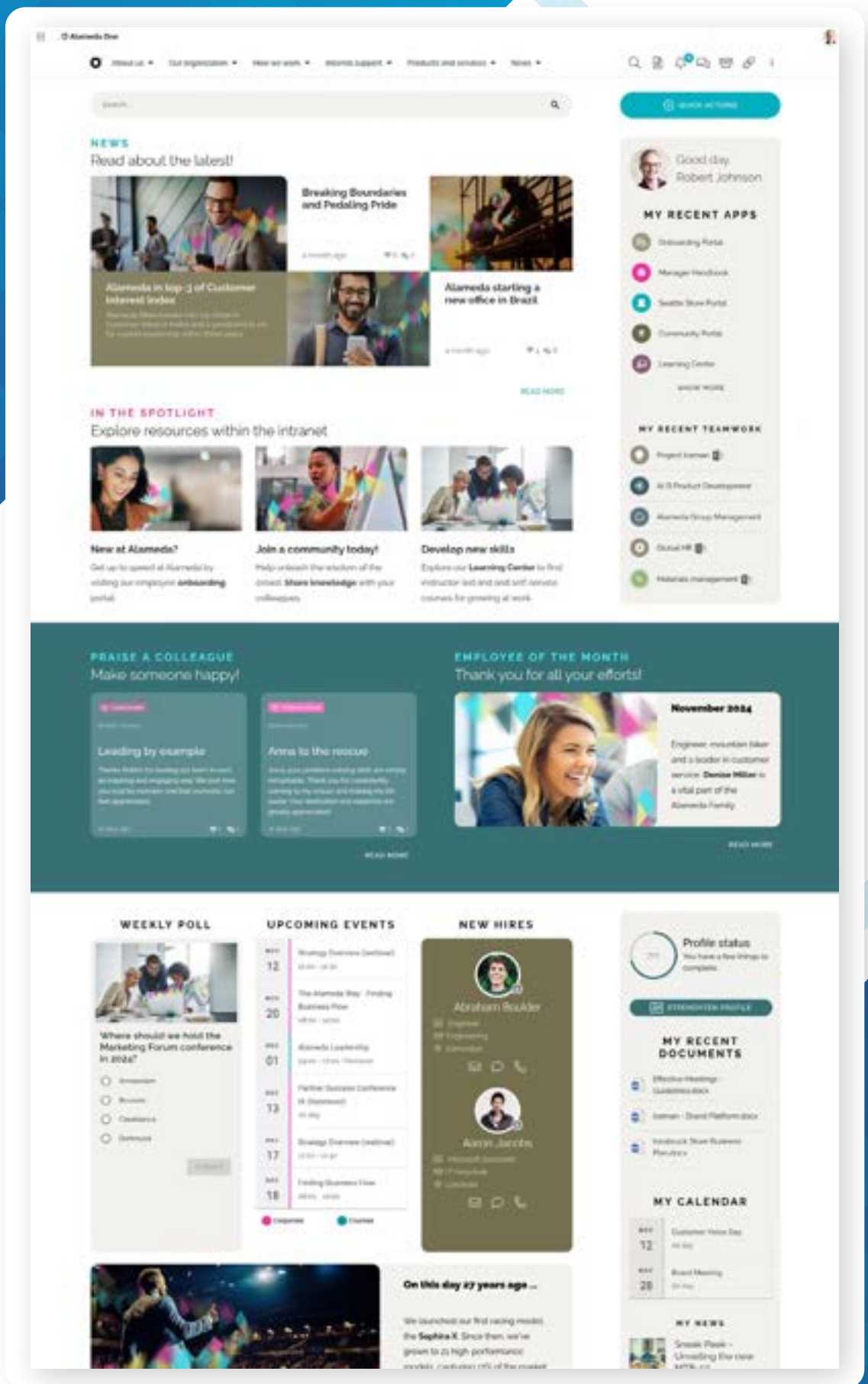
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

We always get plenty of customer feedback for Omnia and this year we received over a dozen replies, with most respondents being happy, however there were one or two complaints as well. Customers value Omnia for its user-friendliness, flexibility, and integration with Microsoft 365, making it easy to manage intranet content. Many praised its simplicity for editors with comments including, "it's easy to post news and keep the intranet up to date," and, "little training is needed for [editors] to be onboarded." The look and feel of the product is also praised with people saying the, "design is modern and intuitive," and, "nice to look at" while one international client appreciated the ability to maintain multiple languages and brands in their organisation. Good integration with M365 was also mentioned with one person adding "It utilises SharePoint features that are otherwise too complicated to use or find."

When it comes to changes to the product, common frustrations include media handling with one customer saying, "It's not so easy to add videos," adding that, "it often fails," while another requested, "better and easier handling of movie viewing integration." Other changes included more flexible design options to avoid a, "boxy and rigid" interface which hopefully the new UX will help address. Omnia is known for high performance and speedy response times, including "It´s stable and always up and running!" in this year's responses. However, some customers felt platform performance and reliability need attention with one saying, "it can't handle many simultaneous users." Omnia has said they conduct regular load tests plus have many customers over 10,000 users, so suggest this is an unusual occurrence. Finally, customers want reliability over rushing new features with one celebrating, "a recent major release [being] the first that didn't include some kind of bug," going on to add their view that, "a focus on the quality of what is being pushed out rather than rushing out new features" is appreciated.

This year overall, experiences with Omnia themselves have been mostly positive, with customers praising responsiveness, professionalism, and strong collaboration. One highlighted, "excellent project management," adding, "they always take responsibility for the whole process." While another stated, "they are responsive to our needs and provide prompt support when issues arise." Quarterly meetings with the vendor were noted as valuable for continuous improvement, and some described the relationship, "like having a small company caring for you 100% but with the muscles of a large company." However, there were isolated negative experiences with one saying, "Our experience has been very bad. They don't improve and don't take accountability", while another expressed concerns about timely responses to complex issues like search. Continuing a theme from last year customers strongly recommend choosing a suitable implementation support partner with one urging, "it is absolutely critical that you pick the right one." It's worth noting Omnia have changed their approach in the past couple of years and now offer implementation support themselves.


NEWS
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Breaking Boundaries and Pedaling Pride
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Alameda starting a new office in Brazil
IN THE SPOTLIGHT
Explore resources within the intranet
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Good day, Robert Johnson
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MY RECENT TEAMWORK
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Make someone happy!
Leading by example
Anna to the rescue
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Thank you for all your efforts!
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Aaron Jacobs
On this day 27 years ago ...
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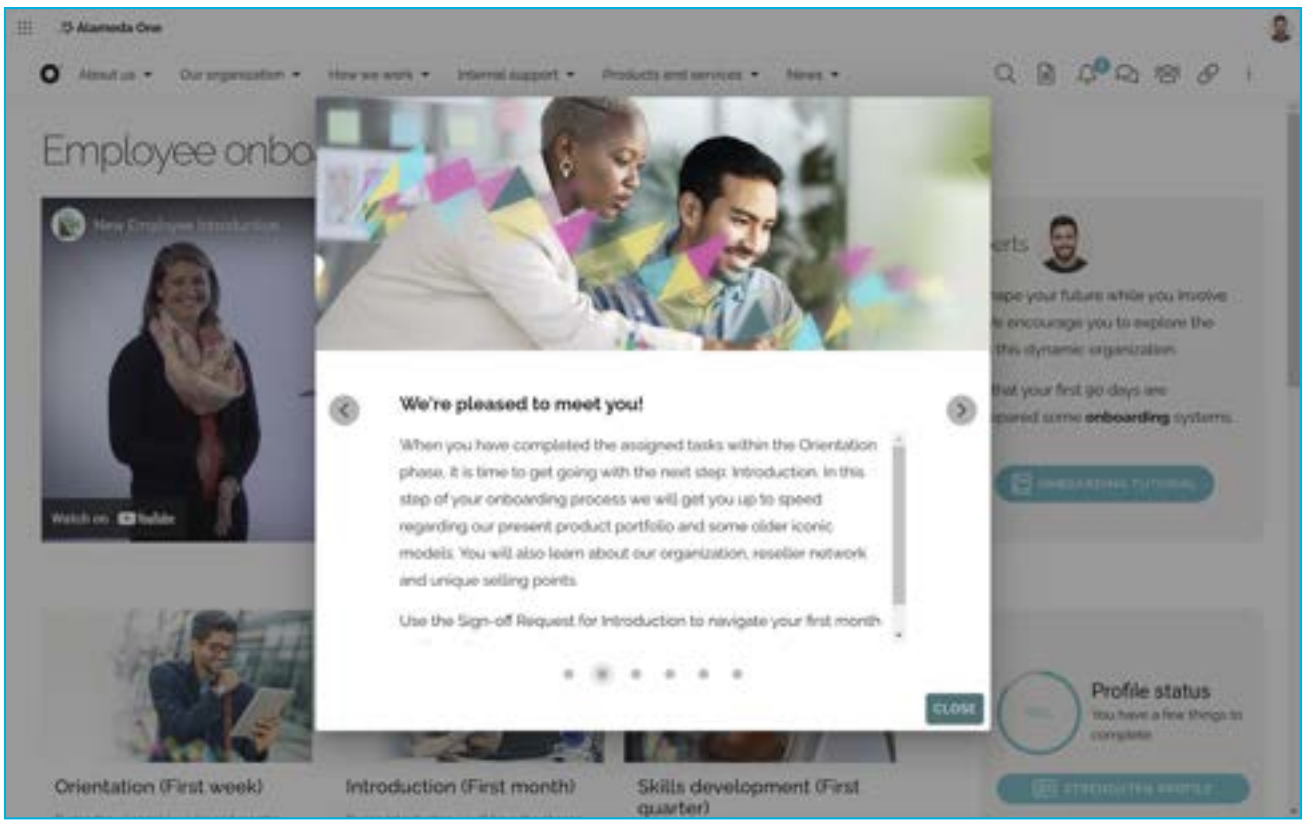
SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
4.5 **1. Employee Experience**	Consistent, targeted experience across all parts of the product.	No on-the-fly machine translation for replies and comments.
4 **2. Communications Management**	Easy-to-use and powerful content editing and publishing tools.	Campaigns and analytics could be more well-rounded.
4 **3. Community & Engagement**	Communities support common professional and social use cases with a templated approach.	Survey analysis could be more sophisticated.
3+ **4. Digital Workplace Integrations & Services**	Notifications from third-party systems are well integrated with other activity from Omnia.	There could be a greater range and depth of integrations available as standard.
4.5 **5. Knowledge & Content Management**	Strong support for structured and 'official' information.	AI could help with metadata classification suggestions.
4.5 **6. Information Finding & Search**	Multiple, well-featured search interfaces to meet different use cases.	Search management and AI analytics could be better.
3+ **7. Mobile & Frontline Support**	Flexible enrolment options will appeal to frontline workers.	Frontline tools will likely need to be set up using the Integration Engine.
4+ **8. Platform Management**	Navigation and branding are flexible for multi-brand organisations.	Admin tools are necessarily complex.



The 'Welcome' can be used as a walkthrough for new employees or to promote new features.

Employee, admin and editor experience is a differentiator for Omnia, particularly when compared with many other intranets that work on top of SharePoint. We like the consistency and quality of experience across different types of content, whether it's news, reference pages or Communities. The overall impression is of a modern, easy-to-use platform thanks to the use of clean design and clear layout of page widgets. This ease-of-use is reflected by our 'Voice of the Customer' responses as well.

Omnia implemented a new UX in late 2025 that builds on the strengths of the current platform while making improvements to design, performance and accessibility features. We've seen parts of this in action and have written about it where appropriate in scenarios. Much of this new UI will be available to customers by the time our review is published, but more developments will follow during 2026.

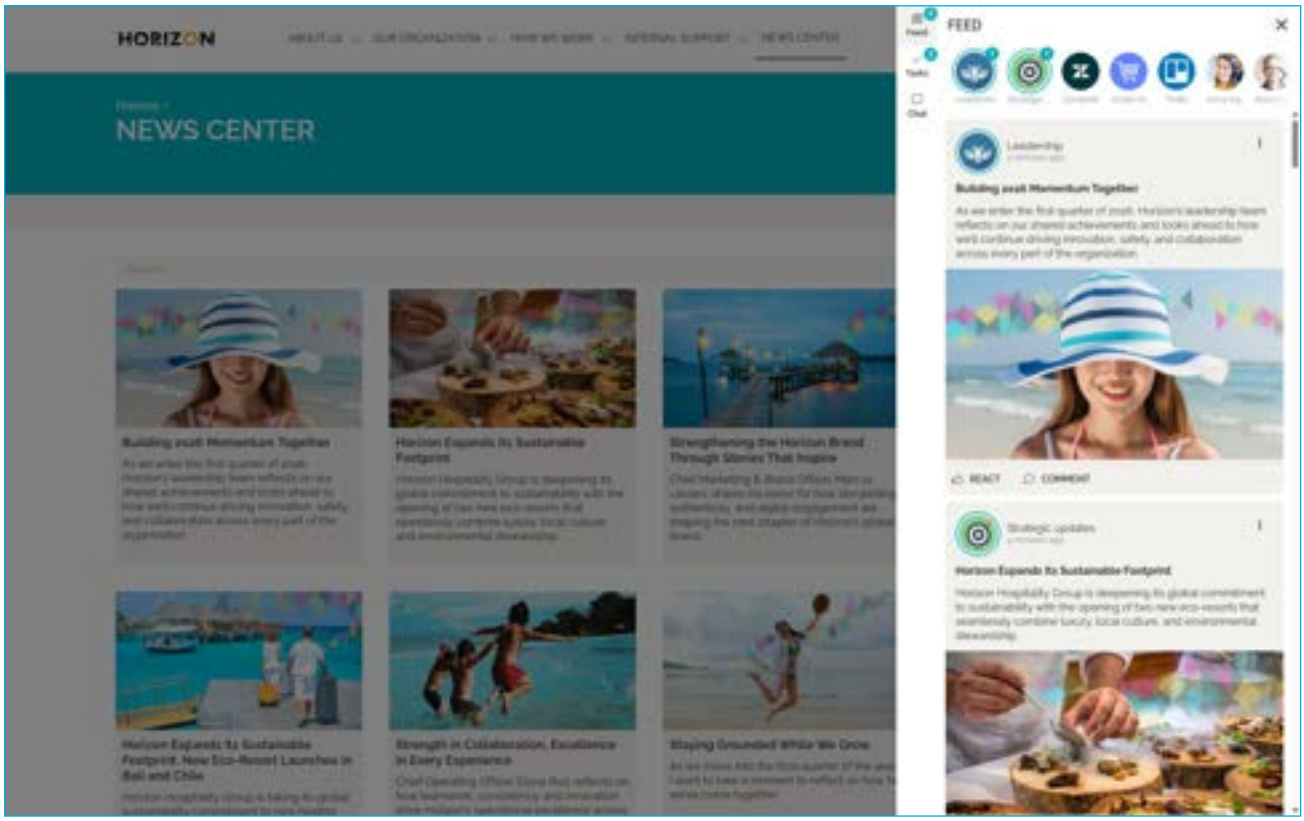
A 'Tutorial' feature guides new employees in how to use the intranet via an overlay carousel. This can be configured to show on specific pages or sections and used to communicate the release of new features and updates. We think it would be helpful if it could highlight specific web parts ('Blocks' in Omnia terminology) as part of the tour, but this is a minor concern.

Content targeting is sophisticated, comprising publisher and employee-controlled components. User profile properties (synced from Entra, SharePoint and Omnia), including organisation, location, topic, role and application, are available for targeting. Employees can subscribe or unsubscribe from topics via profile settings too. Targeting is available for most

areas including content Blocks, pages, documents and navigation. Dynamic rule-based audiences, such as a 'new hires' group based on a start date, are not natively supported in Omnia, but can use dynamic membership groups available with some Microsoft Entra licenses.

Employees can also choose to show or hide certain kinds of information such as calendar, stock ticker and weather in a personalisation Block. There are personalised navigation elements that employees can configure such as 'my links' alongside recent documents and most used pages.

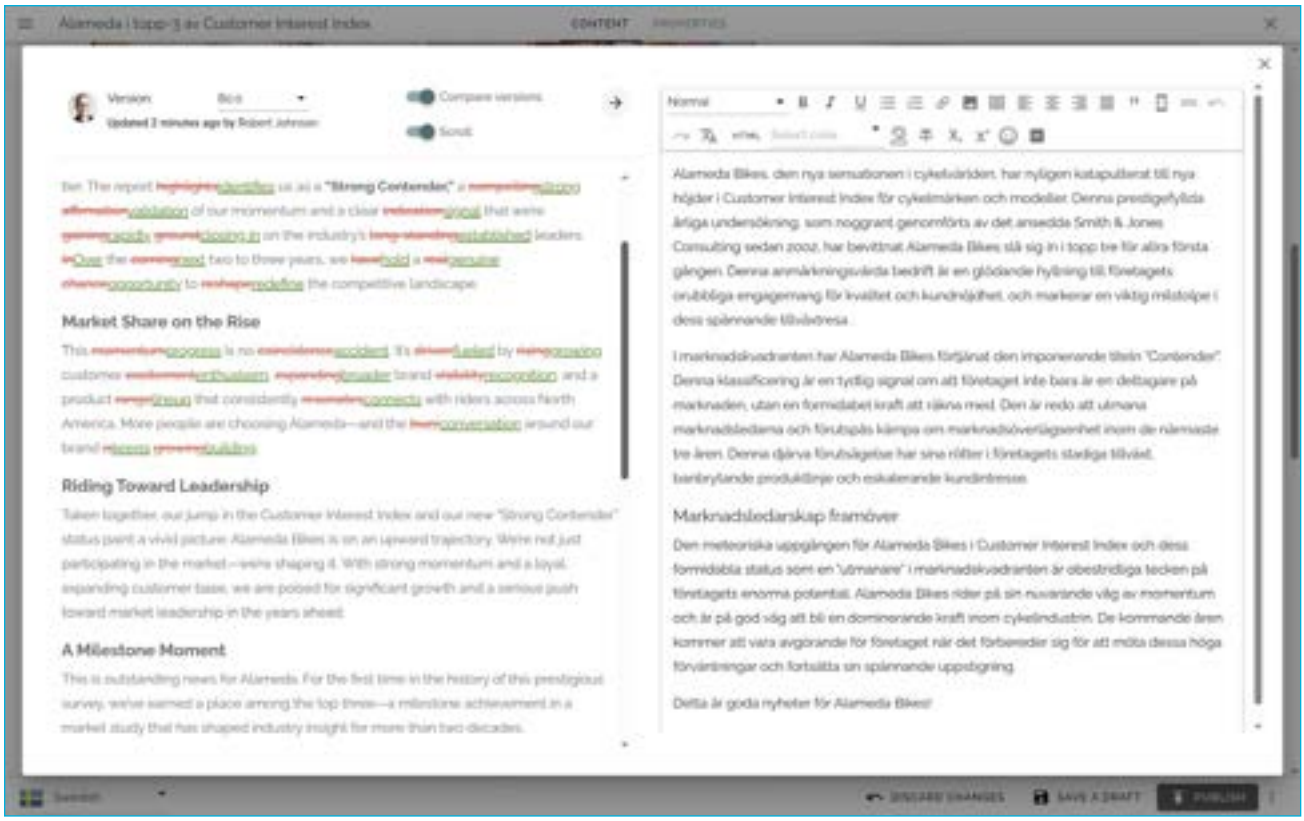
Omnia has a comprehensive notification panel, accessed via the familiar bell icon that shows how many items await attention. The mobile app supports push notifications too. Notifications are divided into different types with tabs for news, alerts, Community activity, tasks, sign-off requests and third-party integrations. This helps employees action the most important notifications but with so many activities potentially represented, this feature will need to be used with care to avoid overwhelming people. We think it might be helpful if employees had some control over what and how they receive notifications, too.



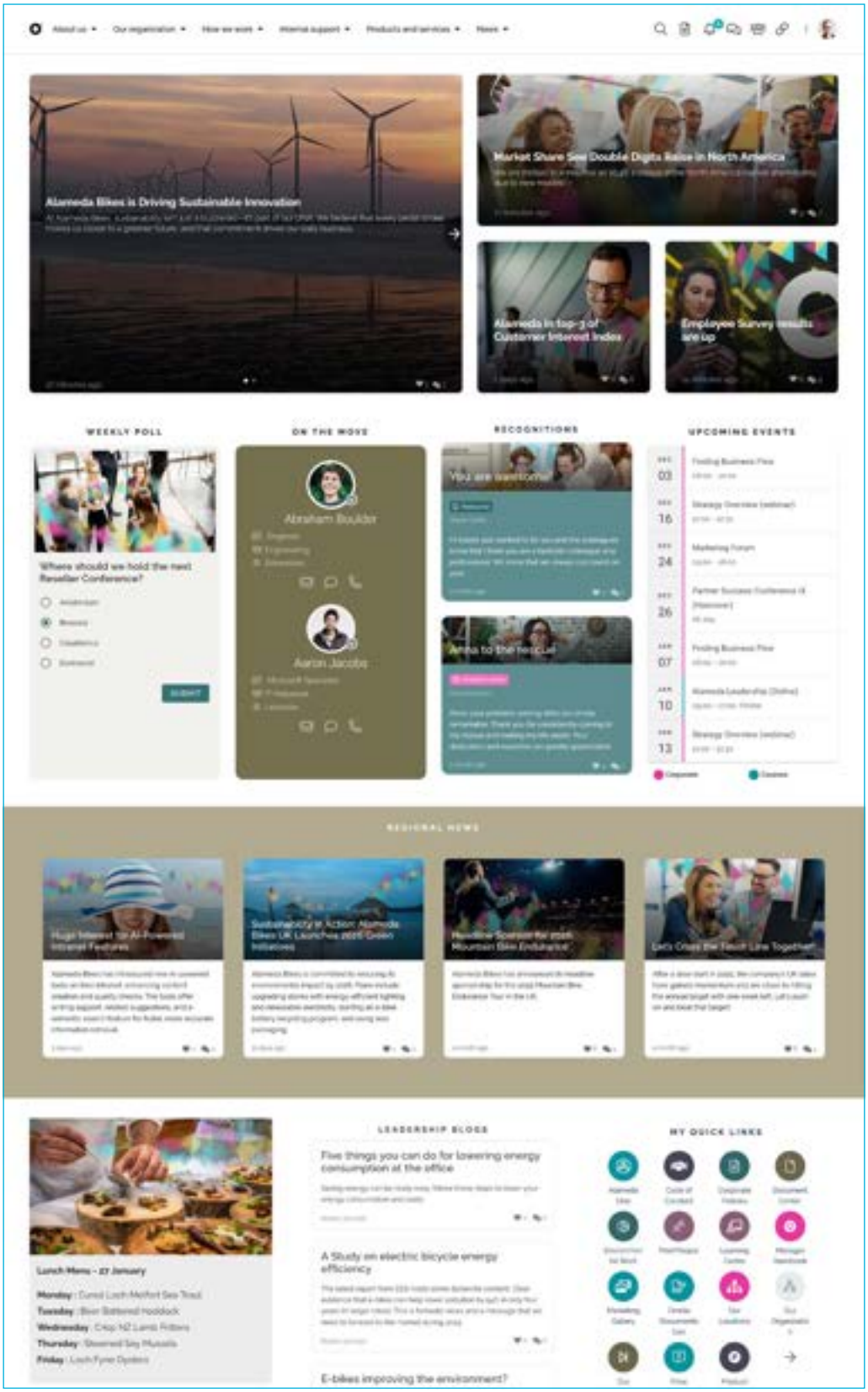
The notifications panel aggregates activity relating to a broad range of Omnia and integrated applications, while filters help to manage clutter and priority.

Omnia includes thirteen system languages and allows admins to customise system labels for the back end as needed. Employees set their preferred interface and content language in their profile, which updates navigation and content display accordingly. There are two translation options for published content: assigning a 'Variation Author' for managed translations or using machine translation. The latter works for Community posts but not replies. Managed translation processes are well-supported with workflow and draft machine translation, with the option to use Azure AI Translator. The Variation Author gets a nice side-by-side view of the original content and their translation. Published pages that have only been machine-translated display a disclaimer. Overall multi-language functionality is among the best we've seen; however, we think it would be helpful to extend machine translation to employee-generated content like comments and replies too.

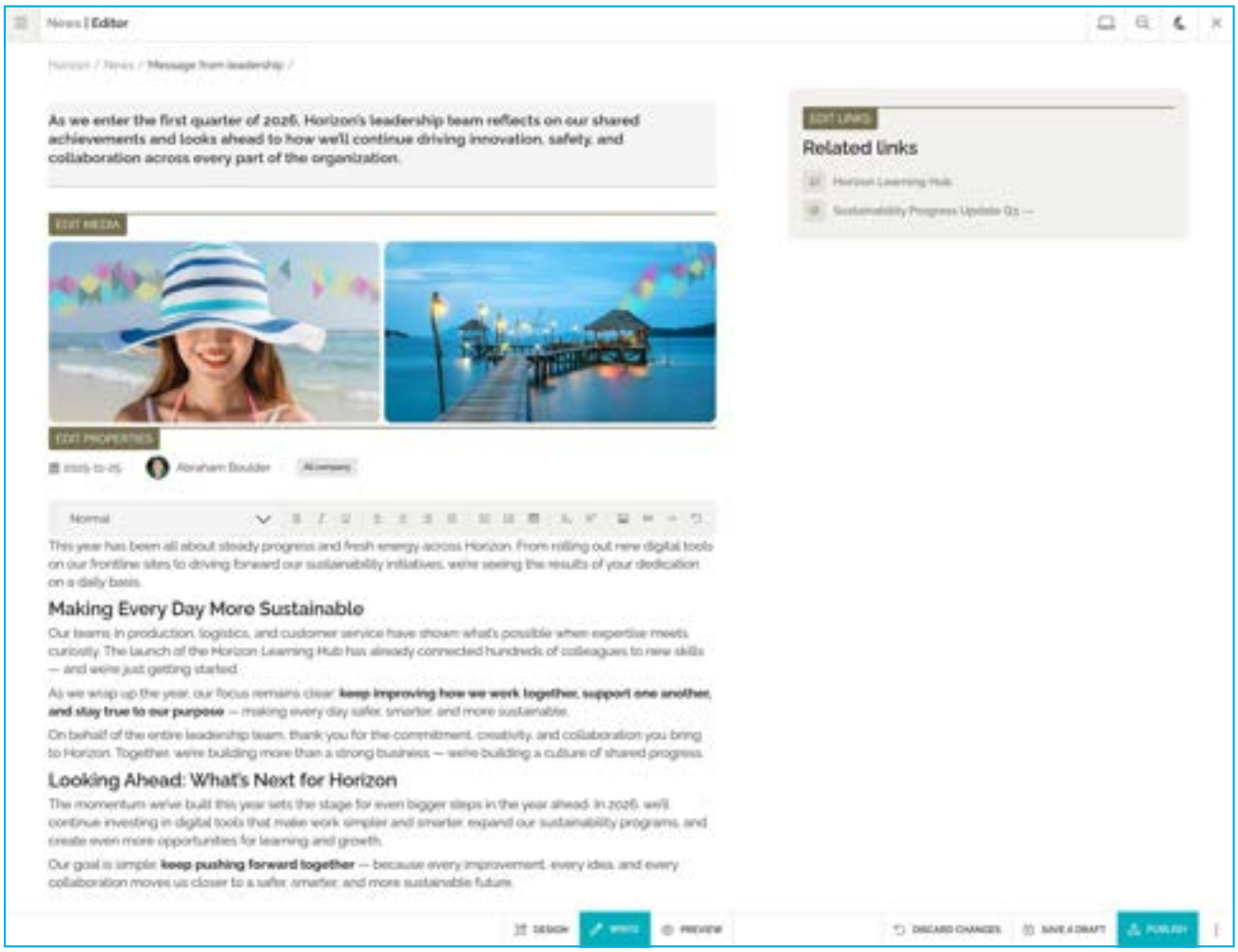
Adding pictures, video and audio to Omnia pages is straightforward via a 'Media Content' Block. Once this is included on a page, a variety of content types can be added from company and web-based assets including Microsoft Stream and YouTube. Dall-E can be used to generate images from a prompt as well. A 'Media Bank' feature rolls up multimedia content stored in SharePoint and makes it easy to access brand-approved media for editors and employees.



Translations are well supported with workflow, machine-generated drafts and side-by-side editing.



Omnia pages provide a clean and modern user experience.



An example Omnia news page in edit mode.

Omnia provides robust processes for news creation that support expert-level 'Editor' and occasional contributor 'Author' roles equally well. Centrally managed templates are used intranet-wide and can be fixed, so only text and media can be added (for 'Authors'), or they can be fully flexible so expert-level 'Editors' can change layouts and add or remove component 'Blocks'. This will appeal to organisations wanting to ensure consistency in the way each content type is displayed.

When creating a new page, content creators are prompted for a title and can use AI to generate article text and images. AI is also available to help review and change draft text including the ability to make it shorter, more engaging and generate a summary. Some AI tools can be made mandatory to help with governance, such as checks for tone of voice, which will be especially helpful for infrequent publishers. Another nice touch is the ability to invite co-authors for collaborative publishing.

A rich text editor helps publishers choose from the in-house styles for headings and body text. Adding media is straightforward with a picker to choose images or videos from a central 'Media Bank' described in Scenario 1. The picker includes some nice touches for publishers like the ability to compress and crop large images. Selecting multiple images or videos automatically creates a gallery.

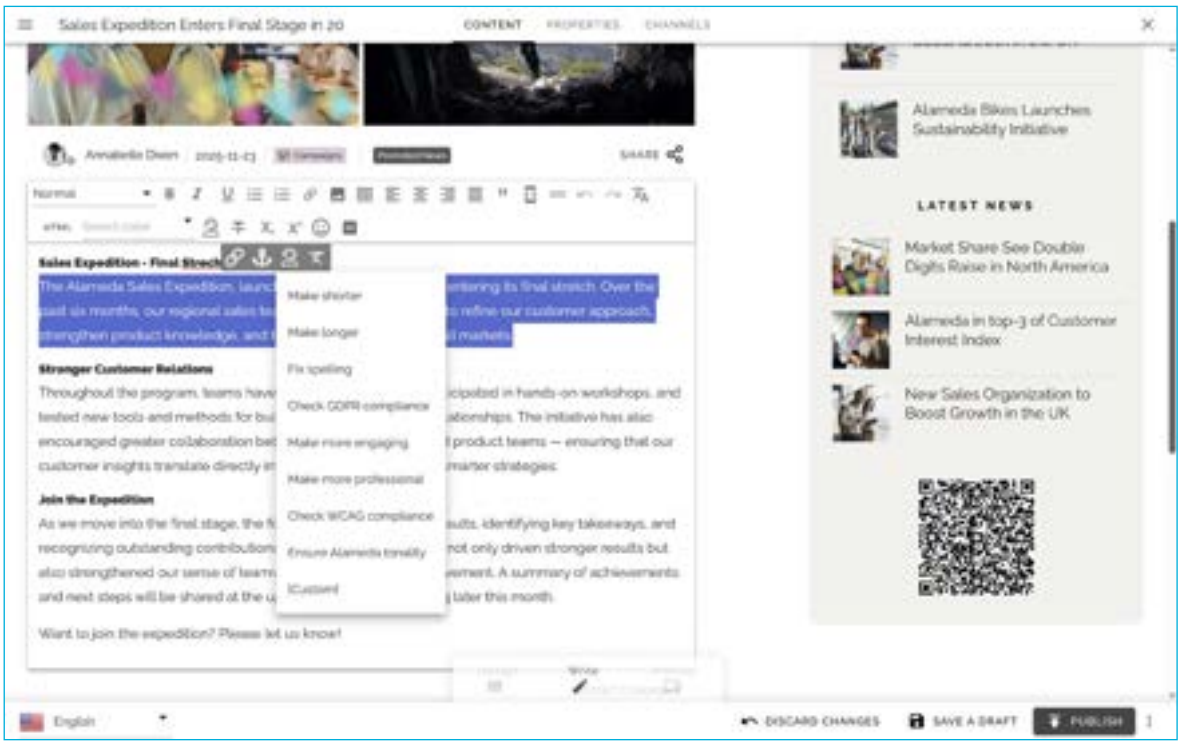
The next step in the process prompts the author to add metadata such as publishing date and content owner. This step also allows authors to select specific sites for publishing, associate an article with a campaign and choose other platforms for promotion such as Teams, Viva Engage and email. There is currently no AI automation to choose good times to publish and promote.

A page preview shows how the article will look on a range of devices. We really like the accessibility checker that is included here, highlighting issues including incorrect heading tags, poor contrast and missing alt-text for images. Publishing approval workflows are available and there is also the concept of channels, each of which has an owner who approves content before publication.

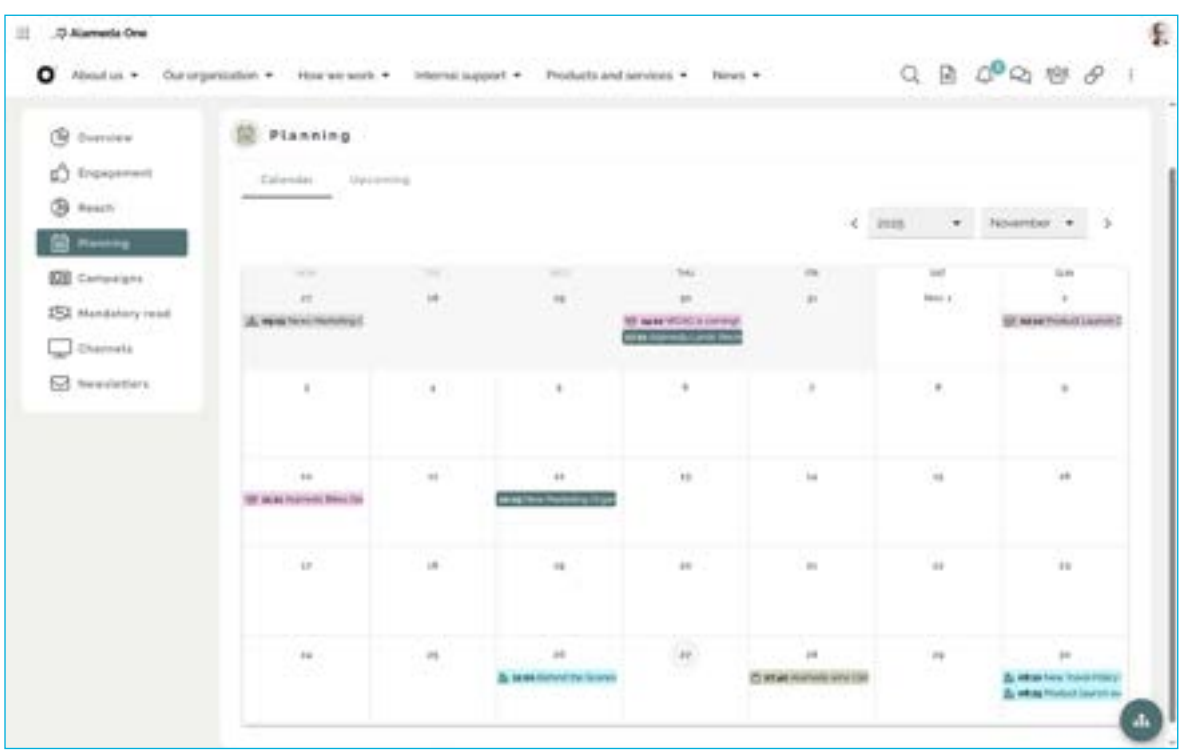
The 'News Hub' provides a dashboard of news content organised into groups such as corporate, local, draft etc. A calendar view shows when articles will be published, with colour coding and icons to differentiate content types, while clicking on an article shows a preview. Clicking on a blank space in the calendar gives the opportunity to create an article to fill the gap.

Multichannel publishing and content promotion is supported in several ways. Rules can be set up so that content gets republished in other parts of the intranet, such as a site for frontline workers. Full news articles can be sent via email or to Viva Engage. Alternatively, a teaser message can cross promote content via Teams, Viva Engage, Slack and email. For organisations with employee advocacy initiatives, Omnia also supports sharing intranet content to LinkedIn, Facebook and X. A version of the intranet page suitable for an external audience is created, along with all the metadata needed by the social platforms to create a post. This is an unusual capability for intranets that work with SharePoint.

The accessibility checker highlights a range of issues including unexpected link behaviour and provides simulation of various types of colour vision deficiency.



AI tools support editors to make improvements to content and comply with governance.



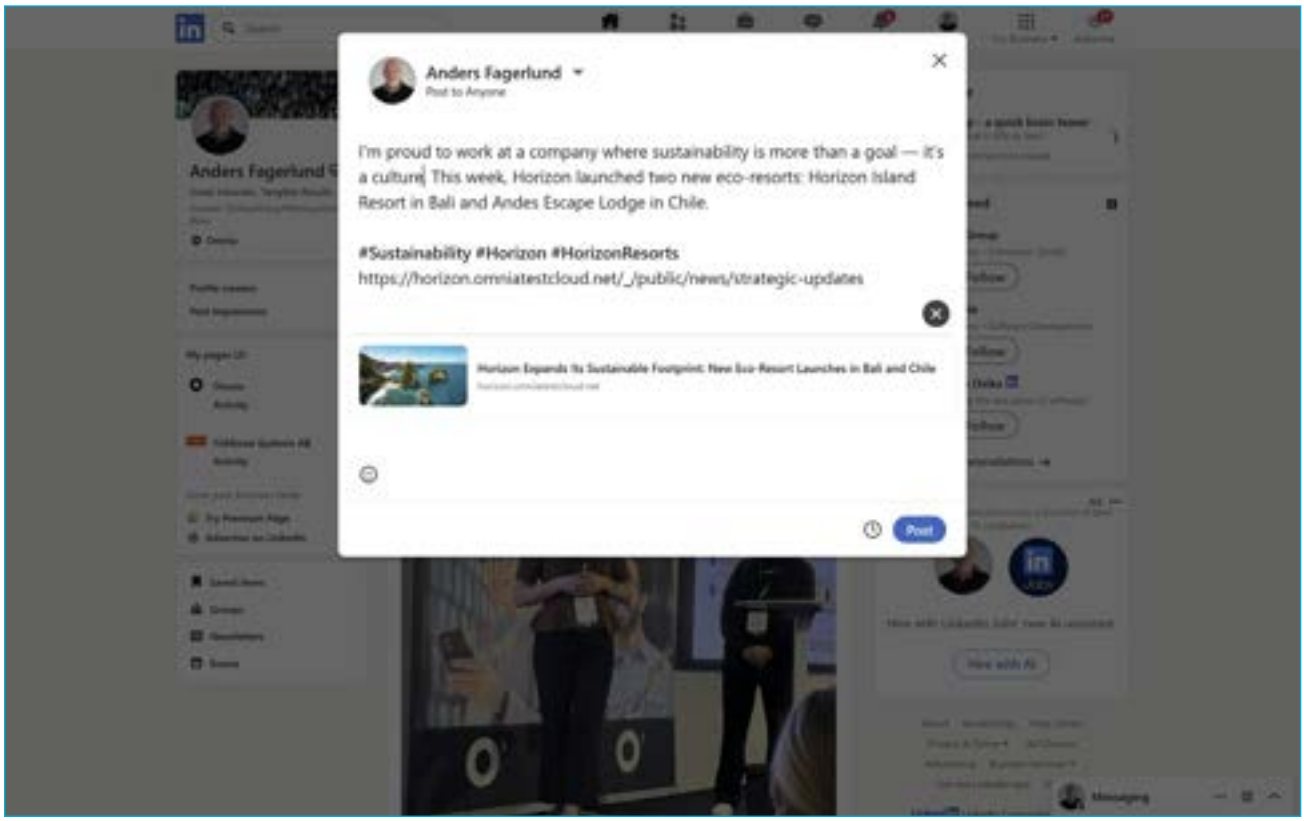
The News Hub is the central place for news and provides access to a variety of planning and management tools including a calendar view.

Omnia provides support for digital signage that reuses intranet content, or specific pages can be set up to display on a loop. Any smart TV with a browser can then be pointed at the URL for that location. More sophisticated solutions can be provided via partners such as PLAYipp. Finally, Omnia includes simple email news digest support where Editors choose pages to include along with some introductory text. Currently this is not fully integrated with Omnia's audience targeting model but uses email distribution groups.

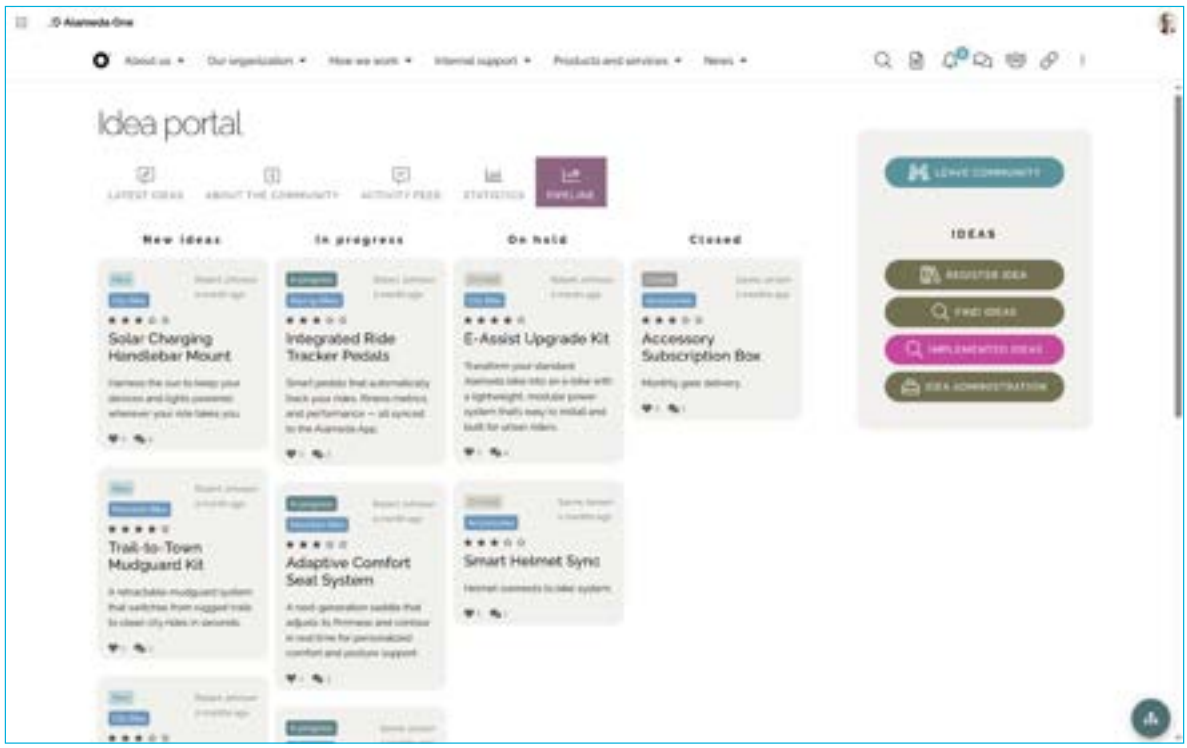
Communications can be organised into campaigns. In practice, this is simply another piece of metadata, but it provides a useful dimension to help organise, manage and measure how content is being used. Each campaign has its own dashboard of content that shows the promotion channels used and analytics covering reach and engagement. Campaign management is not as sophisticated as some other products but it's a good baseline.

The News Hub includes an analytics suite that will meet basic needs of many comms teams. There is an 'Overview' dashboard, plus sections for 'Reach' and 'Engagement'. Reach gives a sense of what percentage of the potential audience has viewed an article, with filters for date, author, location, department and channel. Engagement shows reactions, comments, replies and shares for local and global news. Filters are available and it's possible to see engagement for individual pages via a list. It would be nice to see more graphical presentation of this data, however. Further dashboards can be created by power users.

Overall, Omnia provides a comprehensive and user-friendly content publishing platform that caters to both occasional and expert users. There are some gaps, but it will meet most communication requirements.



Sharing an intranet article to LinkedIn.



Omnia's ideation Community includes tracking ideas through to implementation with a kanban-style display.

Omnia's engagement features are well-rounded, covering a wide range of people-focused capabilities including 'Communities', comments, reactions, surveys, learning and recognising colleagues. These all benefit from Omnia's platform-wide targeting and branding. In turn, this will appeal to organisations that want to give employees a consistent experience spanning published content and community aspects of the intranet.

Communities are oriented around professional, social and ideation use cases. There are templates for each that make it straightforward to set up new Communities, with a wizard that guides the process. The ideation template allows users to submit, rate, and comment on ideas, with administrators managing idea status and tracking implementation through a pipeline. As there can be multiple ideation Communities, it's straightforward to set one up around a specific campaign such as cost savings or process improvements. Although not as sophisticated as a dedicated ideation platform, we like the capabilities that are included here and think many Omnia clients will too.

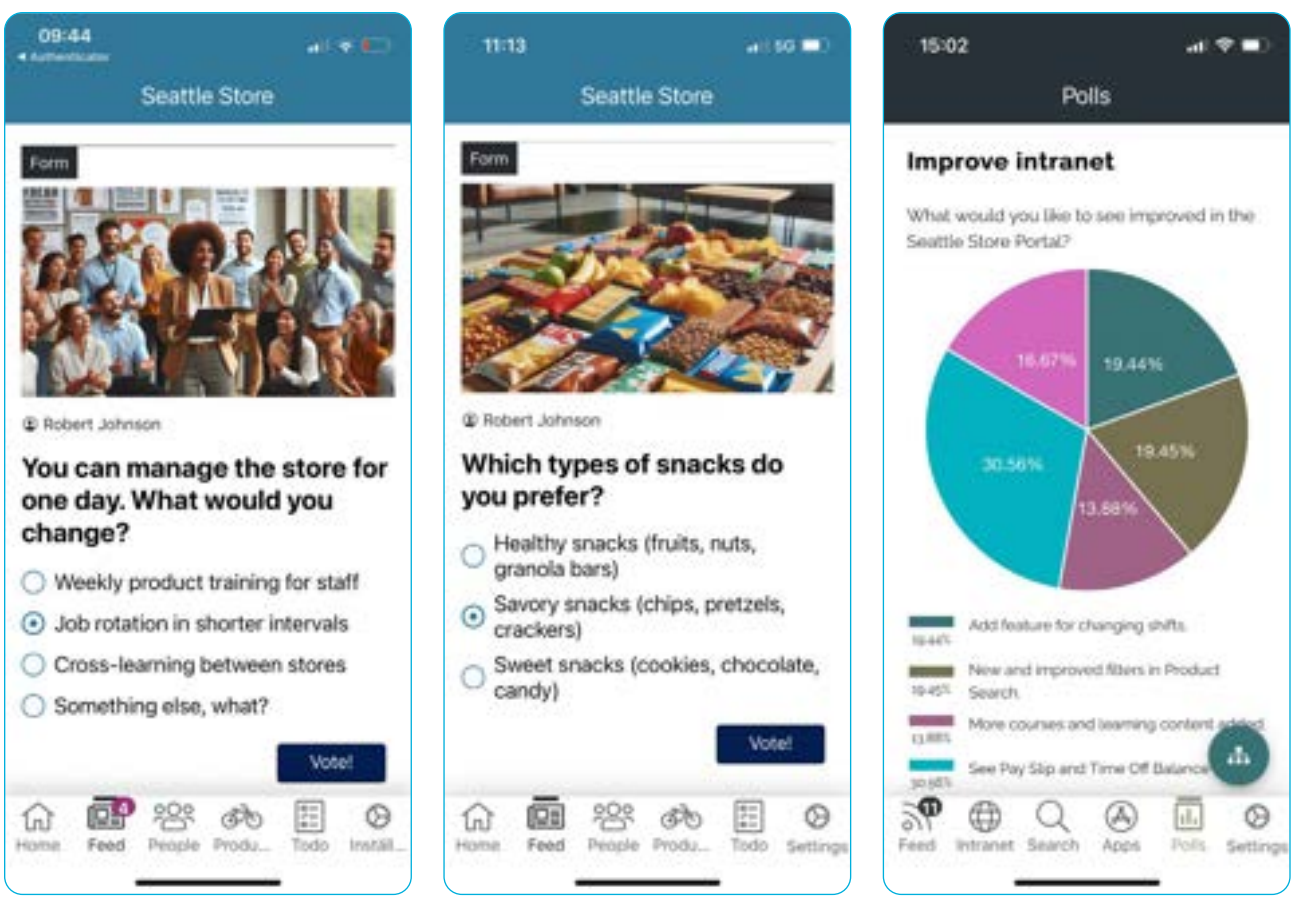
Out of the box, anyone can follow and join Communities although some customers have chosen to set permissions to restrict access. It's easy to contribute to a Community, starting or replying to a discussion topic, sharing a document or creating a knowledge article. The latter provides a simple text editor interface that benefits from an easy-to-use 'bookmark' or anchor link feature to help navigate longer articles or break a page into sections. Discussion posts and replies offer a range of reactions such as like, love, surprised and sad.

All Community content can be star-rated to help identify the most useful information, while top contributors get badges that show on their profile. Knowledge communities can be set up

to show subject matter experts based on profile information. Communities have moderators to help keep the discussion on track and they can edit or remove content, including comments, which can be flagged for moderation. Community knowledge articles can also benefit from automated review features described in Scenario 5. A particularly useful feature is a statistics dashboard available to the Community owner that gives a sense of how active and healthy it is.

News and non-news published content offers the same range of engagement options as community posts, meaning employees can comment, use a range of reactions, @mention colleagues in comments, and share to Microsoft Teams, Viva Engage or email. Omnia's 'Feed' and notifications help highlight activity to relevant colleagues. Inappropriate comments can be reported for moderation. Employees can also give content a star-rating or feedback on the page via a short form. Helpfully, the latter shows the name of the person feedback will go to, giving some reassurance that it will be noticed. The page contact then receives an email and sees feedback on the relevant page.

Omnia has its own forms and survey tool with fairly sophisticated options for setting up a variety of question types. This includes the ability to set a 'correct' answer for a basic test or knowledge-check that shows employees if they selected the right option. The survey tool gives an overview of results / responses and basic charts, but detailed analysis or processing would need to be done via an Excel export. Quick polls are also available on any page. Editors simply set a question and response options, including an optional start and end date. A nice touch is that the poll automatically goes into the mobile app feed, so it's easily found there. People who submit an answer see the results so far.

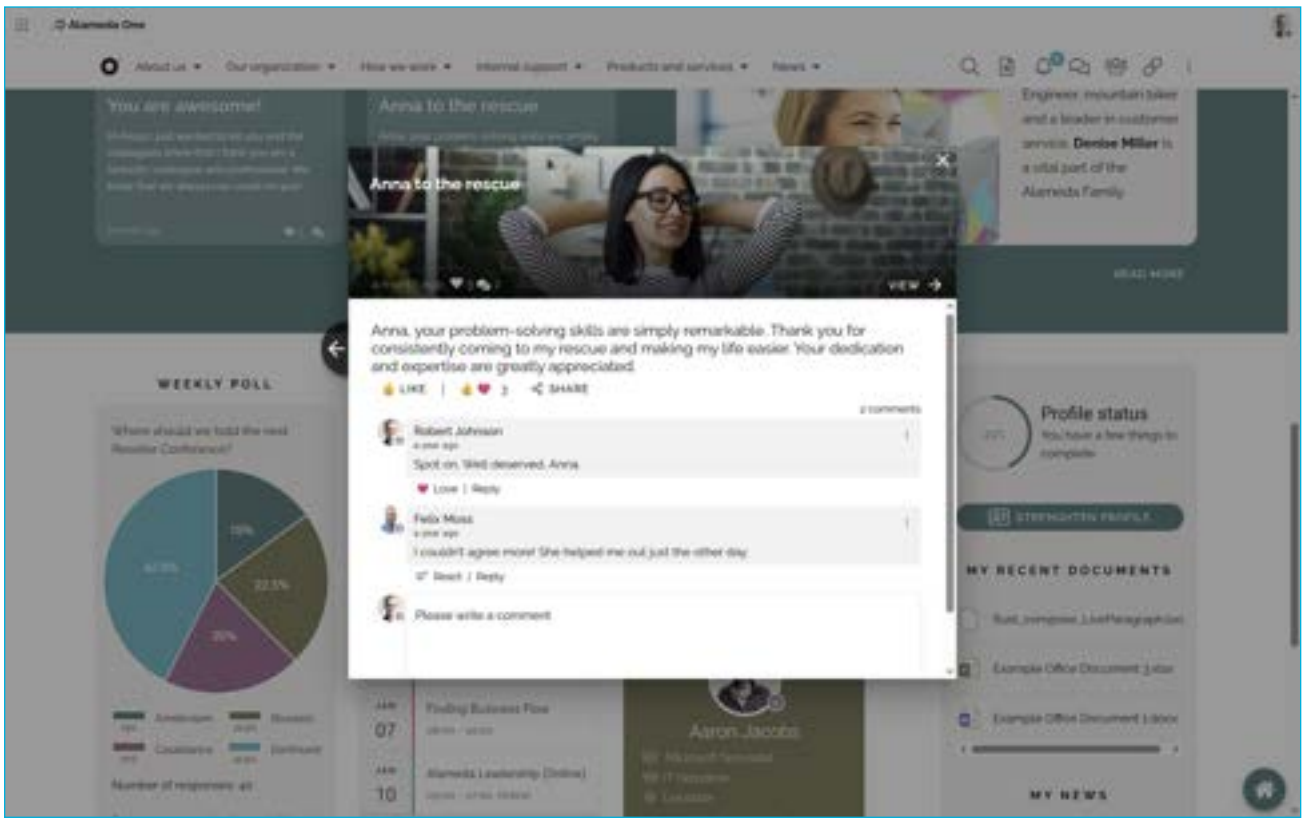


Quick polls automatically go into the mobile app feed to provide a simple opportunity for engagement and feedback.

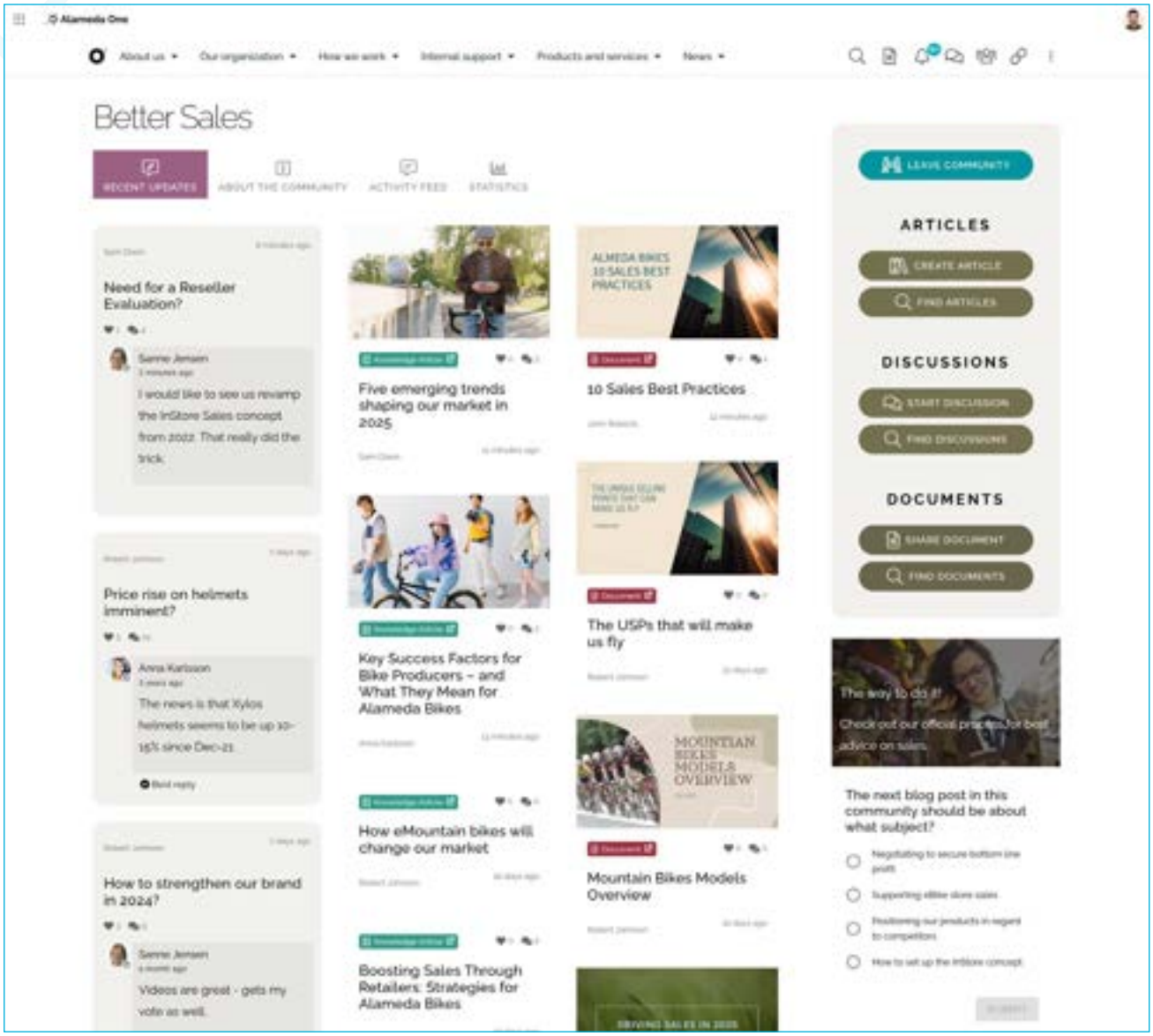
Omnia has several other employee-lifecycle features. We particularly like the Block that uses profile data to show employee birthdays, new hires or service milestones. Employees can 'Praise' a colleague or department using themes that are configured for clients to reflect company values or other campaigns. Praise is shown on a 'Recognition Wall', where colleagues can comment and like, and notifications can be sent when someone has been given praise. Omnia is working on notifying Praise recipients via email, which would be a welcome addition.

Finally in this area, Omnia provides good support for employee onboarding, learning, offboarding and alumni. The 'Onboarding Portal' provides welcome messages and videos targeted at new employees. We particularly like that Omnia integrates a 'sign-off requests' feature so that employees get a list of tasks they need to complete which they can tick off once done.

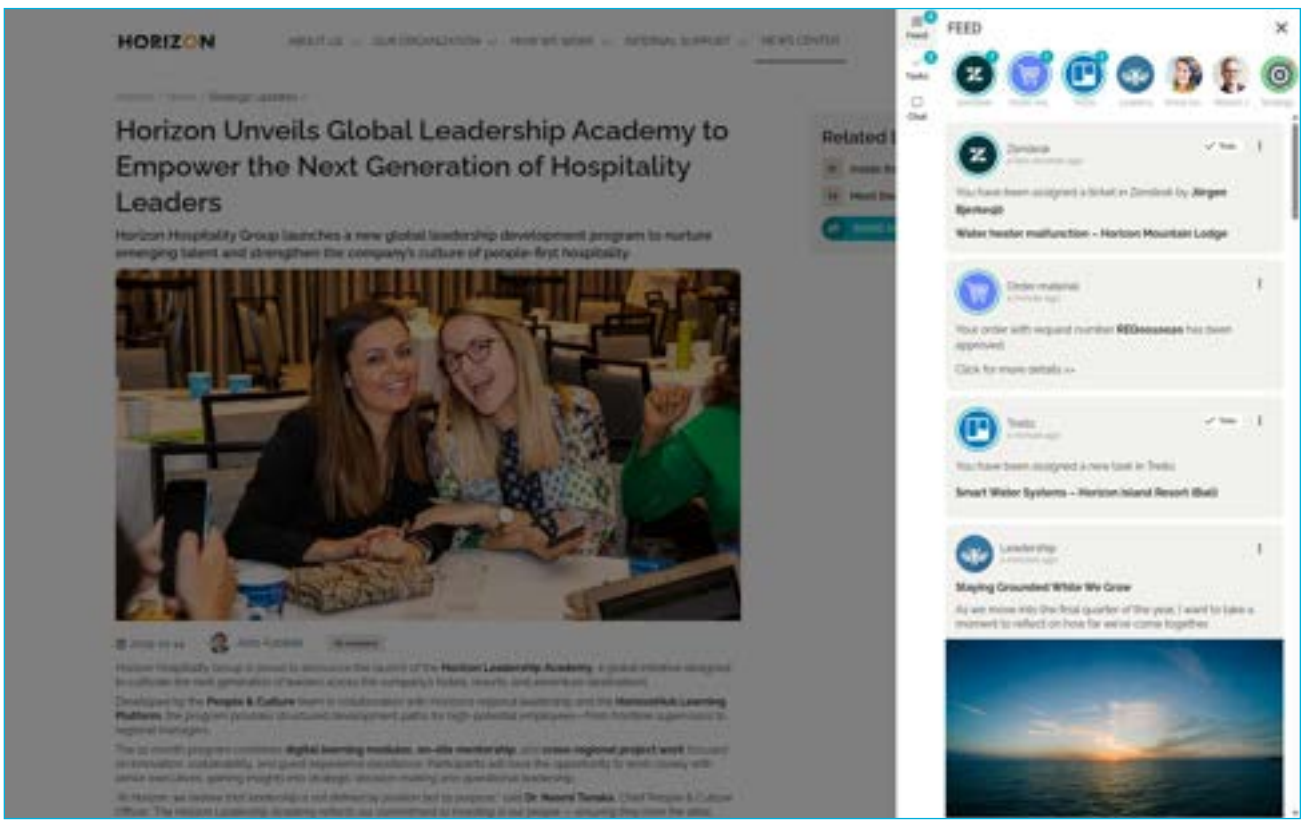
The 'Learning Centre' provides self-service courses with a mix of text and video content delivered. It also provides the option to sign up for live training events, with the event added to an Outlook calendar. Completed courses are added to the employee's profile as wanted. The sign-off requests feature can also be used to support offboarding, with a checklist of tasks to complete and equipment to be returned. Omnia's flexible authentication options also means that leavers can be invited to an alumni portal and keep in touch.



Employees can praise colleagues, with the option to associate accolades with company values or campaigns.



A knowledge sharing Community homepage showing discussions, documents and knowledge articles.



The new UX includes an updated notification panel that can connect multiple systems together for more efficient task completion.

Omnia supports a range of integration capabilities for Microsoft 365 and third-party applications including notifications, information display and transactional functionality. There are built-in connectors for around ten services including popular enterprise platforms such as ServiceNow, Jira, Workday and SAP SuccessFactors. Typically, these Omnia-supplied connectors provide one-way notifications of activity that employees use to go to the source application to complete tasks, such as approving requests. However, the product is extensible with its own documented OmniaFX Framework that clients and Omnia consultants use to extend integrations to provide two-way functionality, such as approving requests.

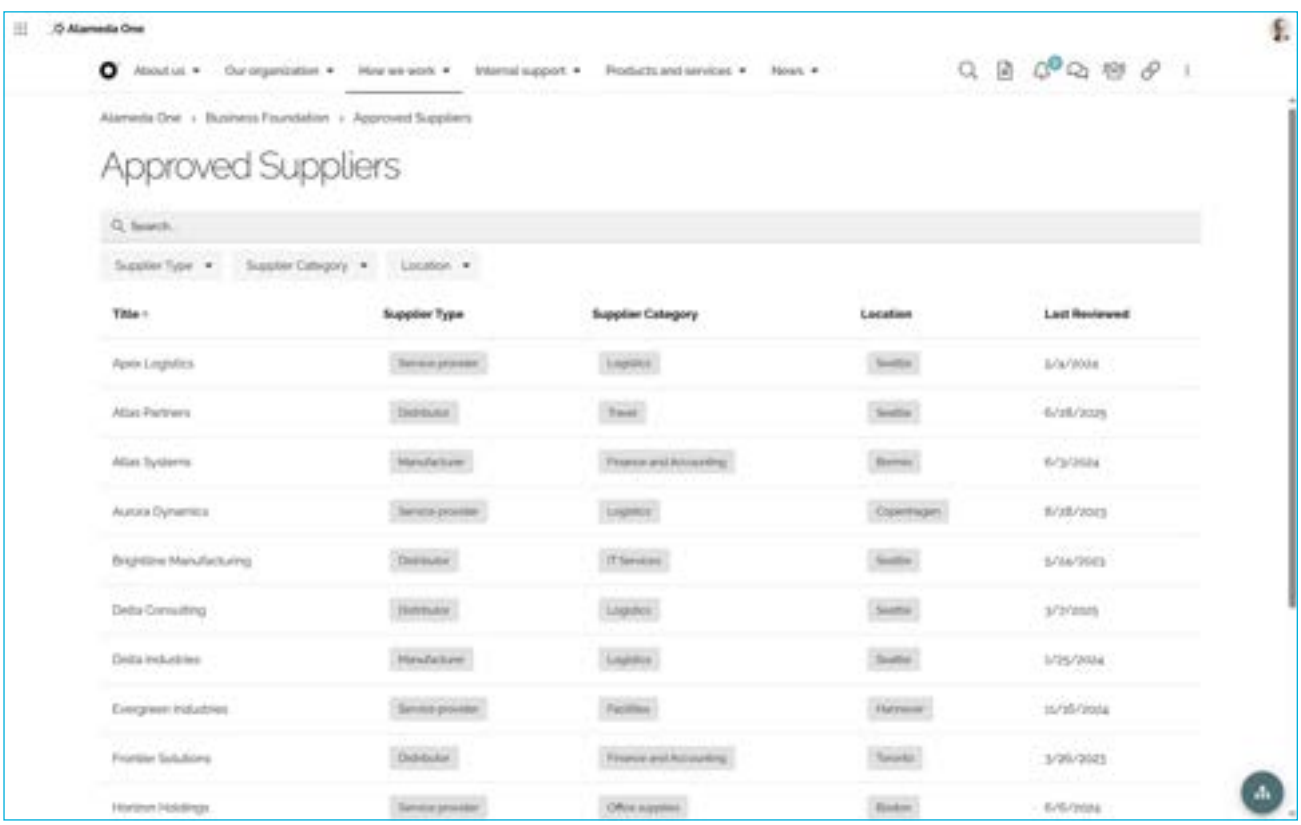
Notification integration has been a long-time feature of Omnia and third-party applications are particularly well-served via the notification panel. A dedicated notification type within the panel shows activity and tasks from integrated applications. It's great to see that the experience has been further improved in the new UX with a clearer layout and more frequent notification updates.

A new 'Integration Engine' makes it possible to connect more than one external system with Omnia to support a business scenario. We saw templates and connectors for common systems such as HubSpot, Trello, Slack and ServiceNow. Omnia is not trying to replicate a platform such as PowerAutomate but wants to provide organisations with a choice of approach for common platforms. Omnia demonstrated a scenario where a ticket was created in Zendesk and this triggered a workflow that created an activity in Omnia's feed, and posted a high-priority alert in Slack. The employee then marks the tasks as complete and this is synchronised back to Zendesk.

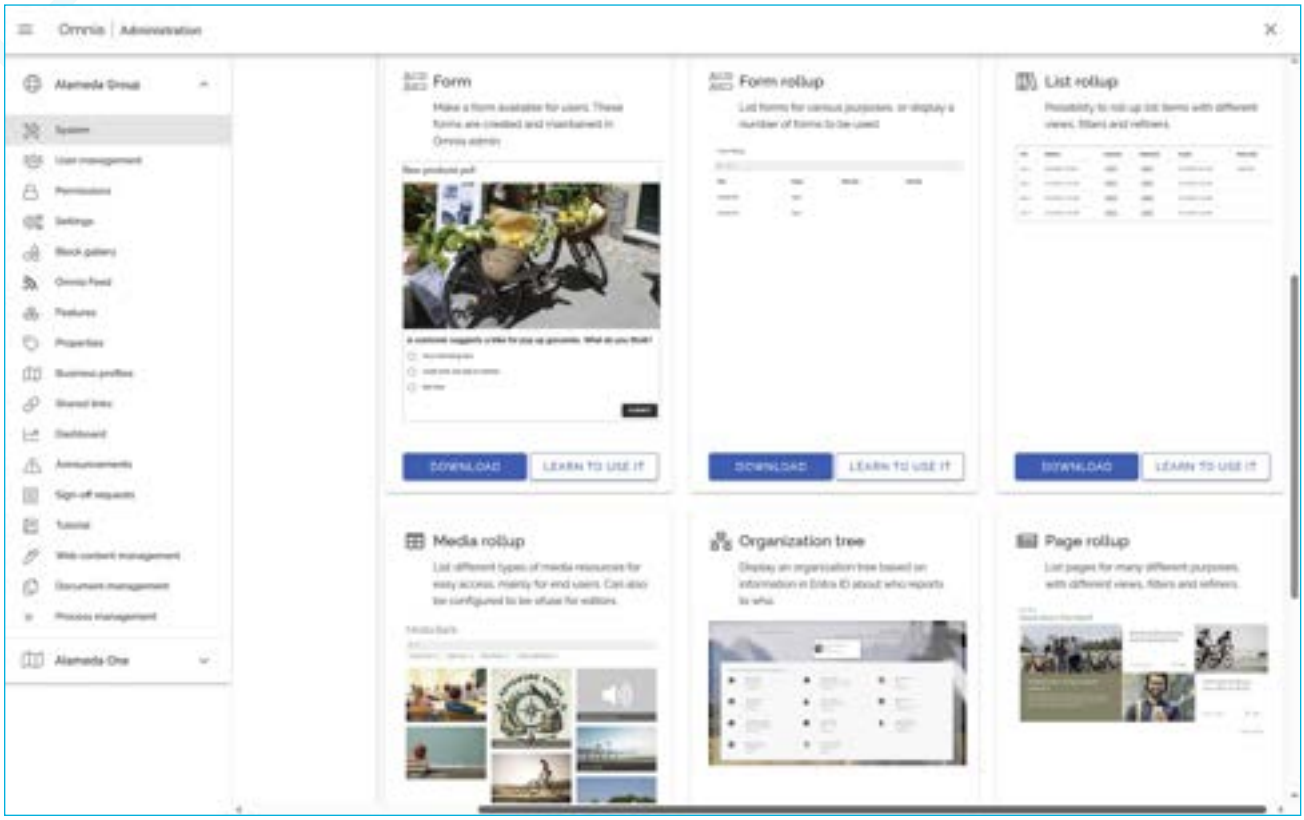
Microsoft 365 integrations are useful and numerous, with several covered in other scenarios (see Scenario 2 for cross-channel publishing, Scenario 3 for Outlook calendar and Scenario 6 for federated search and Copilot agents). Omnia can surface a range of information relating to the individual employee into Blocks, such as recent documents, tasks and calendar events, so admins can create a 'My Page' approach if wanted.

Applications such as Viva Engage, PowerApps and Lists can also be included in Omnia pages via dedicated components, so they are displayed seamlessly alongside other content and benefit from the consistent Omnia user experience. Omnia content can also be displayed in SharePoint pages via web parts for components such as the people directory, pages and quick links.

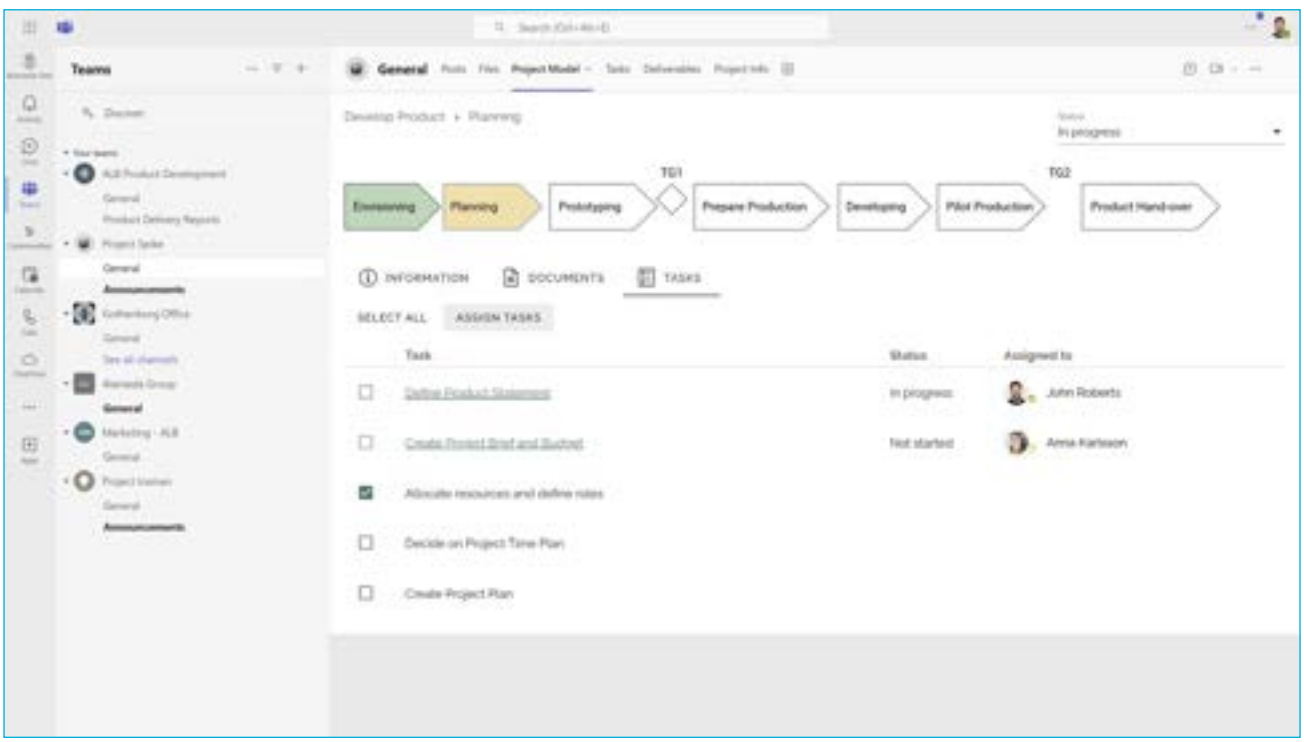
There is an especially deep integration with Microsoft Teams that brings Omnia functionality into Teams, as well as helping organisations with Teams governance. The Teams app generator provides a wizard-style interface that enables admins to bring the whole intranet or specific Omnia functions into Teams. Omnia's project process management tool is an example. This brings a templated structure to project and process management, covering information about the process, documentation and tasks relating to each step in the process. These tasks are integrated with Planner, enabling management of the process from within the Omnia app, or within Planner as needed.



SharePoint list content can be surfaced in Omnia and benefit from its consistent user experience.



Omnia content can be surfaced in SharePoint via a number of web parts.

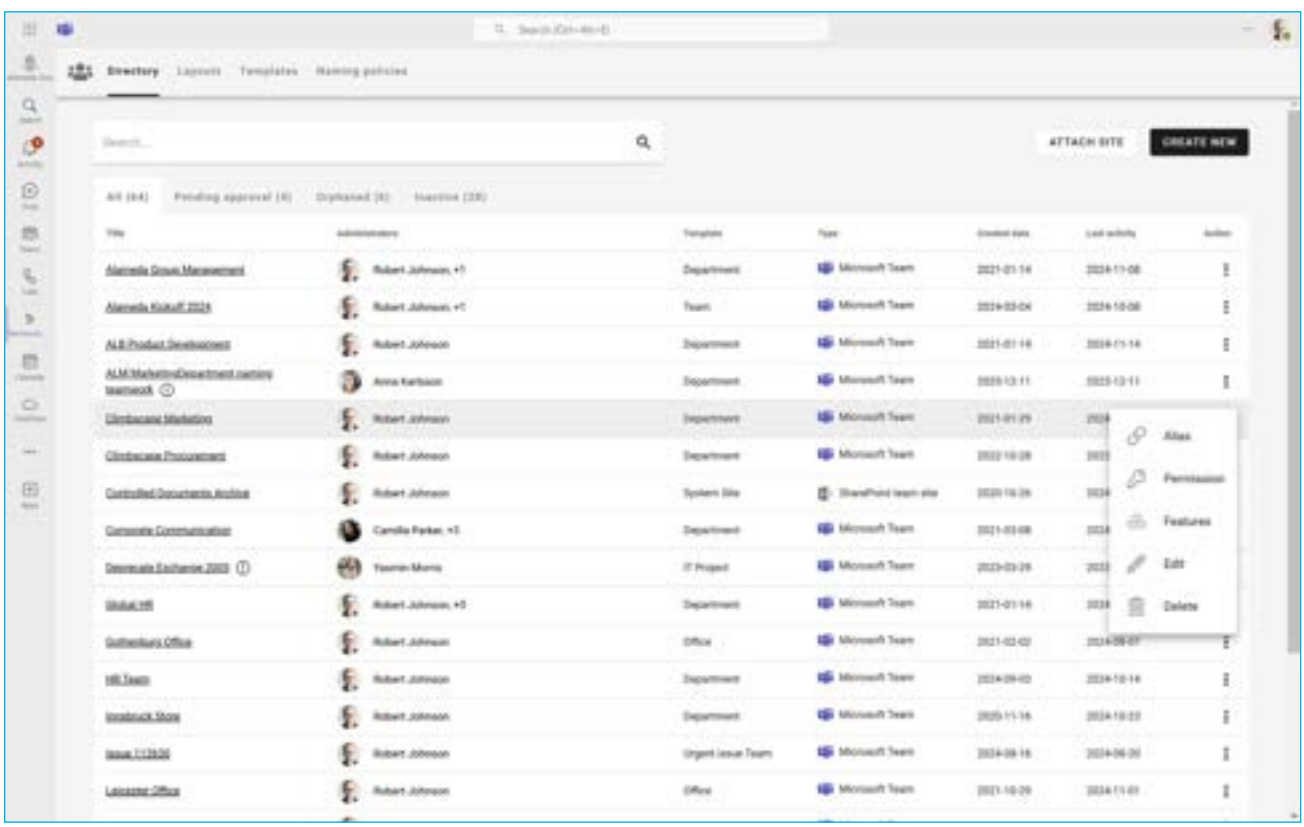


Omnia components such as this project template can be deployed as applications in the context of Microsoft Teams.

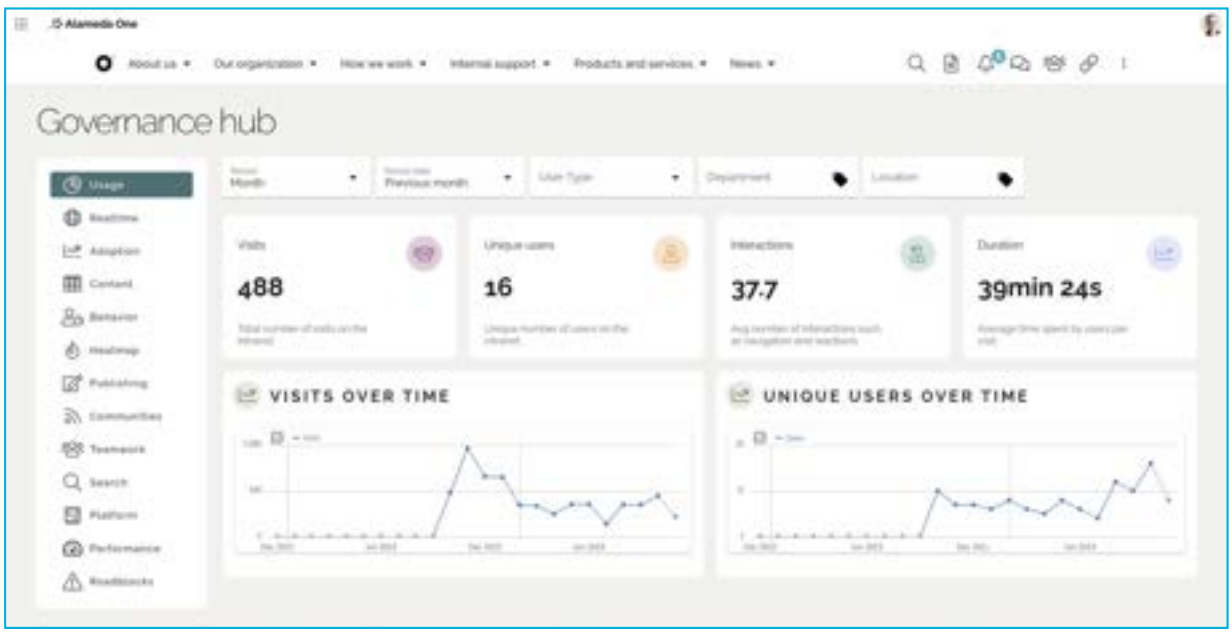
Potentially even more useful is Omnia's 'Teamwork Governance' feature. This provides a templated process to support various collaboration scenarios within Teams, Viva Engage or SharePoint team sites. After choosing a template, admins are walked through the information needed to provision what they want to include in the teamwork space, such as who needs access before it is created. Importantly, this tool also helps to keep track of these collaborative sites with a directory listing that shows information covering ownership, status and activity to help with ongoing management.

Links to third-party business systems are well supported. Admins set up a directory of links with options for colour, icons and description, and these can be targeted to different groups of employees. Employees can pick their favourites from the available links and Omnia will also automatically prioritise links that are most recently used.

We think there could be a greater range and depth of integrations available out–of–the-box, particularly for activities that are then passed into the source system. The notifications integration is strong however and the Microsoft 365 integrations are solid, plus the development framework provides organisations with a lot of potential. Overall, Omnia performs well in this scenario, but we'd like to see some of the effort taken out of the hands of organisations (even if they are using a partner to do the actual development).



Omnia's 'Teamwork Governance' provides a template-based approach to setting up collaborative tools and a directory to help with ongoing management.



The Governance Hub provides overview dashboards of all content on the platform alongside useful tools for administrators.

This scenario is an area of strength for Omnia. 'Official Documents' provide a structured way of handling reference information such as policies. When these kinds of documents are created, templated multi-step approval and review cycle processes are followed. These processes can be applied to both documents and published pages, helping maintain information quality for semantic search.

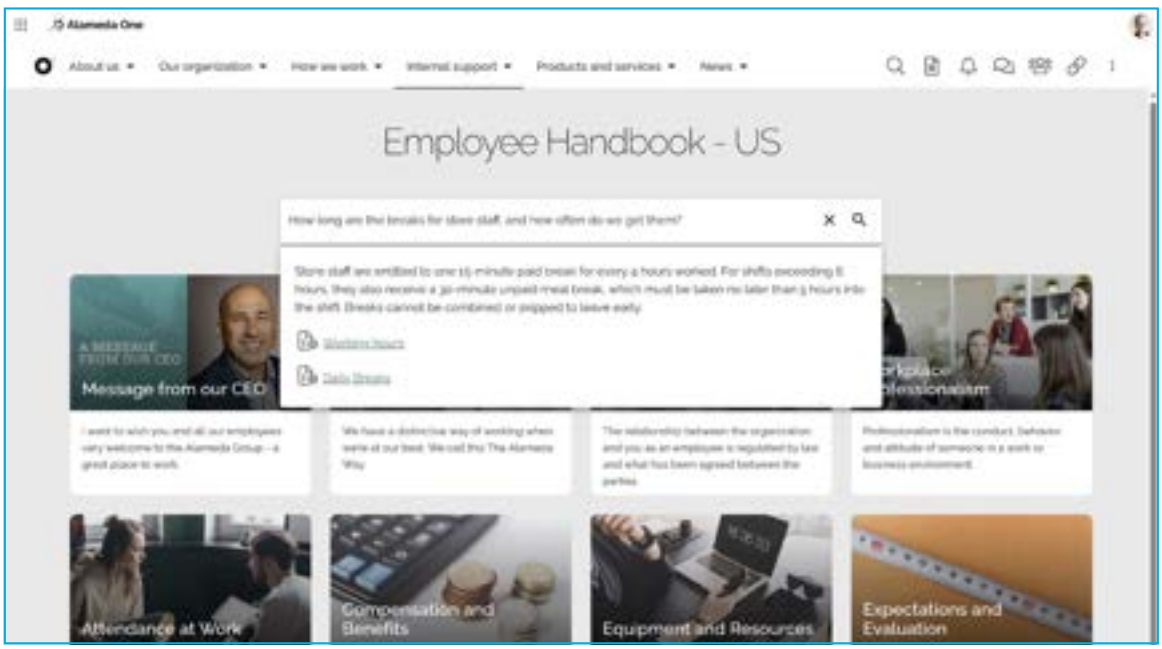
'Product Catalogue' stores structured information so it can be browsed and queried, using search and metadata to drill down to required information. Here AI can help write or improve copy, but there's no AI suggestions for classification metadata.

Urgent communications are handled using schedulable 'Announcement' banners. These show across the whole intranet or for individual Business Profiles and in various colours, depending on the issue type. Announcements are targetable, send push notifications via the mobile app, and are dismissed once read. Mandatory reads are supported via 'Sign-Off Request' targeted messages and notifications, which include central reporting to track progress and issue reminders.

The 'Governance Hub' provides comprehensive content management and life cycle features (also see Scenario 8). There is an overview of all content on the platform with date and metadata filters to drill down. A 'Roadblocks' dashboard shows broken links and underused content. The Governance Hub also summarises the different content types, traffic and engagement, helpfully including poll and survey submissions.

Inside the Hub, the 'Publishing Dashboard' shows the status of all content including draft, published and due for review. Helpfully, the AI policy checker (see Scenario 2) can be run retrospectively on content to check for issues with tone, accessibility etc. Admins can make bulk changes, such as page owner, using a simple but powerful search-based interface.

There are configurable workflows for page review, archive and deletion. Page owners are emailed before the review date and, if this date is passed, a page-top banner warns visitors. Alternatively, it can be replaced with a 'suspended' page with the description and content owner to contact. Page deletion can be set to go through an approval process. Content owners have access to analytics though the 'Content' dashboard, which shows traffic, engagement and flags items past review date.



Omnia semantic search is configurable to provide contextual answers from specific content repositories and 'Official Documents' to deliver quality responses.

Search is comprehensive and powerful, leveraging both traditional and AI-powered 'semantic' hybrid search. Using the 'Quick Search' sidebar returns results as you type, including spelling corrections. Results in 'Advanced Search' are well presented, with context-sensitive filters and a tabbed 'verticals' layout for different content types. Usefully, there's the option to provide feedback on results to 'Search Admins'. Standalone search applications can be scoped to specific content such as products or 'official' documents.

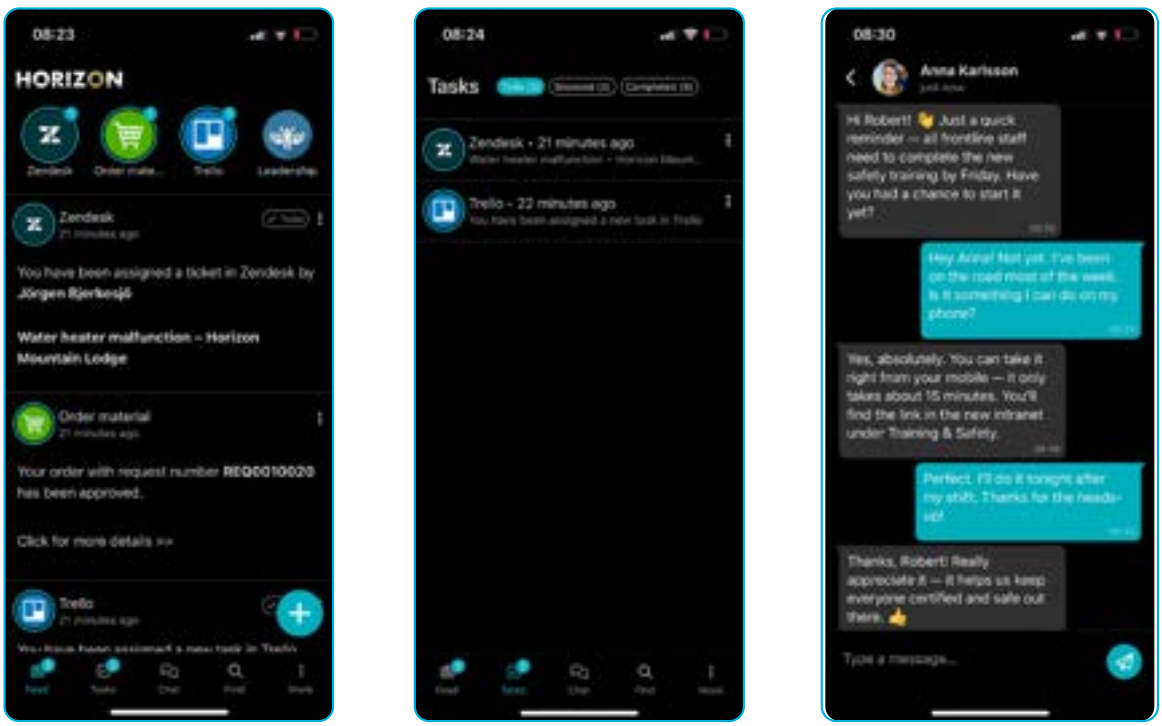
Omnia's search uses SharePoint Search and Microsoft Search in the back end. As a result, Omnia benefits from comprehensive Copilot connectors that crawl systems such as ServiceNow, Confluence and Salesforce. Results from these systems are shown in their own vertical.

Omnia's 'Semantic Search' understands more about context and intent. It uses AI to support natural language queries, generating 'answers' and links to reference documents. The use of this search is restricted to 'official' authoritative content in Omnia, and it's worth noting that results are not security trimmed so it must be used carefully. Clients can configure multiple instances of the Semantic Search tool, so they can create 'Agents' for specific areas such as the employee handbook. Helpfully, these can be exported for use directly within the Copilot interface.

People are shown in Quick and Advanced Search results and benefit from the same features above. There is a dedicated 'employee directory' people search with filters for location, department, knowledge etc. to help find colleagues. All profile fields are searchable with data populated from Entra, SharePoint and Omnia. Pop-up profile cards display the person's details including contact information, an explorable org chart, courses completed, community contributions and praise.

A dedicated Search Admin role has tools to manage the search experience, such as to configure search refiners, as well as how AI is used for hybrid search. Many settings are controlled with simple checkboxes and dropdowns but some require more technical skills, such as access to detailed query code. Microsoft Search features, such as Acronyms and Bookmarks, are not available but Omnia's 'Promoted Results' are an effective alternative to Bookmarks.

Search analytics cover abandoned searches (no result was clicked) and searches with no results. Usefully, top searches also tracks where the employee searched from and where they 'refined' their search, helping with search optimisation.



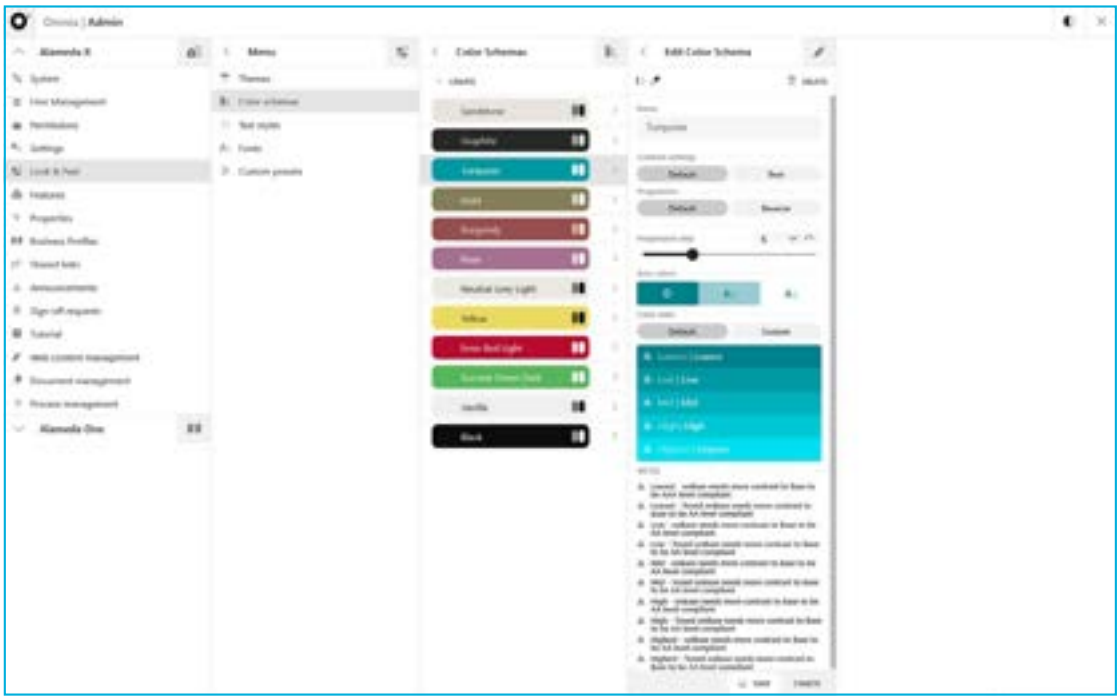
Omnia's mobile app provides access to the whole intranet but can also be configured to provide a tailored experience for frontline workers, giving simplified access to key tools.

User account management and authentication is unusually flexible for a platform that works with SharePoint. Entra ID sync is fully supported, but accounts can also be created and managed natively in Omnia through connections to an HRIS or database import. Even more usefully, this management capability can be devolved. So, a local manager of a shop can add and remove employee access; while time-limited accounts can remove contingent workers automatically. New employees can also self-register via a QR code and be directed to an onboarding page on their first login. Subsequent logins can be via password, one-time password (via authenticator app) or one-time email link. There is currently no biometric access, although it's on the roadmap.

The app provides full access to Omnia's intranet and can be set up per Business Profile to offer employees a tailored experience based on role, location or function. Features like simplified menus, alternative branding and mobile-friendly tools allow for highly tailored setups. A white-label custom-branded option is available at extra cost. Tabs can be used on the homepage to organise features such as quick links, while the 'Feed' is customisable to include news, mandatory reads or Community posts.

The app can take advantage of Omnia's Integration Engine to bring task management to frontline workers. Omnia demonstrated a scenario of an office worker raising a Zendesk issue for a faulty vending machine that created a ticket for an engineer to resolve. The engineer can read the detailed description and ask for help from colleagues using the one-to-one / group chat, which could provide a substitute for WhatsApp in a professional setting. Finally, they can resolve the ticket in the app with the closure being passed to Zendesk. Overall it looked like a slick process, and we can see plenty of opportunity for similar use cases.

Admins can configure what features are available in the app tabs via some simple controls and this can be targeted to different employee groups. There are also controls to make the mobile browser version adaptive as well as responsive, so certain elements can be hidden or have alternative views in the mobile browser.



The new UX theming engine makes branding easier for clients.

Omnia is highly configurable, with administration settings organised into a comprehensive structure of menus and controls, which is simplified by fine grained user permissions. Omnia is powerful, but does a good job of simplifying administration with contextual help and documentation available for many admin features. Some SharePoint admin tools are required for setup, but these shouldn't be needed on a business-as-usual basis.

'Business Profiles' help devolve management of branding, navigation, roles and access rights across the intranet. While the admin interface is (necessarily) complex, it is powerful. For example, page templates are centrally managed but easily applied to different sites. Each Profile has its own workspace for managing landing pages which, like the homepage, are customisable using content blocks and widgets.

Navigation support is comprehensive. The global navigation bar can be targeted as needed. Menu items are simple text links, mega menu or image-tiles with description. We particularly like how these different styles can be combined to differentiate important or more complex structures. Breadcrumb navigation is available at page and site level. Omnia also supports footers which are intranet-wide or different for each Business Profile.

Branding support in Omnia is comprehensive and a point of differentiation when compared with other SharePoint products. The new UX includes a more flexible theming engine where colours and styles can be defined that apply to the whole user experience. Several themes can coexist, so clients can change the look for seasonal activities, while Business Profiles support multi-brand needs. A new high contrast accessibility theme can be applied by employees and admins.

Overall platform usage analytics is accessed via the Governance Hub where a dashboard provides top-level measurement of intranet traffic (visits, interactions, top pages etc). It's simple to change the period and there are graphs of activity over time. A powerful feature is the ability to filter by employee profile to drill down to specific department or location audiences. The 'Adoption' view provides a comparison of activity across these segments. The real-time visits 'globe' view may be of limited utility but there's a nice 'colleagues online right now' widget that would be engaging if added to the homepage.

THINGS TO BEAR IN MIND

Omnia is a powerful, highly configurable and flexible product that can provide a simple intranet or be the foundation for a broader digital workplace experience. The risk with this flexibility is the option to customise many aspects of the experience, which could be a time-consuming and costly path to follow. This is in addition to SharePoint and M365 resources that you are likely to have already, as some of the more technical administrative tasks (e.g. managing EntraID users / groups) must be completed there instead of inside Omnia.

At the time of the demonstration, Omnia was in the middle of implementing a new UX across the desktop (browser) and mobile applications. The full range of Omnia functionality was not fully available in the new UX, so we've not seen it all in action. However, Omnia says the rollout will be completed soon, maybe by the time this review is published. The intention is that new customers will get the new experience from day one, with existing customers migrated at a time that suits them. However, there is likely to be some impact while the new version beds in.

The appealing price for all the functionality offered in this top-tier product is worth mentioning, although the costs indicated in this report exclude those associated with implementation. However, for organisations that want a high degree of flexibility and control with their intranet development, Omnia is certainly a solution worth considering.

Why choose this product

Omnia provides a powerful platform for developing highly personalised and engaging intranet experiences across desktop and mobile devices. It benefits from rich integration with M365 but is not constrained by some of SharePoint's shortcomings when it comes to design, page templates and mobile access. Omnia will appeal to medium to large organisations that want to provide a rich, targeted experience to their employees on any device.

You may also be interested in...

akumina®

ATLAS by ClearPeople

FRESH

Vendor roadmap

Roadmap image provided by Omnia.

COMPANY AND PRODUCT

Company
Omnia Digital Workplace

Company founded
2003

Product launched
2015

ISO 27001 certified
Yes

Data residency
Global – client's data resides in the same Azure region as the customer's Microsoft 365 tenant (unless otherwise requested).

Typical client size
5,000 to 10,000

Company locations
Stockholm, Sweden (HQ), Australia, Canada, Denmark, Germany, Portugal, USA, Vietnam.

Partner locations
Australia, Austria, Belgium, Canada, Denmark, UK, Finland, Germany, Netherlands, Norway, Poland, Spain, Sweden, Switzerland and USA.

Customers
Clients include: Arriva Trains, City of Malmö, Electrolux, ICA, Koenigsegg, MAN Energy Solutions, Persimmon Homes, RSA Insurance, Signify, World Wildlife Fund (WWF).

Largest deployment so far
180,000 users, 34 countries.

Environmental / sustainability certifications
Omnia operates under ISO-aligned practices with a strong focus on responsible and sustainable governance. Being ISO 14001 certified, the vendor is committed to advancing sustainability through both their business practices and partnerships.

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Product and technical details

Name of product

Omnia

Deployment

Client on-premises	**Client private cloud**	**Microsoft Azure**	Amazon Web Services	**Vendor-hosted**	Microsoft 365 tenant	Google Cloud	Other

Authentication supported

Entra ID	**ADFS**	Okta	**Open ID**	**Oauth**	**Google Workspace**	**SAML 2.0**	Other

App deployment

Google Play store	**Apple store**	MDM	MAM	Other

Accessibility

'WCAG 2.2 conformant,' WCAG 2.1 AA conformant.

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	**OneDrive**	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	Open API available	**Other***

*Meilisearch

User interface multi-language

Machine translation	**Pre-configured**	**Editable**	**Right to left script supported**	Other

Content multi-language

Machine translation for publishers	Machine translation for end users	**Editable machine translation for publishers**	**Manual creation for publishers**	**Right to left script**	Other

Set-up and support

Set-up process for new clients

Installation is typically done in a few hours, basic configuration in a few days, and consulting for customising the solution to business needs in a few weeks. After launch, a rich set of product capabilities, recurring product updates, online training, and knowledge sharing, events, and more will support customers in developing their solution.

Product updates

Major updates every six months. Omnia delivers 2–3 major releases each year with new and enhanced features, complemented by 4–5 minor releases focused on performance and platform improvements.

Product update process

Roll-out of new releases are included in subscription and customers can choose between being in the first, second, or last release cycle. Customers can also request to have a customised release cycle with possibility to schedule releases.

Reverse-out options

All master data (and content) is stored in the customer's Microsoft 365 tenant. Any data temporarily stored in Omnia will be provided to the customer on request and deleted when the Omnia environment is taken down.

Technical support

Email support	Phone support	Chat support	**Online portal**	**24/7 support**	Office hours only

User community

The Omnia Community is part of a customer success program and has over 800 members. Members are regularly invited to knowledge sharing activities such as online training, product information webinars, customer stories sessions, online community for knowledge sharing, and the annual Omnia Conference.

Voice of the vendor

Omnia Digital Workplace says: "Omnia is a versatile, top-rated intranet-as-a-service platform built for organisations with enterprise-grade requirements on Microsoft 365. We help enterprises enhance internal communication, boost employee engagement, streamline operations, and drive productivity—delivering measurable outcomes and long-term intranet success. What sets Omnia apart is our ability to transform complex business needs into intuitive, personalized, and task-oriented experiences across all devices and channels. By combining a proven product, continuous innovation, and a strong commitment to customer success, we enable organisations to create intranets that are not only powerful but also sustainable.

Comprehensive Intranet Solutions: Omnia is uniquely equipped to meet enterprise-grade requirements, including advanced content management, governance, and structured support for knowledge, documents, projects, tasks, and processes. Our platform adapts to the most complex business needs, supporting industries where compliance, lifecycle management, and multilingual publishing are critical.

Engaging Employee Experience: Omnia delivers intuitive, personalized, and task-oriented user experiences across the employee lifecycle—from seamless onboarding and skills development to knowledge sharing, recognition, and feedback. With AI-enhanced search, multi-channel communication, and task integration, Omnia ensures every employee—whether office-based, hybrid, or frontline—feels connected and productive. A platform for productivity—not just communication.

Commitment to Customer Success: A great product alone is not

enough. That's why Omnia pairs every subscription with structured implementation, comprehensive support, and a proactive Customer Success Program. We build long-term partnerships with every customer, helping them drive adoption, evaluate results, improve solutions, and continuously adjust strategies and roadmaps. Our people make Omnia stand out—knowledgeable, empathetic, and fully committed to tangible customer outcomes.

Global Reach, Local Expertise: Omnia is trusted by more than 700 customers and 3 million daily users across 30+ countries. With over 150 employees in North America, Europe, and Asia-Pacific, we combine global scale with local insight to deliver responsive support, high-quality delivery, and sustained results.

A Trusted Challenger: Our company culture makes Omnia a credible challenger—proven at scale, yet dynamic and forward-looking. We are redefining the role of the intranet, moving beyond static portals and communication tools into strategic digital workplace hubs that unify communication, services, knowledge, and productivity. With Omnia, organisations gain not just a platform but a partner—empowering employees, simplifying daily work, and delivering measurable business outcomes."

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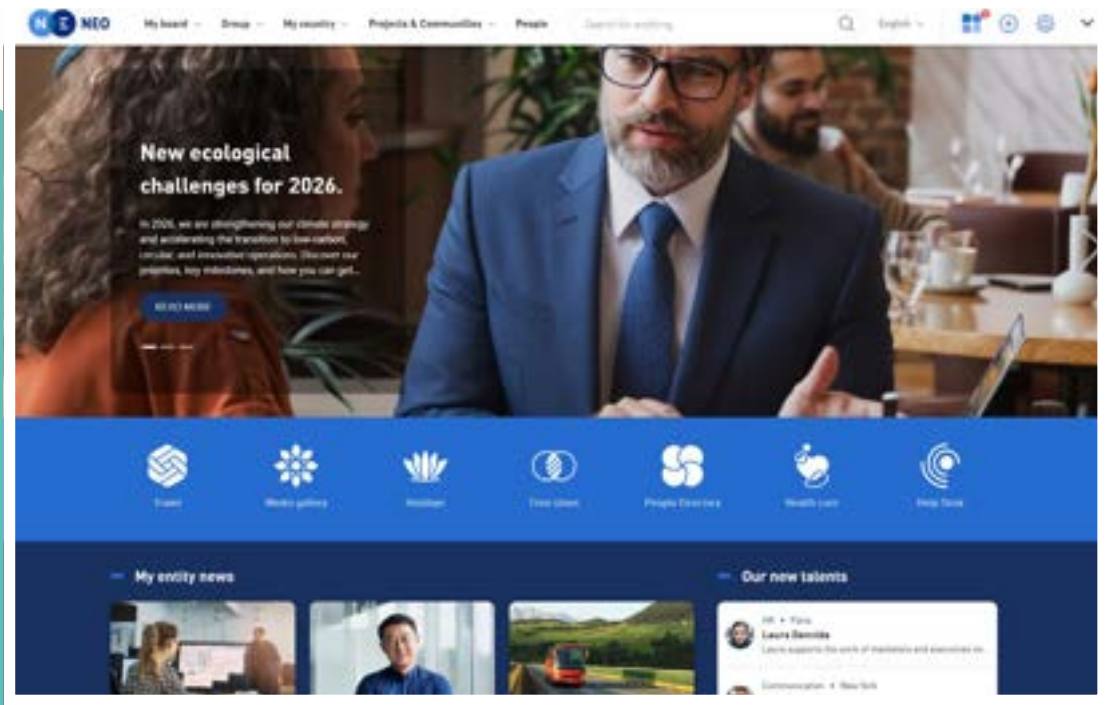
Powell

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

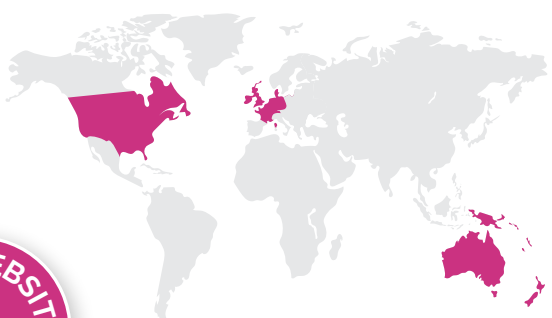
OTHER



Typical deployment:

5,000 to 10,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Powell Intranet is a highly customisable SharePoint intranet in-a-box with a well-thought-through experience for employees, contributors and administrators.

SUMMARY

Powell Intranet, from Powell (based in Paris, France), is a product that sits on top of SharePoint Online, cleverly adding components to improve the SharePoint experience in areas such as multi-channel publishing, editorial management, governance, campaigns and gamification.

Powell continues to invest a lot in AI-powered features, such as 'Powell Buddy' for assisted contribution and augmented search, or a dedicated 'AI Studio' to administer AI agents and chatbots directly integrated into the intranet. Functional and technical expertise will still be needed to define and answer advanced use cases, but the level of flexibility provided by this no-code / low-code studio is well advanced, and organisation will be able to easily set up their agents.

News and page content can be easily and attractively designed, supported by a very comprehensive list of Powell's own web parts. We particularly like the 'Content Builder' module, which provides flexibility for page designs. There is a mobile app which reflects the functionality of the desktop intranet with possibilities to adapt the experience specifically for mobile usage too. Sophisticated communications features such as campaigns and content analytics are actively being worked on by the Powell team as they could beneficiate from being enhanced.

Powell Intranet is naturally well embedded within the Microsoft environment with connectors to Teams, Outlook, Search and the Viva suite. Powell also provides out of the box connections with some non-Microsoft applications, such as ServiceNow, Zendesk or other HRIS systems, and there is an API for further configurations. Here again, the AI studio will be at hand to offer employees natural language interactions with these applications. To get the most out of these features, organisations will need to rely on an integration partner during their implementation phase and dedicate specific resources, preferably Microsoft savvy, to manage the intranet.

Overall, Powell Intranet is highly versatile and will suit organisations of all sizes. Small and medium-sized companies will appreciate the numerous ready-to-use templates and modules, while bigger organisations will be able to customise their environment and efficiently manage a complex intranet setup.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price per user per month, subscription – price band based on number of users.

DISCOUNTS

Charities and non-profit organisations.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Installation, configuration, and licenses, customer success programme, membership in the Powell User Club; online training, resources, webinars, ongoing updates and maintenance.

Product type

Majority ready-to-run

Branding opportunities

All branding, complex options

Base systems

Fully standalone	**Requires SharePoint**	Other

Sectors

Manufacturing	Information and communication	Financial and insurance activities	Public administration and defence	Health and social work activities

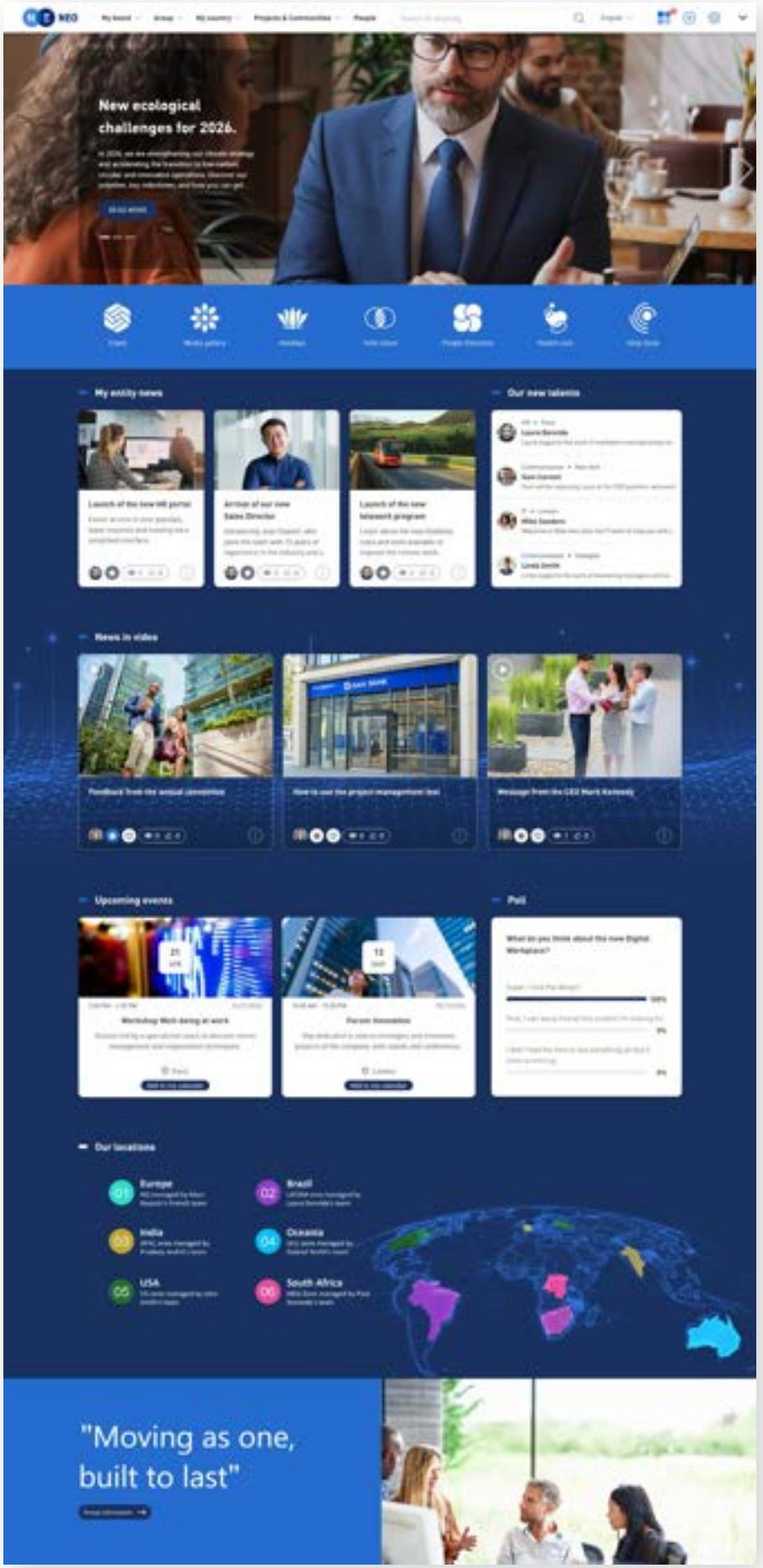
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

When asked about what's best in the product, Powell customers say that it "fills gaps of Microsoft", is "easy to use" and praise its "clear administration interface". Many mention the wide range and the quality of components to build consistent site pages. "Powell Intranet allows us to easily create sites and pages from templates so that our intranet hub has a consistent look and feel across all the sites" said one customer, while others praised "many out-of-the-box web parts", and "the infinite customisation of web parts via queries". As Powell offers a broad range of modules and features, clients shared that they like "the news creation part", "the on-the-fly translation", "the possibilities of search" and the "templates to visualise data". While Powell Manager is becoming less prominent, some clients who still use it like "the automated mass deployment" that this extra tool brings.

Suggestions for improvement from customers highlight that Powell could benefit from staying more in line with SharePoint standards, especially regarding the content contribution experience. For example, a client would like to see "a more user-friendly interface at the content creation console level, which would be closer to the SharePoint page" another asked for "improvement of the contribution centre, regarding the design (very limited). Need for a more modern website template, more in line with the times." One customer also complained that "when sharing news in an engagement thread, the image does not appear!". While Powell is embracing the age of agentic AI, the search experience could still directly benefit from improvements in this area, rather than having AI usage solely relocated to chatbots: "We, and our users, would like to see an AI-powered search tool that would search the entire hub and associated sites" said one customer, while another would like to see "an intelligent engine powered by AI".

On the whole, clients have said they have very satisfactory relationships both with the Powell team and their integration partners. One customer said "We work closely with a consulting firm that partners with Powell, as well as with our Powell Customer Service Manager. In the very few instances when we had a technical issue that needed fixing, Powell support has been very responsive." The fast implementation was praised with a customer saying that Powell has been "very efficient and productive, an intranet set up in 4 months" and once the platform is set-up, the pro-activeness and the access to the user club in also mentioned. One customer pointed out though that Powell can sometimes have "limited resources" to deal with the "complex architecture of our digital workplace". It is worth nothing that clients outside of Europe that responded to our survey are expecting a better "support that they provide in North America", more stable relations with account representatives, as well as a more comprehensive English translation of the support content as "their website frequently has resources in French only".


New ecological challenges for 2026.
My entity news
Our new talents
News in video
Upcoming events
Poll
Our locations
Europe
Brazil
India
Oceania
USA
South Africa
"Moving as one, built to last"

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
3.5+ **1. Employee Experience**	Rich user interface that enhances standard SharePoint.	No real addition to M365 audience management.
3.5+ **2. Communications Management**	Good content contribution experience enhanced by AI capabilities.	Newsletter module offers few design options. Digital signage module needs to be configured to fit specific requirements.
3.5 **3. Community & Engagement**	Flexible Community template, powerful ideation module and extended gamification features.	Social reactions beyond 'like' are not included. 'Sentiment and Wellbeing' lacks administration options in its current version.
3.5+ **4. Digital Workplace Integrations & Services**	Strong integration with M365 applications via the AI studio.	Advanced integrations will require some technical skills or the assistance of a partner.
3.5+ **5. Knowledge & Content Management**	Various types of content available with associated metadata and templates. Useful Contribution Board to track and access content.	No easy and centralised view of "who read what" between Alerts, mandatory reads and Disclaimers.
3.5+ **6. Information Finding & Search**	Flexible search result pages. Helpful thematic AI agents.	Federated search requires configuration.
3+ **7. Mobile & Frontline Support**	Extensive set of features to adapt the intranet for a personalised mobile experience.	Frontline employees support is mostly addressed via AI agents and push notifications.
3.5+ **8. Platform Management**	Extensive widget gallery and setting options to build modern intranet pages.	Powell Manager, a complex extra administration tool, is still needed for heavy operations such as template design and deployment.

Guided tours are easy to set up in Powell Intranet and let employees know more about the different sections of each page.

Powell improves the SharePoint foundations to meet high intranet standards, such as a versatile top navigation bar and customisable navigation breadcrumbs. Some SharePoint elements are still visible here and there though, leading to potential confusion for non-Microsoft-savvy users. For example, a customer shared that the 'New' button that appears when editing pages in Powell led their contributors to potential mistakes and issues. People with accessibility needs will be able to increase contrast or change to a font specially designed for people with dyslexia. Like other products Powell is WCAG 2.1 AA conformant, but we found accessibility settings particularly easy to apply.

Powell adds a rich layer on top of SharePoint, to present employees with a modern, useful and responsive intranet. Employees are guided through the intranet with a configurable 'Guided Tour' module, which is easy to administer (see Scenario 8 for more details).

A stand-out feature is the 'Virtual Building' module that offers original and visual ways to navigate within content and interact with people. In the example we saw, users are presented with a 3D office map, each room having a dedicated purpose and set of resources. They will be able to see the complete map, click on the rooms, access the contents and even chat with other people or connect to online meetings. This is quite straightforward to set up and could be an interesting way to introduce the intranet to new users. Powell presented another use case where this module is used to welcome new employees and guide them throughout their onboarding journey.

Despite Powell being quite active on AI, as detailed in the following scenarios, we have not seen AI applications to help users navigate the intranet or discover new content such as configurable personalisation recommendations. There are good audience targeting tools though, where all published content can be targeted to user groups with easy options to target locations or departments. Employees can subscribe to topics, too.

Advanced targeting is based on Entra ID or Teams groups, which requires M365 admin rights so is not always in the control of Internal Communicators or similar. Additionally, the list of audiences for the intranet will be mixed with the list of all permission groups in Entra ID (for some companies this can be very extensive) and publishers will need to know the precise names of the audiences they want to target.

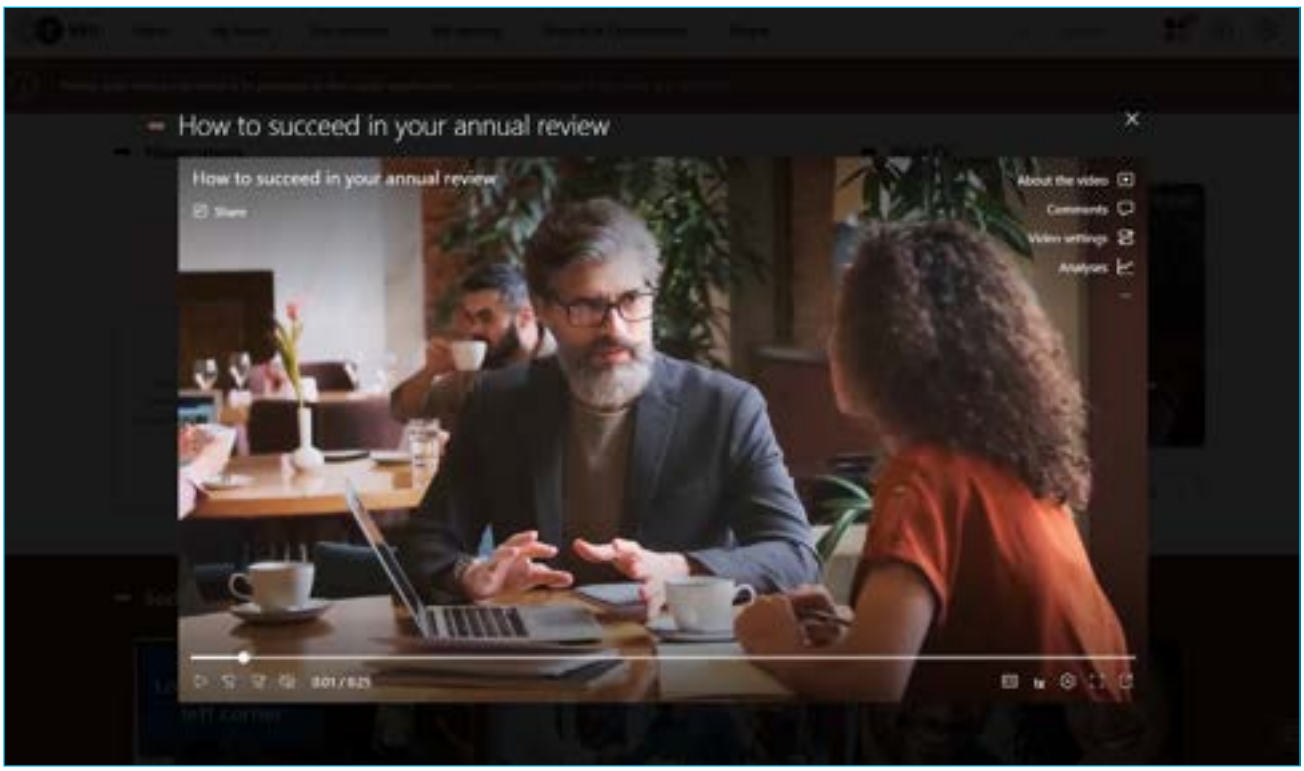
Notifications regarding editorial content is well covered: employees can choose if they want to receive notifications in the intranet 'tray', on mobile or by email. Publishers can also trigger push notifications, to remind employees about an upcoming activity, for example. Teams is not offered in the notification distribution option which is surprising considering the level of connection between Powell and Teams. The notification settings can be found in the global user toolbox (where the favourites and other options also sit), which necessitate an extra click to access them.

Powell 'Virtual Building' offers original and visual ways to navigate within content and interact with people.

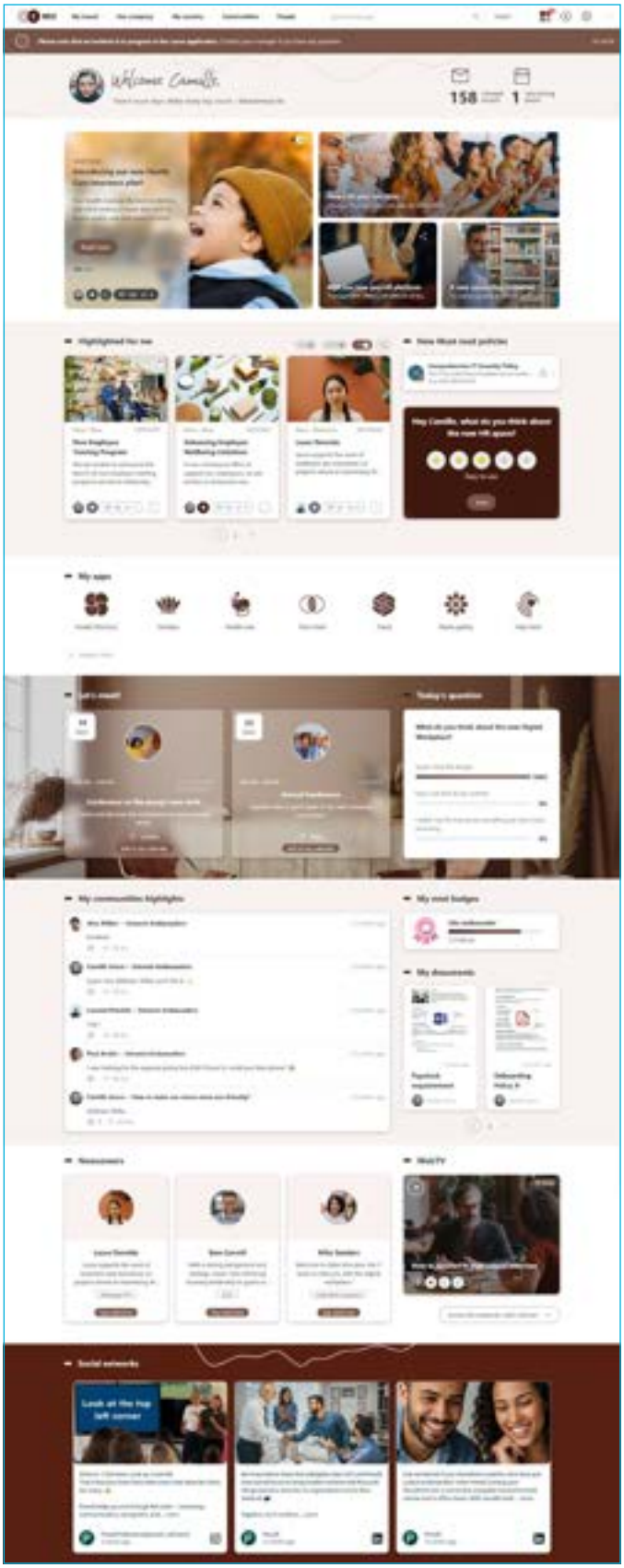
Translating content during the contribution process is quite easy, leveraging Microsoft's automatic translation engine. Workflows are available as part of the content creation process to notify assigned editors for each language. Organisations have the choice between displaying language variants of content (proofread by the contributor) and / or automatically translating all page text fields (not managed by the contributor). Helpfully terms can be protected from auto-translation in a company multilingual directory.

Multimedia support is provided by integrating well with Microsoft Stream / Clipchamp that can play in a dedicated modal. The videos stored on SharePoint, Teams or OneDrive can of course be played directly within the intranet but can also be easily edited by the content owners (cutting clips, adding captions and chapters, etc.). For podcasts, Powell suggests content managers use Stream as users can navigate away from the video and still listen to the audio.

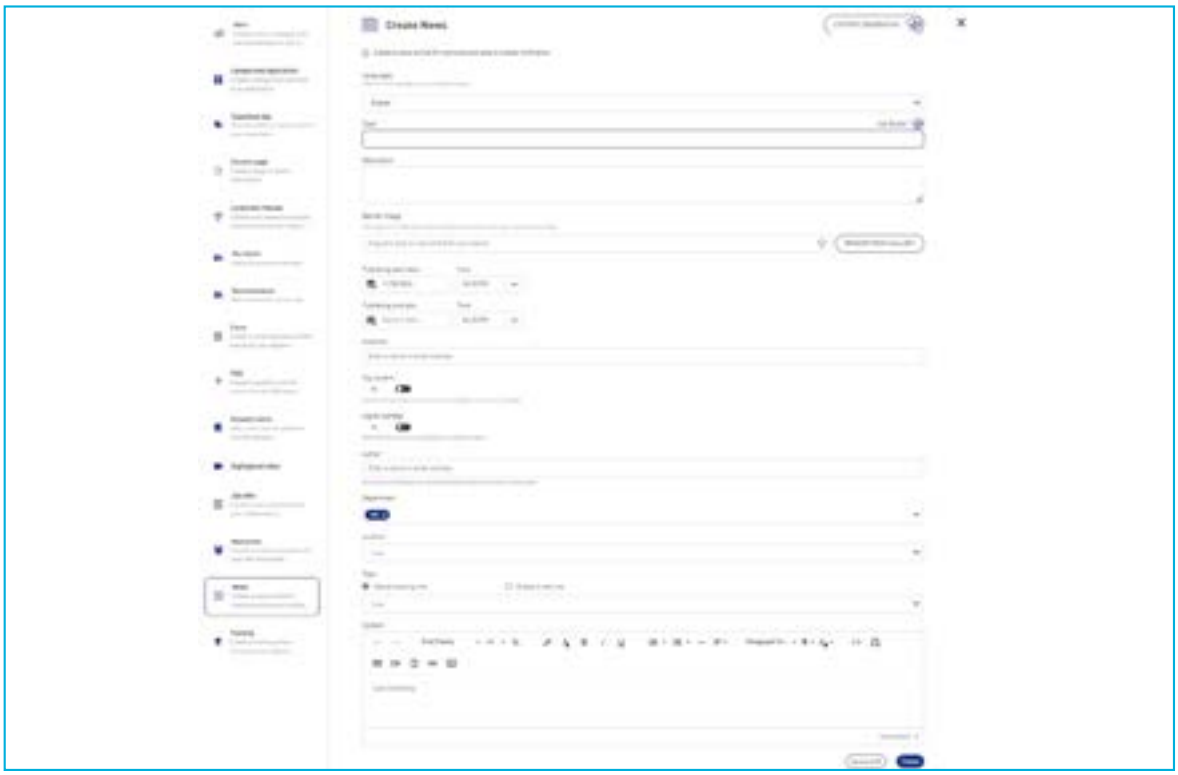
Powell is an attractive and easy-to-use SharePoint intranet in-a-box solution. There are places where SharePoint's limitations are still present, such as a lack of functional notifications from the intranet itself. However, overall, it enhances SharePoint's foundations, such as with the 3D mapping feature or guided tour, and is a pleasant platform to use.



The embedding experience of videos from Microsoft Stream is seamless for employees.



Powell presents a modern and lean interface that sits on top of SharePoint.



Powell Intranet offers a smooth creation experience via a simple form.

Powell does a commendable job to support communication managers well beyond standard SharePoint options. The process to create editorial content is well thought through. Each type of content – such as events, FAQs or job offers – is templated and benefits from a straightforward contribution form containing essential fields. This simple contributing experience will be particularly useful for infrequent contributors in need of an easy way to publish content within a standard layout. While being straightforward, this form approach presents some sophisticated options such as allowing publishers to leverage metadata to promote content to the homepage, display on digital screens, or make available on the mobile app.

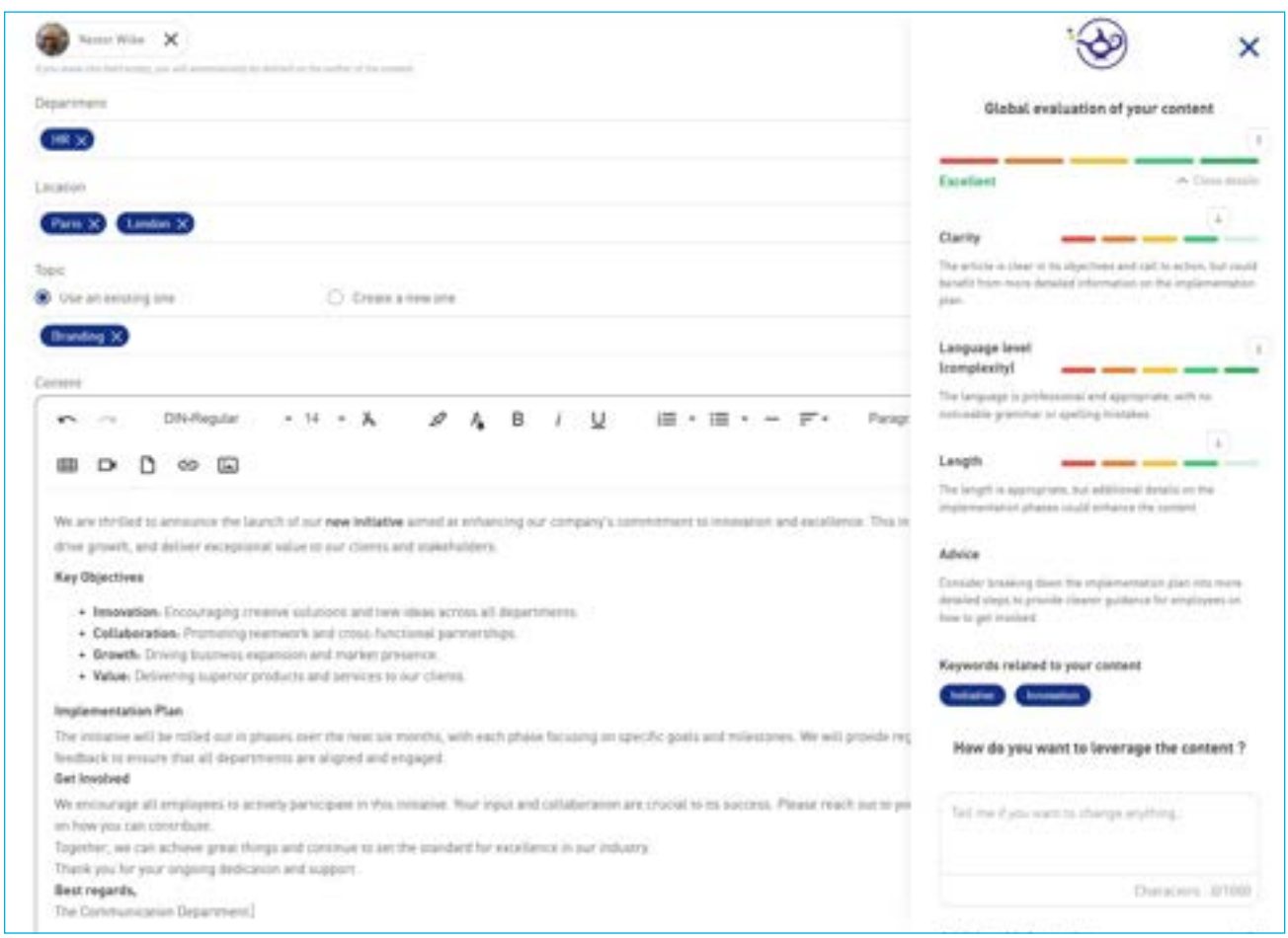
To design custom editorial layouts, contributors might prefer to choose the 'Advanced News' content type (if they have permissions for it). This is a SharePoint page that contributors can adjust to their editorial needs with the full power of the Powell widgets catalogue. Among them, the new 'Content Builder' web part is particularly powerful (see Scenario 8 for more detail). It is worth noting though that customer feedback suggests the overall contribution experience could be more aligned with SharePoint standards.

Throughout the publication process, content contributors will be able to leverage 'Powell Buddy', an AI assistant. Powell Buddy can be linked to sources of information stored within the intranet for internal context, not only providing content accuracy but style guidance too. Once drafted, publishers may use Powell Buddy to shorten, lengthen, format or improve the proposed text. Powell Buddy also features automatic content evaluation that assesses the clarity, language level and length of content, providing advice to add information or better structure the content. We found this beneficial, especially for infrequent contributors, even though these recommendations aren't configured to each client's needs. Powell Buddy can suggest topics based on the content focus to help the tagging, too.

Image generation is also available with a proposed prompt based on the content, as well as image formatting options for a better presentation. Powell Buddy image generation has greatly improved since our last review, particularly regarding text management within the image and may well be useful for publishers. The usual AI image governance guidance among publishers will be needed here, of course. Overall, Powell Buddy is well integrated within the content creation process.

News management is well supported with the option to pick a publish and / or unpublish date. Contributors will also likely access the 'Contribution Boards' to plan, track and organise their content (see Scenario 5 for more). A publishing calendar view is a recent welcome addition to the Boards, so communicators can better plan and preview their editorial content over time.

For multi-channel publishing, Powell offers multiple options. The first is a dedicated 'digital signage page' that can be displayed on screens. This page will need to be configured to be viewed on a large screen tablet (in an entrance hall for instance) and / or at a distance (in a shopfloor or elevator hub). While this configuration intends to be flexible, we've seen other platforms with more straightforward approaches. The second option is to send targeted push messages from the intranet to the employee's Teams messages.

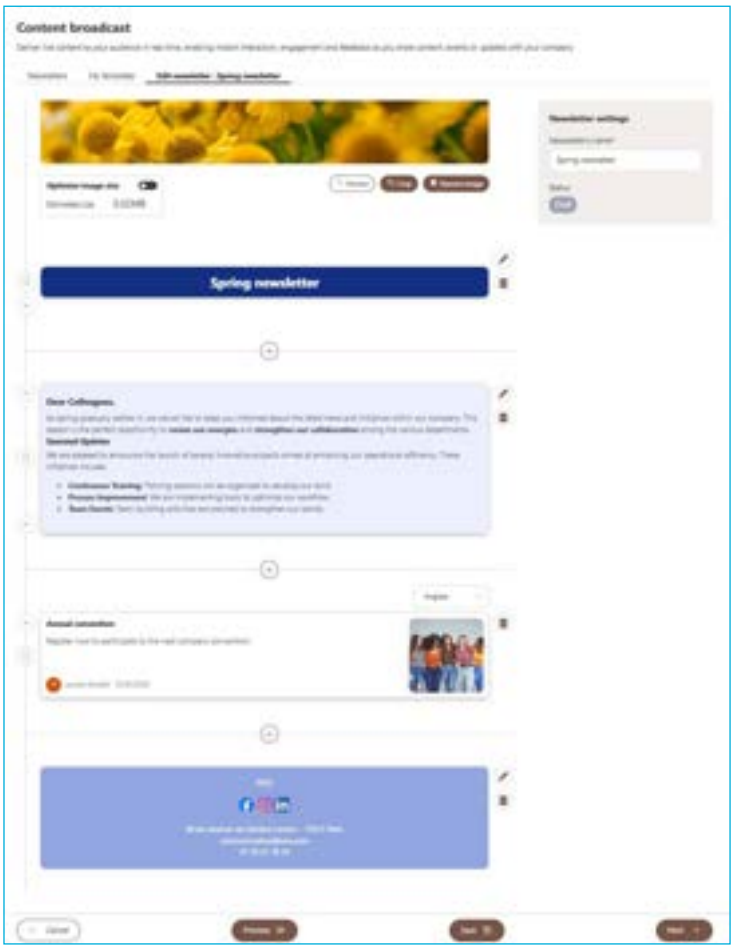


'Powell Buddy' virtual assistant can guide contributors and give them useful feedback.

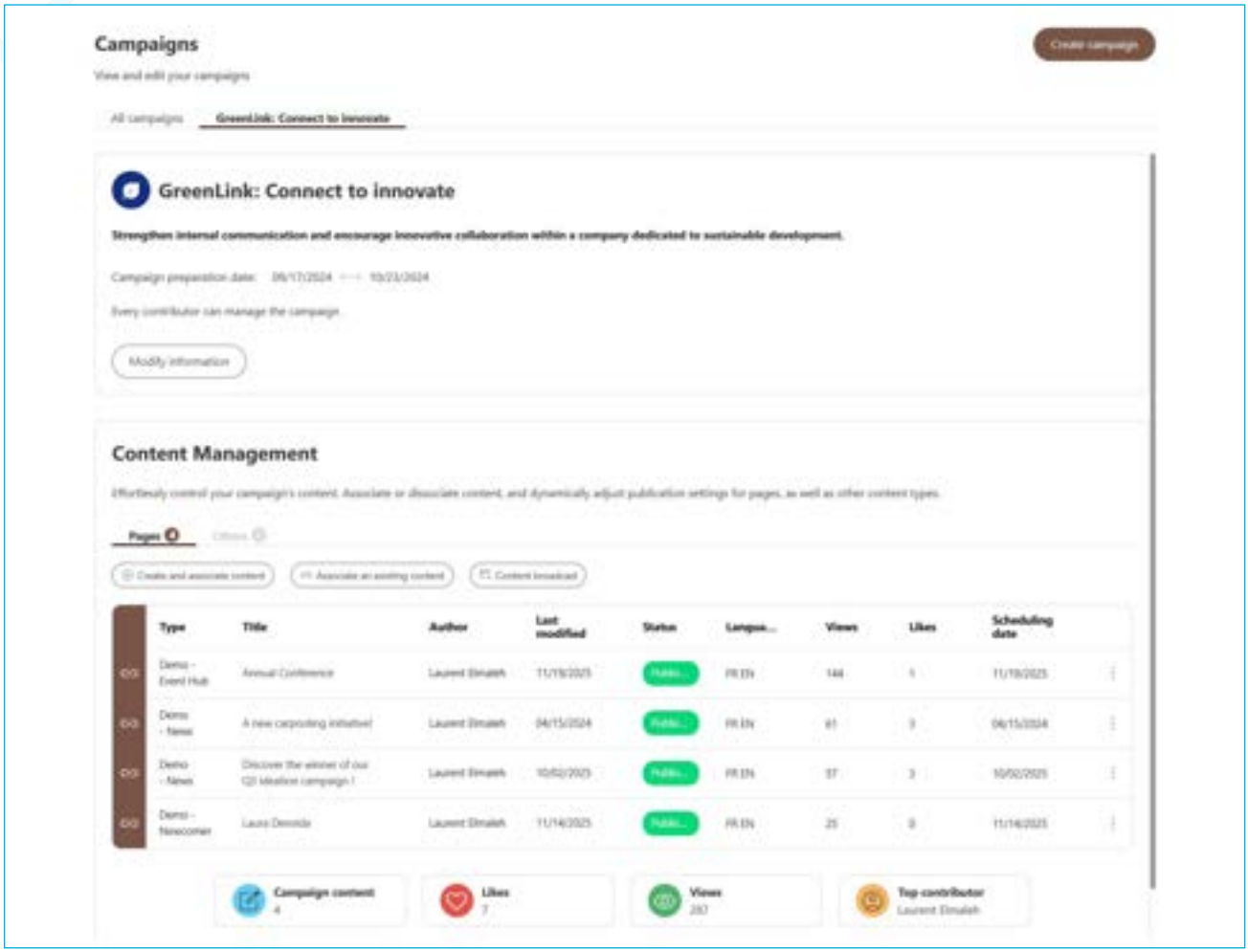
The third option is the 'Content Broadcast' module, which provides capabilities to design emails and newsletters, adding blocks including text, images, and buttons, but also articles directly picked from the intranet. The emails can be sent to defined audiences (using Entra ID groups), to Teams channels and also to lists of internal or external email addresses. Content Broadcast provides similar capabilities as Powell Intranet such as multilingual management, image settings or AI assistance which makes it easy to handle. The email layout can be adjusted even though companies with advanced design needs (columns settings, displayed fields, etc.) might find Powell lacks sophistication. Likewise, there are analytics but data is limited to a count of open rates.

Powell says publication workflows are less requested by their customers, but administrators benefit from the workflows on SharePoint repositories. If more intricate workflows are needed beyond publishing, it is also possible to configure Power Automate scenarios; for this Powell and its partners can share packs of sample automation to reuse and adapt.

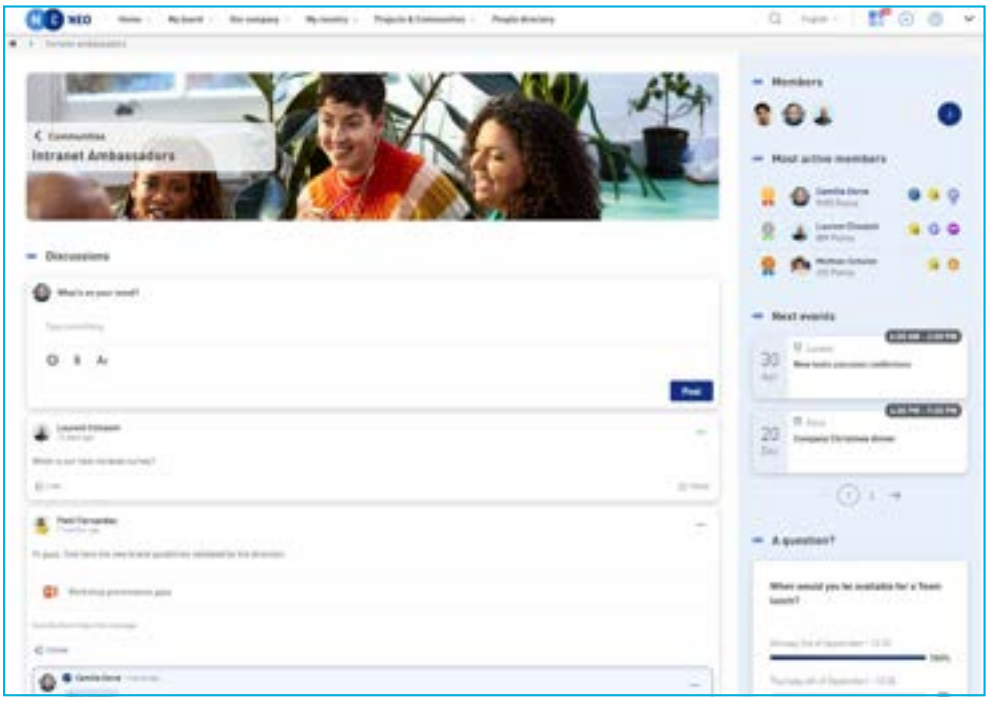
A 'Campaign' module allows communicators to group together several pieces of content under a common topic or theme. While the automation of content delivery is not yet included as part of the product, the Powell team is planning to deliver built-in scenarios based on Power Automate to make this available. Similarly, they are also planning to deliver richer analytics, as it currently consists of the number of views and likes on each piece of content, which is limited to assess the actual performance of a Campaign. For more on content and communications analytics, please see Scenario 5.



Powell's 'Content Broadcast' module helps communicators build simple email and newsletters while remaining in SharePoint.



A simple Campaign Module helps communicators track engagement.



Powell Intranet's Community template works well within the intranet but can also be connected to Microsoft Teams or Viva Engage.

There is an attractive 'Community' page template that displays discussions, members, resources, polls and media. Administrators will appreciate the ability to connect these Communities to Viva Engage or Microsoft Teams if wanted. Communities rely on 'Powell Discussion' for an activity feed, a commenting feature that can be deployed on all content and offers similar options to other tools in the market. Posts / comments can be pinned, marked as best answers, or closed.

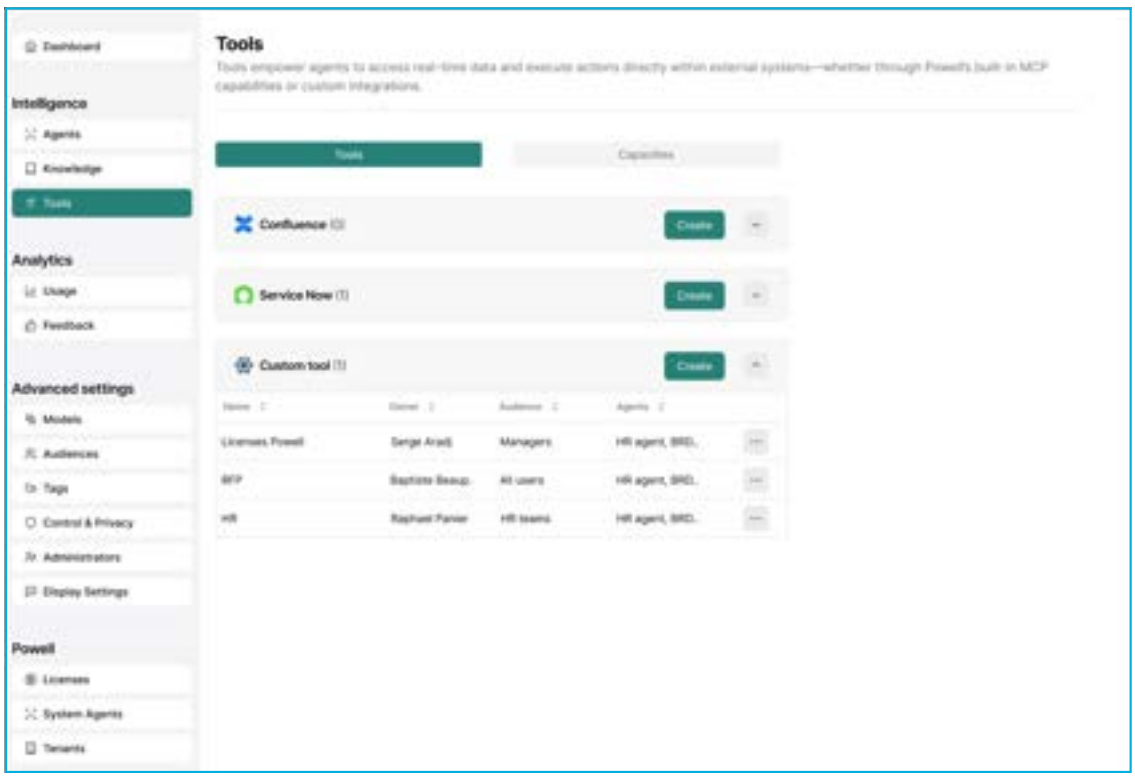
Comments can be removed by admins, but cannot be reported by end-users. We also miss the opportunity to react to content beyond the simple 'like' button. The like button is also not always visible in articles due to poor page design.

There is a well-designed 'Ideation Hub' that would probably fit most organisations' needs for innovation initiatives. Ideation campaigns are created and then customised in terms of metadata and content organisation, validation workflows, timeframe etc. The idea submission form is easy to use and will allow infrequent contributors to share their ideas. In turn each idea can be liked, commented on and shared.

All employee actions can be gamified to nudge people to be active; for example, automatic rewards are gathered by liking, commenting and sharing content by email, Teams or Viva Engage. This gamification feature can even be extended to invite people to complete their profile, contribute, read content, validate training modules, share ideas etc. The global leaderboard is useful to track progress, helping to generate engagement and a sense of fun.

A 'Sentiment and Wellbeing' app allows employees to provide feedback on how they feel or on content they view. The modern interface provides a configurable five-option scale which can display emojis, numbers, stars or custom icons as well as the possibility to add a written message. This app can address basic use cases for quick polls but currently lacks administrations options, such as trend analysis or aggregated scores. Additionally, there is a 'Kudos' feature that can be used for recognition and tied to company values / awards.

Overall, Powell Intranet effectively enhances standard SharePoint with features that addresses various use cases, making the intranet a comprehensive tool for improving engagement and fostering innovation.



The AI studio allows companies to create agents that can interact with external business applications.

Powell is tightly integrated with Microsoft 365 so companies will appreciate being able to make good use of features already available in their environment. All the content published in Powell is stored within the client's Azure tenant, making it slightly easier to manage data governance, compliance and security.

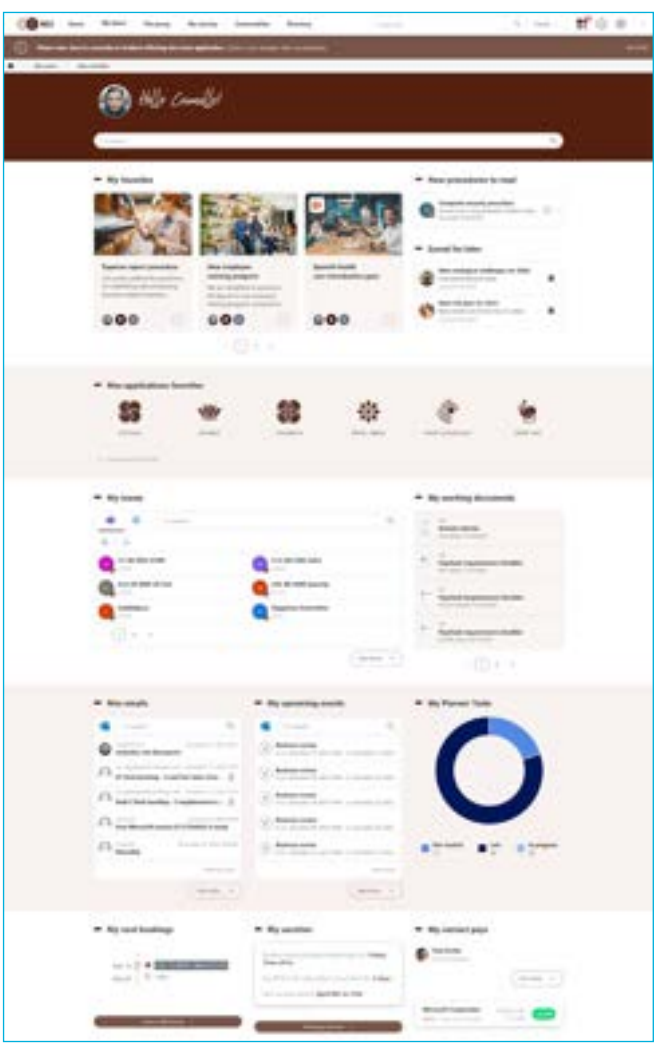
There are strong connectors to M365 applications; Powell offers multiple web parts to present personalised content to employees in a 'Dashboard', such as Outlook emails and calendar, OneDrive documents, etc. We found the integration of To-Do and Planner particularly useful, allowing employees to see all their tasks in a single view in their Dashboard, as well as adding new ones or marking tasks as complete.

Teams and Viva Engage are well integrated, presented consistently via the Powell interface and making it easy to navigate without needing to change environment. We like that the Teams availability status can be visible on employee profiles, and it is easy to start a chat or a call directly from Powell directory. The intranet can be made available inside Teams via the Viva Connections app. Powell has developed several specific cards for the Viva dashboard including ones to give Kudos, view birthdays, register for an event and book a desk. There is also a card that gives full access to the intranet, which will be useful mainly on mobile.

Additional integrations with M365 can be set up via the Power Platform. For example, Power BI reports can be easily embedded on a page and can also be connected to the intranet for additional analytics. Intranet administrators familiar with Power Automate or Power App will be able to create workflows or complete applications to address specific use cases, ranging from simple content validation to complete business systems. While the range of possibilities is broad, it is important to note that Powell does not offer out-of-the-box workflow or features in this area, which we think is a shame. Clients can rely on a wide set of trained partners to help if needed, however.

The range of functionality can be extended with additional connections to digital services, by relying either on the 'Universal Connector' or customisable AI agents. The vendor claims that the Universal Connector provides an easy way to develop additional integrations for business systems. This connector uses REST APIs to call external databases and includes customisable templates to display content to end-users. The Connector can be easily plugged into modern web services (for example a job offers RSS feed) and, where Powell has already developed integrations with business systems, these can be made available to other customers. This is the case for Zendesk, Workday, ServiceNow, or other HRIS systems. More advanced custom implementations with transactions and interactions will likely necessitate the assistance of an external expert partner.

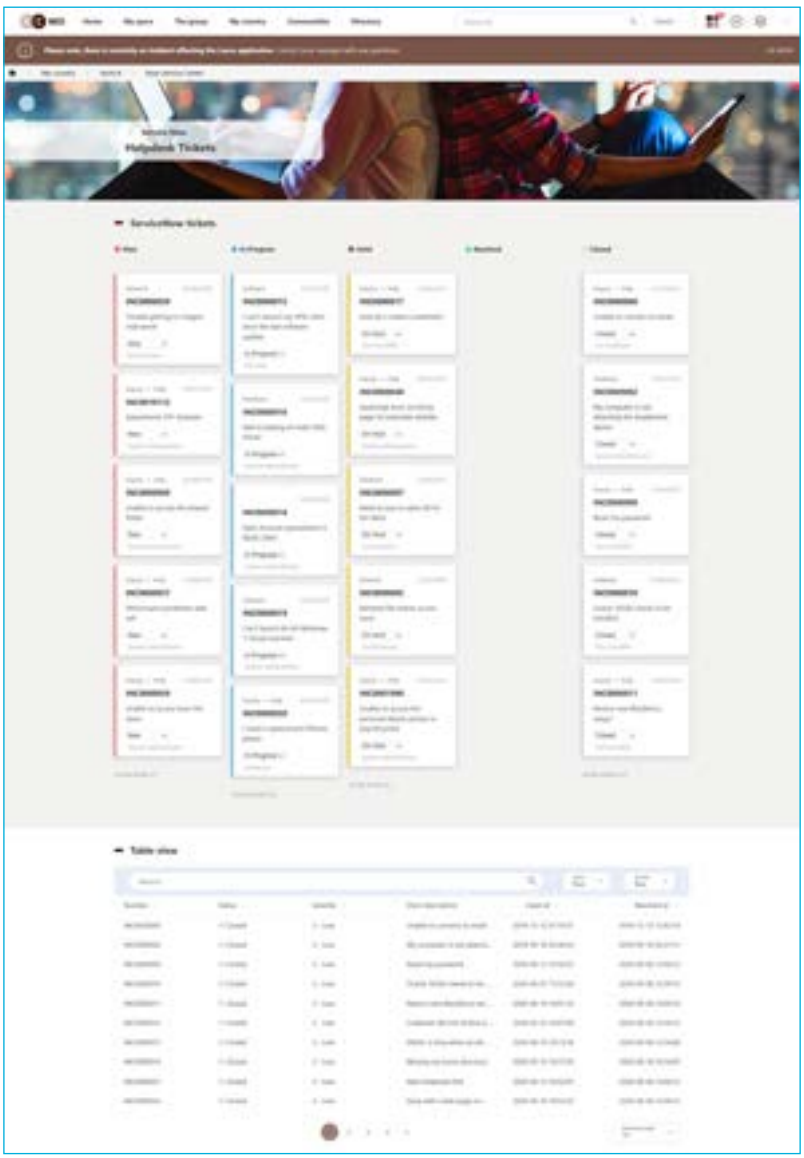
Powell is also embracing agentic AI when it comes to business system integrations. Notably, they offer a dedicated no-code 'AI Studio' where admins may create, set up and manage AI agents that can operate with external systems. A new agent must be set up for each business system, so administrators will need to carefully consider how many of these agents are set up. While the creation of an agent can be performed by non-technical administrators, there are some prerequisites, such as the installation of dedicated plugins or Model Context Protocol (MCP) servers, in order to make the initial connection to the business application. Once this is set up by a system administrator, the creation of the agent is based on natural language instructions to define its identity, pick its knowledge base and suggest its behaviours.



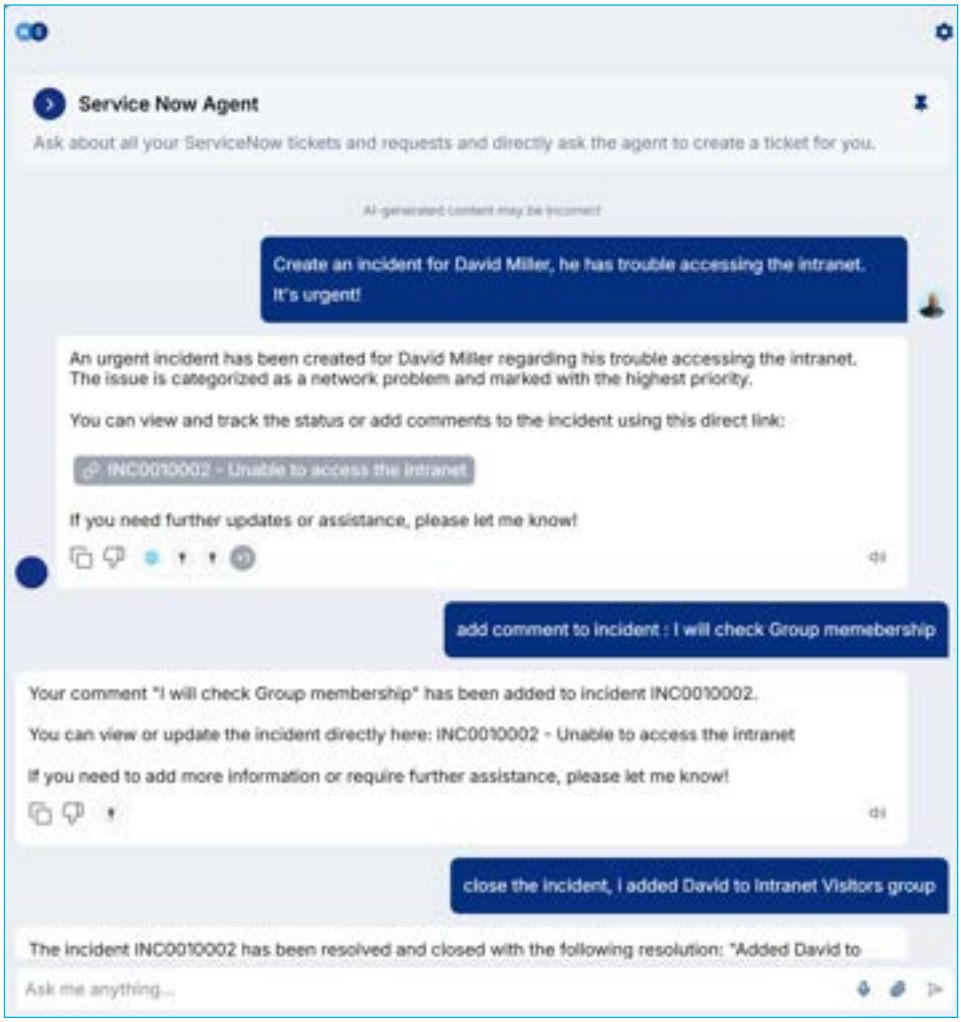
Personal Dashboards present employees with useful information coming from various Microsoft applications.

Employees use agents via a chatbot interface accessible via a persistent floating button. As an illustration, we were shown an AI chatbot connected to ServiceNow, where an employee was able to interact with the application, searching through its knowledge base, but also directly entering new tickets or making comments to existing ones. As the number of bots can quickly become extensive, we think it could be frustrating for employees to have to have to choose the correct bot (connected to the corresponding source) before being able to ask their question. Powell are working on a 'meta-agent', which will redirect a question to the correct agent, and we think this will be a valuable enhancement. Note that while AI assisted contribution and augmented search are included in the Powell licence, advanced agentic AI capabilities rely on Azure services with additional cost.

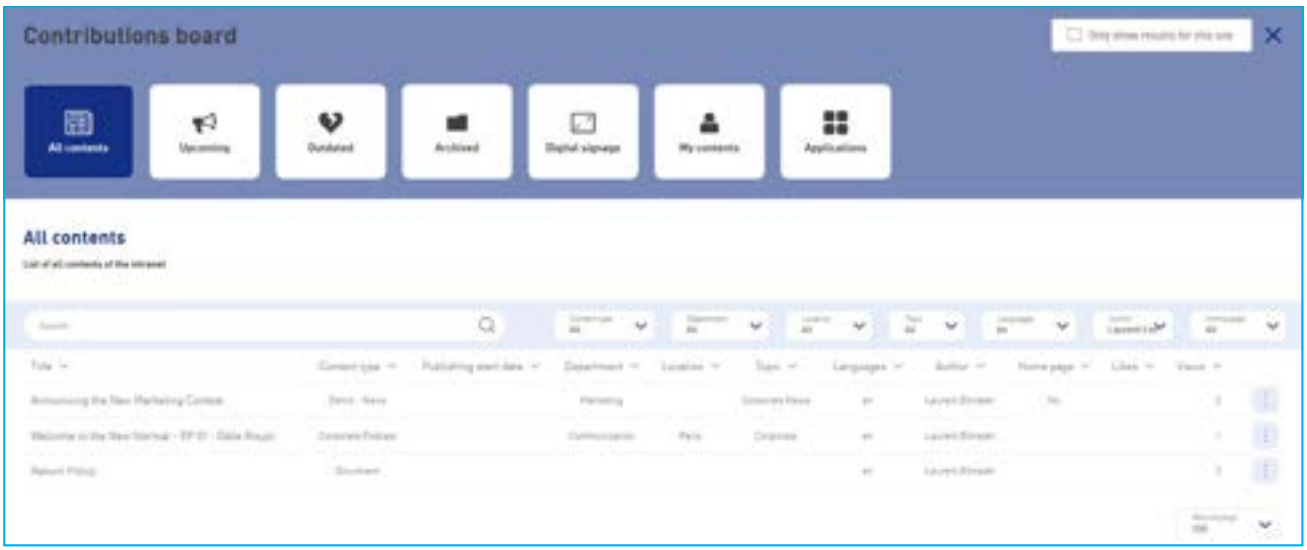
Powell AI studio offers a convincing experience, bringing actual value, referencing the exact resources and connecting to business systems. The reality of how this feature fares implemented in a real client context linked to actual environments and set up by admins may well be more complex than in the demo. Overall though we like the agentic AI approach and look forward to seeing further enhancements.



Employees can track ongoing incidents and change the status of ServiceNow tickets.



Employees can interact with external business systems via conversation agents.



Powell Contribution Boards help track, organise and easily manage content lifecycle within the intranet.

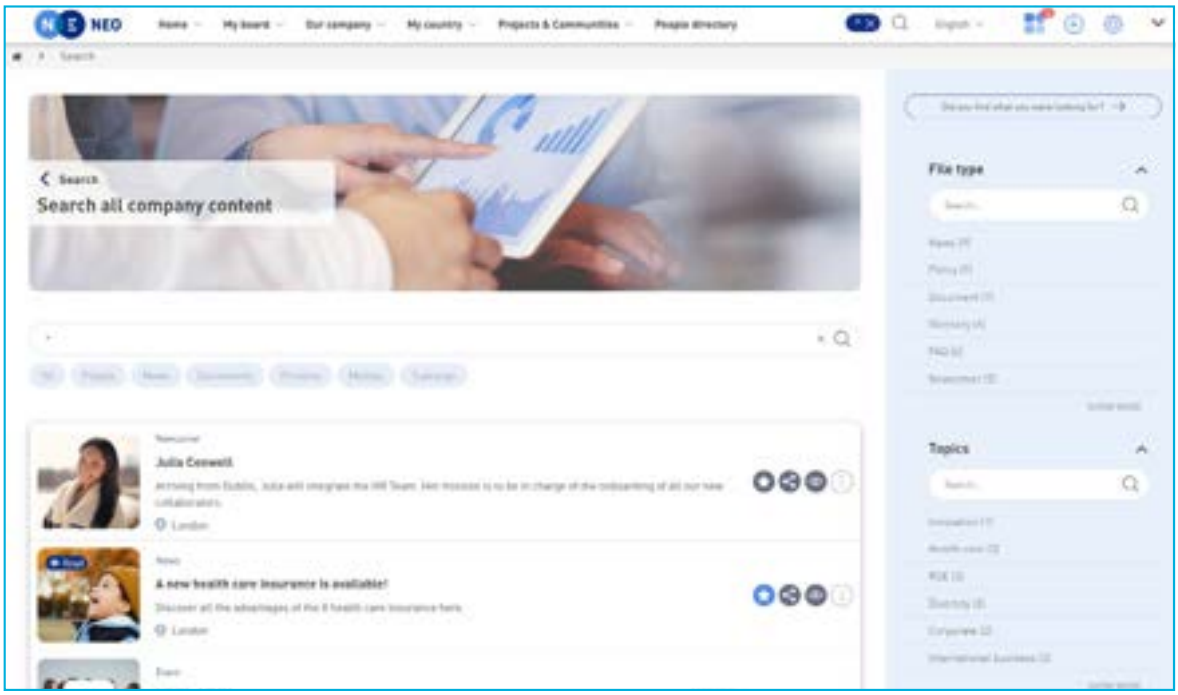
Powell delivers comprehensive knowledge management features, although there are a few gaps. There are helpful content types available to deliver information effectively to employees including FAQs, glossaries and more. Each content type can be organised thanks to configurable metadata fields, such as 'point of contact' or 'department'. Powell relies on the strength of SharePoint Online to store and sort these content types although enhances their presentation and user experience.

Standalone page templates present specific content types with dedicated clever features. For example, the 'Company Policies' template centralises the organisation's reference documents. A 'read' tracker shows who has read a page, while an 'Unread' web part drives employees to open articles or documents they might have missed.

For crisis communication, there is a dedicated site template with a predefined set of web parts. Among them, 'Alerts' can be displayed at the top of intranet pages, across the platform (desktop and mobile) and be targeted to specific audiences. There are different templates depending on the severity of the Alert and people can mark Alerts as read, but administrators might find it difficult to track who has read what. 'Disclaimers' display a full-page message and make it mandatory for people to click on an approval button before moving on.

To help them plan, track, organise and manage their content, contributors will appreciate Powell's 'Contribution Boards'. This centralised space offers multiple configurable views such as 'Obsolete content' or 'My content to update'. Additional features such as automatic notifications or expiry dates can be implemented via Power Automate.

Contribution Boards display key metrics for associated content. 'Advanced Analytics' include a dashboard for 'Content Tracking'; communicators will be able to track the number of views per overall content type, plus views, likes, comment and shares for each piece of content. Helpfully, this dashboard shows data past the 90-day SharePoint threshold. An additional graph to show traffic on content overtime (rather than aggregated) would be beneficial. Filters help focus the data displayed based on user properties (location, departments, etc.), content types, source site or language. Administrators can save these filters, a capacity that Powell plan to extend to all contributors, which we think will be helpful.



Powell provides search pages with an intuitive user interface to explore and sort content.

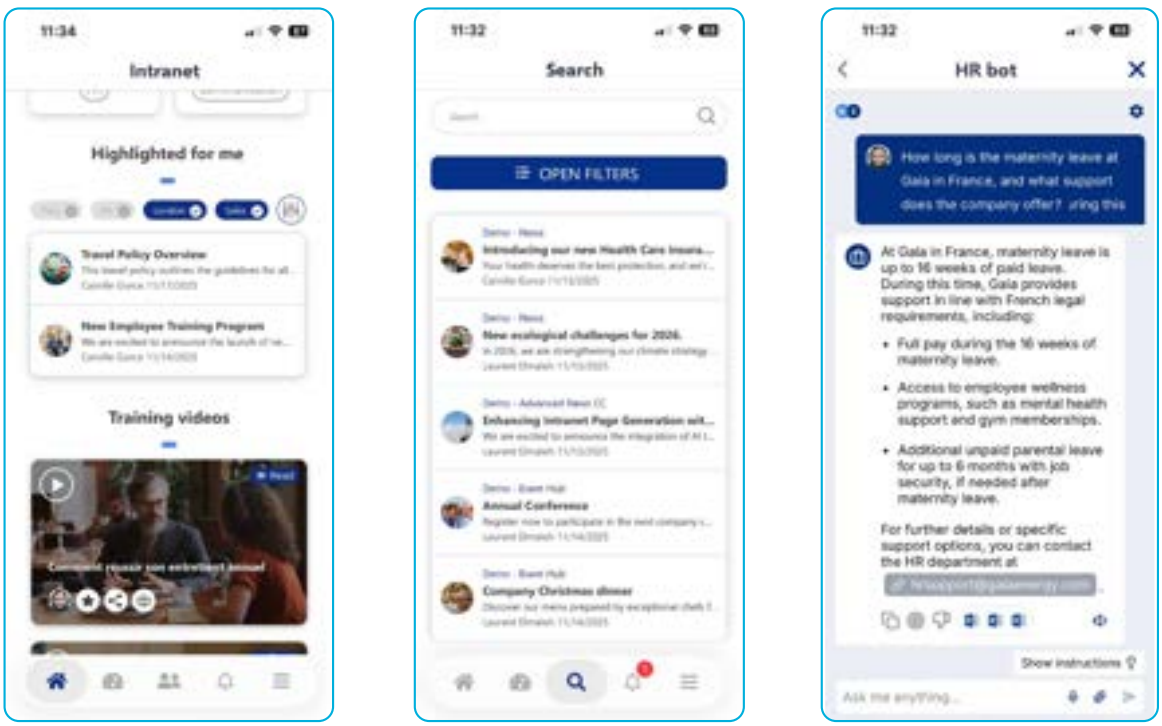
Powell Intranet is powered by Microsoft Search to help retrieve content. Search results pages can be customised for each content type; administrators may adapt the layout, content organisation, metadata filters and more. Search using natural language can retrieve content and documents and we like that Powell Buddy offers synonyms to search queries in one click to expand the search results.

However, the search result page does not yet offer AI-powered 'likely answers'; to have this experience employees will have to use thematic agents. We think this is a missed opportunity, which is echoed by customers. Built in the AI Studio, AI agents are trained on dedicated sets of documents and content to deliver answers in natural language. Please see Scenario 4 for details of the interface and our concerns about the number of agents.

Even the people search can be eased with a dedicated agent to explore the organisation. Alternatively, people search is also possible via the main search bar. People profiles open in a configurable side layer containing profile information and a dynamic organisation chart. Powell Intranet also offers engaging features to nudge people to complete their profile fields. Additional connections can be implemented to external databases to offer a federated search experience. The connection to websites is relatively simple, while more advanced connection to Microsoft Graph will necessitate the assistance of Powell or their partners.

Search administration mostly relies on Microsoft capabilities, such as the SharePoint Term Store to manage metadata, Microsoft Bookmarks to promote results, and Microsoft search algorithm to rank content. Employees can leave feedback about their search experience via a feedback form, but this will not be directly connected to the search query itself, making it tricky for admins to investigate.

Search data is available in 'Advanced Analytics', showing the number of searches performed during the time range selected, the top search queries, the queries which pulled no results, the search results click rates, and also the 'navigation path' indicating the steps took by users to access specific resources. Analytics regarding AI agents is accessible in the separate AI Studio, but we've not seen this in detail to comment on.



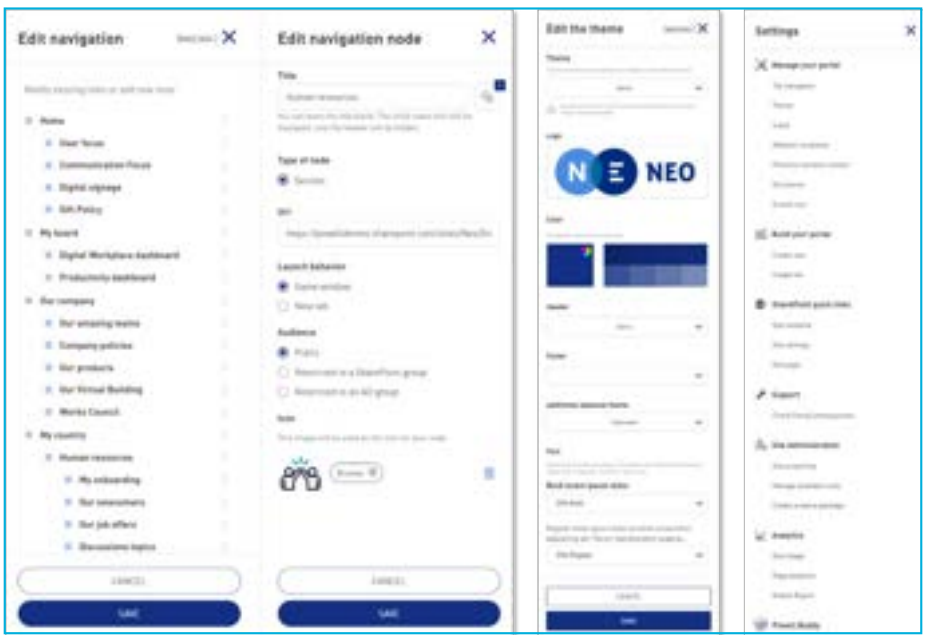
The Powell app provides parity of experience with the desktop environment, where features like 'My Board' integrations and Powell Buddy work well on a small screen.

There is a comprehensive set of settings to adapt the intranet for mobile usage. Even though the product is not a mobile first platform, with time, knowledge and strong governance principles, administrators will be able to offer an optimised responsive experience to their frontline workers.

The Powell app can be downloaded from the public app stores, but it can be white labelled and deployed to managed devices. Several apps can even be created without extra fees (for a specific event or to address an employee population, for example). Most mobile app users need to have a Microsoft licence. Alternatively, managers can enrol frontline workers via a personal phone number.

The experience of the app is well designed, although we did notice that a few buttons and options were rather small to be comfortably used on mobile. Administrators can design a dedicated navigation menu and adapt each page for mobile usage, including the homepage. This is done either by creating dedicated pages that will be targeted to mobile, or by configuring web parts to behave differently depending on device, or even by adding tags when creating editorial content to display them only on mobile, on desktop or on both. Menus and the homepages can even be targeted to specific sub-audiences if needed. We liked the option for each employee to personalise their mobile toolbar at the bottom of the app.

To address frontline workers' needs, push notifications from multiple external systems can be centralised in the Powell App. Alternatively, AI Agents let employees converse with an Agent to perform certain tasks, such as reporting a hazard onsite with the capability to take phots on mobile to add to their messages. These Agents will take time to be set up effectively, please see Scenario 4 for more. We think this is an innovative approach and would have liked to see more concrete use cases that actually meet frontline workers' needs during the demonstration (such as accessing or requesting swapping their shift with other people).



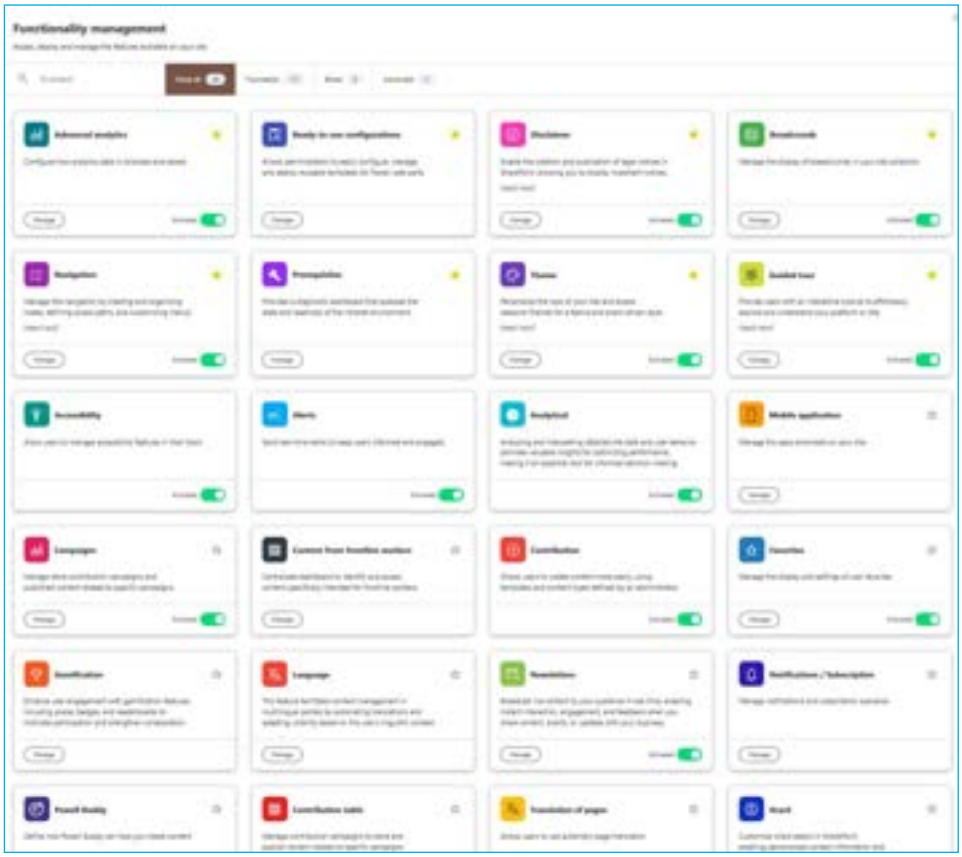
Powell provides a lot of administration features directly in the front end, as shown in these four examples.

Powell Intranet reduces the complexity of SharePoint, especially for simple changes. Intranet managers can control a large part of their environment directly in the front end, bringing a lot of flexibility for non-expert-level administrators. From here they can easily manage the top-level navigation, modify theming options, create sites and lists, manage available tools and permissions, or create new sites and repositories. These tasks can be complex in standard SharePoint and Powell does a good job simplifying them.

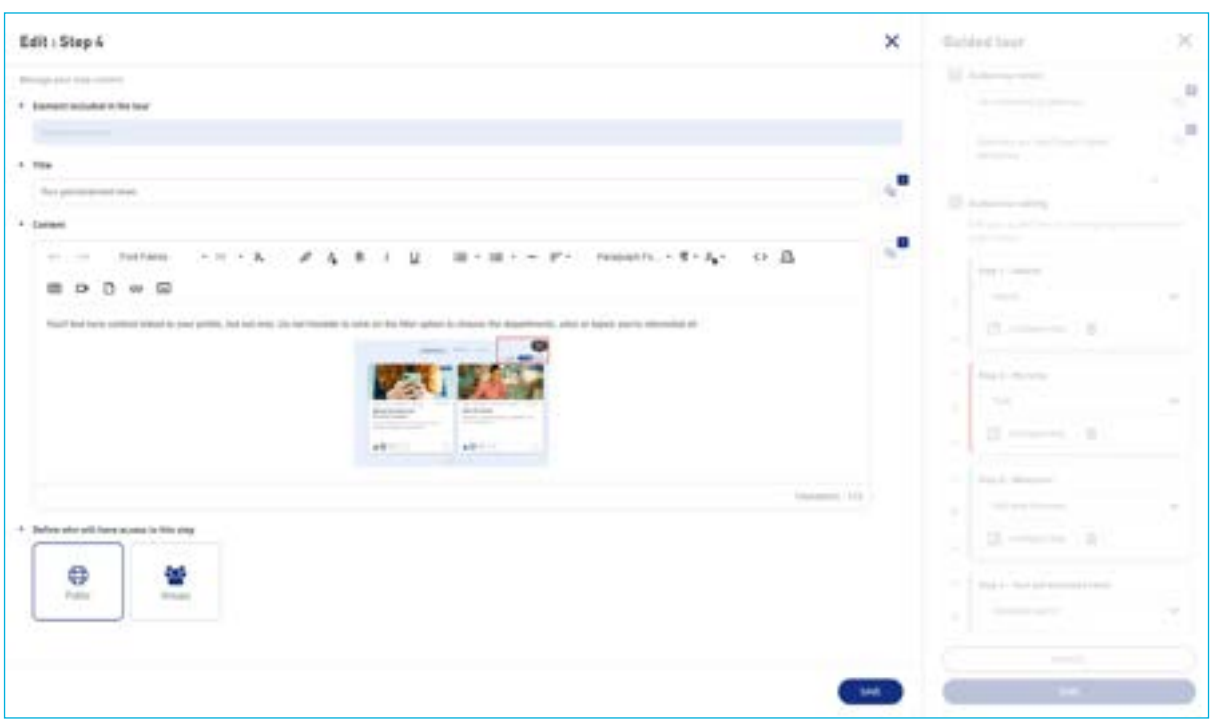
We appreciate the multiple tooltips in the administrator panel as well as the useful redirections to Powell Help Centre for additional information, which we used while writing this review. A 'Features Dashboard' activates the main administrative modules (navigation manager, guided tour, contribution dashboard, etc.) and completes the clever additions from Powell. SharePoint is still the basis of Powell Intranet however, so administrators won't escape Microsoft administrator modules for advanced configurations such as the Term store, audience groups, search settings, etc.

Powell Manager, the former administration tool, is now largely abstracted as most administration actions are handled directly in the front-end. It is still needed to provision and govern site collections, to deploy and make changes to templates and to set up the creation forms for each type of content. These actions are likely to be handled by partners during the implementation phase or by expert teams within big organisations. While Powell plan to eventually decommission Powell manager, its presence might still make companies looking for a more packaged solution hesitant.

The design and branding options go way beyond standard SharePoint and something customers praise. All Powell web parts are highly adjustable directly in the front end, including layout, shape and colours. However, the settings for each need to be set individually on each web part. Even if settings can be saved and reused, guidance and safeguards will be needed to avoid local administrators derailing the design to the detriment of accessibility. We think the addition of an alert when the widget design choices are not compliant with accessibility standards would be helpful.



The 'Features Dashboard' centralises all administrative module in a single place.



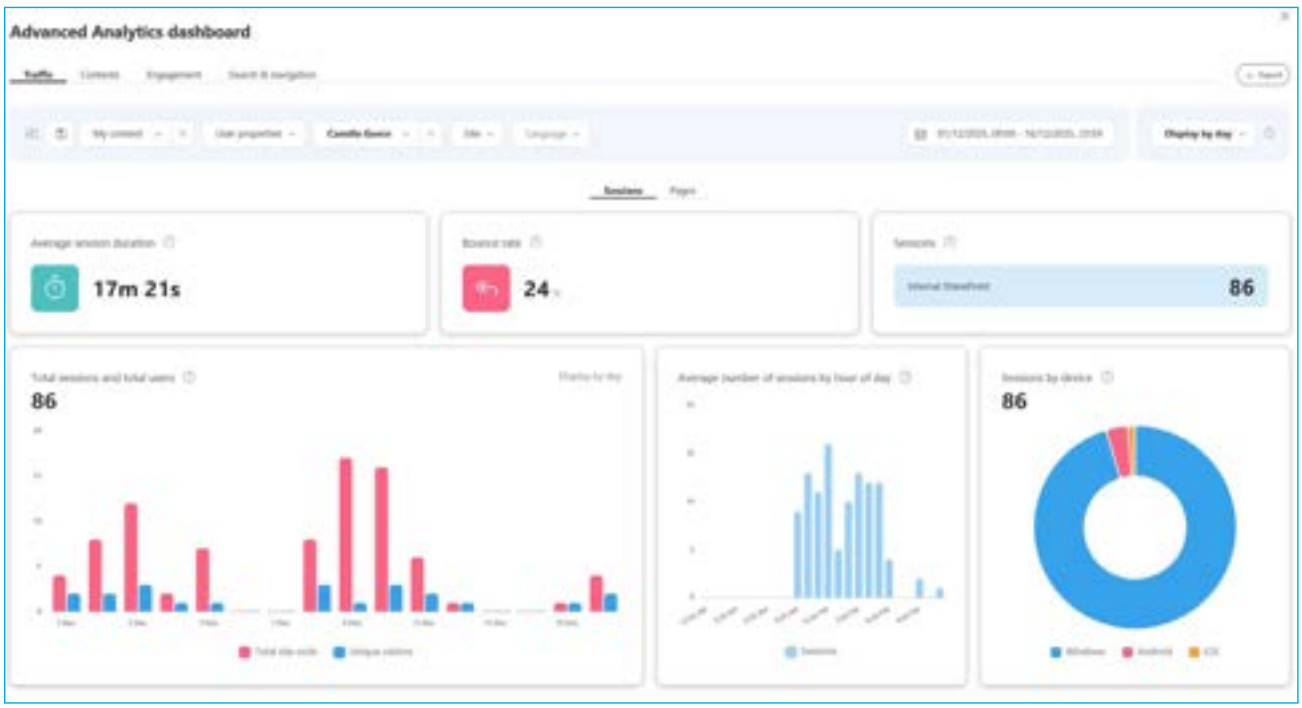
Guided tours are easy to set up and let employees know more about the different sections of each page.

A 'Content Builder' web part was introduced in late 2025 and provides capabilities to structure advanced layouts of static content within a SharePoint page; this includes rich text, buttons, embedded media as well as content to be displayed in the form of cards, lists, or carrousel. The design possibilities are numerous such as adding multiple sections within a web part, setting the column width or controlling precisely each element size. While its usage intends to be easy, we think the Content Builder will be better handled by trained SharePoint page designers seasoned in UI who want more design freedom.

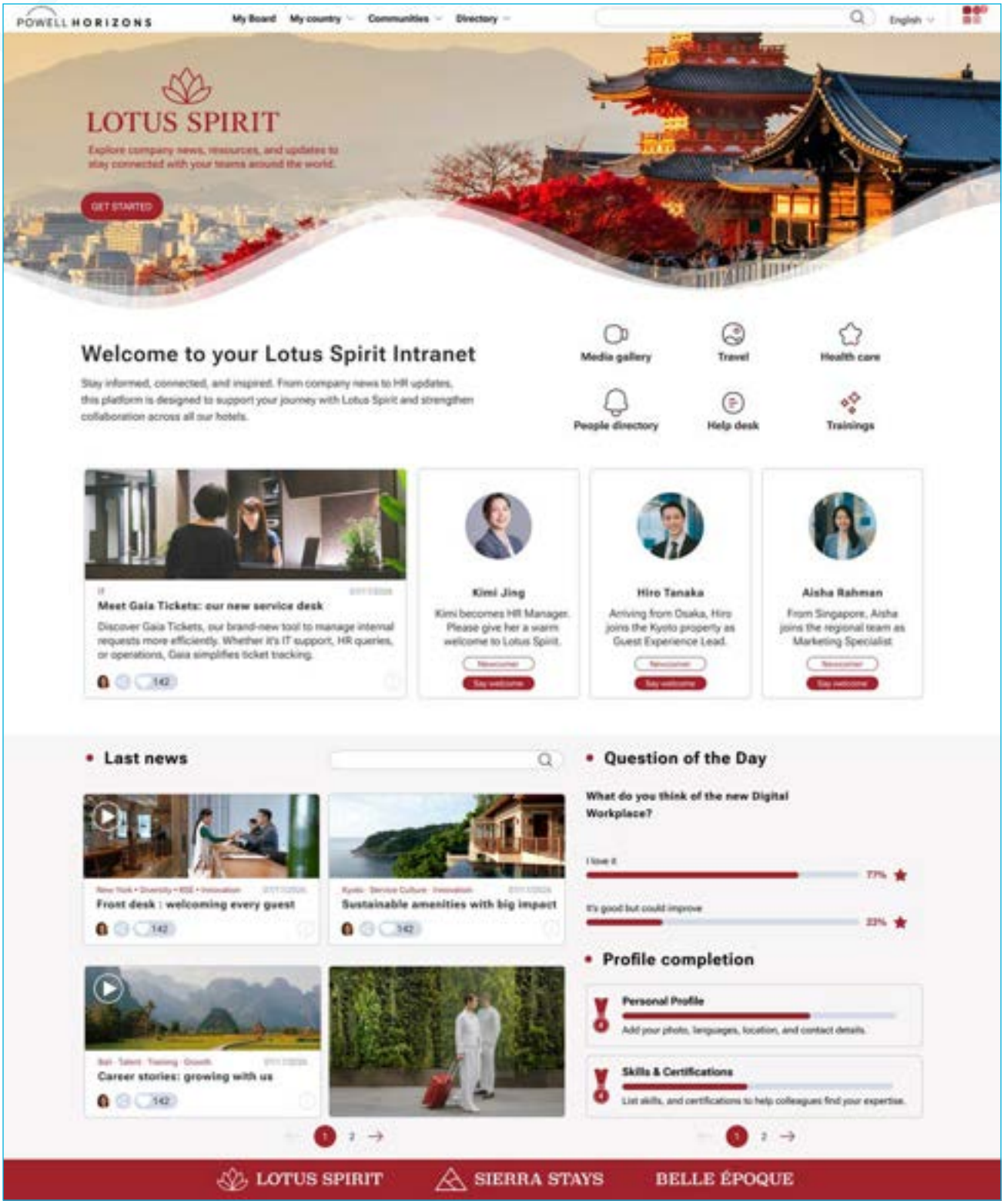
Multi-brand intranets are an option; admins of each site will be able to easily adapt basic design elements (colour palette, logo, font, seasonal themes, etc.). Some work will be required to configure advanced branding, but this is readily possible, as shown in the screenshot on the next page.

The overall navigation is highly flexible, including to be presented as a dynamic mega menu, where links can be permission trimmed and easily maintained by administrators in the front end. We particularly appreciate the 'guided tour' module that displays tooltips at the first connection to a page. These can be easily created and edited on the spot, and they can be replayed by employees if they need to. Powell also added a useful 'Breadcrumb' module that allows admins to overwrite the default SharePoint site architecture / breadcrumbs if wanted.

In addition to standard SharePoint analytics, Powell offers a set of Advanced Analytics dashboards. The 'Traffic' dashboard offers an overview of the intranet global performances with the average session duration, the bounce rate, bar charts showing the total session and users over time, the distribution by device and more. We appreciate the multiple tooltips explaining the graphs data as well as the various filters and options. Powell says that these Advanced Analytics dashboards will continue to be improved during 2026, including an embedded AI for interpretation and suggestions. While what's on offer at the moment is adequate, we think those enhancements will be a valuable addition.



Powell 'Traffic' dashboard offers an overview of the intranet global performances.



Powell Intranet provides flexible theming options to deliver brand compliant intranets.

THINGS TO BEAR IN MIND

Powell is a solid and well-performing platform, scoring quite high on all the scenarios. When buying Powell Intranet, companies should bear in mind that the product relies heavily on SharePoint. This means that it will probably suit organisations that already have a solid experience of M365 and are looking to extend and streamline their usage.

As Powell Intranet is a comprehensive and complete product, the learning curve can be steep and take time to fully grasp all the ins and outs of the CMS, the web parts configuration options and administration settings. Companies will need to rely on an integration partner during their implementation phase and dedicate specific resources, preferably Microsoft-savvy ones, to manage the intranet. Clearly defining the user needs, choosing the correct partner to work with, and ensuring internal know-how, will be key factors for success.

Regarding AI, Powell offers a dedicated Studio to create, set up and administer AI Agents that can integrate with internal knowledge base or external systems. Those organisations on the path of integrating agentic AI to their business operations will need to navigate between potentially competing approaches – the major one being Microsoft Copilot. The combination of multiple AI agents, rather than a central 'master' AI, should also be considered.

While Powell has made recent improvements to cover some shortcomings in their offering, organisations looking for an advanced newsletter or advanced analytics dashboard might find the ones in Powell still quite basic. Powell says that the newsletter module will see short term improvements such as columns configuration, additional templates or the tracking of click rates on links. The analytic module is also due to be improved, with AI analysis and recommendations on the roadmap.

Finaly, it's worth noting that Powell announced a new major shareholder in late 2025. Their aim is to foster innovation, particularly in agentic AI, and so we may see an increased pace of platform developments in the next year.

Why choose this product

Powell Intranet is an excellent top layer addition to M365 digital workplace. It provides a great deal of extra web parts and administration options, and additional features to offer an enhanced experience on top of SharePoint. Small and medium sized companies will appreciate the numerous ready-to-use templates and modules (crisis communication, communities, desk booking, ideation management, gamification, etc.), while bigger organisations will be able to completely customise their environment and efficiently manage a complex intranet setup. Powell is clearly embracing agentic AI with a comprehensive set of existing and upcoming features to support employees accessing information, interacting with their digital workplace and help them in their day-to-day work.

You may also be interested in...

akumina®

ATLAS by ClearPeople

omnia

Vendor roadmap

Roadmap images provided by Powell.

COMPANY AND PRODUCT

Company
Powell

Company founded
2016

Product launched
2016

ISO 27001 certified
Yes

Data residency
Global – at the client's discretion

Typical client size
5,000 to 10,000

Company locations
Paris, France (HQ), Germany (Cologne), Australia (Sydney), US (Spokane, Washington State)

Partner locations
US, UK, Benelux, Nordics, Germany, France, Singapore, Middle East.
Please see their website for more.

Customers
Clients include: Avril, Lagardère Travel Retail, Carrefour Voyages, Groupe La Poste, SPIE, Bureau Veritas, UCB Biopharma, STEF, Sopra Sterieux, Biomérieux, Orano.
Please see their website for more.

Largest deployment so far
SAFRAN - a major multinational aerospace, defence and security organisation, with 80k employees operating globally in 27 countries.

Environmental / sustainability certifications
Powell's product roadmap includes the development of a dedicated Sustainability module. This will allow organisations to measure, understand, and reduce their digital footprint.

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Product and technical details

Name of product

Powell

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	**Microsoft 365 tenant**	Google Cloud	Other

Authentication supported

Entra ID	**ADFS**	**Okta**	Open ID	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	**Apple store**	**MDM**	MAM	Other

Accessibility

WCAG 2.1 AA conformant

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	**OneDrive**	**ServiceNow**	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	**Open API available**	Other

User interface multi-language

Machine translation	**Pre-configured**	**Editable**	Right to left script supported	Other

Content multi-language

Machine translation for publishers	**Machine translation for end users**	**Editable machine translation for publishers**	**Manual creation for publishers**	Right to left script	Other

Set-up and support

Set-up process for new clients

The customer decides to deploy either the standard portal (with a few clicks) or decides which levels of customisation they need (this can range from adapting their various site collections templates to fully customising the look and feel, and metadata structure). Full deployment can vary from 2-3 hours for a packaged site for small businesses, to 3 months for large multinational companies requiring the finest levels of customisation.

Product updates

Major updates every month.

Product update process

Customers are updated at once as Powell is a SaaS solution.

Reverse-out options

The customer's data remains hosted in the customer's own Microsoft 365 tenant, so it is not impacted by reversing out of the platform. However, the customer will lose access to Powell-specific intranet features such as Search Web Parts, navigation header, etc.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only*

* Powell supports local office hours for three regions (Europe, North America, Asia-Pacific)

User community

Powell have an active community with several channels: an online portal for day-to-day exchanges, LinkedIn private group and some major User Club physical events (France, Germany, US) and an annual online user conference. The Powell User Club gives access to an active community of customers, peer exchanges, and exclusive sessions to share best practices and success stories.

Voice of the vendor

Powell says: "Powell is the intranet for business objectives: a platform aligning employee experience with operational performance and measurable outcomes in complex environments. Powell transforms SharePoint into a unified, adoption-driving intranet—governed, easily instantiated, and AI-assisted—so employees can find, learn, and act confidently every day.

Our experience layer simplifies SharePoint into a cohesive, brand-perfect hub. SharePoint is the foundation; Powell is the catalyst unlocking adoption, engagement, compliance, and security. We focus on mid-sized enterprises with M365—especially regulated, decentralized organizations where multilingual, multi-entity complexity meets strict compliance.

Outcome-led value:

- Communications that change behavior through targeted, multilingual messaging.
- Findability that shortens time-to-knowledge and reduces risk.
- Frontline reach with timely updates and simple task flows.
- Administration & security at scale without slowing down.

Governed AI: Powell gives knowledge back to the business. Departments curate sources and intents; Powell answers from approved repositories with traceability. Role-based controls and audit trails keep governance intact.

What we excel at: Intuitive UX and admin experience simplify complex objectives with ready-to-use templates and web parts. Employee-centric design prioritizes value and usability over complexity.

Built for growth: Powell adapts to any maturity level—centralized or federated, single or multi-brand—and evolves with you. Start simple and scale without rebuilding."

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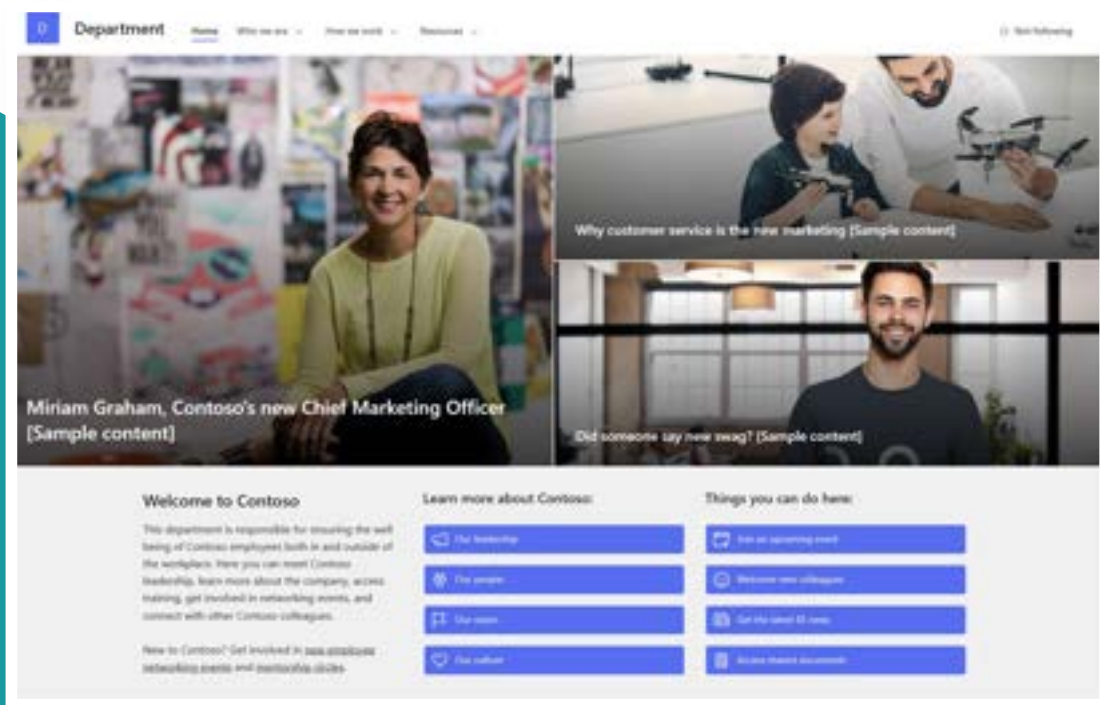
SharePoint, Copilot and Viva+

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

OTHER



Typical deployment:

Not disclosed

Company locations:

VISIT THE WEBSITE

The product in a nutshell

SharePoint lets you create simple and attractive intranet pages quickly and easily, while Viva Amplify, Engage and Connections add depth to the employee experience and engagement.

SUMMARY

SharePoint offers a modern, highly flexible approach to employee communications, as well as powering many elements of Microsoft 365 behind the scenes. Alongside SharePoint, Microsoft have in recent years placed a great deal of focus on the Viva products, and many organisations will need at least some of these. **Viva Connections** gives a way to surface SharePoint content and third-party integrations within **Teams**. **Viva Engage** provides social community features to complement published content in SharePoint and collaboration in Teams. For more sophisticated communication needs, **Viva Amplify** helps plan, execute and track multi-channel communication campaigns.

In addition, Microsoft **Copilot** has seen features developed at pace. For example, it is being interwoven into many of the tools above, offering generative AI support for content creation and automated insights to help with management. We feel there is room for improvement with Copilot, such as in the areas of integrations and search, but look forward to seeing the developments.

Out of the box, standard SharePoint Online is relatively easy to use for small-company set-ups, making it simple to get going creating pages and sharing documents. However, it is possible to end up with a complex and messy result without careful planning. Viva Connections extends capabilities with a dashboard for tools (including third-party integrations), a personalised news feed and the ability to surface SharePoint content in Teams. Internal communications teams may find SharePoint takes a little getting used to, as its default model is to aggregate news from many diverse sources. However, there is an 'organization news site' feature that can be used as a hub to push a central 'authoritative' voice out to many end points. Viva Amplify helps make this easier for multi-channel communication campaigns too.

Despite all the feature advances, SharePoint and Viva remain a complex platform to build and run an intranet once it reaches any kind of size. Smaller companies can do much with the standard features, but may find they have to buy in expertise to fully exploit them, or where more than a small set of sites are required. Medium to large organisations are likely to hit limitations around customisation

SharePoint

Copilot

Teams

Viva Engage

Viva Amplify

Viva Connections

and governance, and will certainly need specialised resources in-house or with a partner. Companies with a large deskless frontline workforce are likely to find the standard mobile provision falls short of their needs. However, these are not necessarily show-stoppers, and many companies decide they are happy to accept these constraints in return for something that integrates well with other parts of Microsoft 365.

There are many variants of SharePoint, Viva and Microsoft 365. For the purpose of this review, we have focused on the components that best meet typical intranet requirements as outlined in our scenarios. We're not, for example, trying to assess Microsoft Teams as a video conferencing or team collaboration tool. We assessed SharePoint with Microsoft Viva Employee Communications and Communities package, which includes Viva Engage, Viva Amplify and Viva Connections for a $2 per user per month (as at January 2026) increment over the standard M365 licenses. Where relevant we've also considered the role of Teams. Copilot now complements many of the features and we have mentioned where this is included in the licensing or will be extra cost.

Notes:

1) *There are many variants and caveats to what is possible in SharePoint and Viva, depending on license used and location (for example, M365 Government Cloud has more restrictions and tends to roll out features later). Readers should take careful note of the version we have reviewed (Microsoft 365 E1 licenses plus 'Microsoft Viva Employee Communications and Communities') compared to their intended deployment. Note too that there are actually multiple Copilot license models, so please check your licensing carefully for any intended use.*

2) *We invited Microsoft to demonstrate their product to us using the same process as other vendors, but they were not available to participate. We've therefore independently reviewed the product based on our many years of working with SharePoint and Teams, and with support from additional reviewers' broader perspectives. Although we believe all comments to be true and accurate, these have not been validated by Microsoft.*

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription - price based on number of users.

COSTS TYPICALLY

Fairly evenly spread across three years, depending on whether significant development is chosen.

DISCOUNTS

Microsoft offers special discounts and sometimes free seats to non-profit organisations.

PRICE INCLUDES

Based on E1 Office 365 license (which also covers Teams, Exchange etc.) and the Microsoft Viva Employee Communications and Communities package, which adds an extra $2 per user per month. F1, a limited license for frontline workers, is much cheaper. Please see Microsoft's website for full pricing details. This review assumes other optional extras such as Copilot are at extra cost (indicated by scores in brackets). We have not included SharePoint Premium which adds high-end AI tools for content governance and content processing via 'Syntex'.

Product type

Majority ready-to-run

Branding opportunities

Good branding, single choice

Base systems

Fully standalone	**Requires SharePoint**	Other

Sectors

Public administration and defence	Wholesale and retail trade	Manufacturing	Health and social work activities	Financial and insurance activities

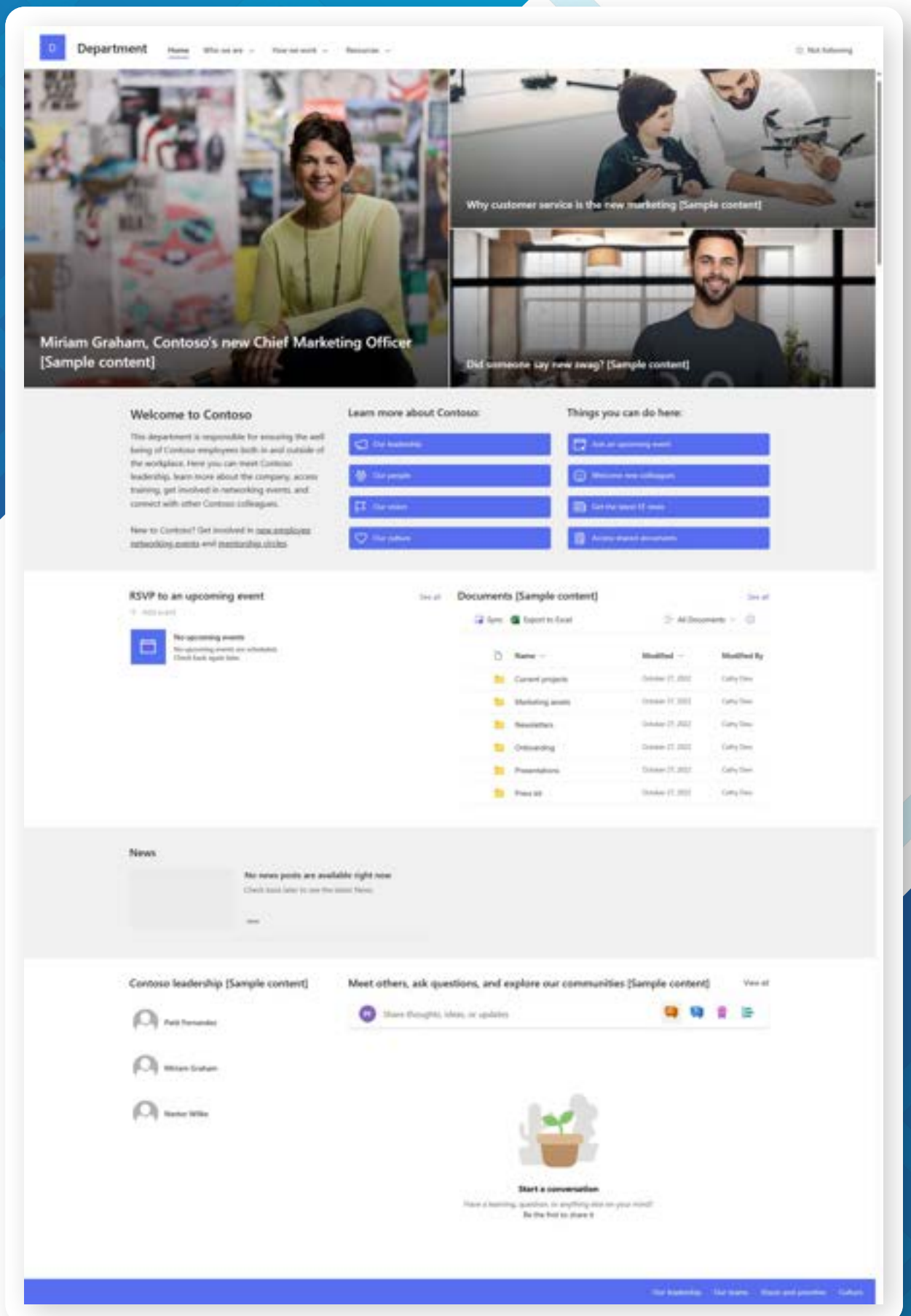
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

The main thing customers like about SharePoint is its integration with other Microsoft products, particularly Teams, so "everything works together," as well as the ability to send news articles as email. It's also seen as a practical solution, especially in Microsoft-centric environments where alternatives are viewed as cost-prohibitive. As one respondent shared it, "eliminates the need for additional budget allocation for communications tools," which, "keeps the C-suite comfortable." Several respondents highlighted its user-friendly page design with one noting that, "designing pages is now a far easier and more creative process," as well as, "lots of useful options for displaying content / data in more interesting ways." Finally, one respondent cited platform reliability which, "adds confidence that business-critical communications will not be disrupted."

When it comes to improvements, customers were clear that there is a need to focus on 'must haves', such as better analytics and mobile access, rather than, "nice to have features which come and equally fast disappear." One respondent had resorted to an additional mobile product in order to reach deskless frontline workers effectively. The need for third-party analytics is common with one explaining it is, "very hard to see overall page and visitor metrics across an intranet." Better multi-lingual and translation support was also requested with the ability to, "auto translate SharePoint Comms Sites." Another wished for, "simplification of products. All the Viva, M365 and Copilot products are confusing for people."

Perhaps unsurprisingly, not all respondents have worked directly with Microsoft, but where they have, the experience varies widely from "very good" to "not very helpful at all." One customer shared that, "Microsoft can be a bit of a 'black hole' in that they don't communicate about their roadmap or when they are making updates," with the result that IT colleagues are often in, "reactive mode." Another customer complained that they, "don't take feature requests and always seem to have a product of the moment that they go all in on (i.e. currently Copilot!)" One customer who summarised their experience as, "generally good," added the caution that, "promises are always made faster than placed into reality."


Department
Why customer service is the new marketing [Sample content]
Miriam Graham, Contoso's new Chief Marketing Officer [Sample content]
Did someone say new swag? [Sample content]
Welcome to Contoso
Learn more about Contoso:
Things you can do here:
RSVP to an upcoming event
Documents [Sample content]
News
No news posts are available right now
Contoso leadership [Sample content]
Meet others, ask questions, and explore our communities [Sample content]
Start a conversation

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
3+ **1. Employee Experience**	Good support for video, imagery and multilingual content.	UX is inconsistent between SharePoint, Viva Engage and Connections.
3+ **2. Communications Management**	Creating attractive news articles is straightforward.	Analytics is fragmented and limited.
2.5+ **3. Community & Engagement**	Viva Engage is a mature social community platform.	Social features for published content are poor and lack integration.
1.5+ **4. Digital Workplace Integrations & Services**	Sharing information and functionality between M365 apps is well supported.	Out-of-the-box support for third party systems is poor compared with other vendors.
3+ **5. Knowledge & Content Management**	Strong support for structured information and document management.	Poor features around operational updates and mandatory reads.
3.5+ **6. Information Finding & Search**	Microsoft Search is fully featured with powerful management tools.	A simple people directory is missing.
2.5+ **7. Mobile & Frontline Support**	Mobile users can access most intranet content.	Mobile support feels like an afterthought rather than a primary use case.
2.5+ **8. Platform Management**	Platform management capabilities are mature and comprehensive.	Management tools are spread across a range of applications.

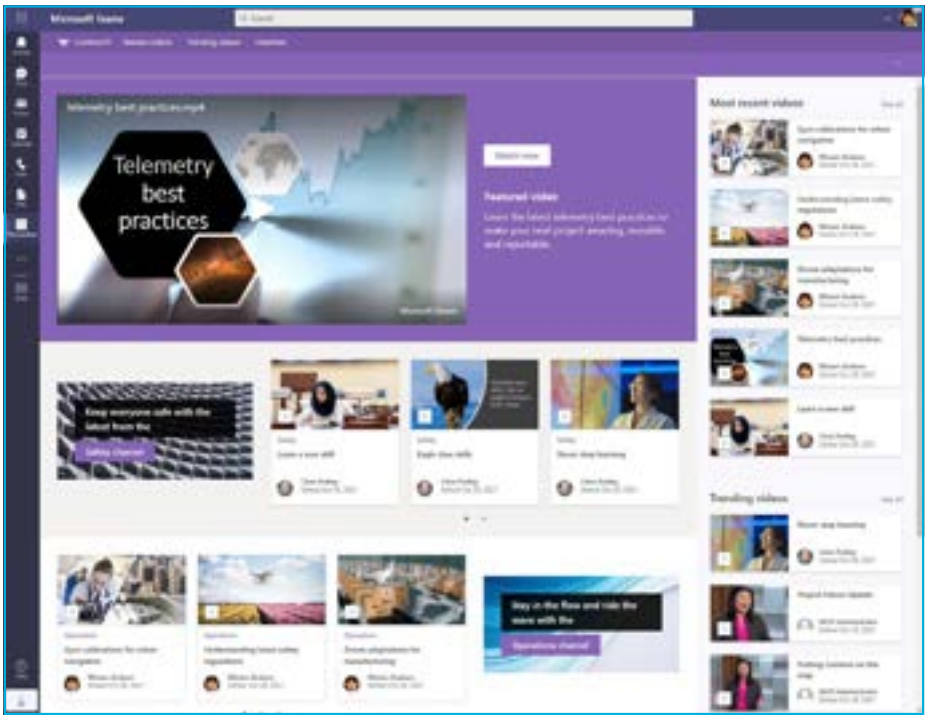


Image credit: Microsoft

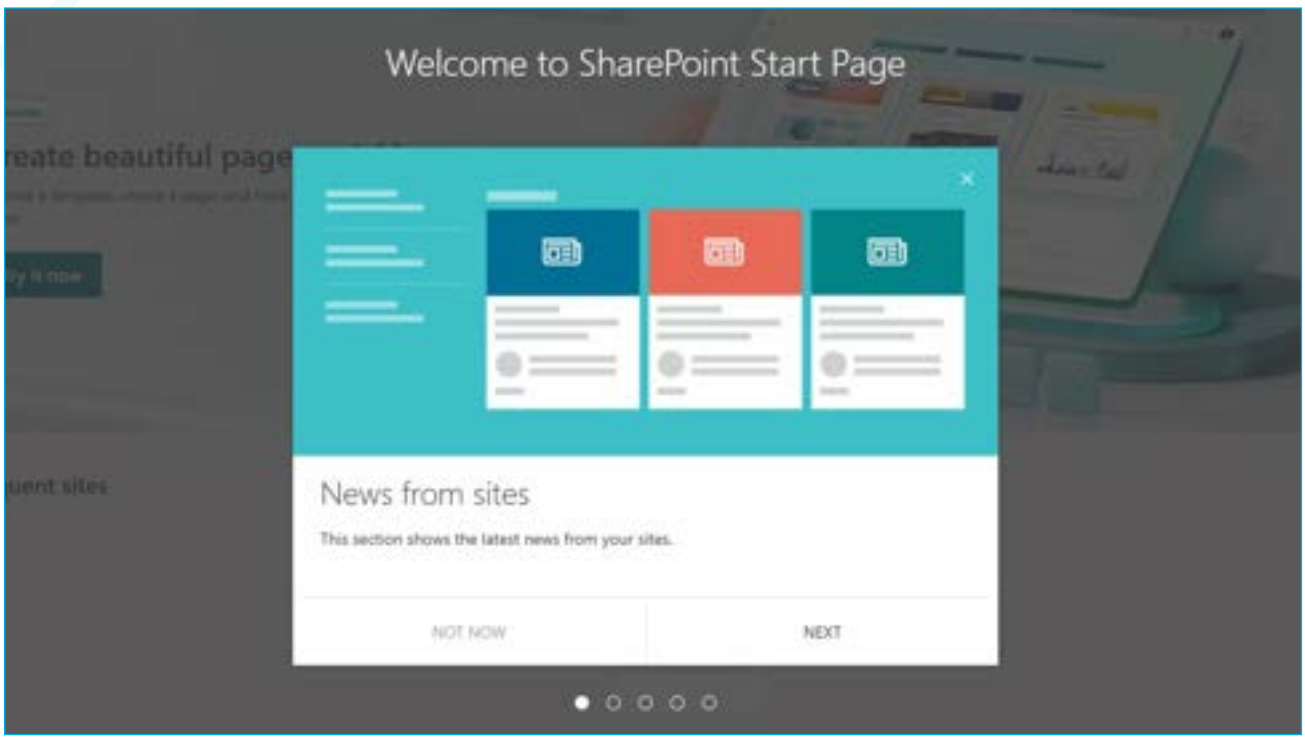
A SharePoint video portal homepage in Teams.

Microsoft's multi-product approach makes it difficult for organisations to deliver a truly consistent employee experience across the entire intranet. SharePoint and Viva Engage provide most of the publishing and engagement functionality; but beyond the basic brand elements of the suite navigation bar, they have little commonality of navigation and content layout. Then Viva Connections adds yet another experience under the shared top bar.

Within SharePoint, it's possible to build some attractive page designs that use images and space effectively, and layouts generally work well across a range of screen widths. On first use, a short series of pop-ups give employees guidance in using SharePoint features; although it would be better if admins could adapt this to an individual intranet. The Viva Engage experience is more rigid but follows the typical consumer 'infinite-scroll' of the central newsfeed. Periodically it suggests some communities you might like to join.

When the intranet is accessed from Teams via Viva Connections (see Scenario 4), the SharePoint element works in just the same way, but things become less predictable. Controls appear in multiple places, and some actions lead to a browser window opening rather than staying within the Teams app. Within Connections there are also multiple sub-tabs for different kinds of 'Feeds' from news, meetings, social posts etc. across Microsoft and third-party applications. This presentation feels convoluted, and we expect many people will simply ignore it.

Most content can be targeted but the targeting mechanism is less flexible than other products in this report. Employee 'audiences' are Entra ID groups, meaning that internal communicators are likely to be more dependent on IT admins than they might wish, and the audience membership may not be obvious. Dynamic membership groups based on rules (e.g. 'new hires' based on start date) are available with 'P1' Entra ID licenses that are included with an 'E3' or better M365 license. Employees cannot easily opt-in to news topics, but they can 'follow' sites for specific interests such as New York and Dallas offices to get news for both in their Viva Connections feed if this is implemented.



SharePoint guides people through start page features on first use.

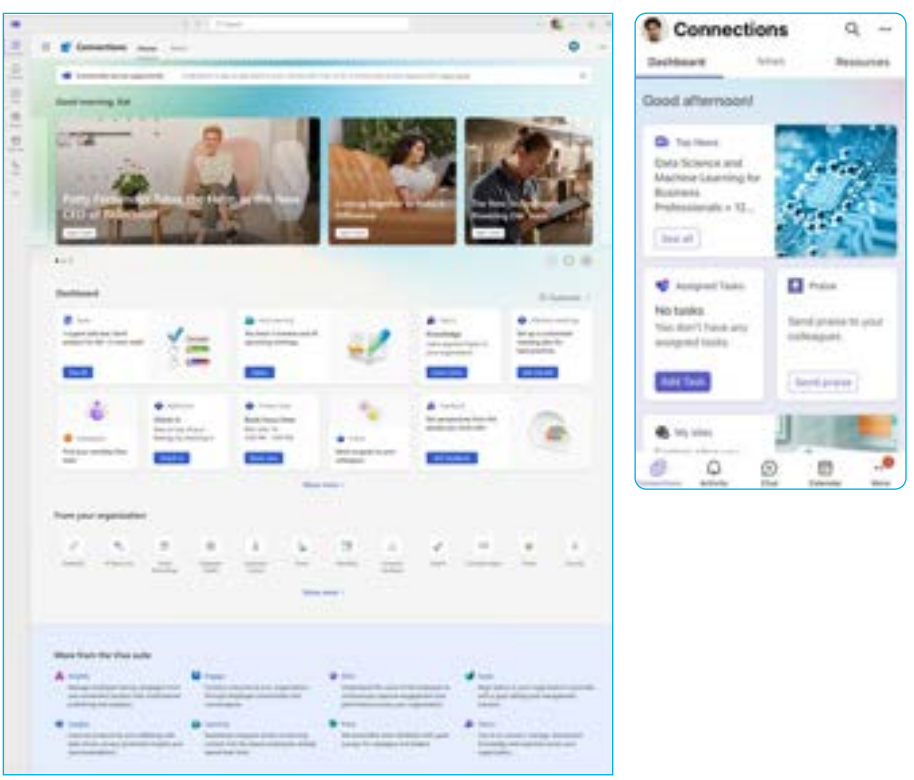


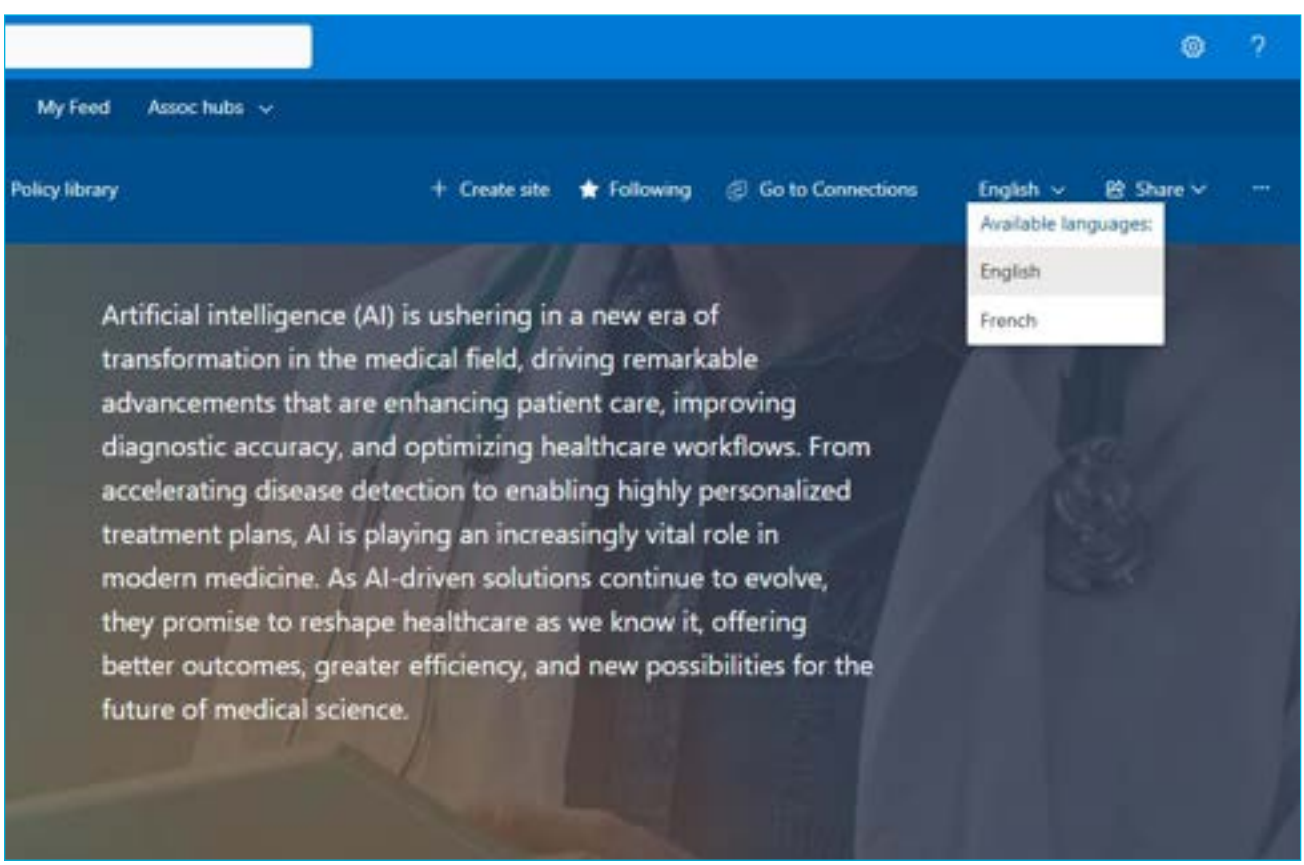
Image credit: Microsoft

Viva Connections in Teams can surface SharePoint content alongside a dashboard of information from third-party systems.

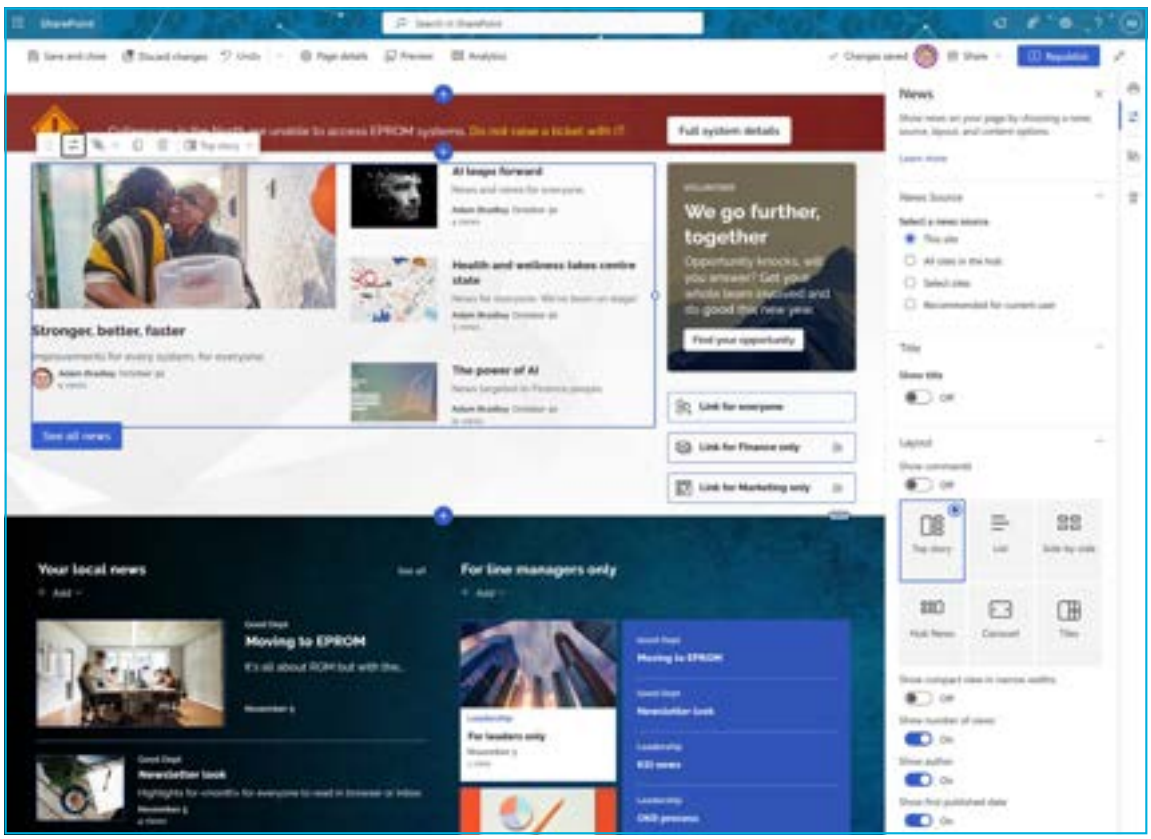
Notifications are fairly limited and fragmented as standard. SharePoint does not have a standard feature to show notifications and control what employees get notifications for. Where notifications are sent for activity such as @mentions, this is usually via email. In Viva Engage, notifications show via the bell icon and 'inbox' for follows, mentions etc., and optionally via browser push alongside email. We would rather see a more coherent approach, making use of the Microsoft 365 navigation bar to show items that need attention, as this is one of the few common elements across the platform.

Creating a multilingual experience in SharePoint is relatively straightforward. It supports around fifty languages for both the interface and published content. Microsoft has implemented some good tools to help manage this. For example, a 'translator' role can be set up for each site and these people are notified when the source language version changes. However, there is no option for editors to start with a machine-translated draft, it's a wholly manual process. Where pages have language alternatives, employees will see a drop-down menu of available language versions. Machine translation is available for posts on Engage, but not for pages or comments on SharePoint pages. Multi-language features are fair overall, but there is room for improvement, a sentiment echoed by customers too.

Multimedia support is extensive, with web parts for video, audio, images etc. Video creation and editing is straightforward using the friendly 'Clipchamp' tool (which has been merged with and replaces Stream) included in most Microsoft 365 licenses. Video / audio content adapts well to the device and bandwidth in use, and automatic captioning is invaluable. Videos can be played back within a SharePoint page, Teams or Viva Engage as well as Outlook.



Published pages in SharePoint show where alternative language versions are available.



The news web part can aggregate news from other sites, such as all those associated with a hub site.

We've addressed this scenario primarily by examining SharePoint and Viva Amplify functionality. However, please see Scenario 3 for information on Viva Engage features that could be used by internal communicators too. Managing communications across SharePoint and Viva Engage largely requires Viva Amplify, which we've covered below.

It is easy to create a news article in SharePoint, and straightforward to add images, videos and even charts via web parts. The image picker is particularly handy, supporting libraries or corporate image assets as well as licensed stock images. We like the built-in image editing tool for simple enhancements within the content editor. SharePoint now comes with over thirty page templates including several for news, but many organisations will want to build their own. It's important to note that templates provide a starting point in how content is laid out, but editors can diverge from this considerably, which may not suit all organisations.

At extra cost, Copilot is available to create whole news articles as well as sections within a page from a prompt, with additional options for tone of voice and length. When creating pages this way there are some templates available (newsletter, leadership message etc.) or Copilot can create something from scratch. Somewhat curiously, 'Rewrite with Copilot' which is an optional extra in Viva Amplify (see below) is not available in this context.

News articles can be set to go through a simple approvals process and / or scheduled to publish on a pre-set date and time. Individual sites show pages with a future publish date and those awaiting approval, but there is no intranet-wide way to monitor this or calendar view to help with 'air traffic control'. With extra effort, a SharePoint list could be created to help with planning (see Scenario 5), but there's no automation or similar functionality we've seen in other solutions.

The 'news' rollup web part can be added to any SharePoint page (typically a homepage) and configured to show stories from one or more sites in a number of ways including a list, tiles and carousel. Organisations that are using Viva Connections can use the 'boost' feature to promote stories from 'organization news' sites in the news feed and give them extra prominence with an activity alert in Teams as well. It works but the pre-requisite set up means it's all a bit fiddly.

News articles can be emailed using streamlined page templates in SharePoint, allowing recipients to view full articles directly in their inbox. We think communicators and site owners are more likely to send out manually curated newsletters / digests that drive traffic to their pages, although pages sent by email are at least tracked in analytics now (see below). There is also an AI-driven weekly digest of stories that may have been missed, tailored to the individual based on what stories they have clicked on. Microsoft claims that the algorithm prioritises content that is of most interest to the employee.

Viva Amplify helps with planned multichannel publishing and campaigns across SharePoint, email, Teams and Viva Engage. It is centred around the campaign concept, even if you are just sending one communication out over several channels. We like that each campaign includes the ability to define and share goals, objectives and key messages along with other relevant planning documents in one place.

Each piece of campaign content is created in what amounts to a SharePoint page. With a Copilot license (extra cost) the standard SharePoint editor experience is enhanced with 'Rewrite with Copilot'. This offers revised drafts of selected text to make it more concise, casual, formal or enthusiastic to reflect campaign goals and objectives. When finished, the content is scheduled for publication to required channels. However, it's not possible to stagger the delivery by channel type and the content is replicated across channels. It's worth noting that content targeting uses a different audience model for each channel too.

The campaign process with Viva Amplify is clearly designed, but Microsoft sees it more as a tool for central internal communication teams rather than something for routine news creators across an organisation. As such, it feels a little disconnected from the overall news publishing experience and there is no connection with the 'Campaigns' feature in Viva Engage (see Scenario 3) either. We would welcome the addition of a shared publishing calendar or some other way to allow larger or decentralised news teams to co-ordinate planning too.

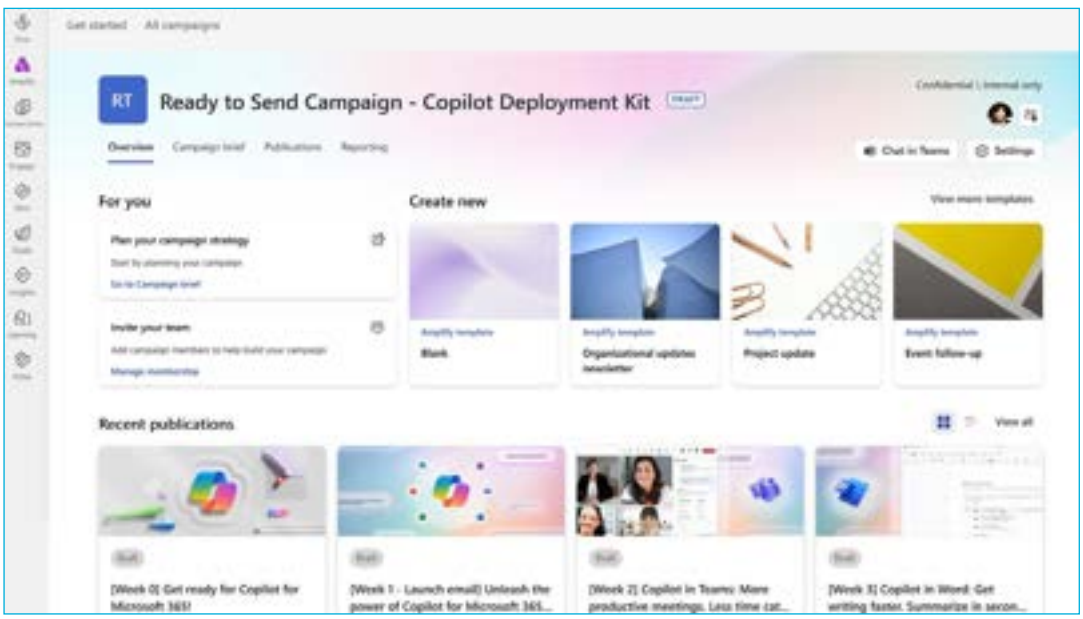


Image credit: Microsoft

Viva Amplify brings a centralised campaign capability for internal communicators wanting to broadcast to multiple channels.

Analytics around communications is improving but still limited compared with some other products in this report. Building up a picture of what is happening becomes very fragmented, especially if you are using SharePoint, Viva Connections, Viva Engage, Viva Amplify and possibly more. There simply is not one place for communicators to get a sense of what is happening with their content without using a third-party tool or custom Power BI reports at extra effort and cost.

The SharePoint 'Site usage' report shows the number of unique viewers over preselected time periods (7, 30, 90 days) along with the most popular news posts, content pages and documents. If the site is part of a hub, this information can be aggregated to the hub or shown for individual site level. Content owners, particularly communicators, often are more interested to learn "did my article engage people?", and there are no views to show this at the site or hub level.

At the individual page level, more detailed usage and engagement information is available, including where content has been viewed via different channels (e.g. Outlook, SharePoint, Teams, Engage). As with 'site usage' there are pre-selected time periods, although the choices include 'a year' and the 'lifetime of the page', with metrics such as views charted over the selected time period. We like that you can see page traffic by time of day and this is available at the site level too.

Communicators will also value 'Promotions' and 'Reactions' which track employee actions and engagement with content. Promotions measure shares, @mentions and email forwards while Reactions tracks likes, hearts etc. and groups these into positive, negative and 'other' to help assess overall sentiment. Viva Amplify aggregates the page level tracking described above at the campaign level and reports can be filtered by audience, function, seniority etc. But it's still not possible to see a table-based performance comparison of the individual pieces of content in the campaign which is a pity.

Overall, we feel many internal communications teams in large organisations will now need Viva Amplify to effectively manage and deliver multi-channel campaigns. Even so, campaigns are less sophisticated than we've seen elsewhere and limited to M365, as is overall news flow management. For less complex needs and infrequent publishers however, creating news is simple.

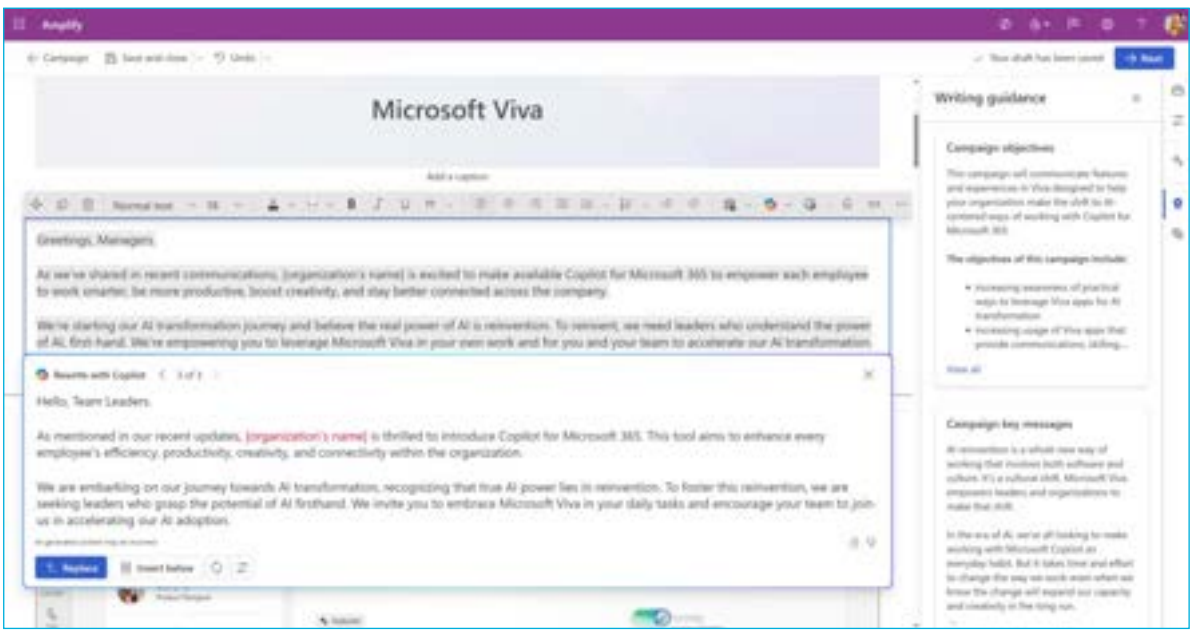


Image credit: Microsoft

Copilot can assist with the drafting of articles by suggesting ways to re-write them.

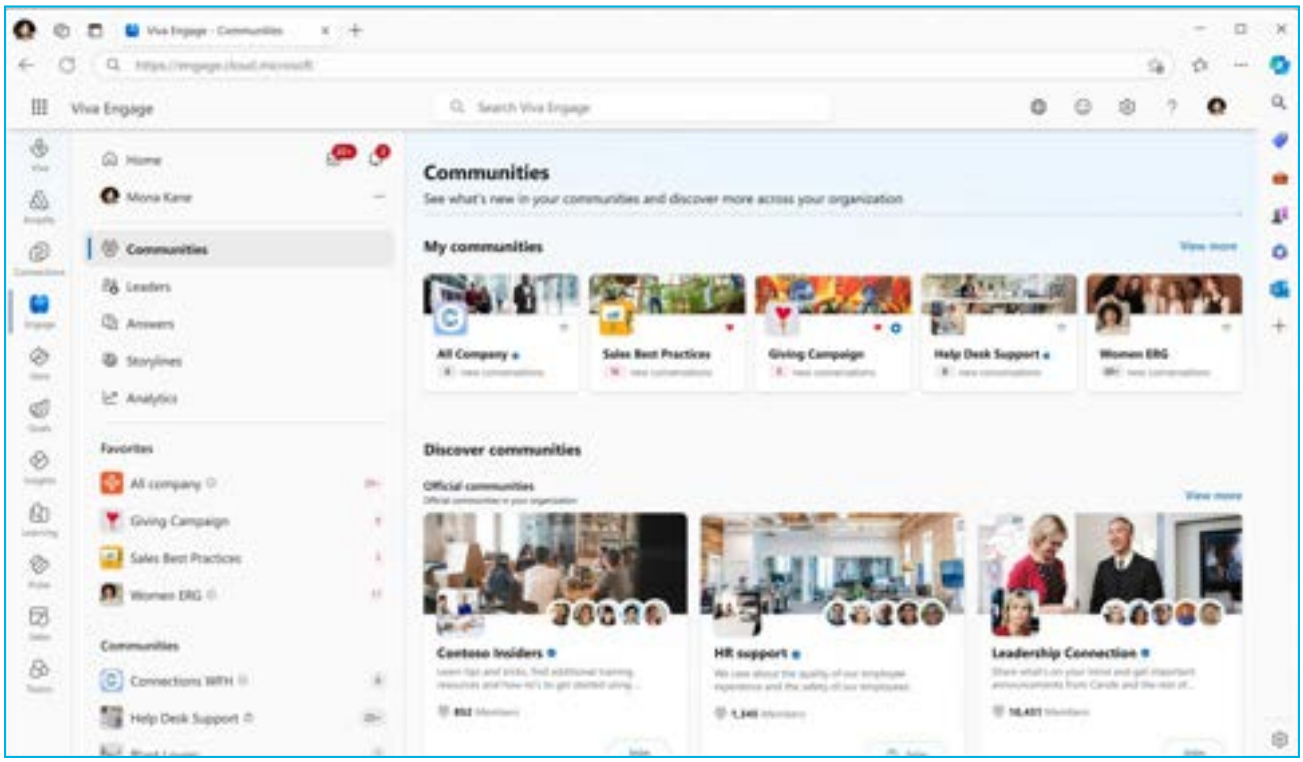


Image credit: Microsoft

Viva Engage communities scale from special interest groups to all company.

Viva Engage is Microsoft's main community and social engagement channel. It offers reasonably mature and well-rounded capabilities to support communities of practice / interest and employee resource groups, as well as non-professional hobby and interest groups. However, there is little to distinguish between the different ways communities are used, and no templates to provide a starting point for the different use cases. We particularly miss the lack of even basic ideation support that is often offered by other products. Community discovery could be better too; there is search, but some form of geographical or organisational-based filtering would help when there's hundreds of groups. One differentiator we do like is the ability to mark communities as 'official', indicated by a verified 'tick' icon. This reflects Microsoft increasing support for the use of Engage as an Internal Communications channel as well (see below for more on this).

It's straightforward to post messages to a community and posts can be defined as a question, praise or poll, in addition to simply starting a discussion. Images, video and documents are easily added along with @mentions of colleagues and hashtags ('Topics' in Engage) which can tie in with official campaigns (see below for more on campaigns). An 'Article' post type supports longer form content with headings and more flexibility over image placement. Community admins are also able to post 'Announcements' that generate alerts via Teams or email. Colleagues can reply to posts, share and react with a range of emoji.

A limited version of Copilot (catchingly called Engage Copilot v1) is included in the premium licensing. In the Copilot prompt window, employees can ask Copilot for help writing posts. As usual there are some suggested prompts to help get people started. As you are drafting, Copilot gives feedback on the post and makes suggestions for improvement.

Alongside communities, 'Storylines' provide a blog-style capability, similar to Instagram or LinkedIn. Storyline posts are shown in the feed of followers, as well as anyone @mentioned in the post. There is a Storylines landing page, where employees see a personalised feed combining people they follow with trending content from across the organisation and their leaders. Reply, share and react features are the same as for communities, but only the Storyline owner can share new posts.

Viva Engage Premium has its own 'Campaigns' feature to help internal communicators create a buzz around a topic, such as sustainability, events or a company values celebration. 'Official' Campaigns have a checkmark 'verified' hashtag to distinguish them. Once set up admins see summary analytics across the campaign, and employees have access to a page with an aggregated feed. 'Community Campaigns' can also be set up within a single community. As mentioned in Scenario 2, there is no connection between Viva Amplify campaigns and Viva Engage campaigns which seems a pity.

Admins have fairly extensive management capabilities including the ability to define 'keywords' that are automatically flagged if used in posts or replies. Replies and posts can also be reported and admins can move or delete as appropriate. A valuable feature is the ability for admins to make a group member a 'community admin' to help with management. Community admins are highlighted within the community and can mark posts as a 'best answer' as well as pin and unpin posts they want to highlight.

Admins can also identify people as 'leaders' (Premium license needed), which could be by position or expertise, for example. Leaders are then set up with a target audience, and a useful dashboard of analytics shows audience sentiment and engagement with posts. This also adds a 'Leadership Corner' destination, making it easy for employees to follow their thoughts and opinions. Also included is AMA, an 'ask me anything' capability.

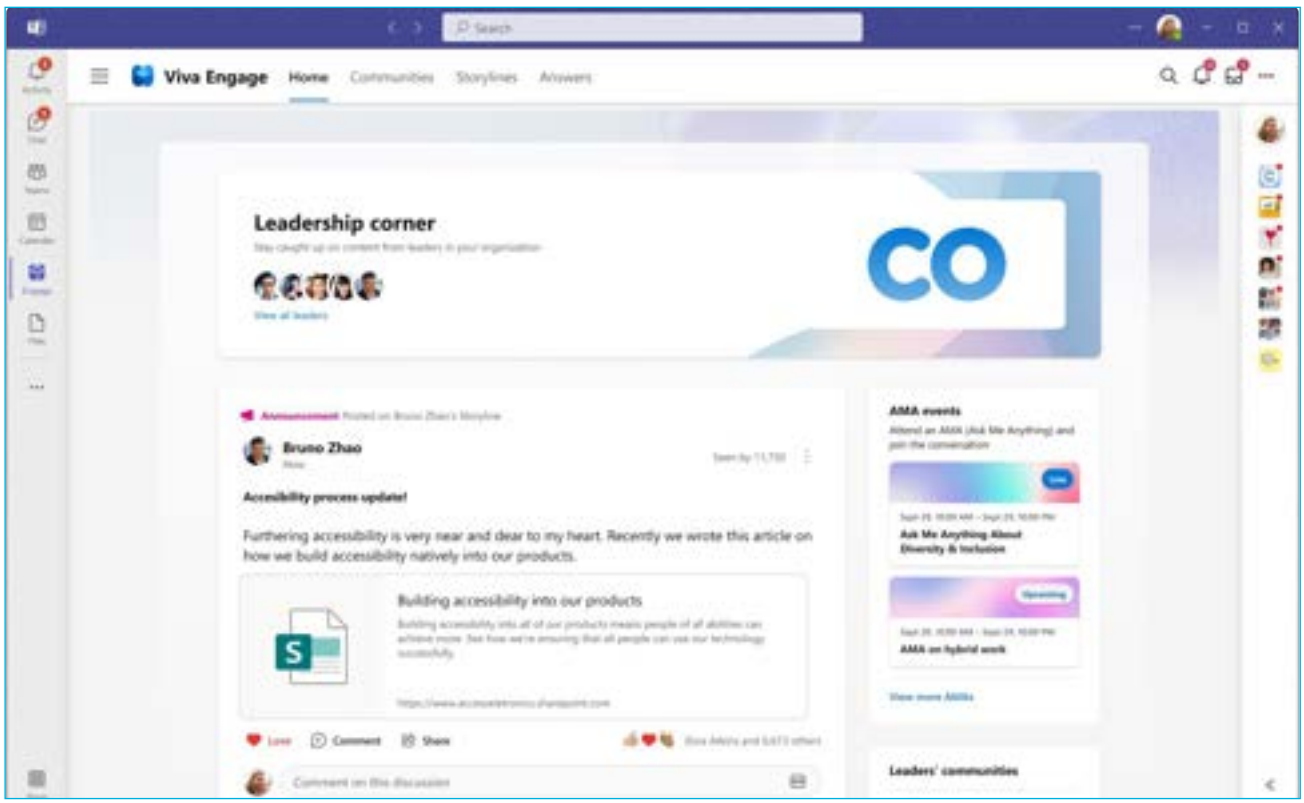


Image credit: Microsoft

Leadership Corner is a destination in Viva Engage, where employees can interact with organisational leaders.

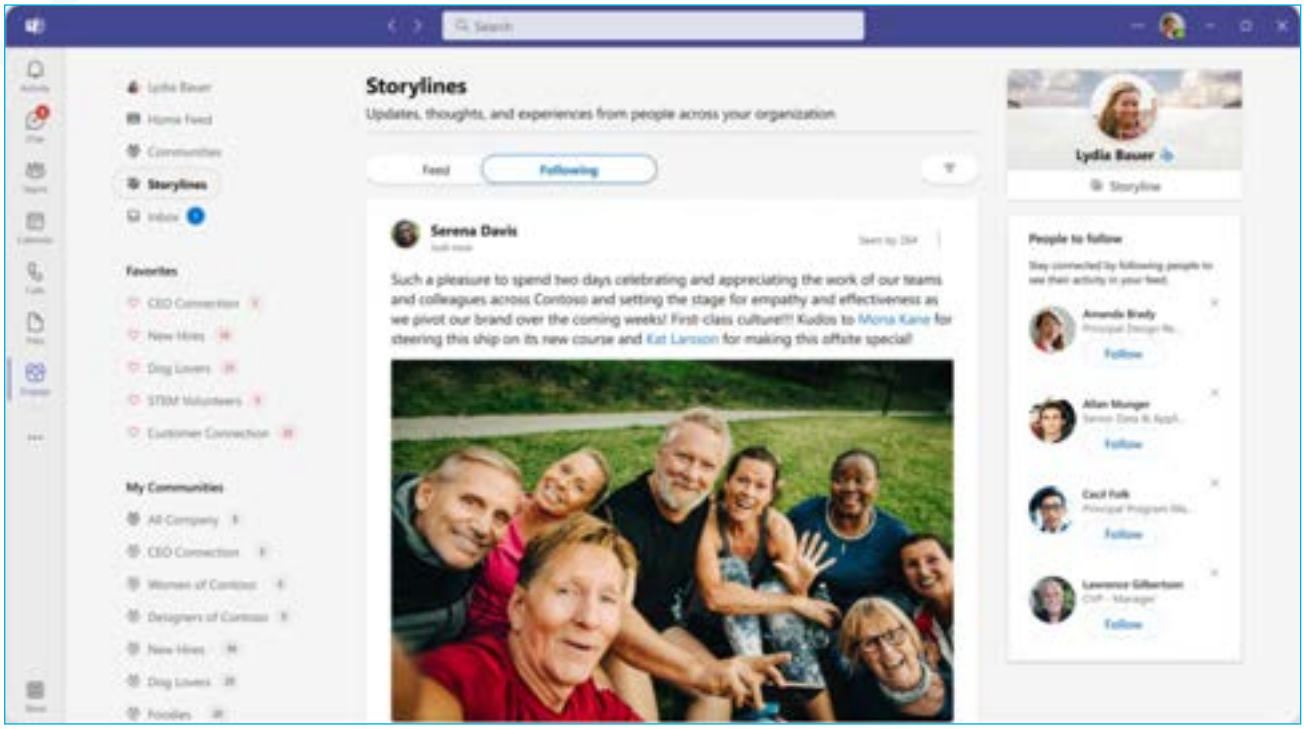


Image credit: Microsoft

Storyline allows people to create individual posts, sharing their personal perspectives, ideas and experiences.

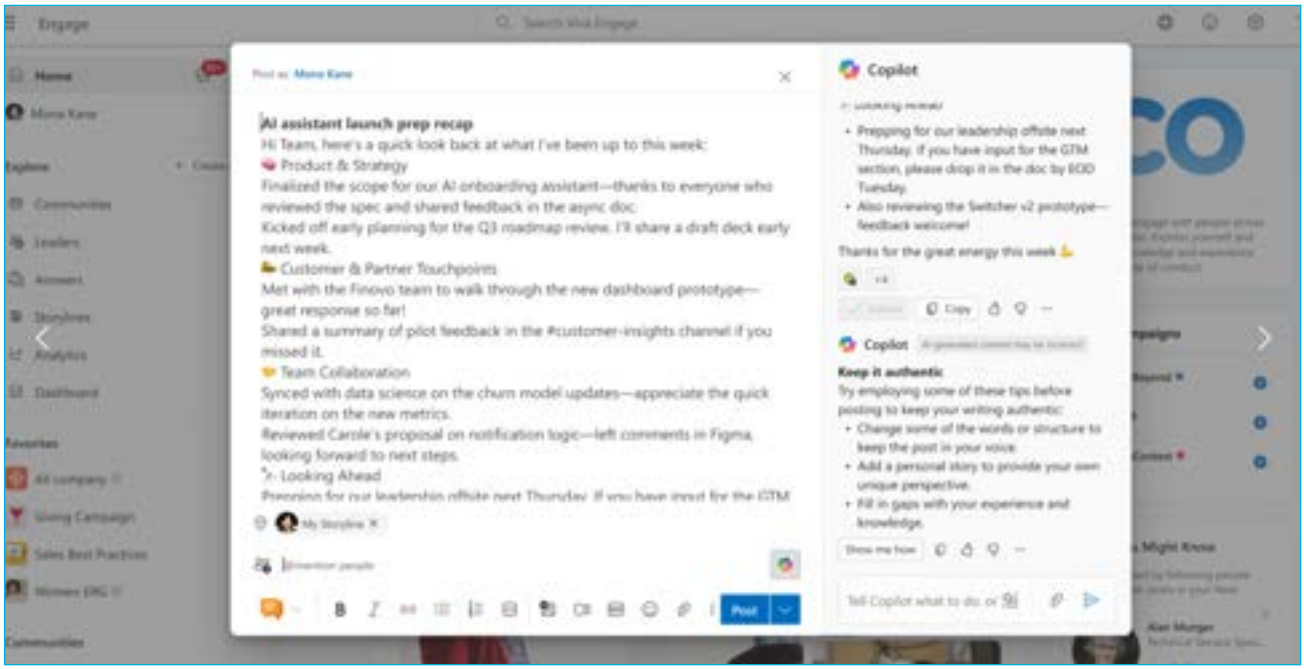


Image credit: Microsoft

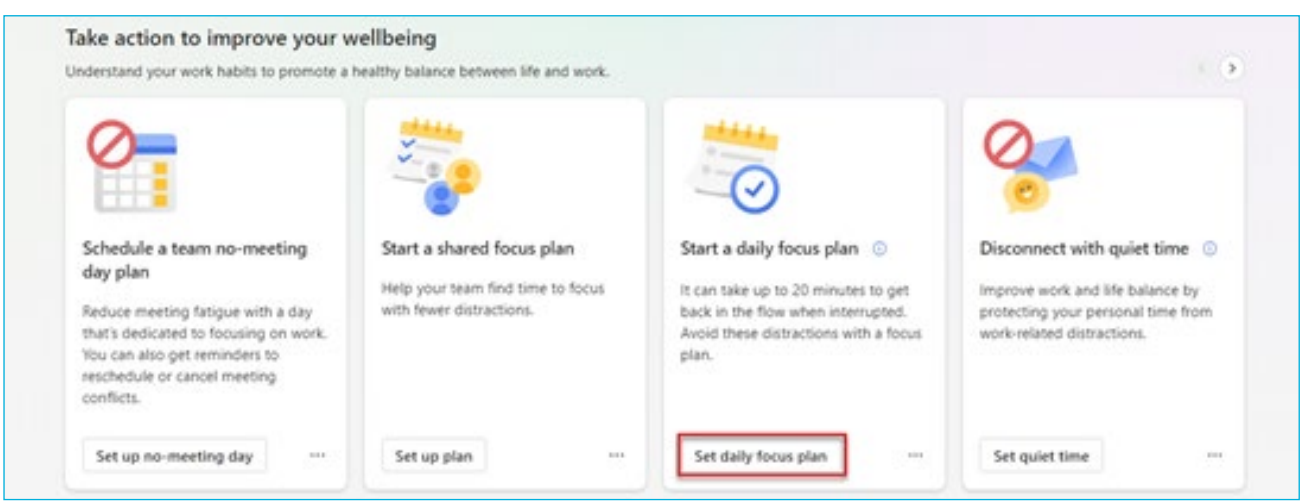
Engage Copilot helps employees come up with ideas for posts and craft them to get their message across.

Social features for published content in SharePoint are limited compared with some other platforms in the report. News and reference pages can support comments, @mentions and likes but the overall experience is fragmented, being quite different from Viva Engage. Governance for SharePoint comments also falls short, there is no ability to report a comment and no central analytics for comments. Individual page 'creators' (not necessarily the owner) simply get an email notification when someone comments. An alternative approach is to add one of the Microsoft Viva Engage web parts to published pages. This works well for 'community' use cases, linking relevant published and employee generated content, but less well for news articles.

In addition to polls in Viva Engage, surveys and quizzes can be created using Microsoft Forms. These embed well within a SharePoint page or Teams channel and can include a range of response types as well as images and video. Using the quiz option means you can mark an answer choice as 'correct' and get a score for the submitted form. Forms built-in analytics is very limited, however. An attractive if simple results overview is included but you will need to export results to Excel or Power BI to do more in-depth analysis such as segmentation, or if you want different charts from those that the tool automatically chooses.

The full 'Viva Suite' (which is extra cost and not included in our price comparison) includes several employee lifecycle tools including Glint and Pulse for employee engagement and feedback, Learning for training support and Goals for performance management. Insights (premium) gives managers an aggregate report on things like email overload, employee wellbeing self-reports and team meeting habits. There is no formal tool for employee recognition although Viva Engage allows people to recognise colleagues with 'praise'. The standard Microsoft 365 license includes Viva Insights (basic) which encourages employees to book focus time, stay connected with colleagues and reflect. It even includes meditation and mindfulness exercises and integrates well with Outlook and your calendar.

Overall, we find Microsoft's approach fairly uneven in this scenario. There's a lack of cohesion across features, and this disjointedness can be challenging given the intent of this scenario to build a sense of community. There are certainly applications that will meet business needs well, such as Viva Engage for social or informal collaboration spaces, but other products in this report are more consistent. Further, with additions such as 'official communities', 'official campaigns' and 'leadership corner', the purpose of Viva Engage seems to be edging away from informal social communities and more towards it being another internal communications channel.



Viva Insights helps employees understand their work habits, manage time, and promote a healthy work-life balance.

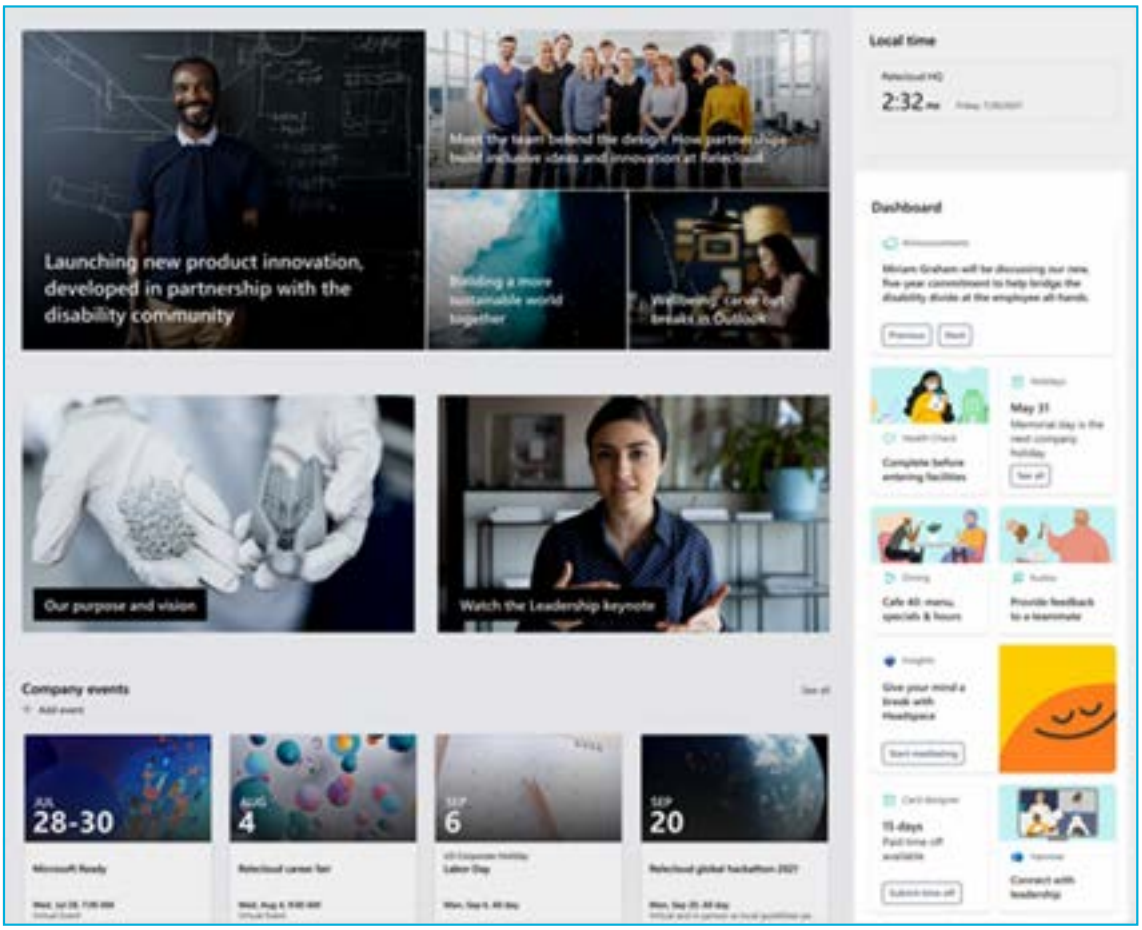


Image credit: Microsoft

The Viva Connections dashboard (right column) shown as part of a SharePoint homepage can surface tasks and information from M365 and third-party services.

Integrations in SharePoint and Microsoft 365 are a bit of a mixed bag as standard; other SharePoint and non-SharePoint based intranet products offer better capabilities out of the box. There are several options, reflecting the long history of the platform and Microsoft's evolving approach to integrating information and functionality.

One option is the Viva Connections 'Dashboard' for which there is also a SharePoint web part. Multiple vendors such as Salesforce, ServiceNow, Workday, UKG and Talentsoft have connectors that work with the Viva Connections dashboard. Some of these are simple card-based read-outs, such as an approaching holiday, while others support a full task or transaction completion process, so the employee doesn't need to leave the intranet. This is a concept we have been advocating for many years and a very welcome development, though we are yet to be convinced that the dashboard feature is the best way to deliver it.

A second route is to use Power Apps, which can be embedded on a SharePoint page and work well on mobile too. This is an enormously versatile facility, giving a high level of functionality without requiring significant coding skill. Power Apps can be delivered on SharePoint pages, in Teams, as Viva Connections dashboard cards and on mobile. There are several thousand connectors that support data exchange with other services, such as Box, Google Drive, Oracle, Stripe and Zendesk. However, some common enterprise-grade tools such as ADP are missing.

The third option is the Microsoft Marketplace. This is certainly extensive, and for SMEs may usefully plug a gap by adding functionality to M365 tools, including Teams and SharePoint. However, Teams is a challenging way to navigate across many apps so this route risks exacerbating a common problem that intranets try to solve: "what tools do we have and where are they?". Apps for SharePoint allow for more contextual use as they can be added to a specific page within the intranet information architecture.

Finally, there is the full-development route using APIs and SharePoint Framework (SPFx). This is a mature and flexible option that overcomes many problems of the past, where customisations were often at the mercy of Microsoft's changes, but of course there is little out of the box to start you off. Due to the widespread availability of APIs for most major platforms, companies committing to SharePoint as an intranet will rarely find themselves at a dead-end for integration options. However, it may take more work than it first appears, and organisations may need to develop governance around integration to ensure consistency.

Within Microsoft 365, the out-of-box options for integrations are also mixed and some third-party products have a more convincing story around showing relevant information from the suite. Some things are done well: for example, it is easy to combine collaborative elements such as inserting a document library, highlighting documents based on metadata, showing recent and popular documents or adding a Power BI chart (extra cost) to a SharePoint page. Similarly, Viva Engage activity can be made more visible with SharePoint web parts that allow flexible embedding of groups, topics or even one person's posts into a page.

However, there are multiple points in the employee experience where SharePoint and collaboration tools are not as tightly integrated as may be expected. We'd like to see more curation of "my collaboration spaces", as found in other intranets that work well with M365. SharePoint will show you a partial list of traditional 'team sites', but that doesn't help an employee who can't remember if "Task force X" was in MS Teams, a SharePoint team site or a Viva Engage community.

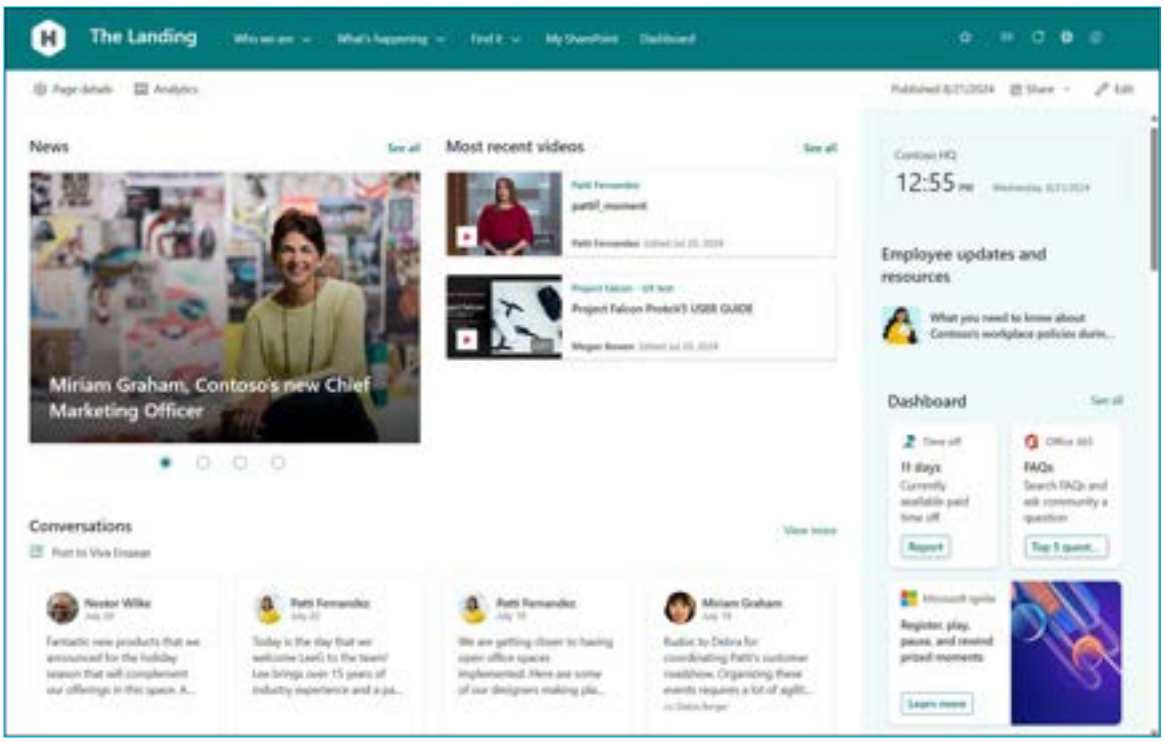


Image credit: Microsoft

The Viva Engage web part enables communities and feeds to be embedded in a SharePoint page with content tailored to the employee. Note another instance of the Viva Connections dashboard in the right-hand column.

Links to third-party systems can be made available in SharePoint via the 'quick links' web part. This enables editors to compile a collection of enterprise services and target them individually or as a block to employees based on Entra ID groups. Viva Connections dashboard cards can be used in a similar way. M365 also includes an Apps dashboard, and this can be personalised by employees to add or remove the links they find most useful.

As described in Scenario 1, notifications are somewhat limited and inconsistent. Many of SharePoint's internal notifications for content owners and admins are delivered via email. Some third-party services leverage notifications in Teams or the Viva Connections dashboard, but employee management of notifications is limited compared with some other platforms.

At extra cost and effort, Copilot can be used to help employees complete tasks. Employee Self-Service agents can connect Microsoft 365 to HR and IT systems like ServiceNow or Workday, letting employees book leave, check policies, or raise tickets via Copilot's chat interface. It's important to note that this does not create new workflows; it depends entirely on existing processes and proper integration. However, executed well, we can see this adding value as another way for employees to get things done.

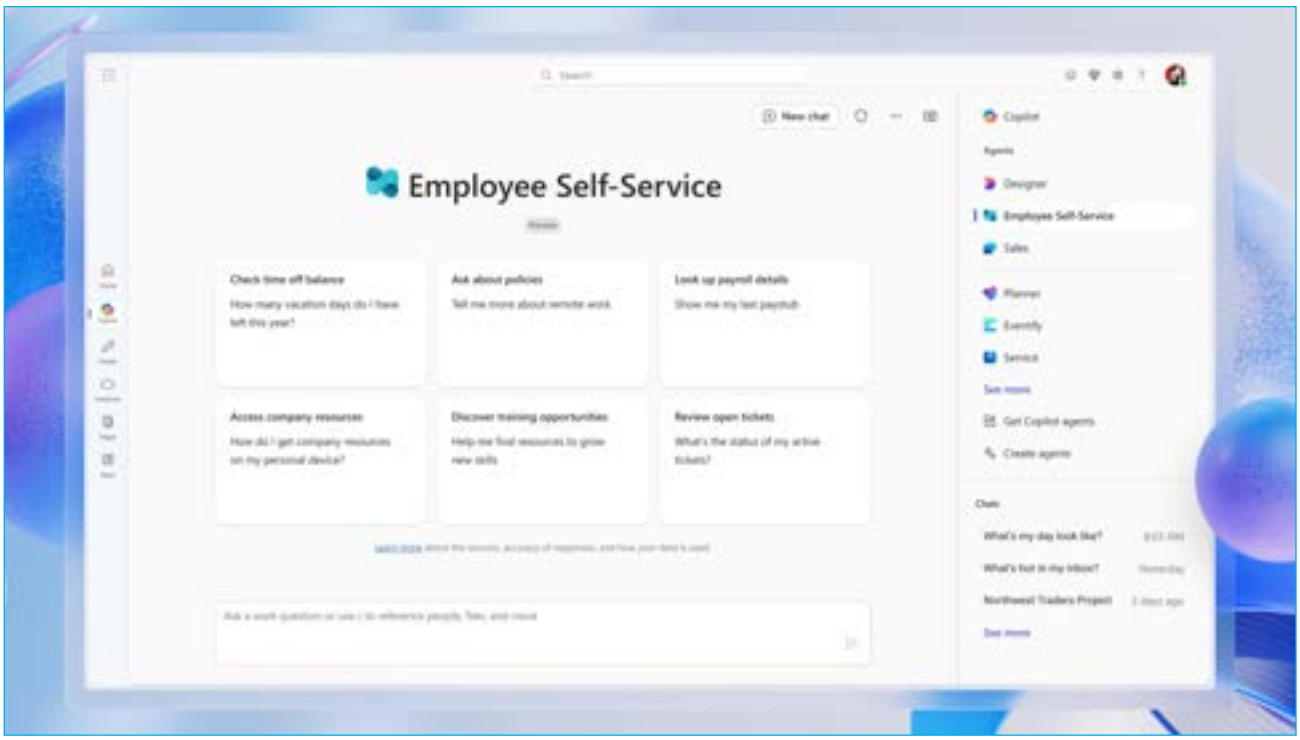


Image credit: Microsoft

Employee Self-Service agents can connect Microsoft 365 to HR and IT systems.

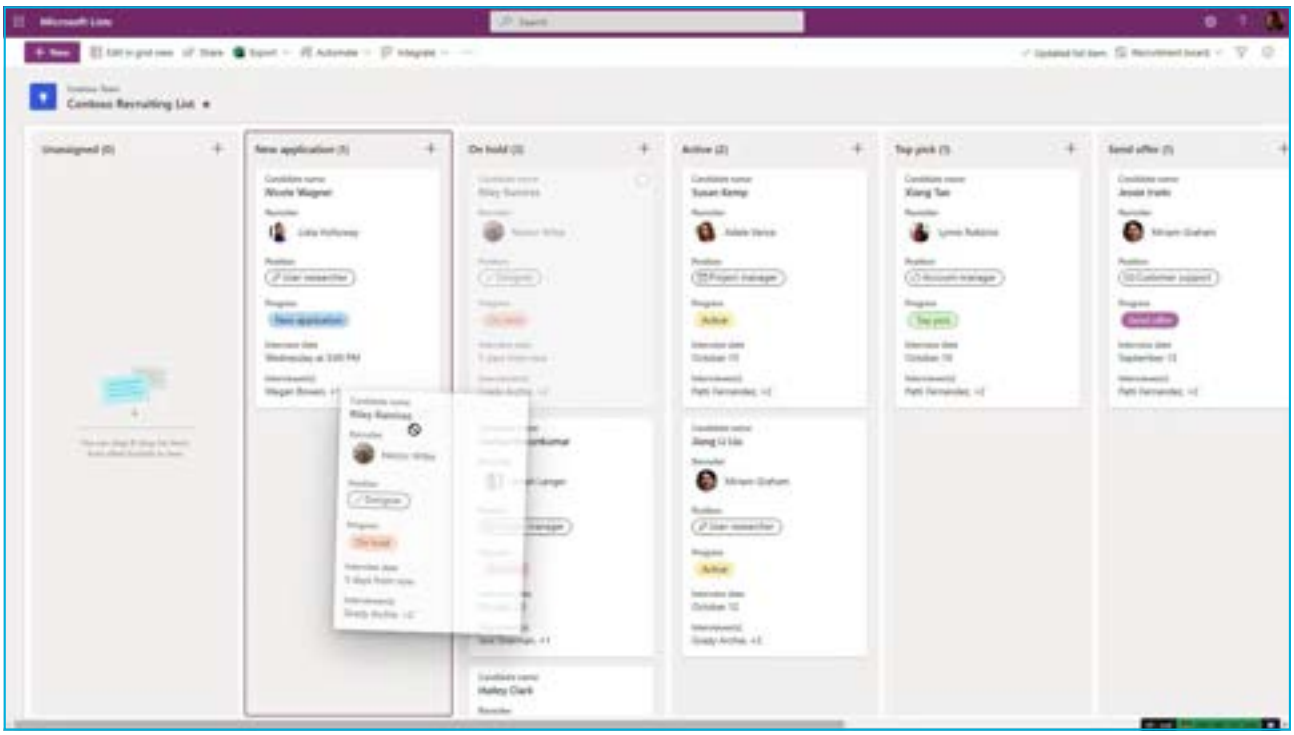


Image credit: Microsoft

Lists can be readily created in SharePoint or Teams, and a number of views are available.

SharePoint has always been a good solution for knowledge and information management, thanks to its extensive support for document libraries and managed metadata. Content in document libraries can be highly structured and, with Microsoft Search configured correctly on a site devoted to documents, search results can be tightly focused. With extra effort, PnP Modern Search components can provide a search box and results scoped just to one library on a page with more contextual information.

Copilot 'Agents' are now automatically added to sites and can be set up to answer questions (if you have a 'full' Copilot license or pay-as-you-go plan at extra cost) about that site's pages and document library. We can see many potential use cases for these as a way to interrogate curated document collections, such as policy libraries, product knowledge bases or training archives. As described in Scenario 2 for news, people with a full Copilot license can also create a whole new page from a prompt, with some templates available for content like topic and process pages.

We've always liked the ability to maintain structured metadata and synonyms via the Term Store. This provides a very capable set of tools to create consistent metadata across an intranet, defining multiple languages and synonyms for each metadata entry. Those paying extra for SharePoint Premium also benefit from AI-driven automated metadata tagging.

Also worth a mention here is Microsoft Lists. This is a highly versatile tool that fills a gap for structured data when it's not worth building a full database, but something more robust than Excel is needed. What elevates Lists from a simple 'to do' or table is that columns can be styled in very versatile ways, for example tags can appear as colour-coded labels, people names include photos and a link to profiles, images appear as useful thumbnails etc. It's possible to build some quite sophisticated layouts for information presentation (including kanban and calendar views) without any coding skills and Microsoft provides many useful templates to get you started.

Operational updates and urgent communications are not particularly well supported as standard. Announcements in Viva Engage are visually distinct and can trigger push notifications in the mobile app and Teams. As discussed in Scenario 1, SharePoint notifications are limited and there's no other 'alert' feature, although many companies get around this with a suitably styled web part or by sending out emails from SharePoint. Support for a 'mandatory read' facility is not included as standard, though Forms and Power BI reports could be used as an ad hoc workaround (or Viva Learning has a 'required training' feature at extra cost).

Microsoft has made some welcome improvements to content lifecycle and management features in recent times. Perhaps recognising that high information quality will be critical to the perception and success of Copilot, content and site owners finally have some usable and friendly tools to help. The SharePoint 'start experience' gives content owners a page where they can see all their content regardless of which site it is in, as well as working drafts and 'views' on published pages.

Potentially even more valuable (although requiring a Copilot license) is 'Knowledge Agent' for SharePoint. Accessed from a floating button the Knowledge Agent can add metadata to content, identify broken links, retire inactive pages and identify content gaps based on employee searches. Knowledge Agents have some limitations including file types (no images, videos, etc.) but are likely to improve in future.

Overall, there are still some gaps or capabilities that are harder to employ than they should be. For example, there's no standard way for an 'intranet manager' type role to see the status of all content across the intranet and get a sense of content health. Automation and notifications around content review and expiry are doable but not straightforward, requiring Power Automate skills. Analytics capabilities for content pages are broadly the same as those described in Scenario 2, albeit typically without the benefit of Viva Amplify's dashboard.

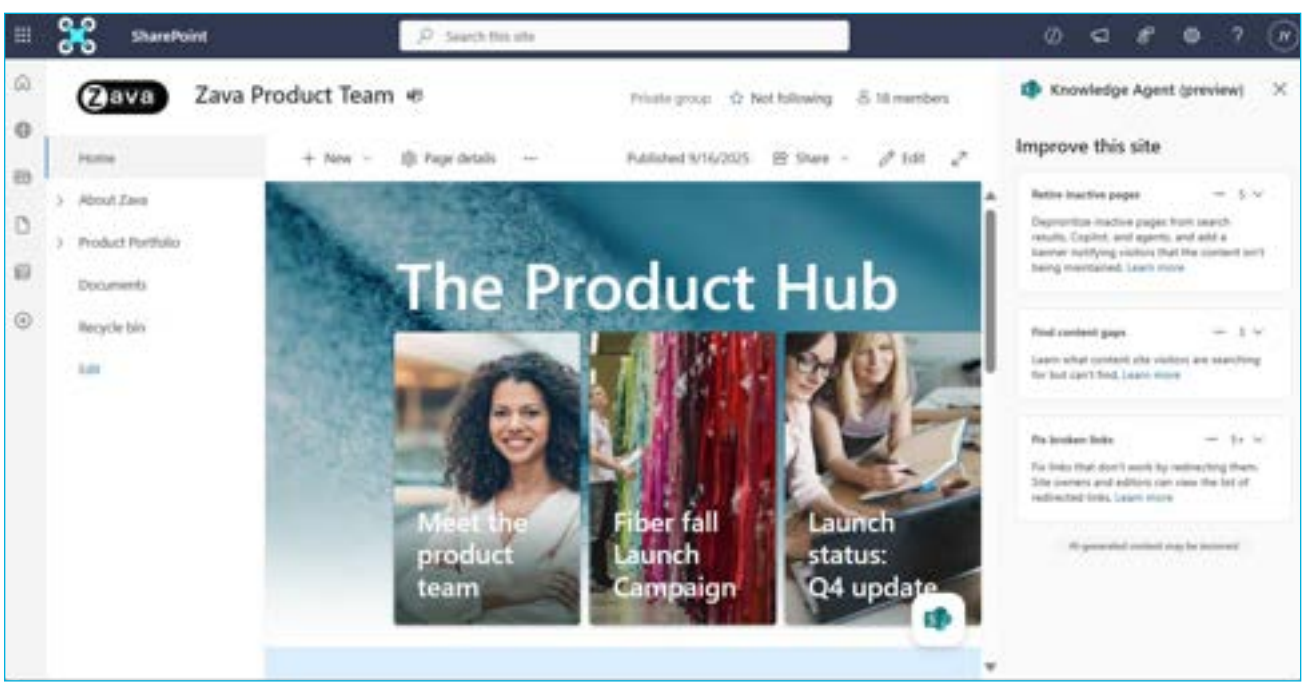
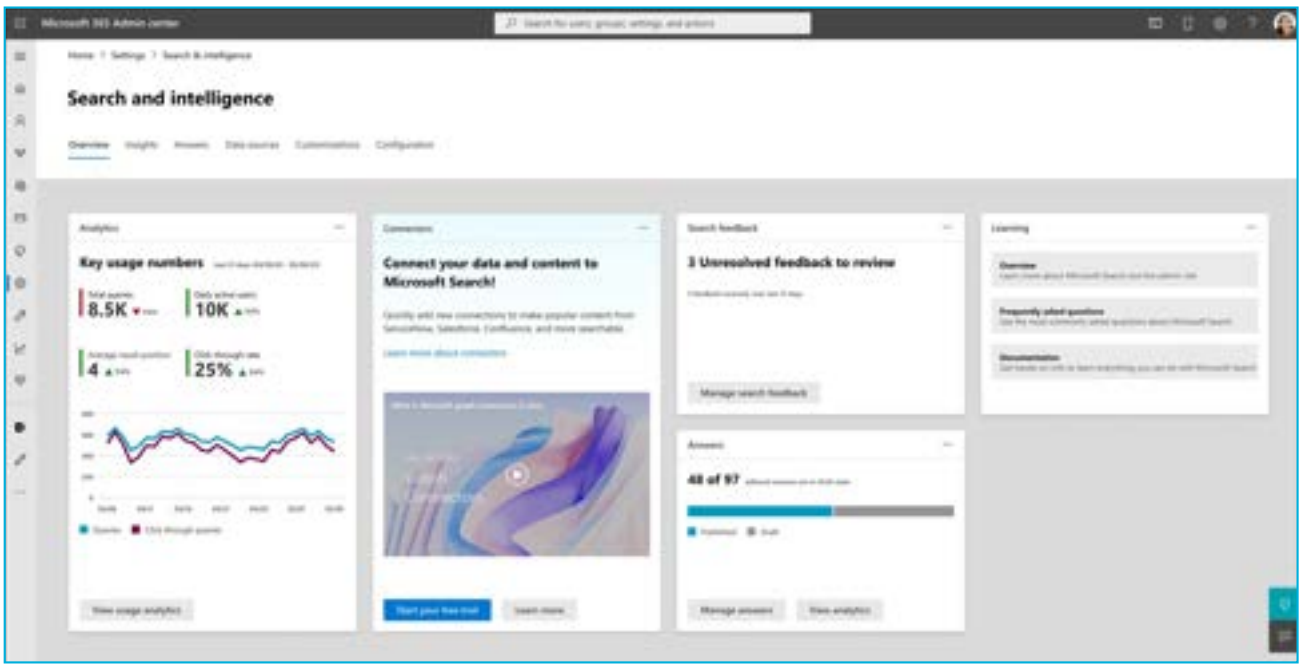


Image credit: Microsoft

Knowledge agents in SharePoint analyse site content and make suggestions to improve information quality.



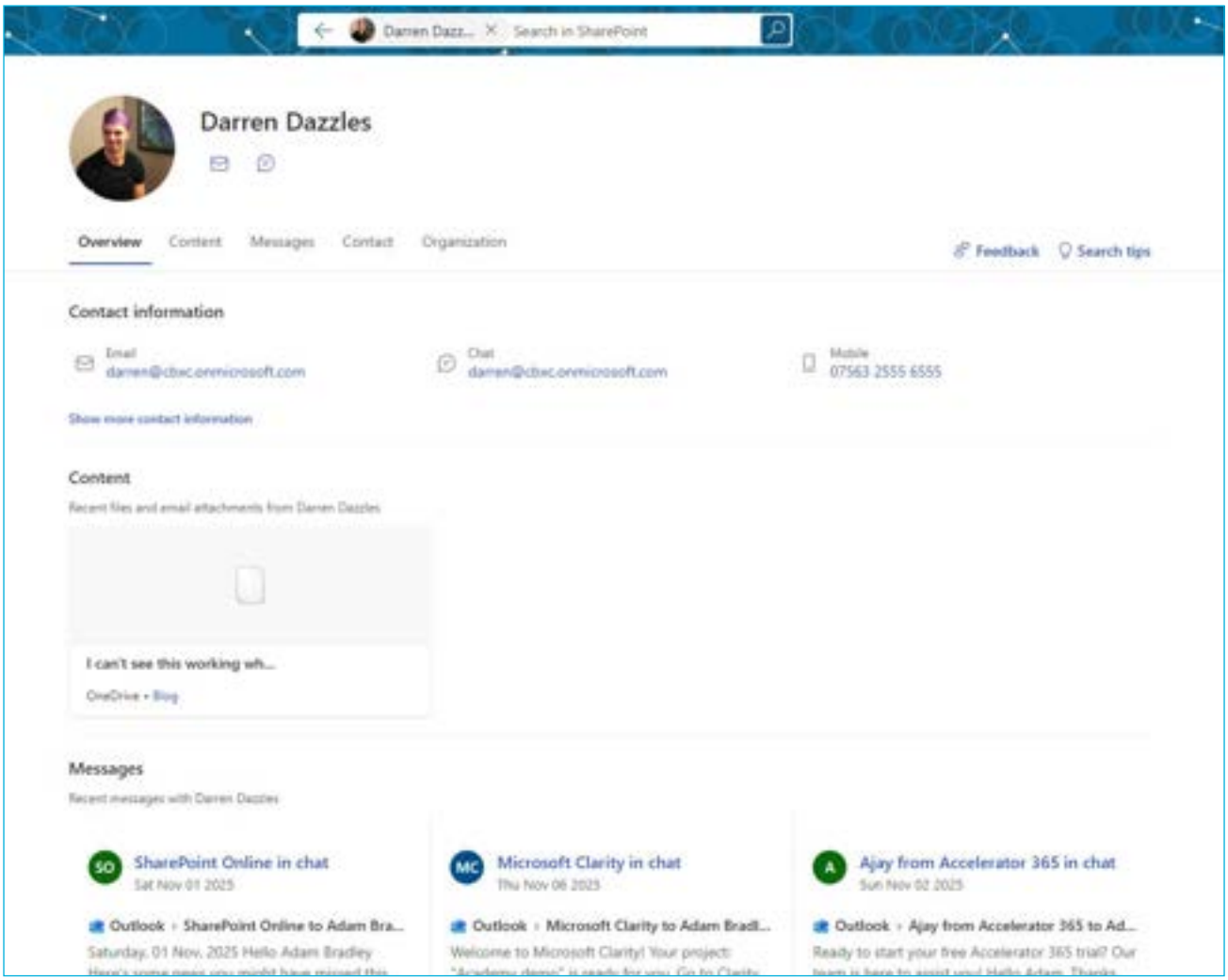
The Search and Intelligence admin centre provides access to management and analytics for search.

Microsoft Search provides a powerful search experience across M365, including Viva Engage. The ability to search across documents in Teams, as well as published content in SharePoint, video transcripts, and even content in Viva Learning and Power BI, is one of the reasons why some companies choose SharePoint over other intranet platforms.

Search is primarily contextual, for example showing results from SharePoint if you are on a SharePoint page and from Viva Engage if you are on a community page, and result presentation adapts appropriately. The search interface is clear and helpful, showing result suggestions as you type and suggesting spelling corrections in the full results page. Published pages, videos, images and Office documents all have a preview thumbnail, which is very useful for PowerPoint, for example. There are multiple ways to filter results by content type and date, though we wish these would stand out more. Some other products have introduced 'semantic' or 'hybrid' responses into their search results, providing 'answers' to search queries alongside traditional results, but this is not the case with Microsoft Search so far.

Organisations that provide the best search experience for employees have usually adapted the way search works to meet their needs. Some of this can be achieved through the 'Search & Intelligence' admin centre (see below for more), or more dramatic changes made through PnP Modern Search components. Microsoft Search can also index third-party systems using Copilot Connectors (formerly Graph connectors). These enable Microsoft Search to present the results from third-party systems in their own 'vertical' tab alongside results from M365. As the name implies, these connectors also enable Copilot to interrogate the indexed content. Microsoft-supplied connectors include Salesforce, ServiceNow and Jira. There are numerous other connectors from BA Insight, Accenture, Raytion and others available at extra cost, as well as the option to develop your own connectors.

People search results are shown alongside other content in the 'all' vertical tab as well as having its own 'people' vertical. People search works well, when you know a name, and includes smart spelling correction which is particularly useful. Basic contact details are shown in the results list, while clicking on a person shows a more detailed contact card that includes profile information (skills etc.), plus content and messages (Teams, Outlook) you have in common. There is also a basic org chart. A feature that's missing is a people directory that enables you filter by department, business area or skills to find relevant colleagues when you don't have a name. Since this is a common need that many other products address, its absence from the platform is quite surprising.



The people card shows contact details along with content and messages you have in common.

The Search & Intelligence admin centre provides access to search management tools and analytics. Intranet managers and comms people may miss these capabilities being a core part of the intranet and having hands-on access, although there is a specific 'Search Editor' role IT colleagues may be persuaded to grant access to. Wider access to analytics would certainly be welcome, but many of the available functions require specialist knowledge and must be used with care.

Disappointingly, Microsoft has removed some of the 'Answer' capabilities we liked including Location and Q&A, leaving only Acronyms and Bookmarks. Acronyms are straightforward and provide a way to define common abbreviations in your organisation. Bookmarks detect keywords and put the 'best bet' content as the first result, for example a link to the HR application when people search for "Leave".

It's worth noting that Answers only work when the search scope is global – the scope concept is subtle but has a big impact on results. For example, if you search within a hub then the results are scoped to only sites associated with this hub. This can be a good way to help employees avoid being deluged with hits, but we worry that it's not always obvious what search scope is in use. The homepage of an intranet is likely to be designated as part of the SharePoint 'home' site however, and this has a global search scope which may feel more intuitive for some. It's also possible to scope the search to the 'core intranet' sites with a little PowerShell know-how.

Search analytics comes under the 'Insights' section of the admin centre and goes into a lot of detail. There are reports on top searches, failure to find and zero-clicks, and this can now be drilled down into organisational segment such as country or department. You can also see which part of M365 search was initiated from and which parts of the organisation are using search the most. If you have set up acronyms and bookmarks there is information on how these are being used and by whom as well. Another helpful addition is the inclusion of a feedback form on the search results page, and responses are aggregated into the Microsoft Search Insights panel. By default, this form is set up to share search feedback with Microsoft as well and we imagine many organisations will want to disable this which is straightforward to do. While search analytics are helpful, there is limited insight surrounding Copilot topics.

Query analytics shows top search terms and interactions by organisational unit.

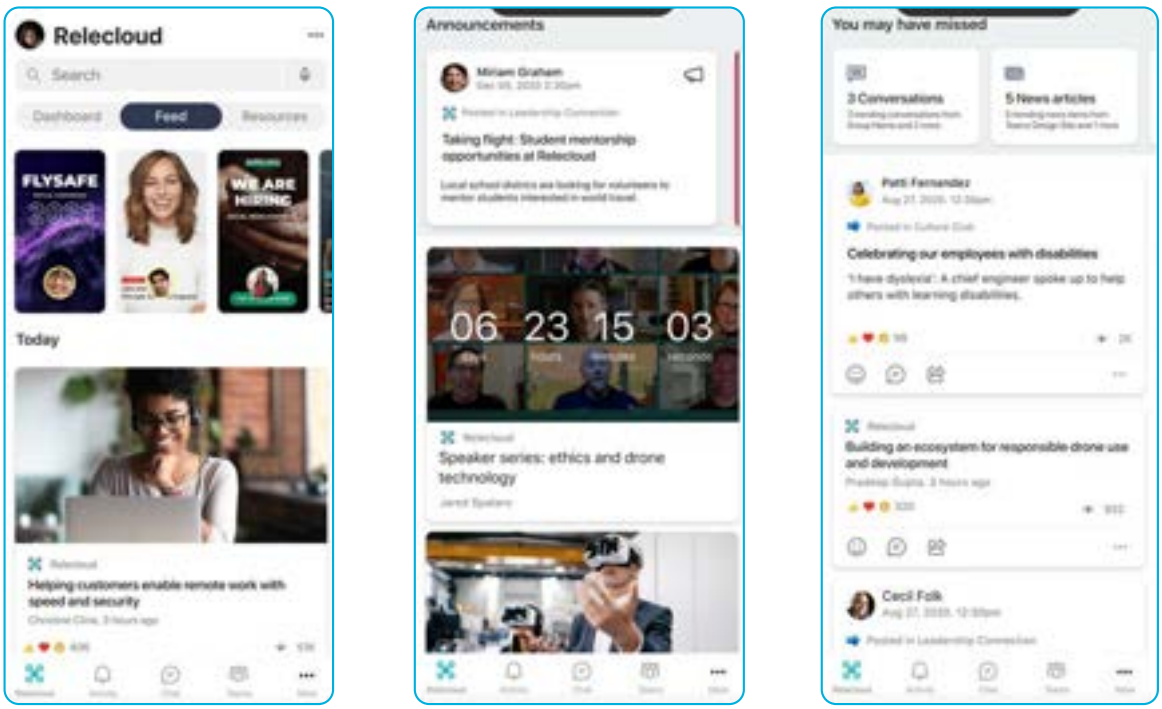


Image credit: Microsoft

The intranet appears on the MS Teams app with its own icon and name. The default screen is the dashboard view, with 'Feed' showing news stories.

Mobile access to Microsoft 365 applications, and SharePoint in particular, generally feels like an afterthought. Organisations with large deskless workforces often add a mobile-first employee communications app, or go for an intranet platform with better mobile support baked-in. The challenges start with the mobile apps – there are three options: SharePoint, Viva Engage and Teams. The last provides access to SharePoint and Viva Engage content when configured correctly but it's a confusing situation. Employee enrolment is via Entra ID credentials only (everyone needs a Microsoft 365 F1 license as a minimum), there's no password-free option for sign-up, although biometrics (Touch ID, FaceID etc) can be used for subsequent authentication.

In addition to the app route, SharePoint content can be accessed on mobile devices through a browser. With either option, we found navigating via menus just about acceptable. It works well within a site but moving between sites or hubs is fiddly. Clicking on a news article can take employees to a site where all global navigation is lost. Otherwise, the mobile experience for SharePoint generally works; modern pages are responsive out of the box and web parts re-arrange to fit available columns. However, pages are not adaptive as standard – you can't hide web parts when a small screen is detected, and some large web parts such as calendar views can be problematic.

The SharePoint and Teams mobile apps are clean and snappy to use, but neither feels like an 'intranet in your pocket'. SharePoint's app opens with a 'Find' tab and shows documents and a list of sites. A separate News icon shows a machine-curated list of news stories. The Teams app, when Viva Connections is enabled, does show the icon and name for your intranet, but it opens onto the 'dashboard' view (see Scenario 4) rather than the homepage or news. With a little work, however, the dashboard can be configured to be an effective news feed tool. There's also a list of 'My Sites' (based on favourites) and 'My News' which is an automatically curated list of news from the sites the person has access to, as well as Viva Engage posts.

Microsoft positions the Teams mobile app as a frontline solution, and it includes a small set of relevant tools such as Shifts (roster scheduling) and Planner (task management). Customers deploying it in this way may want to disable the document and collaboration features to simplify and focus the experience accordingly. Power Apps and lists (see Scenario 5) provide plenty of potential for frontline-friendly tools as well. Microsoft also emphasise the frontline use-cases for standard features such as two-way dialogue with leaders, kudos and the targeted mobile dashboard experience (Viva Connections) for employee services.

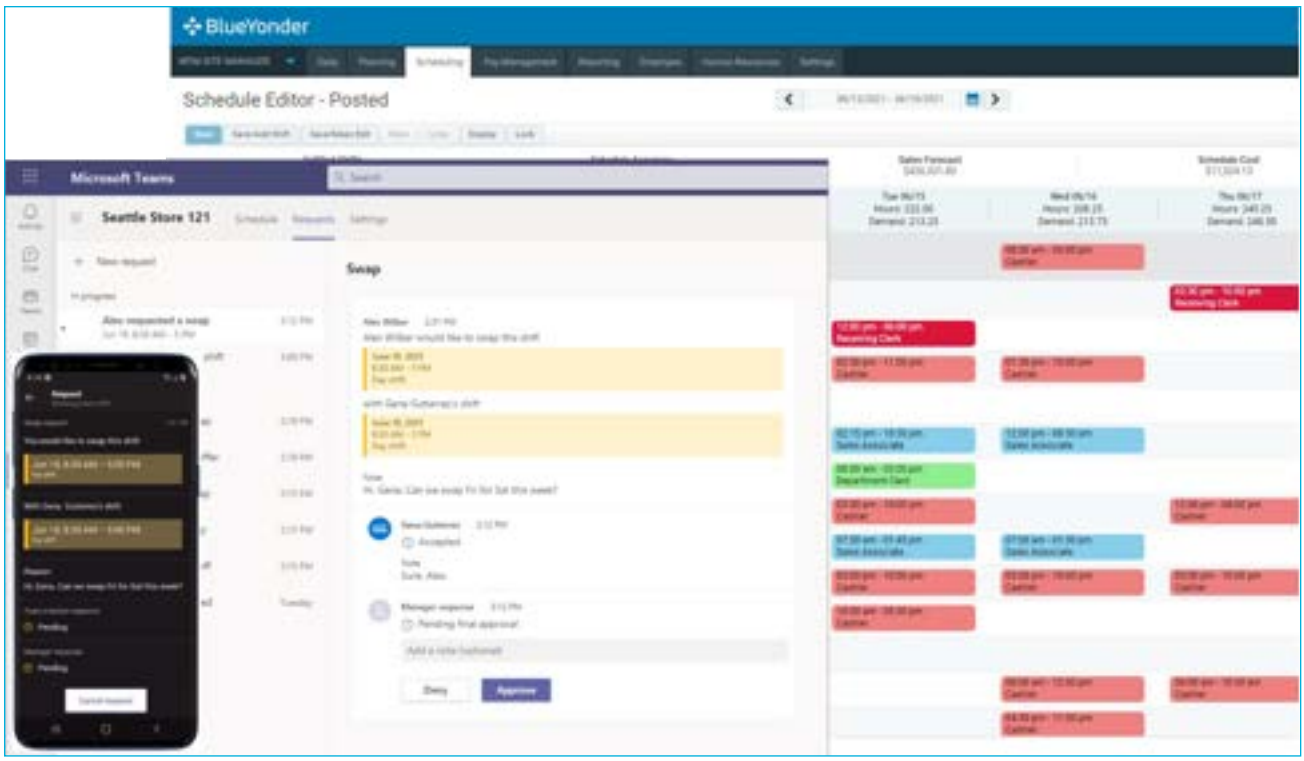
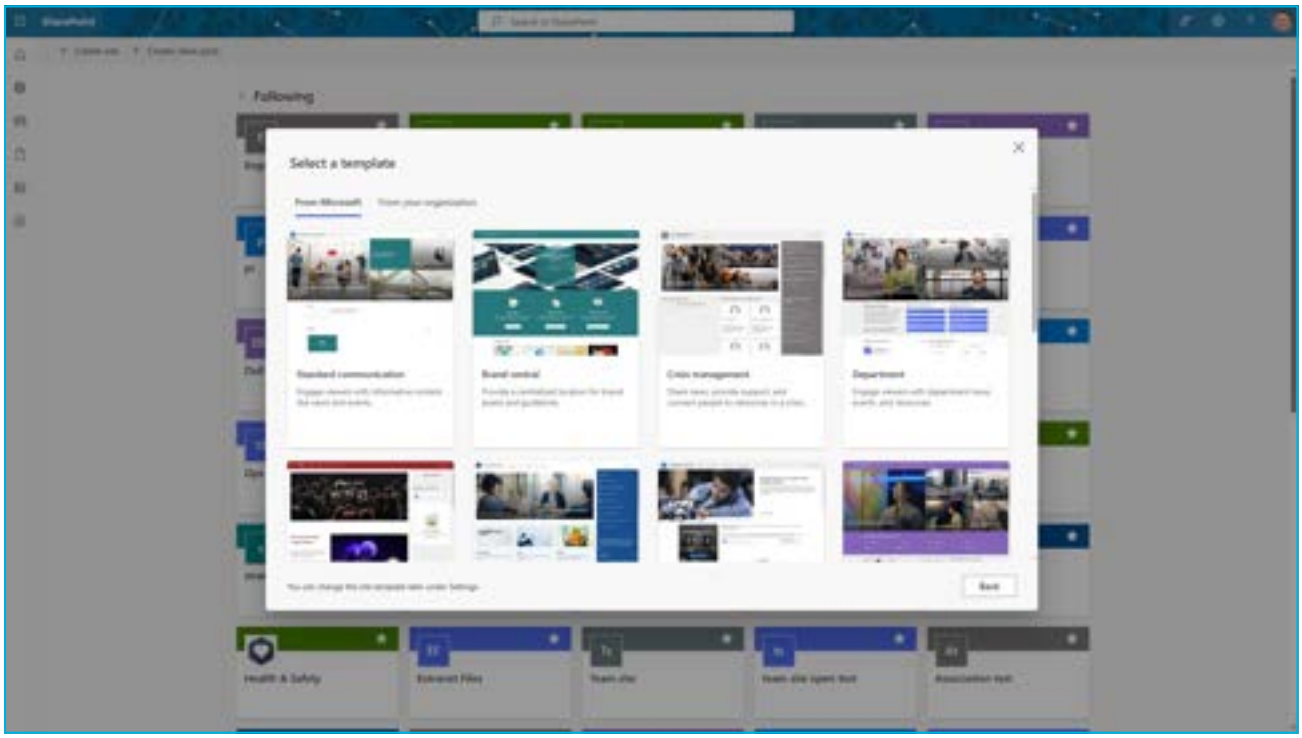


Image credit: Microsoft

There is a native Shifts tool, but integrations are also possible such as with Blue Yonder, above.



To create a new site, people are prompted to select from a set of templates – either Microsoft's or the organisation's own.

Administration for sites, and particularly for a whole intranet, can soon feel very complex. Part of the challenge is that settings can be spread across multiple locations with separate 'admin centres' for SharePoint, Viva Engage, search etc. Within SharePoint some controls can only be seen in 'classic' admin pages, others only in 'modern', although this is much less of a problem than it used to be. Many things that affect a SharePoint intranet are not in the SharePoint admin area at all, but in other elements of Microsoft 365 such as EntraID. In mitigation, the experience can be simplified by allocating clear admin roles to individuals, so that irrelevant tools are hidden. All the same, we typically find that intranet managers working with M365 rely more heavily on a good relationship with IT colleagues than those using alternative platforms.

SharePoint page layout tools are intuitive and powerful. The platform does not distinguish home or landing pages from content pages (aside from the name) so it's all about the web parts and layout that matters. Pages are built using a wide range of drag-and-drop web parts organised into sections. Dialogues for configuring each are clear and consistent with tooltips that link to more detailed explanations. SharePoint's traditional grid system has been complemented by 'flexible sections' that allow almost total freedom over web part placement, including overlapping, so need to be used with care.

Any page can be turned into a template for re-use and these encourage (but do not enforce) page consistency. Templates for a whole site are much harder to create as they require programming skills; most companies rely on third-party tools to make it more manageable. Once templates are defined though, SharePoint offers a nice step-by-step wizard to apply a suitable template to a new site. Microsoft supplies several ready-made site templates for scenarios such as brand assets and new employee onboarding.

Navigation in SharePoint can be a challenge. When starting from the intranet home page (typically set as a 'home site') there will usually be a hub site menu – which is the 'intranet-wide menu' – and there will often be a site-specific menu as well. Having two horizontal menus is rare on the web and so could cause confusion. There is a further option of 'global navigation' which appears as a vertical menu from the left hand 'App bar'. Although this packs in a lot overall, there is potential for it to be overwhelming, and judicious design choices will be needed to choose which menu structures to use. Footers are site specific, even for hub sites, and are not propagated to sites associated with a hub. Therefore, implementing a global footer is challenging with standard tools.

Simple branding is relatively straightforward in SharePoint with support for a logo, on-brand theme colours and a banner image for a site. Changes beyond this can get complicated, and many customers choose to simply accept these limitations or add a design-focused add-on product. The ability to add images or textured backgrounds to sections and manage font families gives more options for expressing a brand. Sites associated with a hub inherit these choices. The SharePoint 'brand center' adds the ability to manage fonts, colours and images via themes which can help with multi-brand organisations. But consistency across a whole intranet cannot be readily imposed top-down without third-party governance tools.

Every SharePoint site has its own fairly basic 'site usage' analytics. This shows overall unique viewers, visits, top sites (with a hub), top pages, news posts and documents. It's also possible to see what device types have been used to access (desktop, mobile, tablet etc) and popular days and times of the week. The data can be shown for 7, 30 or 90 days and scoped to the full hub or individual sites. Individual page analytics are available as described in Scenario 2.

THINGS TO BEAR IN MIND

Although SharePoint, Viva Connections, Viva Amplify and Viva Engage have many strengths, there are gaps when examining them from an intranet perspective. Often the starting assumption is that if you already have Microsoft 365, then SharePoint is "free". However, SharePoint is not a ready-to-run intranet, it is a platform on which an intranet can be configured and there will be implementation costs involved, even when only standard functionality is used. Further, for all but the most basic communications needs, the Viva Employee Communications and Communities package is likely to be needed as a minimum, which is why we have included it in recent reviews. The price of $2 per employee per month (as of January 2026) may seem small, but in an organisation of 10,000 employees that works out at $240,000 per year, which is comparable to the license costs of a complete intranet platform from other leading vendors.

Additionally, we have mentioned other Microsoft applications (such as Viva Suite, SharePoint Advanced Management and Power BI Pro) that are at additional cost to those we've included in this review. You may find you need further Microsoft products to achieve your goals, which adds to the cost. Before defaulting to using SharePoint, companies need to carefully consider their objectives and the costs, not just of setting up but of running the intranet well over many years. In some cases, other products in this report will be easier to live with in the long term.

Even medium-size enterprises can get into trouble because the first steps are easy, but the scaling up is not. A single intranet with a few sites is simple enough but creating a manageable navigation over more than one hub site remains problematic, even with the home site and global 'app bar' or Viva Connections. The global menu approach is unintuitive, and the combination of site-level and hub-level menus is confusing.

Analytics are found in several places in SharePoint and other parts of Microsoft 365, but many appeal more to IT than intranet managers and communicators. The 90-day limit on what data is shown is also a significant issue. Therefore, many companies end up buying a dedicated analytics tool or create custom Power BI dashboards to compensate for this. Additionally, social features are good if Viva Engage is deployed, but still fall short of some non-Microsoft products, where engagement activity across different content types are well integrated and not just part of a social networking component.

As our voice of the customer research indicated, keeping up with Microsoft's changes to the platform can feel like a full-time job, and in some large organisations it pretty much is. This has become more complicated in recent years as essential functionality has been moved or added to new and different products within the M365 suite, not to mention ongoing name changes to familiar tools. The frenetic activity around Copilot has compounded this. Microsoft tries to do the best job it can communicating these updates via a raft of channels, but few organisations will have a dedicated Microsoft customer success manager, typical of other leading vendors, to help make sense of it all.

The most powerful appeal of a SharePoint with Viva Connections intranet is everything being integrated into Microsoft 365. In the past when intranets had a strong collaboration role to fulfil, this was indeed very important. Now that Teams is the de-facto entry point for collaboration however, the significance of this for an intranet platform is less than it used to be. Just about any intranet in this report will surface documents from SharePoint for things like a policy library. Nor do we consider Viva Connections or Viva Amplify game-changers. Having an intranet in Teams is handy, but it is really just using Teams as a browser and several third-party platforms have the same capability. There is little to make people click on the intranet icon when they are focused on activity in meetings, channels and chats.

When it comes down to it, the main advantage of staying within the Microsoft 365 world is

the integration of search and profiles, plus the range of features and ease of use of SharePoint if your site needs are straightforward. These are important concerns, but not the only things to consider, and SharePoint isn't the only way to address them, particularly if you're willing to look at some of the other products in this report that sit directly on top of Microsoft 365.

Why choose this product

SharePoint with Viva Communications and Communities is capable of some attractive and versatile intranets. It works best when an organisation has a federated approach to intranet governance, preferring there to be a very large number of loosely coupled sites rather than a top-down and highly structured architecture. Ultimately, SharePoint is best considered an intranet and content platform within a much wider digital workplace or employee experience (EX) strategy and part of a technology stack that includes Teams, Lists, Copilot, Power Apps and the whole Viva Suite. When viewed from this perspective, the range of what is on offer can often override reservations about SharePoint from a pure intranet point of view. In addition, Microsoft's roadmap is ambitious and fast-moving, so many companies make a legitimate decision to deploy on Microsoft 365 and put faith in any gaps being filled over time. In 2026 this is likely to be particularly true for buyers with firm AI ambitions, attracted by the capabilities of Microsoft's Copilot offerings and the potential of generative AI for boosting employee productivity.

Vendor roadmap

Please see their website for details.

COMPANY AND PRODUCT

Company
Microsoft Corporation

Company founded
1975

Product launched
2001

ISO 27001 certified
Yes

Data residency
Many country data centres available but defaults are EMEA, APAC and Americas.

Typical client size
Not disclosed

Company locations
Global; headquartered in Redmond, USA

Partner locations
Global

Customers
190 million users across 200,000+ organisations. Over 85% of Fortune 500 companies use SharePoint, including Bank of America, Wells Fargo, JP Morgan, Unilever, and ExxonMobil.

Largest deployment so far
Not disclosed, but probably Accenture (480,000 employees). Several companies over 200,000 employees.

Environmental / sustainability certifications
ISO 14001 and ISO 50001. See their website for more.

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Product and technical details

Name of product

SharePoint Online, Viva Employee Communications and Communities, Teams, Copilot

Deployment

Client on-premises*	**Client private cloud**	**Microsoft Azure**	Amazon Web Services	Vendor-hosted	**Microsoft 365 tenant**	Google Cloud	**Other****

*On-premises version differs substantially from that reviewed here
**Government-specific cloud options

Authentication supported

Entra ID	**ADFS**	Okta	**Open ID**	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	**Apple store**	**MDM**	**MAM**	Other

Accessibility

Microsoft doesn't make absolute claims, but do publish detailed conformance reports and meet most criteria. Worthy of a note is that web parts and layouts all conform to WCAG 2.1 AA out of the box and work across screen reader, colour modes and even in immersive AR headsets. There is also a Disability Answer Desk which will directly address any accessibility issue found in the product.

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	**OneDrive**	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	Open API available	Other

User interface multi-language

Machine translation	**Pre-configured**	**Editable**	**Right to left script supported**	Other

Content multi-language

Machine translation for publishers	**Machine translation for end users**	Editable machine translation for publishers	**Manual creation for publishers**	**Right to left script**	Other

Set-up and support

Set-up process for new clients

For small customers, online help is available in the SharePoint help centre, but everything is self-service. Medium to large customers tend to use Microsoft Certified Partners

Product updates

Continuous

Product update process

Most are rolled out to Microsoft 365 tenants automatically. Microsoft gives advance warning and indicates impact level. Customers can choose to defer some high-impact changes, they can also elect individuals to get changes early if they opt in to the 'Targeted release' scheme.

Reverse-out options

Phased withdrawal of access. Manual migration to new host required.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only

User community

Very strong, with SharePoint User Groups in hundreds of cities around the world. There are also many online forums for technical and business users. Microsoft host the annual Ignite conference, where SharePoint features prominently, and host the online Tech Community. They also provide extensive input to the annual SharePoint Conference in Las Vegas and the European SharePoint Conference (location varies).

Voice of the vendor

Microsoft says SharePoint is "A web-based collaboration and document management platform used by organisations to store, organize, share, and access information securely. It's part of the Microsoft 365 suite and integrates with other Microsoft tools like Word, Excel, Teams, and Copilot.

SharePoint supports content management, intranet portals, and internal communications to help streamline workflows and improve productivity."

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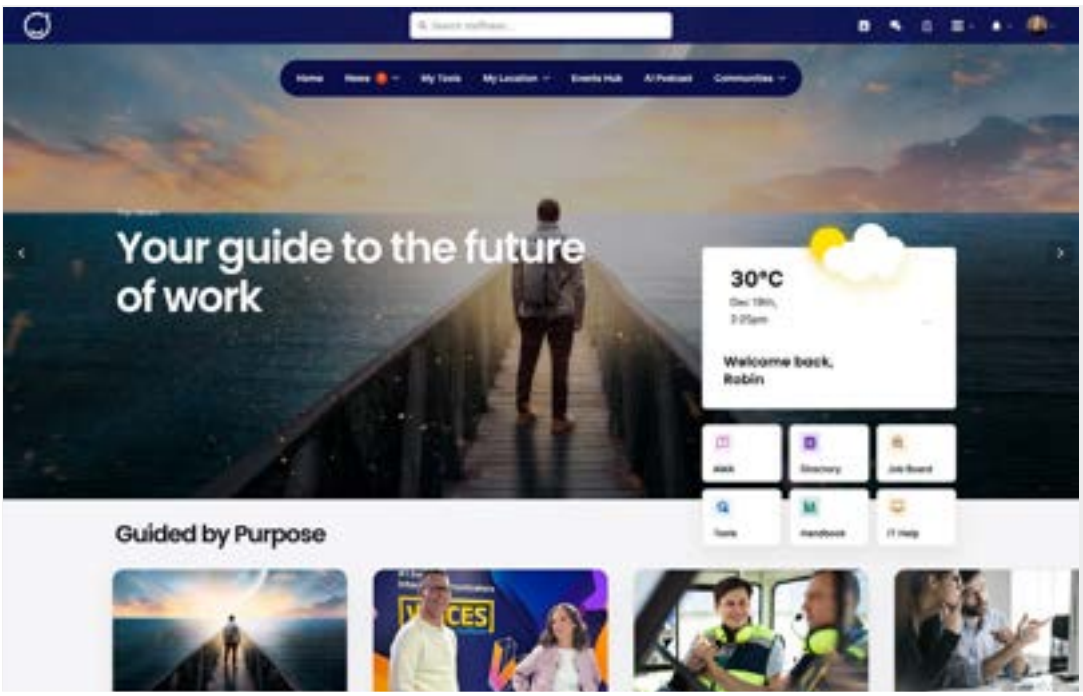
Staffbase

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

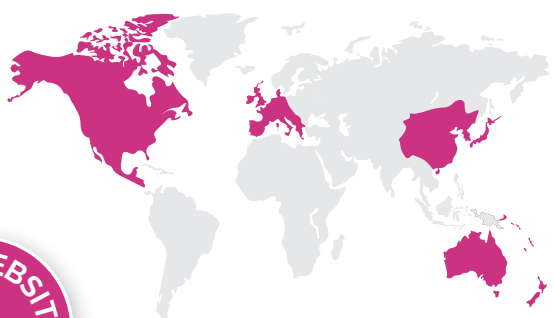
OTHER



Typical deployment:

10,000 to 15,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Staffbase is a highly flexible employee experience platform which works consistently well for desktop, mobile and email communications and will especially appeal to design orientated organisations.

SUMMARY

Staffbase was launched in 2014 by a Germany-based vendor of the same name, but has seen significant investment and evolution in the past five years. The vendor has a multi-country presence and a global partner network, allowing them to work with organisations across the world.

The strengths of the product extend from its original focus areas of frontline workers and communications. The overall flexibility of the platform combined with good levels of audience targeting, contribute to its successes in these areas. Multi-channel publishing, including newsletters and campaigns, is particularly strong for communicators. We like the thoughtful features scattered across the platform too, such as the AI generated audio digest that's automatically generated each week for people to listen to.

There are some areas that could be improved, however. Analytics are generally good, but could be enhanced – particularly with thoughtful AI – and is something customers have requested. The handling of reference and knowledge materials is good, but those with complex needs may find it a little basic or may choose to integrate with existing third-party tools instead. The search has improved a lot in recent years, but there is more that could be done to enhance it further.

Overall, Staffbase is an excellent choice for medium to large organisations and / or those looking to enhance internal communications. Organisations of any size with a large population of frontline workers will also find this a compelling choice.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes, government / public sector, healthcare, frontline users, multi-year commitments and businesses over 20,000 users.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Training for admins, dedicated customer success services, maintenance, product support, branding / theming services, editor manuals, updates and upgrades, choice of modules / add-ons, hosting, onboarding user data, access to a community & webinars, project team trainings, and onboarding project managers support all new customers in platform provision process.

Product type

Ready-to-run, installed in days

Branding opportunities

All branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Manufacturing	Health and social work activities	Wholesale and retail trade	Financial and insurance activities	Transportation and storage

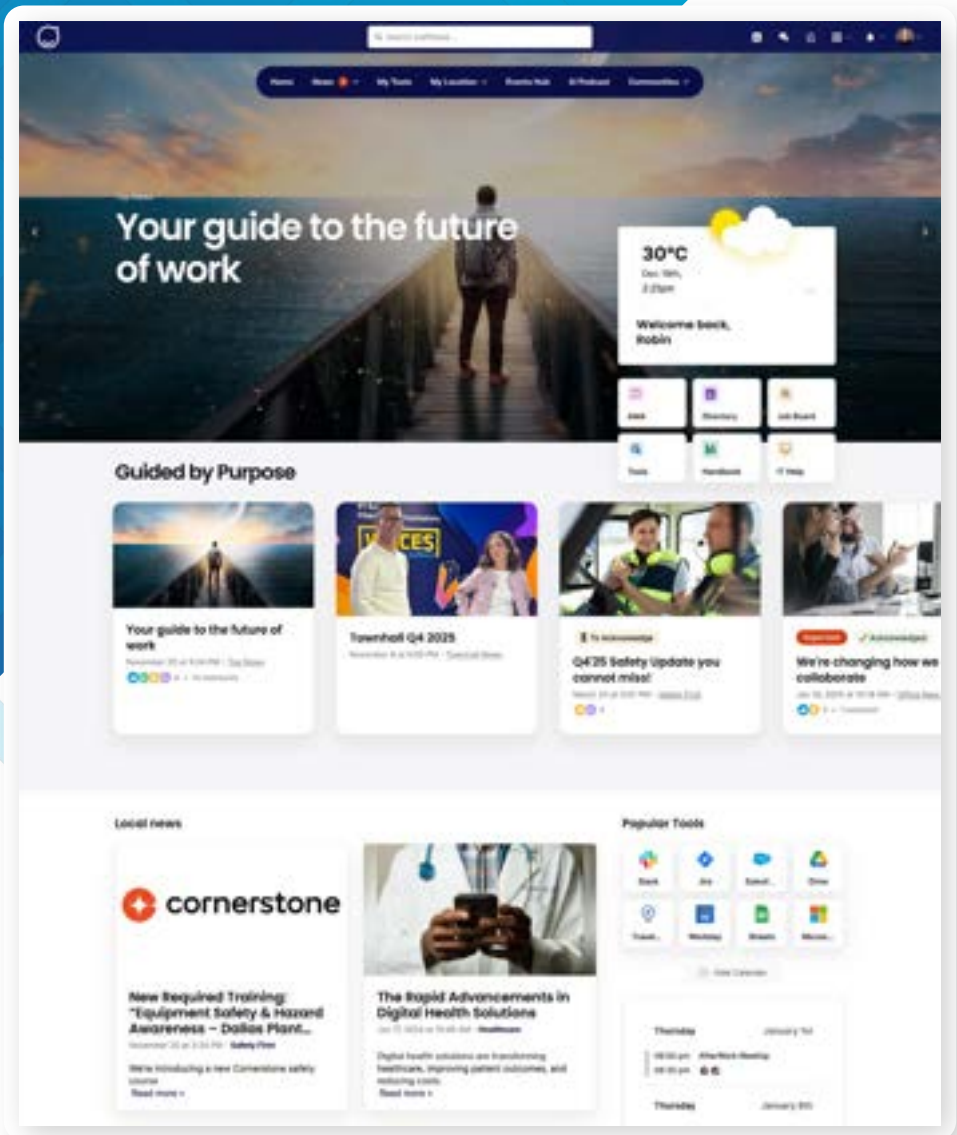
Voice of the customer

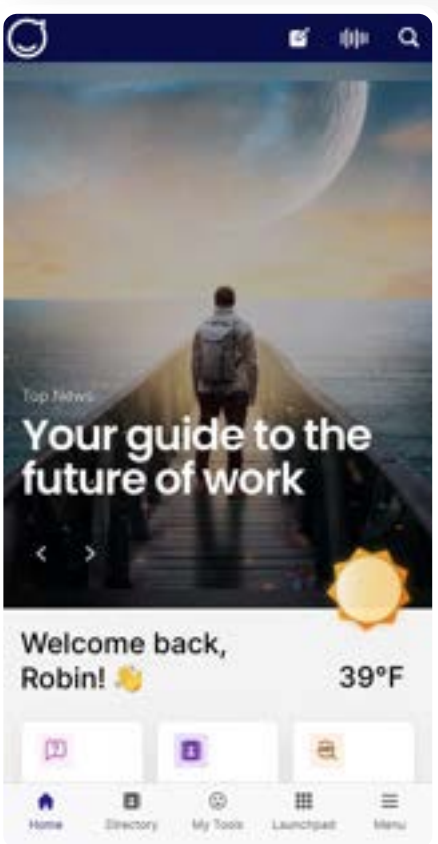
We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

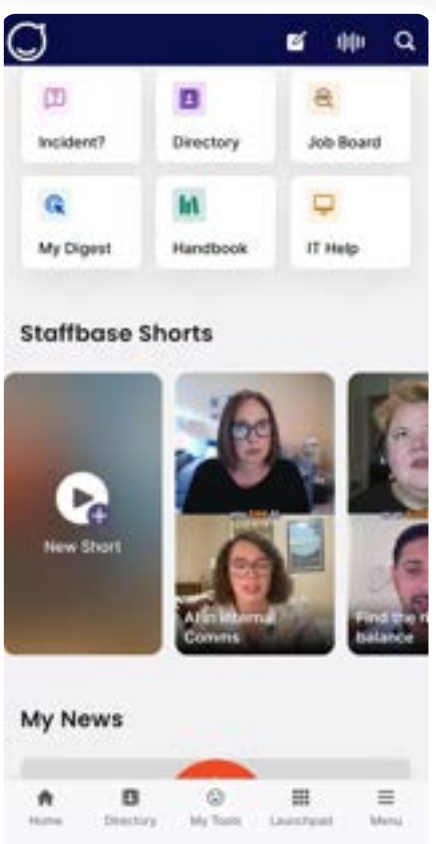
While, "ease of use," was frequently among the aspects praised by customers about Staffbase, the range of other elements people cited was notable. The app environment was mentioned a couple of times, particularly as it is, "Very easy to download," while one customer praised the various communications elements of the platform, including multichannel, campaign management, audience management and more. One customer said they liked how Staffbase is, "Embracing AI and empowering communicators to use AI effectively." Another customer summarised their feelings nicely: "Ultimately, what we like most about the platform is the fact that it is a tool built for communicators, designed to build amazing user experiences. We finally have a platform that can drive strategic alignment as well as engagement across our numerous companies and lines of business."

While one customer said they appreciated the analytics on offer, another said, "There's a lot of room to expand the analytics," going on to add that, "the interface is a bit clunky and the available data is a still limited versus dedicated analytics solutions." More, "Video capabilities," was raised a couple of times, including native livestreaming, and another customer asked for greater multimedia editing features. One customer asked for, "The ability to cross post to multiple news channels," to, "reduce duplicated work." Another asked the vendor to consider opportunities to, "Integrate and expand AI functionality in many areas of the platform," such as with campaigns and analytics. Finally, one customer requested, "More enablement on getting the most out of the product."

Feedback about working with the vendor is entirely positive, where one person said: "The service has been excellent from the very beginning," adding that Staffbase had resolved, "any questions or problems quickly." Respondents praised how well Staffbase listen to customers with one enthusing they, "prioritize customer requests as part of their product development which is huge." One customer went into detail about how Staffbase worked to make their intranet truly bilingual, adding that they also challenged Staffbase to enhance their people directory. They said as a result, "Building our new intranet has been a two-way partnership." Finally, one customer summarised the overall sentiment well: "The best vendor experience I've had bar none. We talk a lot internally about how collaborative and customer-focused Staffbase is."


Your guide to the future of work
30°C
Welcome back, Robin
Guided by Purpose
Your guide to the future of work
Townhall Q4 2025
Q4'25 Safety Update you cannot miss!
We're changing how we collaborate
Local news
Popular Tools
cornerstone
New Required Training: "Equipment Safety & Hazard Awareness – Dallas Plant...
The Rapid Advancements in Digital Health Solutions

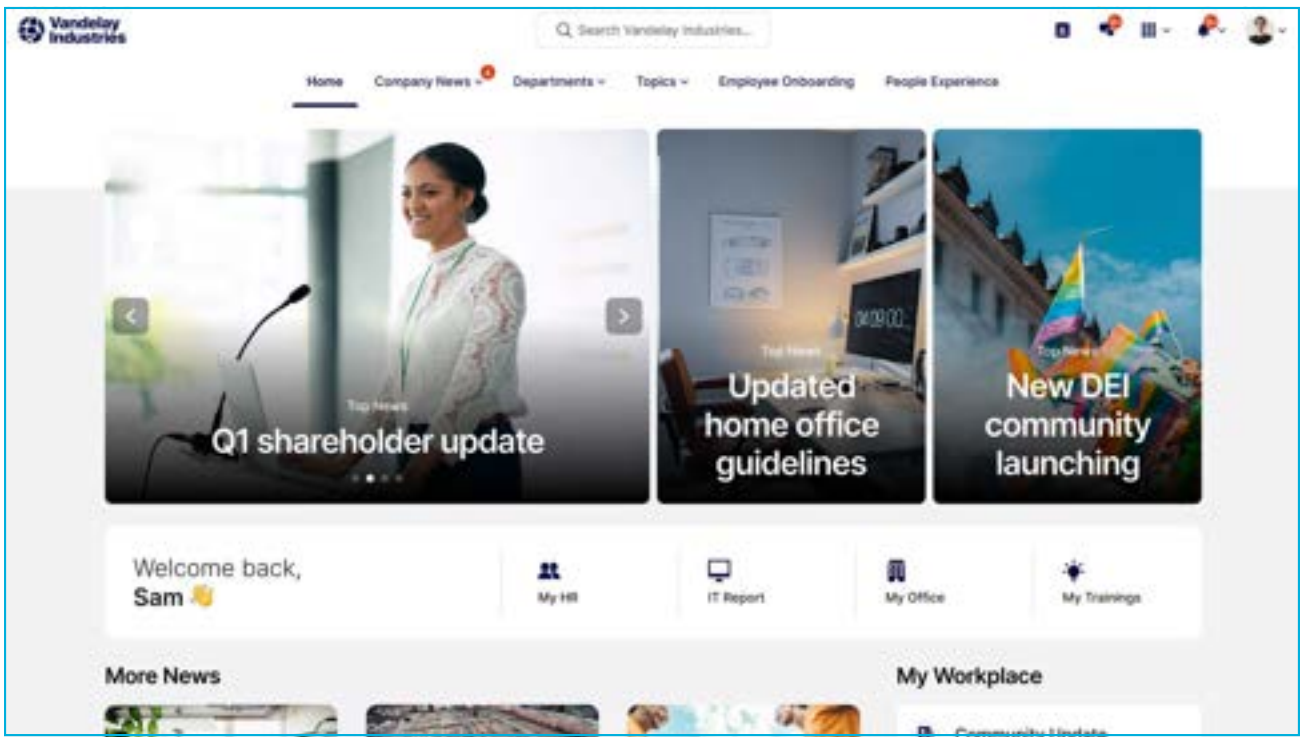

Top News
Your guide to the future of work
Welcome back, Robin! 👋
39°F
Home
Directory
My Tools
Launchpad
Menu


Incident?
Directory
Job Board
My Digest
Handbook
IT Help
Staffbase Shorts
New Short
My News
Home
Directory
My Tools
Launchpad
Menu

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
4.5 **1. Employee Experience**	Good welcome tour feature and audience targeting. Strong multi-language and multimedia support.	A native livestream feature would be welcome. Navigation display may not be to everyone's tastes.
4.5 **2. Communications Management**	Very strong overall and likely to meet most communicators' needs.	Can't publish to multiple 'Channels'.
4 **3. Community & Engagement**	Good range of features on offer.	Communities are simple overall. 'Journey' workflows don't include functional triggers.
3+ **4. Digital Workplace Integrations & Services**	The new AI agent looks promising. Accessing Staffbase content from other places is strong.	Integrations are largely display only.
3.5 **5. Knowledge & Content Management**	It's easy to create static knowledge pages.	There are limited options for representing documents on pages and no processes for managing document lifecycle.
3 **6. Information Finding & Search**	Good use of AI and abilities for administrators to influence search results.	No local searches. Search management is fiddly and analytics basic.
4.5 **7. Mobile & Frontline Support**	Great mobile experience which is tailored to each organisation. Audience targeting is valuable for creating appropriate experiences.	Notification settings could be better.
4 **8. Platform Management**	Branding is highly flexible and stands out as a big selling point.	Administrators will need to carefully consider the platform's structure.



The approach to navigation is clear and easy to use.

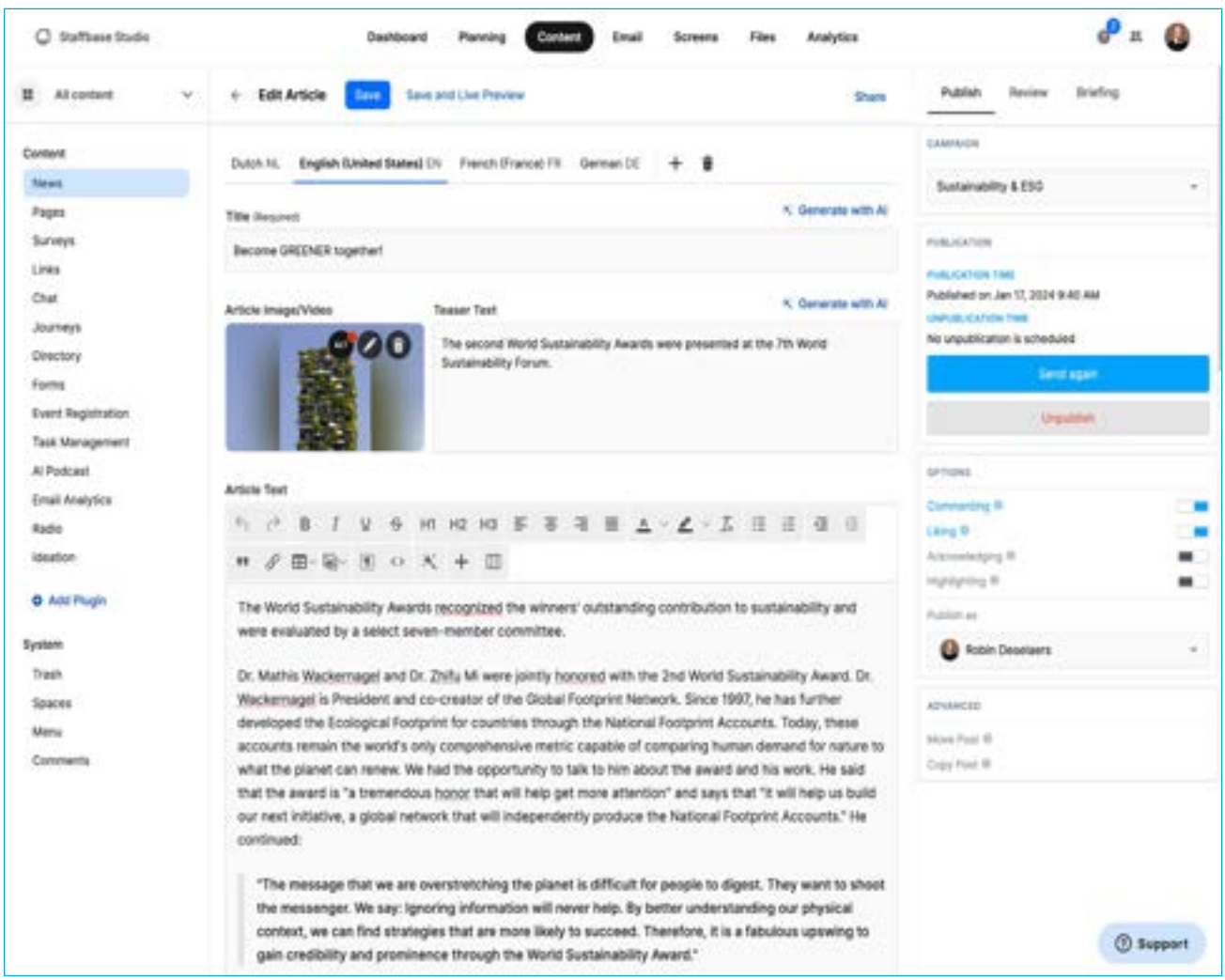
The Staffbase interface is attractive and easy to use for employees. The homepage experience is largely controlled by admins during design and creation, see Scenario 8 for more. The search bar is prominent on a persistent top ribbon with other menus behind icons alongside, such as 'Chat'. The configurable global navigation is positioned beneath the ribbon, which takes up more space at the top of the screen than a traditional menu. We like that it is persistent as people navigate between pages, and it follows as you scroll.

An effective welcome tour is available to help new users familiarise themselves with the platform upon first access. The tour is easy for administrators to configure as wanted. We like that this feels personalised to employees too, for example it shows them their profile information, which they can edit from within the tour. It's possible to personalise elements of the homepage too, for example the 'My Tools' widget lets people add frequently used tools while other selected widgets can be toggled on / off. See Scenario 3 for 'Journeys', which provide a personalised and targeted experience associated with employment lifecycle triggers.

All aspects of the platform are audience targeted. For example, a weather widget could display for bus drivers but not office workers. Audiences are formed from pre-populated groups from HR systems and Entra ID, and / or can be dynamic, built using rules. These audiences are then used consistently across the platform for targeting news articles or to send newsletters, for example. Employees may opt-in to 'Communities' (see Scenario 3) to see associated content, but they can't opt-in to news topics of interest.

The notification centre displays all those received within the product and from connected systems; clicking on one of these will take you to the relevant system. New notifications include a blue dot indicator, and we like that notifications remain for viewing later. Users can define some notification settings, but these are quite specific: whether they want to receive a notification when a new payslip is available, for example. It would be good to see further refinement options added for those who want greater control.

Multilingual needs are well supported. Employee-controlled automatic translation of content, such as news stories and comments, is delivered using Azure. Alternatively, publishers choose the languages content is to be translated into at the point of creation, which creates an editable copy displayed in tabs. We like the workflows that will flag when the original language variant is changed to those who manage translations. Translated content is then displayed according to the employee's settings. The global menu is also configurable into chosen languages, however the language displayed in widgets and Staffbase menus is controlled by the user's browser settings.

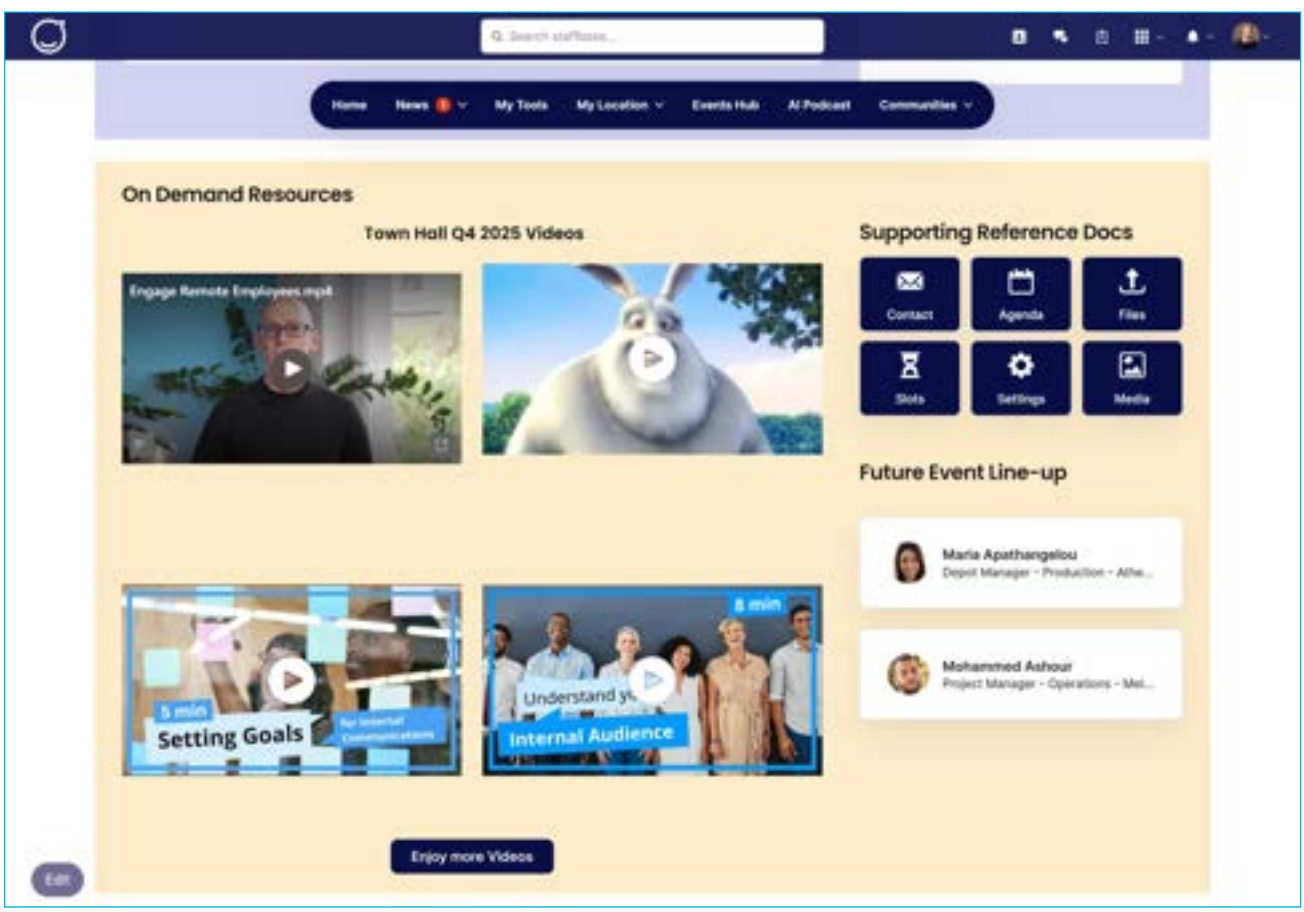


It's simple for publishers to create multiple language versions of their content.

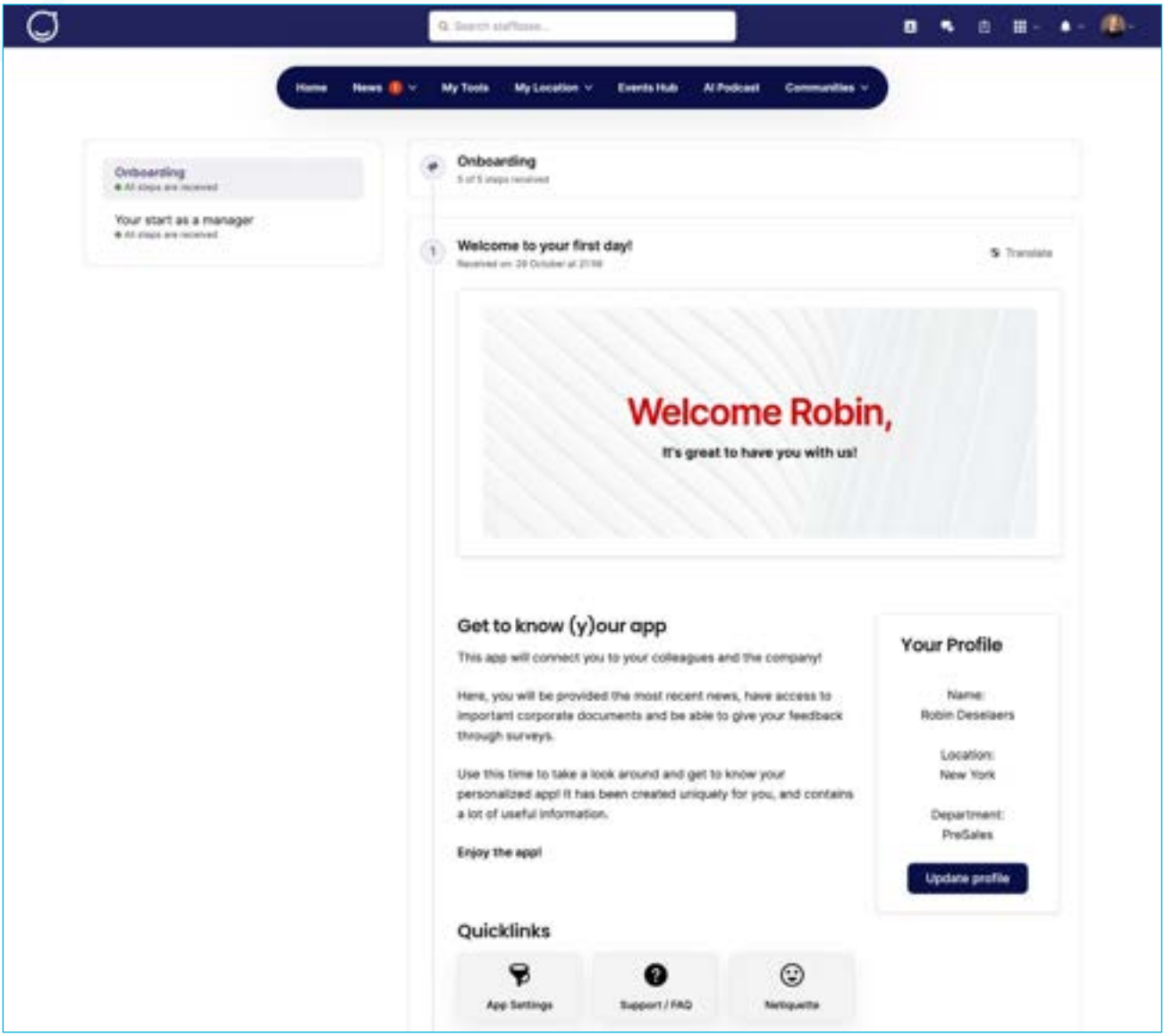
Given the platform's focus on communications, it's unsurprising that multimedia is well supported. A neat AI podcast feature is available that automatically creates a personalised audio digest covering all the news content that has been published, but missed by the individual during the week. The feature is multilingual, delivering the podcast in each user's preferred language, even if the written version hasn't been translated. We think this is a valuable feature, particularly for frontline workers who may not have time to read articles in a busy organisation. However, we would like to see some improved styling rather than a simple player, an AI generated image for example. An AI transcript of the content would be another welcome addition.

Manually recorded podcasts are also nicely supported via a native player and can be embedded within content. Video can also be embedded and it's possible to create a 'Netflix-style' gallery experience with a little effort. Livestreaming is supported via embedding YouTube, Vimeo, Teams and Stream. Staffbase are also planning to release native livestreaming functionality in early 2026, which we think would be a beneficial addition and is something requested by customers too.

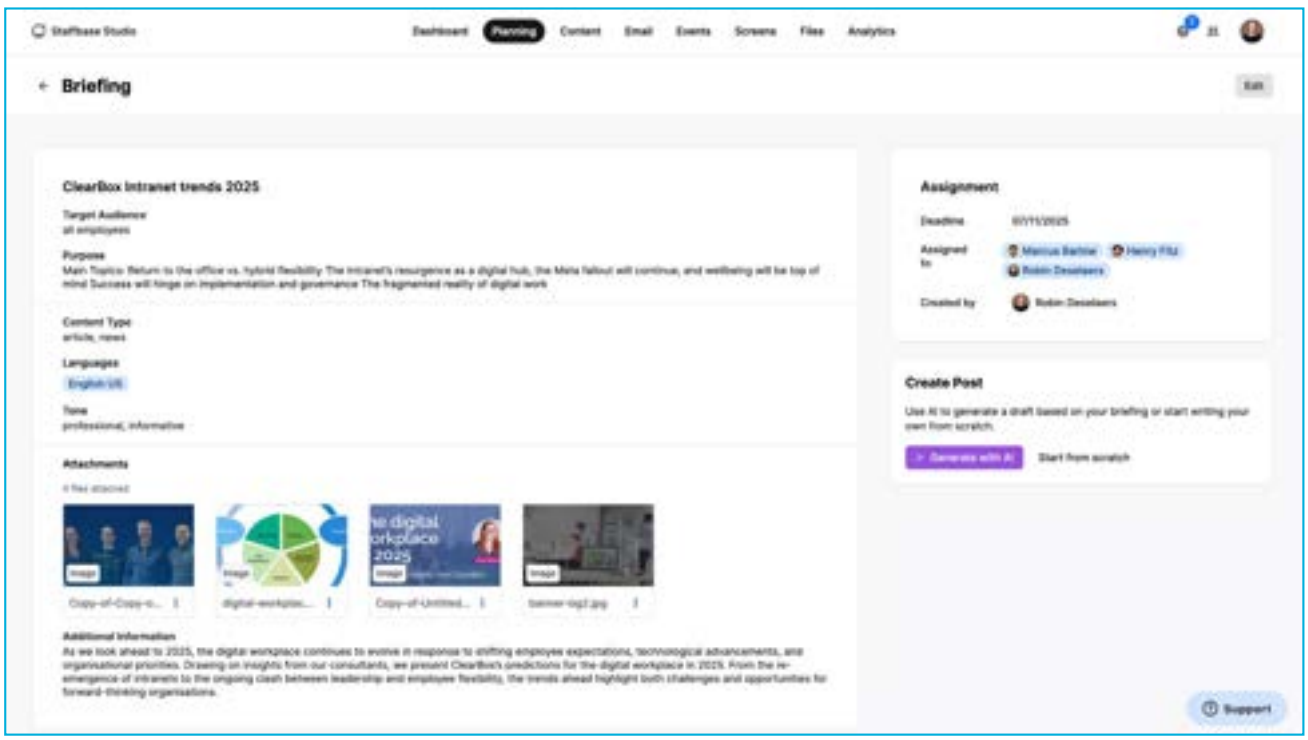
Overall, Staffbase provides a very strong employee experience in a contemporary interface across different device types (see Scenario 7 for more about the mobile environment).



Videos and podcasts can be embedded on pages to create a central player, or Netflix-style experience.



The welcome tour is easy for admins to configure and includes helpful elements, such as a simple way for someone to update their profile.



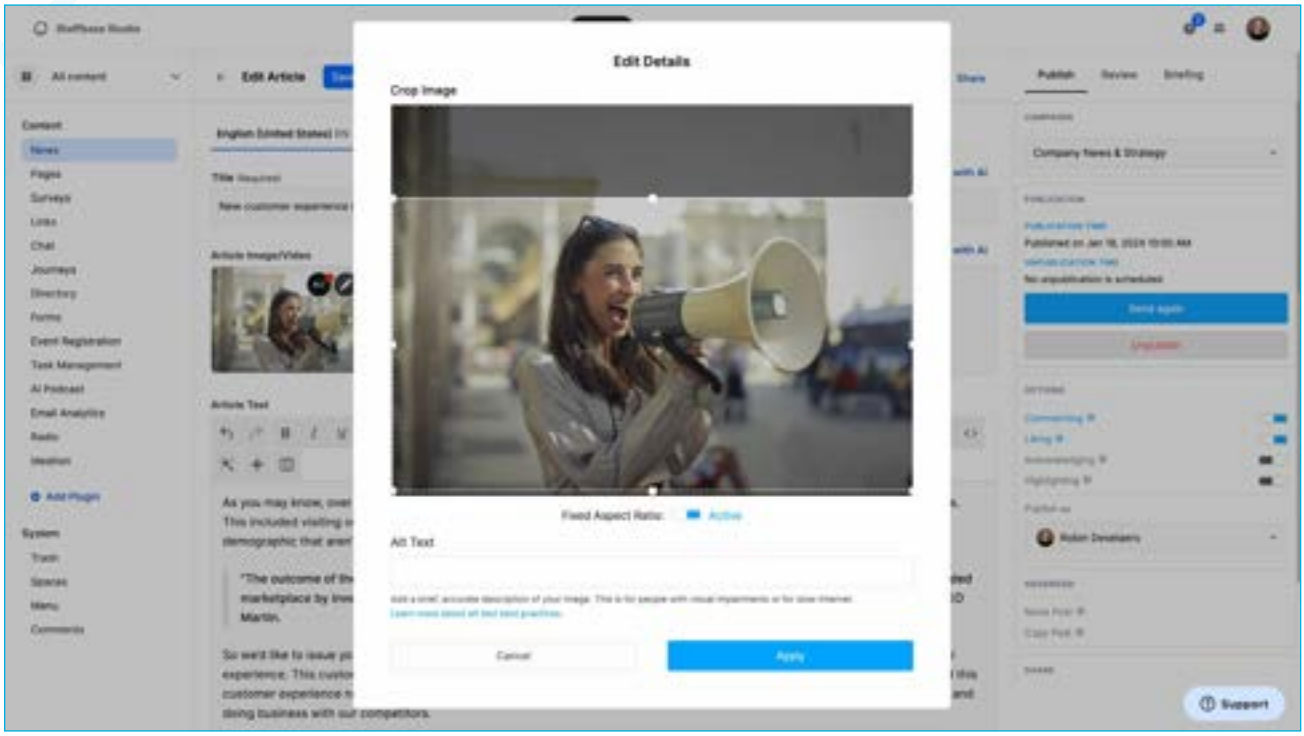
'Briefings' provide the communication team with an overview of content that needs to be created, or can be used by the AI to generate an article.

This scenario is a real area of strength. Communicators are well catered for, with many features for planning, creating and managing the process within a dedicated 'Studio'. Communications start with 'Briefings', which we think is an unusual and highly valuable feature. A manager or representative from another department creates a briefing sheet using a template, including attachments, images, the target audience, and overall purpose. A communications team can then work with this to form an article, or Staffbase's AI can generate a first draft.

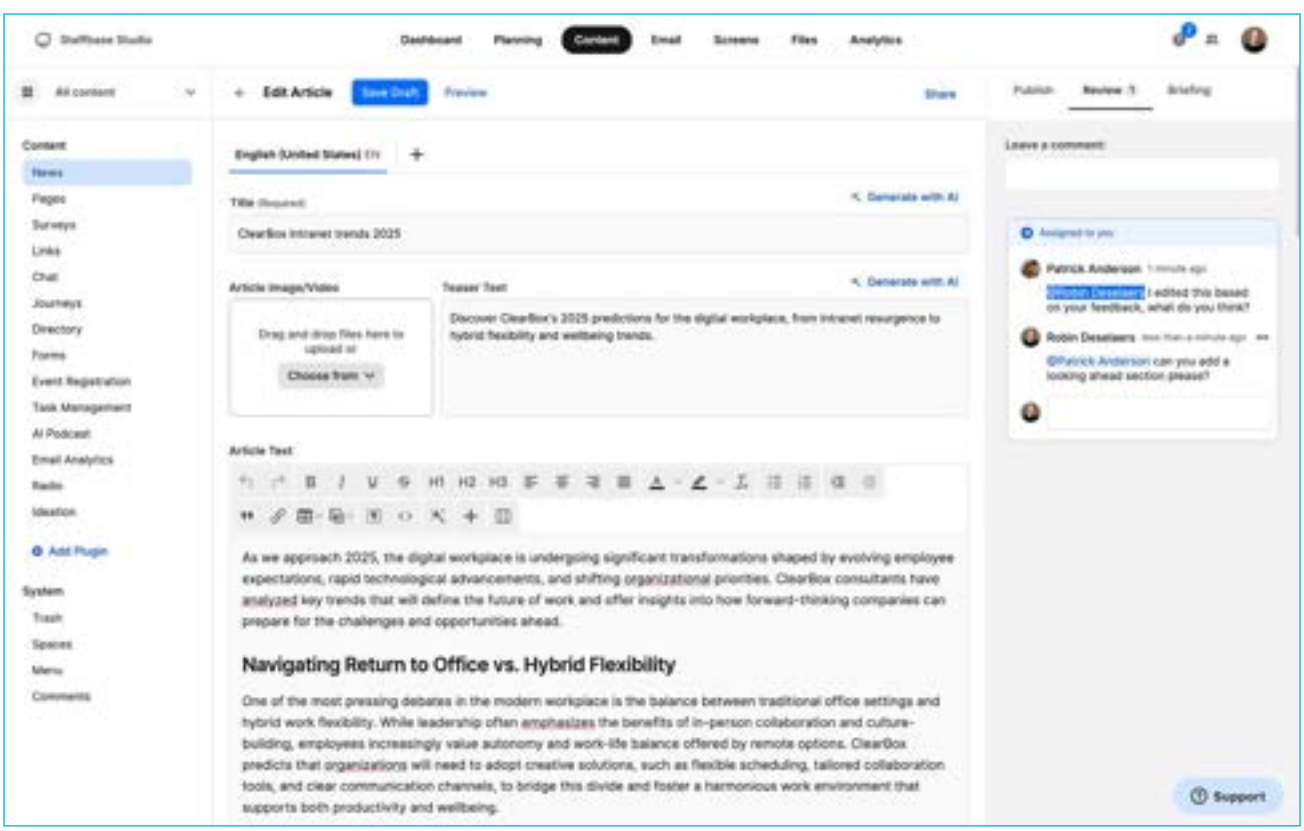
Briefings can also be used by Communicators if they want to generate an article rather than write / upload one. Templates are available for creating consistent posts and different templates can be applied to different 'Channels' if appropriate. Regardless of the starting point, the article creation experience opens with a rich text editor for the body of the piece, surrounded by options and settings. Files stored within Staffbase can be used to enhance content, enabling a library of approved imagery to be saved for use within articles. There are some simple image manipulation tools, including an easy way to add Alt Text, or publishers can choose to use an AI image editor.

The AI can refine content where wanted, including changing the tone or making content longer or shorter. We think there's an opportunity to improve the article creation process by using AI further; for example, rich text editors can be restrictive at times whereas AI could help with layout choices. It's important to note though the Large Language Model used by the tool does not learn from customer data and none of the data leaves the security of the Staffbase environment.

Page options include publication time, audience, whether notifications are to be sent and setting a ghost writer if appropriate. Preview functionality is available for publishers to see how their content will appear on multiple devices before publishing. There is a helpful approval process, which can be automated (with different approvers available per Channel) or the creator can assign an approver from a group. We like that publishers can leave comments for the approver and vice versa, although in-line sticky-note type comments would enhance this even further.



There are image editing tools that are enhanced by AI where wanted.



Authors can leave comments for colleagues who will improve and publish their content.

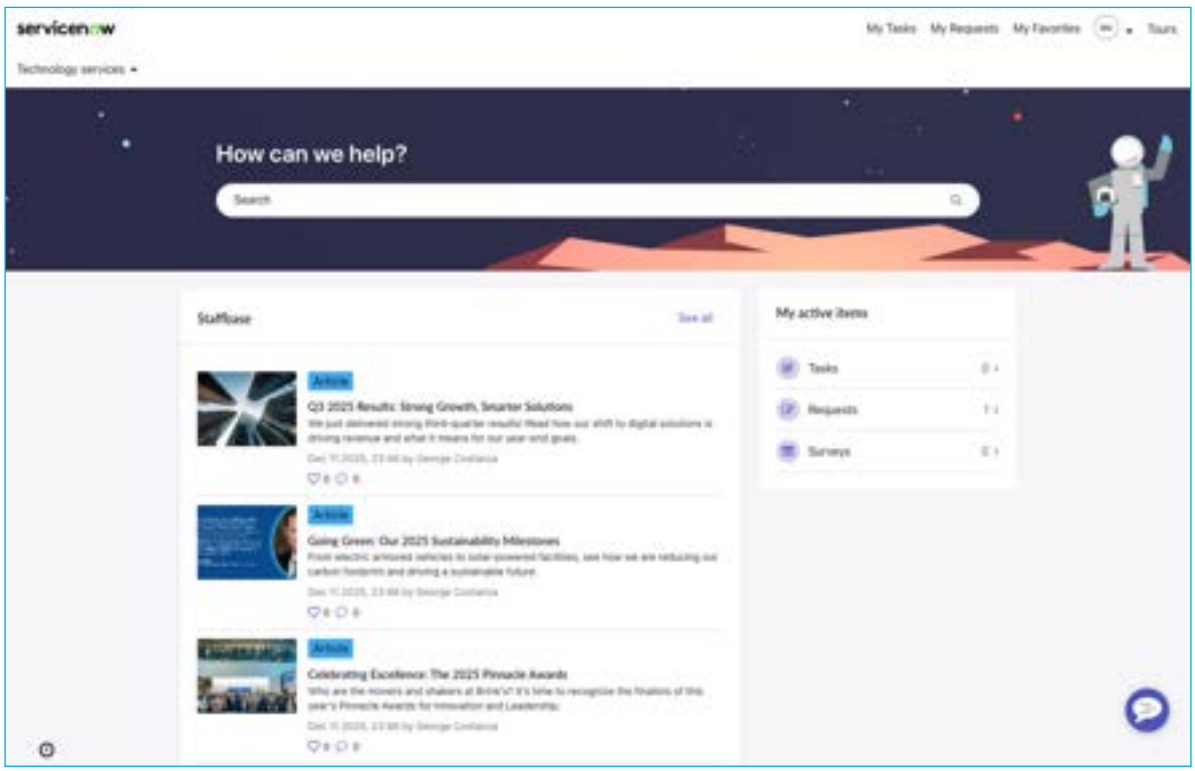
News is published to 'Channels', which are associated with 'Spaces' across the platform, and Channels may be made up of 'Articles' (longer form, words and images), 'Updates' (shorter form) or 'Media' (images, video etc. only). A Channel is selected at the start of the process to publish the news into. It's not possible to publish to multiple Channels without duplicating the content, which we think is a limitation, and something customers asked to enhance too.

News posts can be scheduled for an appropriate time and a content calendar is available for viewing all time-based content (e.g. news posts, newsletters etc.). The calendar can be filtered by various criteria, including by individual Campaigns, Spaces and Channels. Helpfully, it is possible for administrators to set a publishing freeze when important events are taking place; this blocks content from being scheduled during this time.

Sharing news outside Staffbase is well supported, with a strong email feature available as a standalone product. Newsletters are built using blocks which can be individually audience targeted; we like this approach and think it could be stronger than the news creation tool. Newsletter settings include the ability to modify the sender's name and email address. It is also possible to personalise the subject line to include the recipient's name and then send the email to chosen audiences. Scheduled emails appear within the content calendar and can be associated with campaigns (more on campaigns below).

When creating content, publishers choose whether it can be shared internally and on social media. To share content externally, they must provide a link that others can use in posts. This is less sophisticated than other solutions and we would like to see Staffbase allow sharing of a public-facing version of a page.

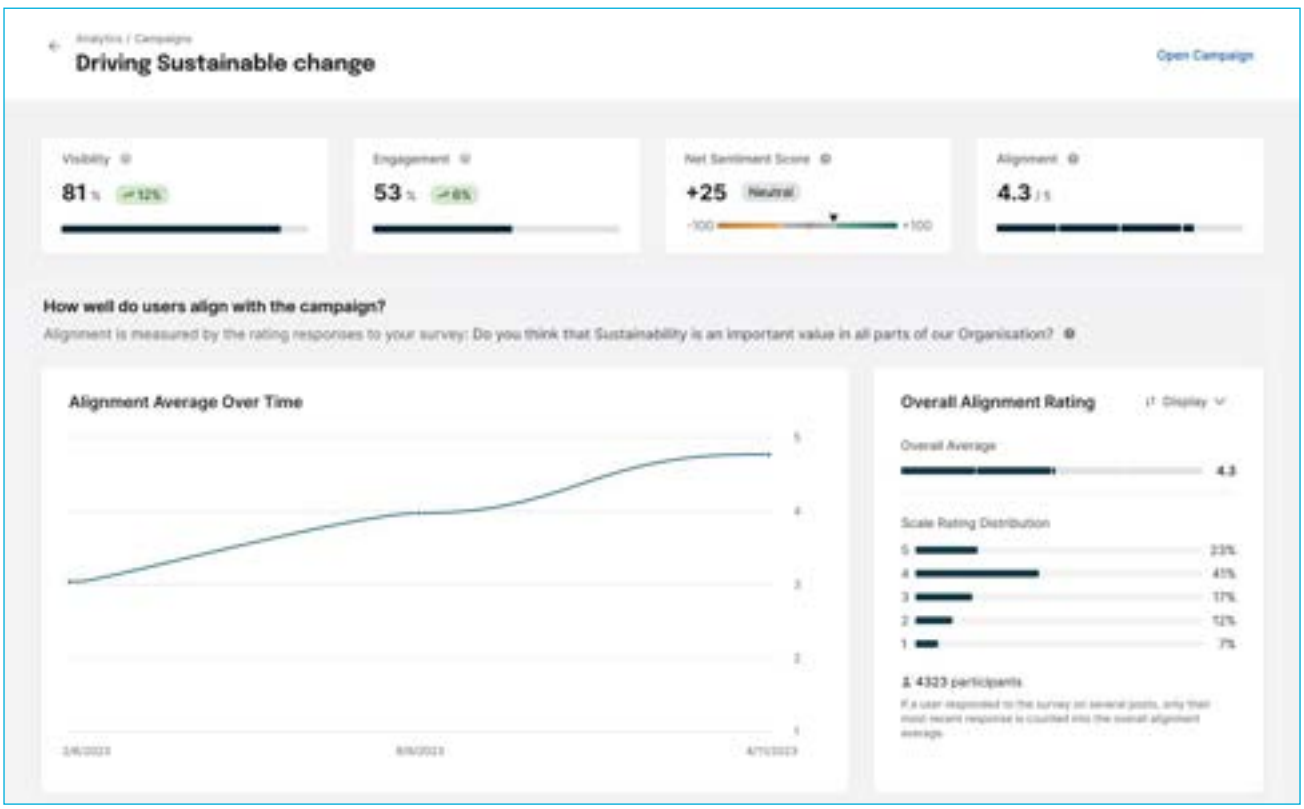
Digital signage is supported via a carousel of latest content on display screens with a QR code to find out more. This is a simple approach compared to other products but works well enough. There are also ServiceNow, Salesforce, and SharePoint widgets available to bring Staffbase content into these platforms, plus the ability to share teaser links to content into Teams and Slack.



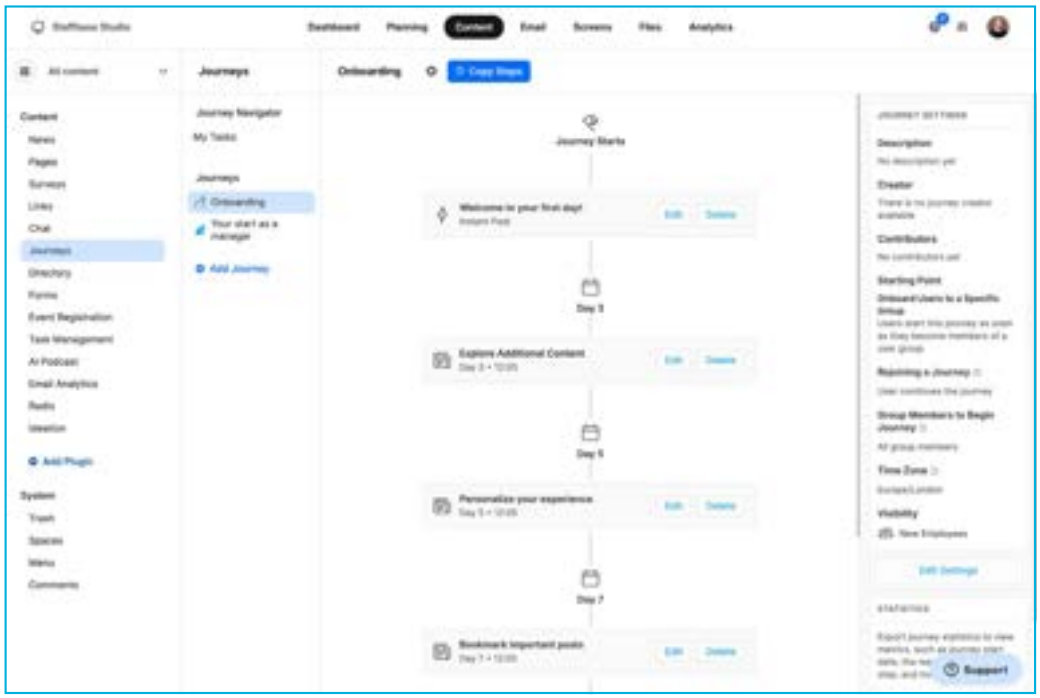
Staffbase content can be shared to multiple business systems, including in a widget on ServiceNow's homepage.

'Campaigns' are strong, allowing communicators to gather content together under a common theme. There is a helpful overview of all campaigns, and clicking into each shows the associated content. Campaign analytics are helpful, showing the visibility, engagement, sentiment, and 'alignment' (gathered via survey responses) of the campaign and individual content. Analytics for content outside of campaigns is also good, showing reactions, email click-throughs, and the routes that employees took to find the content. There is room to expand the range of news analytics and AI assessments or insights would be a welcome addition.

Overall, the Studio is comprehensive and Staffbase is likely to meet the needs of most internal communicators. Similarly, many of the areas we've highlighted as needing development are enhancements rather than where the product underperforms.



Campaigns include a good range of data, including the overall 'alignment over time'.



An easy-to-use, drag-and-drop editor is available for building the steps in a Journey.

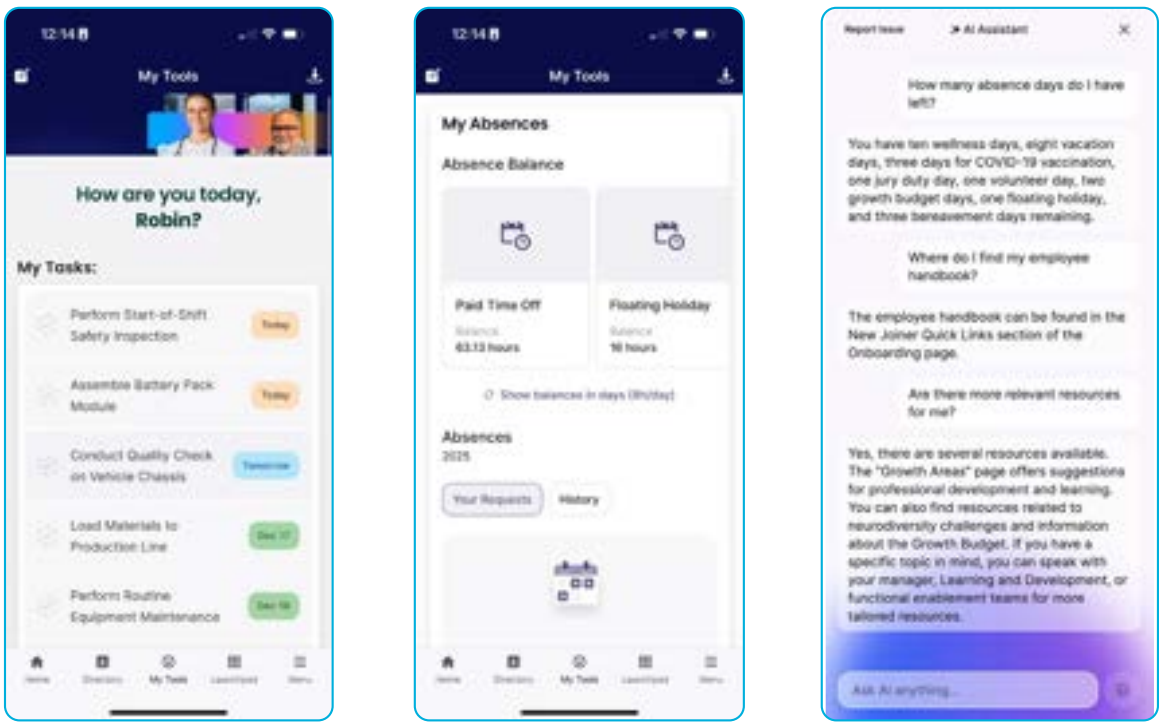
'Communities' can be easily created for any purpose and are audience targeted or open for subscription. Community owners don't need to be site administrators, meaning the relevant people can be empowered to own the appropriate Community. A form is available for requesting a new Community, while templates are available when creating a new one. A handy optional feature is the ability to have a Power Automate flow automate the creation of a new Community based on predefined rules.

Communities include an activity feed, and there are configurable widgets (see Scenario 8) for other content too – overall they're quite simple though. Employees create posts within the feed using a familiar interface, while those with publishing permissions can also translate posts (see Scenario 1) or go to the Studio to do more (see Scenario 2). Employees can report posts for moderation; Community owners have moderation screens for reviewing the reported content, where sentiment analysis is also available.

Engagement features for published content include comments with the ability to mention and tag colleagues (plus moderation as above). Reactions go beyond simple likes but aren't configurable by admins. 'Feedback Forms' are built using drag-and-drop fields and offer confidential submissions, making them effective for collecting feedback. 'Surveys' act like simple polls and can be embedded on pages.

Employee lifecycle features are strong. 'Thank You' is available for praising colleagues and is aggregated in a wall; although we'd like to see a way to tie these into company awards or values. A neat ideation feature gathers employee suggestions. 'Journeys' provide workflows to manage processes such as new starter onboarding, or helping with a promotion into people management. Journeys provide simple workflow of a linear sequence of events, presenting configurable communications to the individual at a determined cadence. Functional triggers for ensuring that one activity is performed before progressing to the next one are on the roadmap.

Overall, those who want sophisticated community management may find Staffbase somewhat basic, but the vendor says this is an area of focus for future development. There is also strong functionality in other areas that will meet many business needs.



Integrations and services work particularly for the frontline, such as task management, easy access to employment information, and a new AI agent for HR tasks.

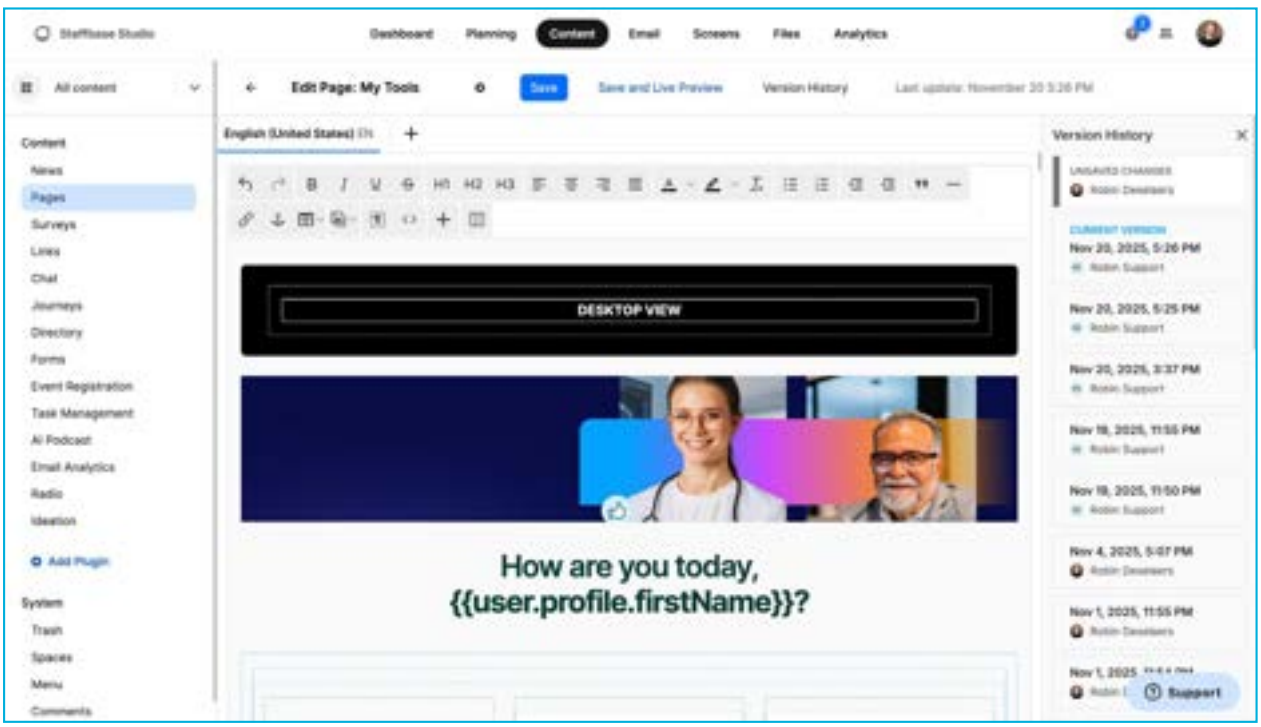
Staffbase content can be consumed outside of the platform, such as publishing into SharePoint sites and Viva Connections (see Scenario 2 for other examples). There is also a Staffbase app for Teams, so intranet content is available alongside collaboration tools. Additionally, a Copilot agent can surface Staffbase content among its sources.

Other Microsoft 365 integrations include widgets that display information from Outlook, Planner, a list of Viva Engage communities, and more. A Power BI integration is also available for displaying dashboards on Staffbase pages. A document viewer displays linked files within the page, enabling documents stored in SharePoint (e.g. Word, PowerPoint etc.) to be accessed easily. Files from SharePoint and Google will display in widgets too. Note access to Microsoft 365 integrations relies on a connected account, and the widgets will not be shown to users that have not connected an account.

Integrations with other business systems can also be presented within widgets, such as to create a dashboard that includes data from Salesforce or presenting pay details. Integrations can also extend to the notification centre, which uses deep links to take users to the appropriate target system. 'Launchpad' displays audience-targeted links to other systems supported with single sign on. For users that don't have a Microsoft 365 account to surface 'To Do', there is a native 'Tasks' feature. Individuals can create their own tasks or assign them to someone else.

We saw the first iteration of AI agents in the demo, which is currently focused on HR tasks but will expand out in future. Agents can use voice or text prompts to let people book time off or raise a ticket, for example. These work well and we look forward to seeing the functionality expand.

Overall, integrations are largely display-only with activities taking place via links out to source systems. Available integrations are displayed in a simple 'Marketplace' for admins, while APIs can be used for creating custom integrations into further systems. A low-code tool is available for creating new integrations, which is typically carried out for customers by the Staffbase professional services team. The AI agents look promising though and we look forward to seeing this developed further.



The Page editor includes version history for tracking on knowledge Pages.

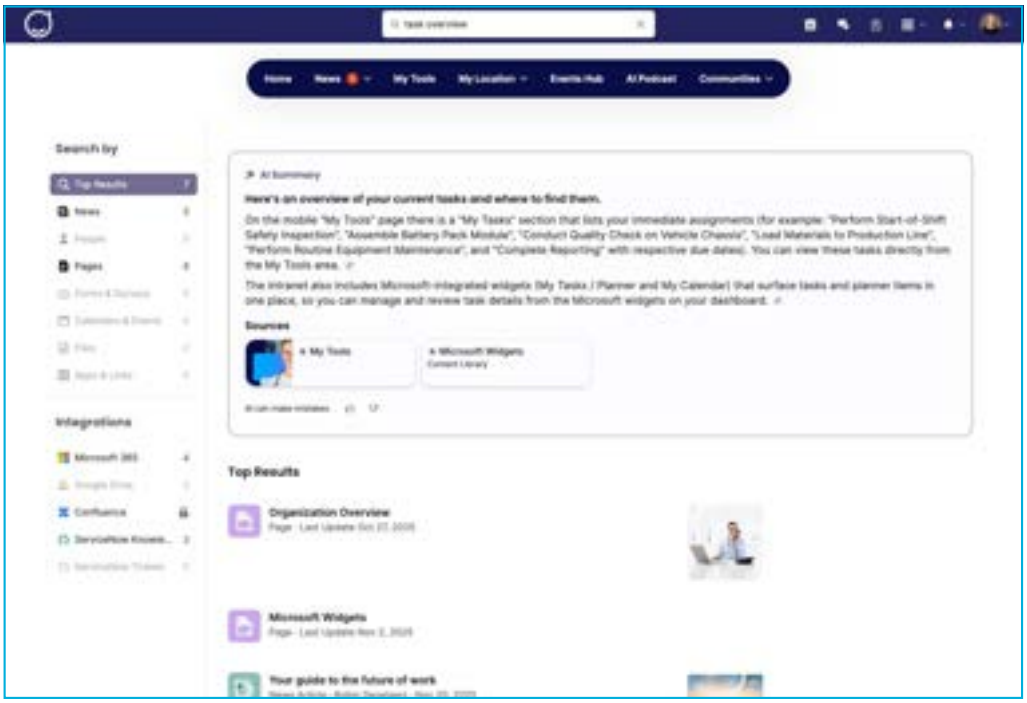
All content is managed in Studio, including reference spaces and news (see Scenario 2). Homepages and static materials are called 'Pages' and managed in the same way. Pages can be audience targeted at the 'Space' level (see Scenario 8) or at the Page level. Finding Pages in the back end can feel complex, so it's helpful they can be edited via the front end, but this opens in a pop-up which is fiddlier to use than Studio. Pages are edited using drag-and-drop, configurable widgets, including an accordion, anchor list for sub-navigation, and an integrated document library.

Files can be manually added into Page widgets, but a traditional tree folder view for document libraries is not available. Similarly, it would be possible to build a policy library but it's not as smooth as other solutions we've seen. We like that files can be added to a central File Manager and items stored there show details of where they are being used across the platform. There is no lifecycle process in place for managing the review and update of documents (unless added to a Page), but files replaced within the File Manager will be updated wherever the file is displayed.

Pages include version history and rollback options, plus are assigned various metadata and settings such as whether the page should be visible within the mobile app. When a Page reaches the 'update' date, the owner receives a notification and there is a prompt on the Page too. It is possible for administrators to reassign Pages that have no owner via analytics.

There is no mandatory read feature available for Pages, but news can be tagged as 'Important' which displays on the article, plus can require an 'Acknowledgement'. Results are provided via a download only, but reminders can be easily sent. Page analytics show views and visitors over time, which can be filtered by Spaces and user groups. Analytics also show the average time spent, the bounce rate and clicks within Pages.

Overall, Staffbase addresses this scenario well but those with sophisticated knowledge management requirements may find features on the simpler side in places.



Search results include an AI summary, along with a clear link to the source of the result.

The global search bar is prominent in the top banner and displays recent searches when selected. All content is indexed, including the content of text-based files, and results are security trimmed. Fuzzy matching is supported, and results are presented with filters for content types and federated content sources. Natural language questions are supported, with an AI answer generated at the top. Sources are listed and we like the label that says "AI can make mistakes". There's no way to follow up with subsequent questions, but this is possible via the AI assistant (see Scenario 4), and this functionality will come to the main search soon. Local scoped searches are not available; here more flexible search options would be a useful addition.

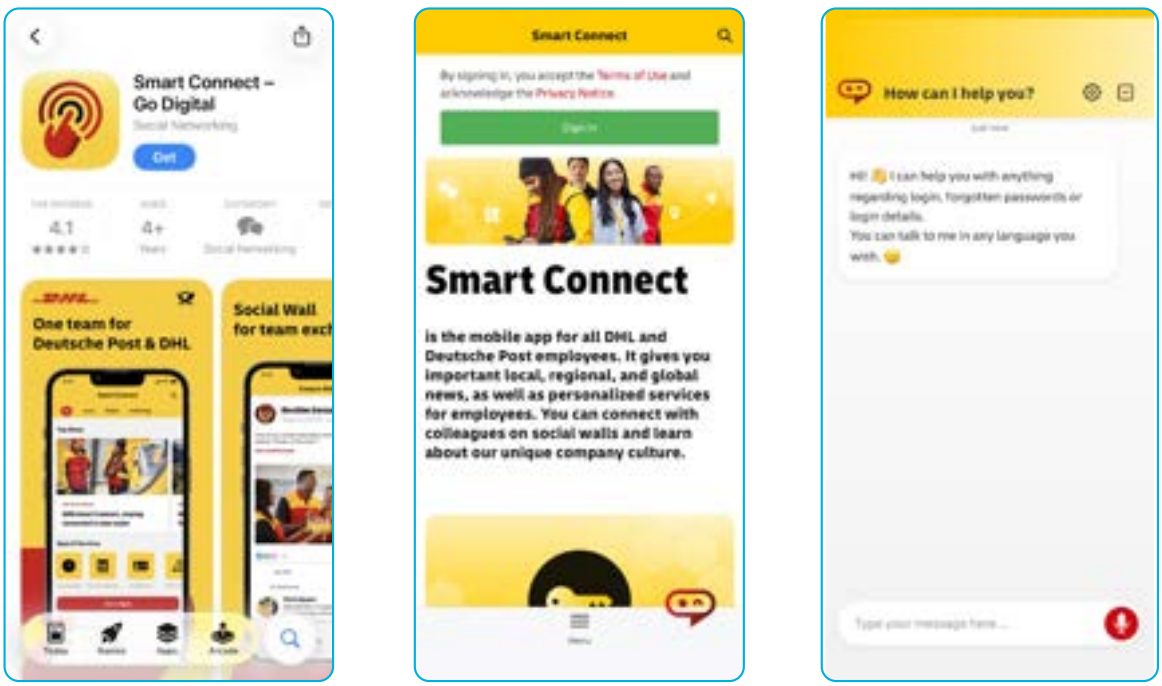
Staffbase search includes connectors for Microsoft, Google, Confluence and Box as standard repositories, but there are APIs for others. Where integrations are in place, the AI summary will look at the connected sources when returning searches.

Hashtags can be added as metadata within Pages, News and posts and returned in search. Similarly tags, keywords and 'hidden materials' on pages can influence results. A search configuration API is available to administrators to choose their own filters and influence search results. Each result includes a search score which is created from user behaviour. These scores are visible to administrators who can use a 'Boost Score' feature for influencing search results, including in AI. This is less straightforward than other solutions we've seen but does work.

People profiles are returned in the global search results, which indexes all profile fields, and calls to Teams etc. can be started from here. Profile pages are attractive and may be edited by users if wanted. Organisation charts can be automatically generated from contact profile attributes. Profiles can also display recent posts and comments made by the individual.

Search analytics includes search terms and prompt logging for AI searches, along with configuration settings for AI overall (see Scenario 8). It's tricky for admins to make improvements to search using this data, however.

Overall, those who want more control or a more robust AI experience may find a few gaps. However, Staffbase have made significant improvements to the search experience in recent years and now meets many organisations' needs.



Staffbase offers white labelled apps as standard, with a configurable 'Public Area' to help employees log on for the first time.

Staffbase started life as a frontline and mobile-first solution and this experience is still evident in the excellent mobile environment. The Staffbase approach to the native mobile app is to make a white-labelled version available to each customer within app stores by default. This differs from other vendors on the market, particularly as it's folded into the pricing provided to us, and will appeal to those looking for a well-branded mobile experience.

User accounts can be created via a bulk upload from a CSV file or brought through from central data stores, such as Entra ID. Various authentication methods are available for accessing the app, including single sign-on with Microsoft accounts. A Staffbase native login is also available, which features multi-factor authentication. Security settings are available to configure, such as the password length and complexity, plus the amount of time before users need to re-authenticate.

Organisations can choose to have a configurable 'Public Area', which is viewable before someone logs in. This is a handy way of sharing useful but non-sensitive information, such as guidance for new users on how to login and use the app. It would be good to see local management options added, such as a store manager adding temporary staff or helping them gain access, but generally the enrolment options work well.

Navigation on the app is simplified to 'Home', 'Directory', 'My Tools', 'Launchpad' and a burger menu, and is not configurable. 'Home' is a Page type that can be built with the frontline in mind, for example to bring the centralised activity feed into prominent position. 'Shorts' is a widget type that displays videos like Instagram's Stories, so also works well on mobile. Navigation via the burger can be audience and device targeted, so a complex Page could be removed from the structure or show a simplified layout for example.

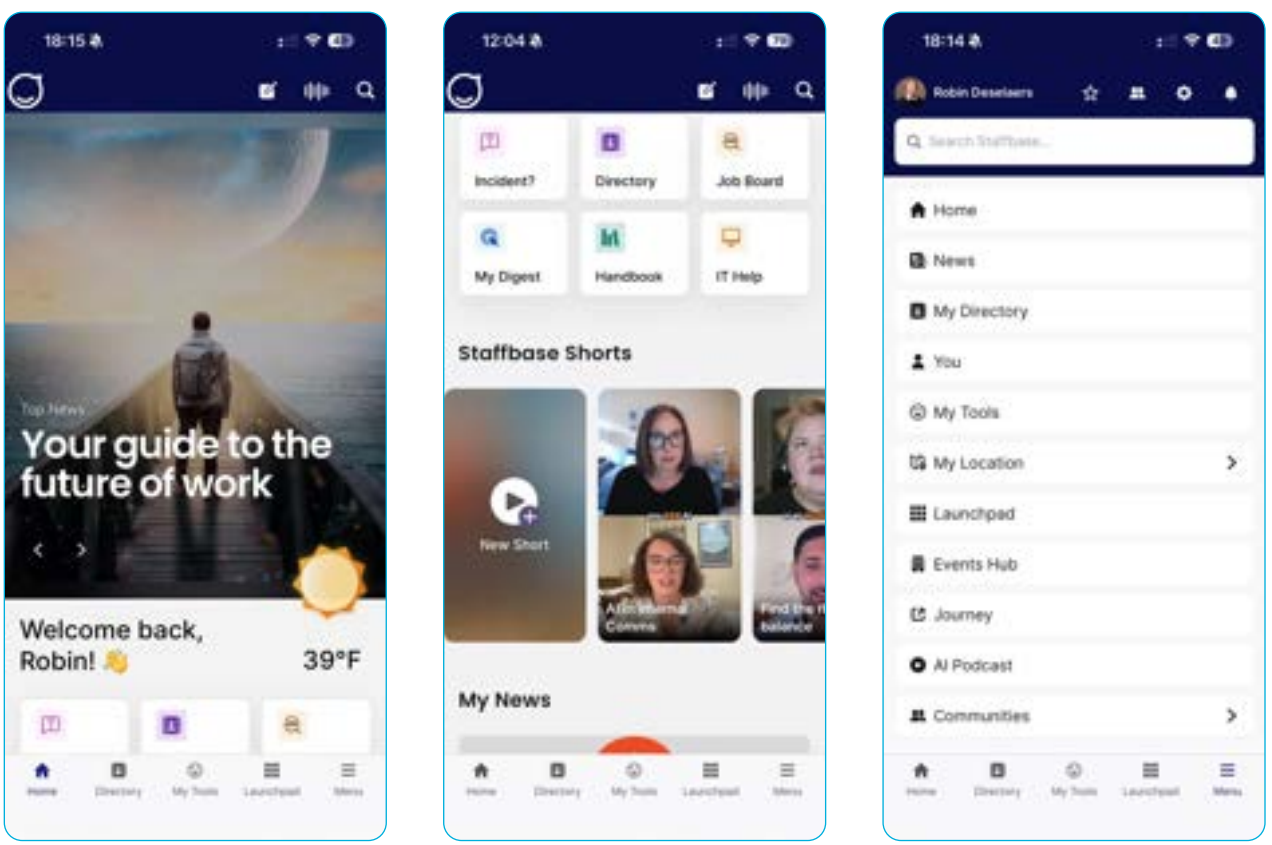
Search is available from the top of the screen and works in the same way as desktop, including the AI summary. The AI assistant is also present, where verbal prompts are particularly valuable for frontline workers. We look forward to seeing AI in search and across agents being enhanced, as we think these will be valuable to the frontline.

Many other elements previously covered in this review work well for the frontline and can be audience targeted to make them even more relevant. For example, managers can assign 'Tasks' to their team members, or tasks can be surfaced from other tools. We like that recurring Tasks can be created, such as a weekly health and safety check. Forms with a field for a signature are also valuable, offering a simple digital method for completion while on the go. The audio digest is helpful for keeping busy frontline teams informed, even if they can't read news on the app or see latest headlines on staffroom digital signage.

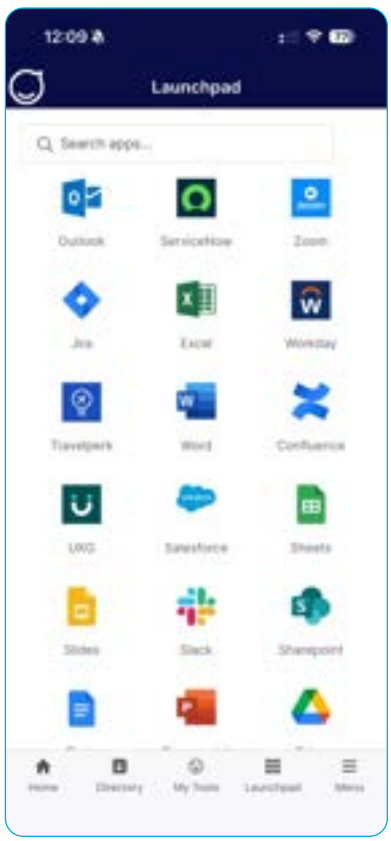
Staffbase settings are consistent across the mobile and desktop environments. This means frontline employees would need to use device settings for muting notifications. We think this is a missed opportunity for an otherwise frontline focused tool, as many employees will be working shift patterns.

An offline mode is available for accessing content without an internet or data connection. The content is saved in an 'Offline' menu space natively within the app and administrators are able to configure which pages can be made available offline. This could be particularly useful for saving 'how to' type knowledge Pages for access where there's limited signal or wi-fi.

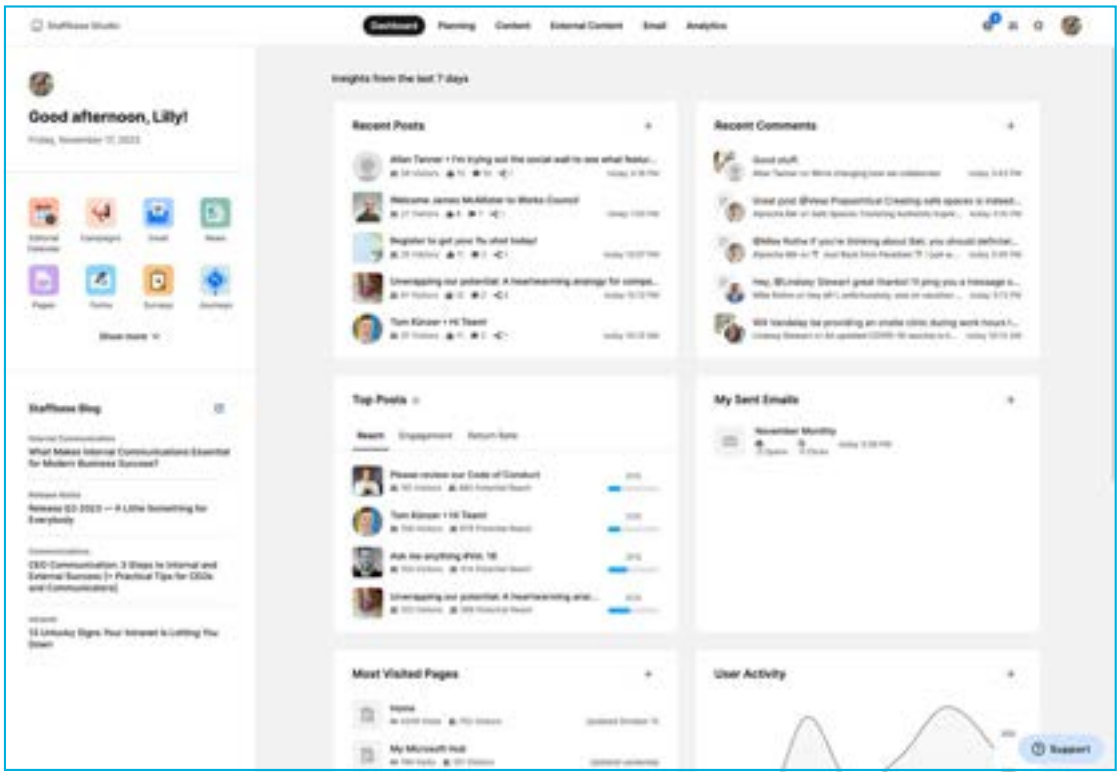
Where organisations choose to build complex pages and a rich desktop environment, admins will need to carefully consider and adapt for the mobile environment as a result. This is relatively easy to do in Staffbase, although see Scenario 8 for more. Overall, though, Staffbase delivers a strong mobile experience that will meet organisations' needs well.



There is parity of experience between the desktop and app environments. Standard functionality in turn works well on a small screen environment.



Staffbase has considered frontline features well, such as the mobile accessible forms, audio version of content, and launchpad to other business systems.



The Studio is pleasant to use and includes helpful overviews, as well as useful guidance for administrators.

Administration almost entirely takes place in the Studio CMS, which opens in a separate tab and is largely straightforward to use. Each administration area has its own menu in the Studio, which is laid out logically. Some menus include a helpful overview, such as the 'Planning' menu with a summary of 'this week's content' and 'campaigns'. A knowledgebase is provided for administrators via a floating button on all admin screens. This provides help and guidance for the administration functions via a chatbot interface. We like that product news, latest releases, and 'Campus' courses (for communicators) are readily available via a notification menu.

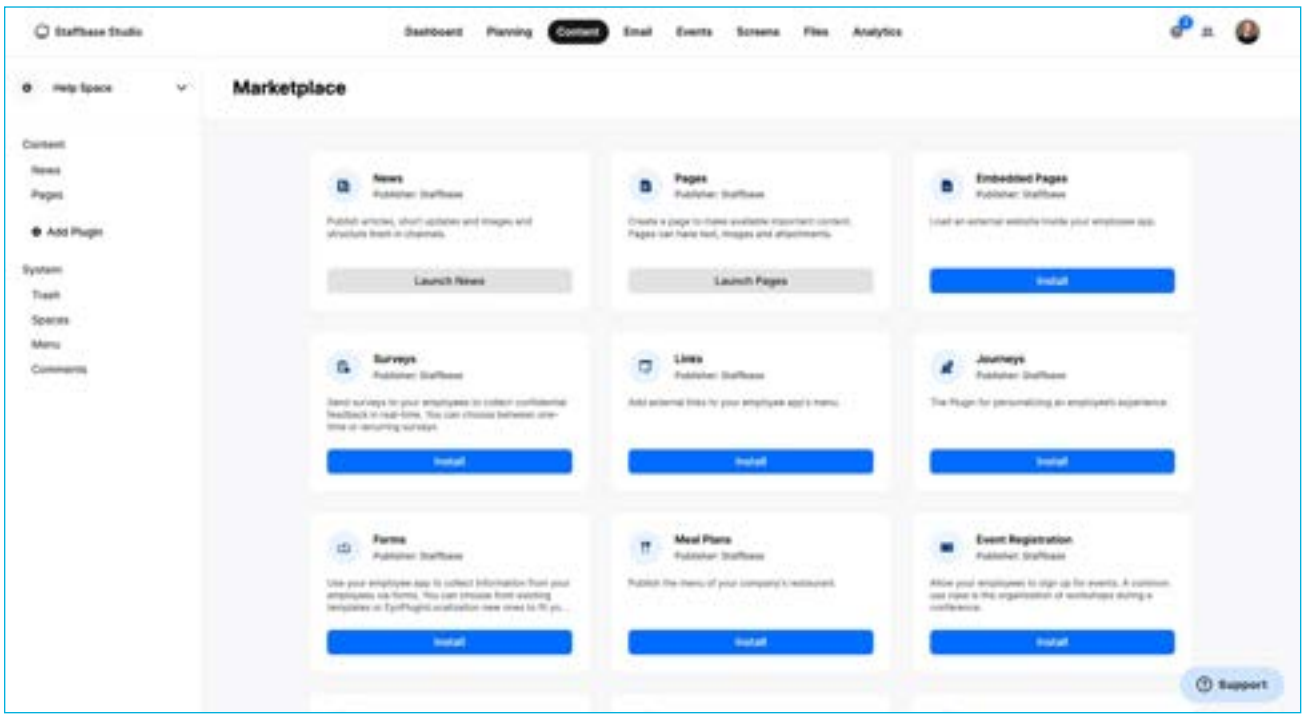
Most platform management takes place in the 'Content' menu area, which is permission trimmed, but we think some elements could be moved into a new menu to keep things simpler. Administrators can be defined at any level within the structure, such that full admins could have permissions across the whole platform, whilst a Space admin could just have permissions over content within a single Space. This makes the permissions model very flexible and would suit complex organisations looking for a model of devolved administration. Content owners and editors can similarly be defined at appropriate levels and spaces. For example, it is possible to enable users to only submit content for approval and not be able to add things directly into the platform.

Content in Staffbase is optionally positioned inside 'Spaces' which can be considered as master audience targeting buckets, such as to split employees by businesses underneath an umbrella organisation. News Channels, Communities, Pages etc. are then added into only one Space, so careful planning and governance will be required alongside testing. This structure is designed to support large or complex organisations but is somewhat more complex than other solutions we've seen, and we found ourselves getting lost at times. Once you've understood the approach and are clear about what will display where, it's easy enough to create the experience.

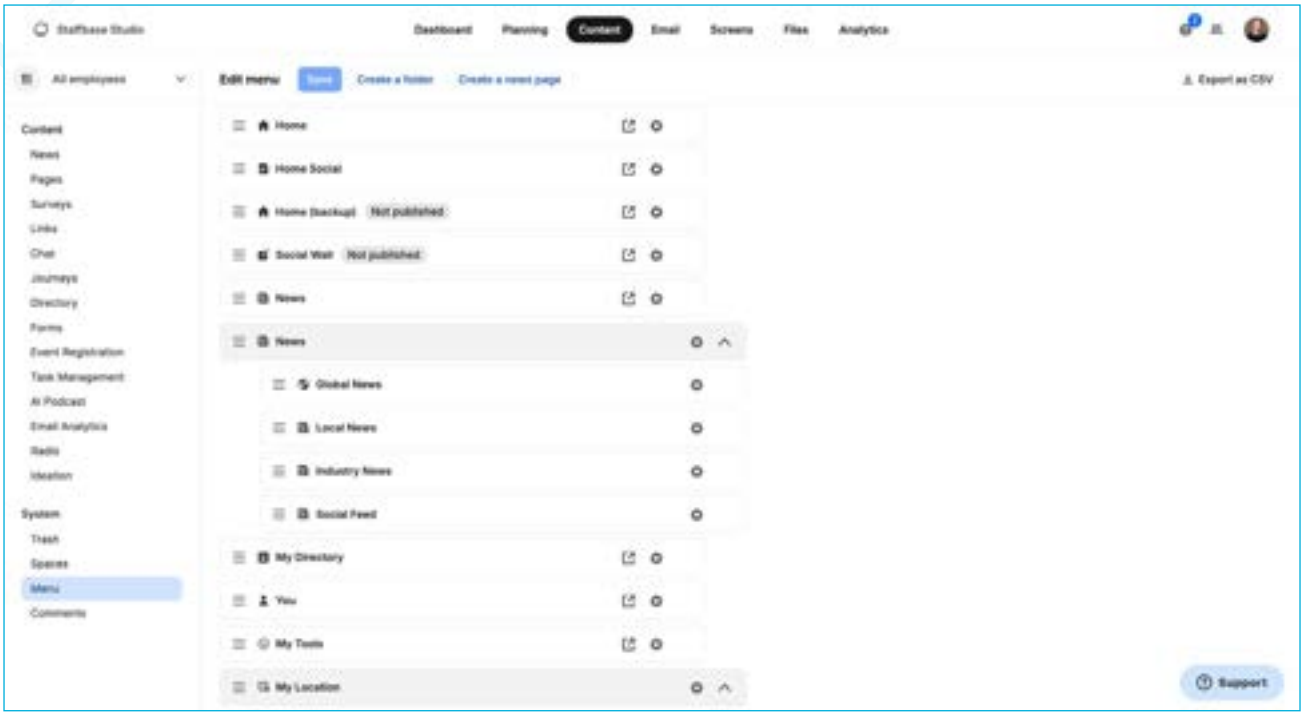
As described in Scenario 5, Pages, including the home page, are created via drag-and-drop widgets. We think it's helpful there are templates to start from. The Page building approach works well and allows for a variety of designs depending on the target audience.

Navigation is also simple to build across the platform, with a drag-and-drop interface to rearrange menu 'folders'. Items can also be made a child of a parent folder to create a simple multi-level menu. We like that any Content item can be immediately added to navigation on creation, although it is hidden by default so it can be reorganised. In-page navigation can be added with anchor links within any pages across the platform, as well as through link widgets and similar.

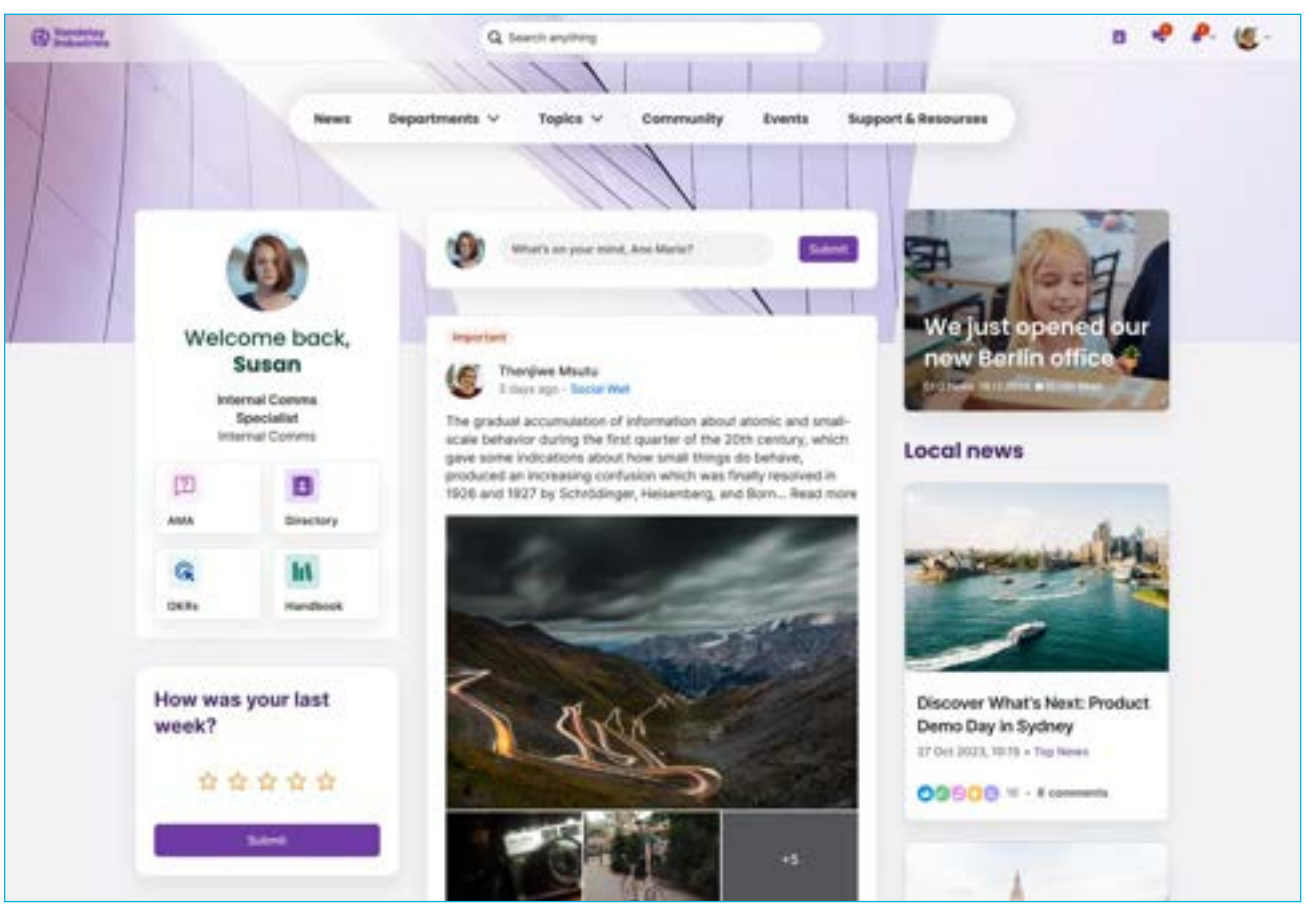
Branding options are good, enabling design-orientated organisations to provide a suitably branded experience. There are a variety of controls over fonts, colours etc. which can be applied globally or locally, such as to defined Pages or Communities. In this way, it is possible for multiple brands to be applied, which would suit organisations made up of different group companies. Access to HTML and CSS is available for organisations that want even greater control. This flexibility is also offered at the widget level so that customers can amend style classes on content.



Once a Space is set up, administrators choose from a Marketplace of content options to populate it (and the navigation).



Navigation is easy to organise through a simple drag and drop list.



One Staffbase environment can look very different from another.

All analytics can be configured by time period, and the user statistics include measures of engagement, which can show changes over time. We felt the data on overall platform usage and engagement was a little limited when compared to the content-related data, but is still strong. It would be good to see a suite of AI reporting introduced to tackle platform-wide data.

In addition to all of the standard analytics available, the Staffbase Professional Services Team can create personalised dashboards in analytics. This is a regular service provided due to the variation in different customer KPIs. It is possible for analytics data to be exported to CSV or to connect an analytics API for manipulation outside of Staffbase.

Overall, Staffbase is a pleasant platform to administer and offers a great deal of flexibility when compared to similar solutions. Although organisations will need to carefully plan the Spaces and subsequent structure, we think administrators will largely be able to look after their platform with limited (or no) technical knowledge required.

Site-wide analytics are useful and show comparable periods.

THINGS TO BEAR IN MIND

Staffbase has gone through a number of evolutions since its inception, going from a mobile-first solution, to one that focused on social and communications, and now to a more well-rounded intranet platform. It still has its eye on those former positions though and addresses each of those scenarios well. This makes Staffbase exciting to review, but has resulted in a higher number of changes to its interface than other platforms. While there are still exciting developments to come, such as with its AI functionality and ongoing enhancements for communicators, we think the likelihood of a change of overall approach is less likely than a few years previously.

The developments we've seen over the past few years have brought enhancements to more traditional intranet areas, such as search and its handling of reference-type materials. We still think there are some gaps in these areas that organisations with sophisticated requirements might miss. Integrations, for example, aren't as extensive as others we've seen. However, the vendor's focus on the intranet use-case means these areas are likely to keep improving over time.

The range of AI functionality is also smaller than other platforms we've seen, but what's there works very well. We therefore see this as a refreshingly measured approach by the vendor, where they implement what they feel will bring value rather than something that's there purely for marketing. While AI could be introduced to or further enhanced within analytics, search and integrations, we hope this measured approach will continue.

Lastly, the pricing is in the higher brackets for all organisation sizes. However, Staffbase is modular to an extent so there might be some savings to be had. On the flip side, it's unlikely that there will be hidden costs with running Staffbase, for example the app is white labelled by default. The good service mentioned by customers is also indicative of a collaborative and transparent approach. Given the depth of some of the features, particularly for communications and engagement, many will feel Staffbase overall offers good value.

Why choose this product

Staffbase is a sophisticated and flexible platform that works well across both desktop and mobile. Internal communicators will be impressed by the clear focus the vendor has placed on their needs, while frontline workers will appreciate the app experience that is tailored to them. Staffbase will particularly suit medium to large organisations that are looking for a way to improve communication, yet want good support for traditional intranet features too. Staffbase is also worth exploring by organisations of any size looking for a combined frontline and desk-based solution.

Vendor roadmap

No roadmap has been supplied by Staffbase.

You may also be interested in...

firstup poppulo Sociabble

COMPANY AND PRODUCT

Company
Staffbase

Company founded
2014

Product launched
2014

ISO 27001 certified
Yes

Data residency
USA, Canada, Australia, Europe (excluding UK)

Typical client size
10,000 to 15,000

Company locations
Chemnitz, Germany (HQ 1) and New York, USA (HQ 2); UK, Spain, France, Canada, Mexico, Japan, Australia

Partner locations
Australia, Austria, Denmark, France, Germany, the Netherlands, Spain, Switzerland, UK, USA

Customers
Clients include: DHL, Great Clips, Walgreens, Alaska Airlines, John Deere, General Electric, Whataburger, Intel, Chevron

Largest deployment so far
550,000 employees in 220 countries

Environmental / sustainability certifications
As Staffbase release more AI-powered capabilities, the vendor says they are tracking how increased usage affects Scope 3 emissions, which they expect to rise. To address this Staffbase is setting policy guardrails around shadow AI, encouraging smaller, more efficient models, and piloting new tools carefully to avoid unnecessary scale-up. Where Staffbase cannot prevent added emissions, they say they will continue to compensate for them.

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Product and technical details

Name of product

Staffbase

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	Microsoft 365 tenant	Google Cloud	Other

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	Apple store	MDM	MAM	Other*

*Client's website, Android App Stores in China

Accessibility

Contrast can be set by the individual user, Alt text is in use for images, keyboards can be used for navigation, and background colours can be set by the individual user, Staffbase is accessible with NVDA, VoiceOver, and TalkBack. Regular testing and improvements seek to make navigation smooth and inclusive.

Document library sources integrated

Box	Dropbox	Google Drive	SharePoint	OneDrive	ServiceNow	Other*

*Confluence

Optional integrated enterprise search engines

Coveo	Elastic	Microsoft	Sinequa	Open API available	Other*

*ServiceNow, Box, Google

User interface multi-language

Machine translation	Pre-configured	Editable	Right to left script supported	Other

Content multi-language

Machine translation for publishers	Machine translation for end users	Editable machine translation for publishers	Manual creation for publishers	Right to left script	Other

Set-up and support

Set-up process for new clients

Clients are supported by an onboarding project manager. They help clients set up the platform and guide them through topics like platform layout, user management, admin training, information architecture (user groups, content, navigation, personalisation), use cases, and content strategy for high adoption. They also offer expertise on launch planning. On average, customers spend 2-4 months building initial content before launching.

Product updates

Minor updates weekly, major updates every quarter.

Product update process

Web app updates are rolled out to all customers automatically every week and contain mostly technical improvements. The quarterly release contains more new features and functionality, some of which are rolled out automatically, and others of which can be activated upon request. All updates are documented in the support portal and can be discussed with customer care agents.

Reverse-out options

Upon expiration of the subscription term or termination of the contract, Staffbase deletes and / or returns all personal data processed under the data processing agreement. Staffbase will only retain some personal data if the law requires them to do so.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only

User community

Staffbase has a highly active user community. They offer regular onsite and virtual customer events that give community members the opportunity to share best practices and knowledge. Some events are sector-specific for more detailed exchange. Each year Staffbase host a large internal communications conference called VOICES, where industry professionals, customers, and internal comms experts gather to discuss trend topics, exchange ideas and network. In addition, customers have access to a platform for submitting ideas for new product features and sharing and discussing use cases.

Voice of the vendor

Staffbase says: "Staffbase provides a unified platform for employee experience and communication, purpose-built for large, distributed organizations. It brings together all communication channels — intranet, mobile app, email, SMS, digital signage, and more — into a single system for managing engagement across the enterprise. The platform helps organisations bring order to the complexity of the digital workplace for employees. It creates clarity in environments where information is fragmented and employees are overwhelmed by too many disconnected tools.

With Staffbase, every employee gains a single, reliable destination for the information that matters most. It ensures equal access for everyone — from office-based staff to frontline teams — so that critical updates, resources, and context reach all employees at the same time. And by combining content, analytics, and personalisation, it gives leaders clear visibility into what resonates, helping them communicate more effectively and strengthen alignment across the organization.

The new era of intranets is about drastically simplifying the employee experience, and Staffbase is building that foundation around three core ideas. First, the intranet should serve as the front door to the company. It is the trusted place where employees can find validated information, free from scattered systems and unnecessary barriers. Second, communication should be multichannel by design. Staffbase ensures that

messages reach employees wherever they work, in the right format and at the right time, turning communication from background noise into real business value. Third, AI must be done right. Staffbase's AI is grounded in context, drawing from content that is already "publicly internal" and personalized based on employee permissions. It is transparent, governed, and fully controlled by the organization.

By solving these challenges, Staffbase provides a modern, connected foundation for employee experience that scales securely, supports responsible AI adoption, and unites every employee around a shared purpose. More than 2,000 organizations, including Adidas, Alaska Airlines, DHL, MAN Truck & Bus, and Whataburger, already rely on Staffbase to connect their people and enable them to do their best work."

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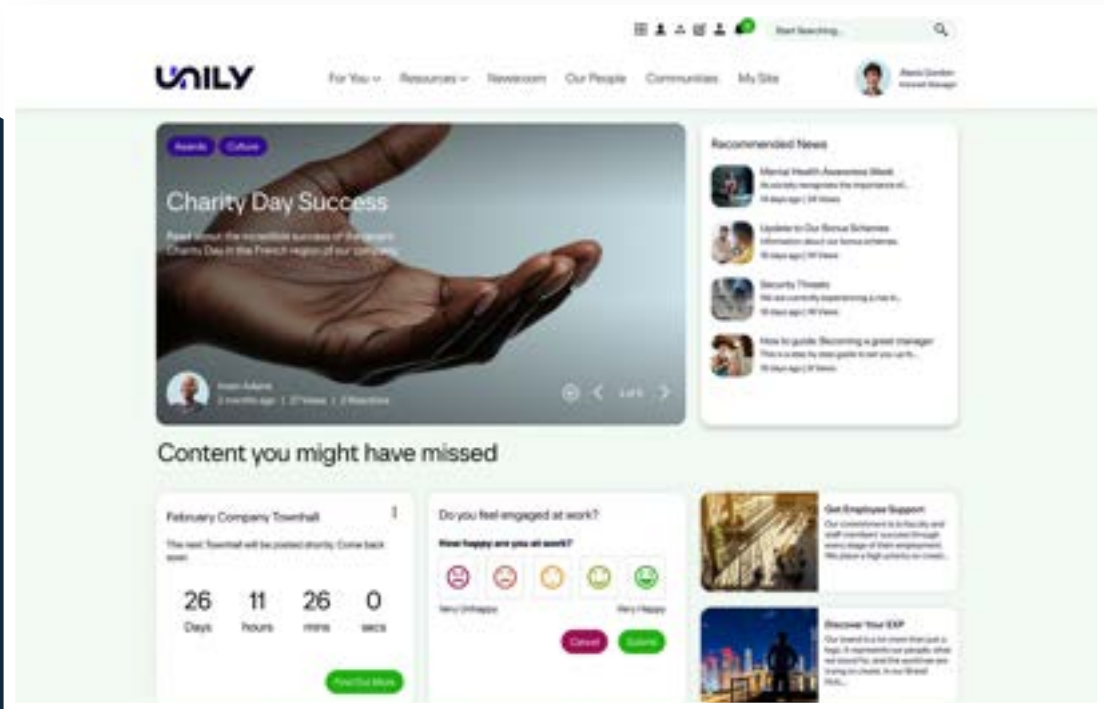
UNILY

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

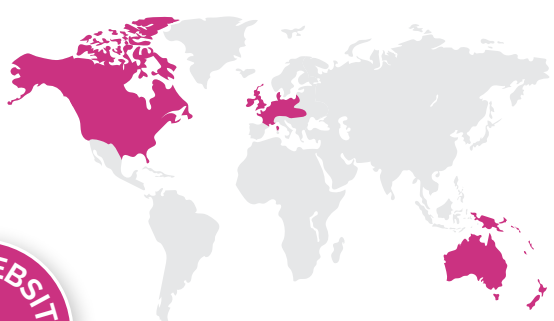
OTHER



Typical deployment:

15,000 to 20,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Unily is a flexible and comprehensive solution with sophisticated features across the board that will particularly appeal to large or complex organisations.

SUMMARY

Unily has been present in the industry for many years, with the current iteration of the product launched in 2014. The vendor's experience is evident in the richness and sophistication of its functionality, making Unily especially attractive for large and demanding organisations with complex needs. Recent innovations have focused on adding state-of-the-art AI features, showing Unily's commitment to embrace AI technology and evolving the platform further in this exciting direction.

The end-user experience overall is very strong, while at the same time providing administrators with a versatile platform to build engaging intranets that reflect organisational branding. Internal communicators and employee experience managers will find a lot to like among the product's functionality, such as campaign features, a powerful newsletter builder, and a well-designed tool for creating employee 'Journeys'. Search and information finding are also excellent, with integrated AI capabilities that will appeal to organisations that already have AI assistants and agents in place. The mobile experience is intuitive for end users and flexible for admins, with a choice between a fully featured user interface or a simplified experience targeted at frontline workers.

Even though functionality overall is solid, there are still areas for further improvement, and feedback from customers suggests that the pace of product innovation in areas other than AI has slowed down. There is a risk that investments in AI-related functionality will come to the detriment of other product areas, and we encourage Unily to find the right balance for its product roadmap. However, we did notice enhancements compared to last year's report in areas such as search analytics and the mobile app, which is encouraging to see.

Overall, Unily is an excellent platform that will easily meet the needs of most organisations. Enterprise scale businesses with complex needs are particularly well served. It's worth noting that Unily is in the higher price brackets for all business sizes, so organisations will have to carefully weigh the pricing against the value brought by Unily's feature-rich and effective platform.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription - price band based on number of users.

DISCOUNTS

Charities and non-profit organisations, frontline users.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Customer success services throughout the contract; professional services to help with the initial implementation; support services (level selected by the customer); access to the customer community.

Product type

Ready-to-run, installed in days

Branding opportunities

All branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Professional, scientific and technical activities	Financial and insurance activities	Mining and quarrying	Hospitality	Utilities provision, management and remediation

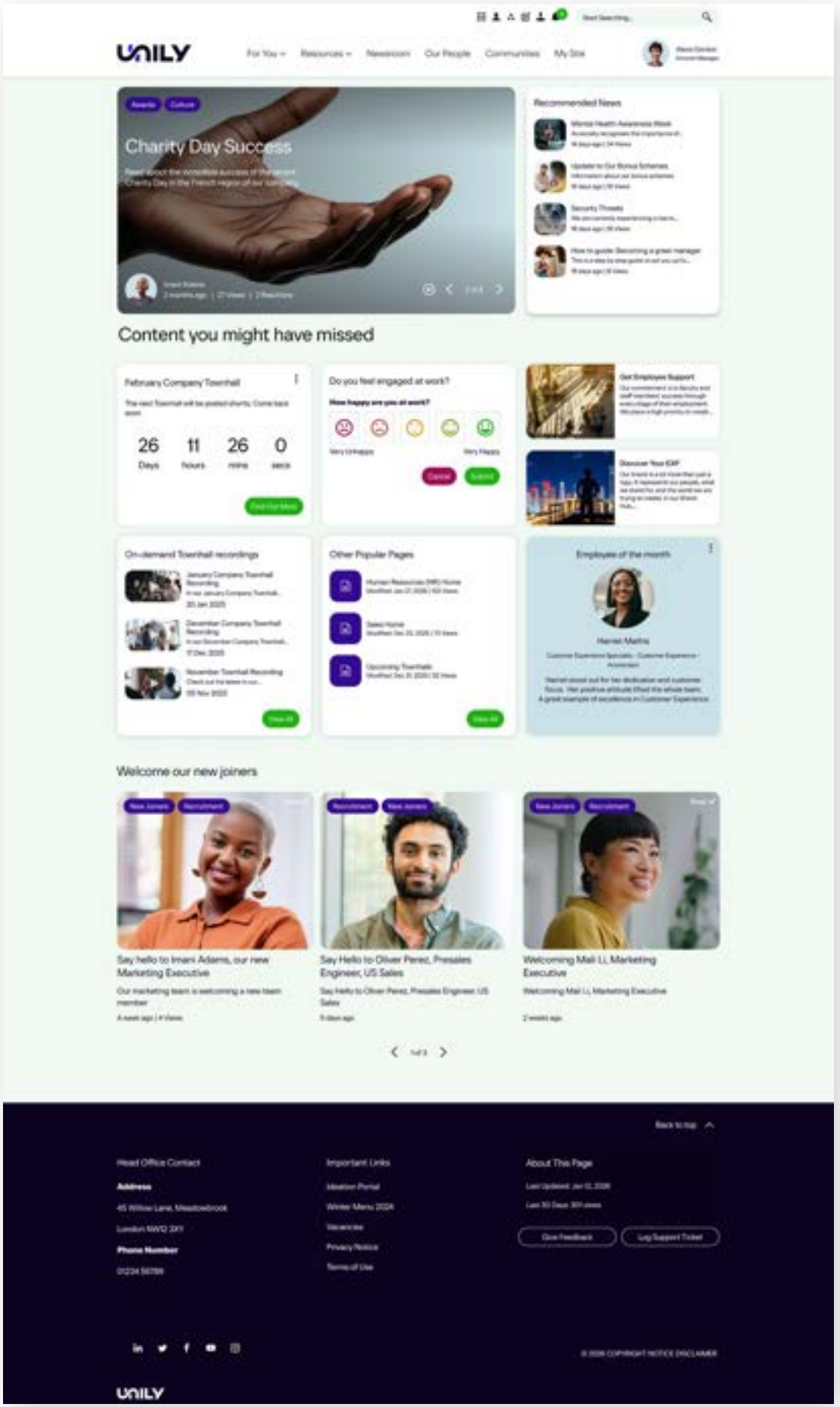
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

Ease of use and richness of functionality were what customers said they appreciated the most about Unily. "New content authors tend to pick up the features quickly, which is a testament to the product's intuitiveness" is how one customer phrased it. Along the same lines, another customer said they find the product "easy to navigate: it's simple enough for us to train other colleagues within the business". The wealth of functionality across the board was repeated several times by customers: "There are many out-of-the-box plugins and features which meet over 90% of our business requests" said one customer, and another gave some concrete examples: "It provides out of the box modules like a Broadcast Center to send internal emails, an ideation platform, and seamless integration with the Microsoft 365 environment". Even the back-end CMS, not usually the product area that stands out, received customer praise: "The intuitive CMS and widget capabilities are amazing!"

Suggested areas for improvement were largely mixed but there were a few recurring themes. One customer would like to see "smoother employee profile syncs from other systems", while another customer was not happy with a suggested workaround: "We were told to use the Excel upload process for the people data of our employees, which is rather impossible and risky for a company of our size". Feedback about Microsoft 365 integration was mixed: some are satisfied, others say that they "want to see tighter integration with M365". A couple of customers expressed some concern about the slowing pace of feature updates. One customer said that "product innovation has slowed down" and another commented that "the product roadmap would benefit from an accelerated delivery of new features and innovations to better align with evolving user needs and expectation". Unily has recently moved to a monthly release cadence which they say will increase the pace of innovation delivered to customers.

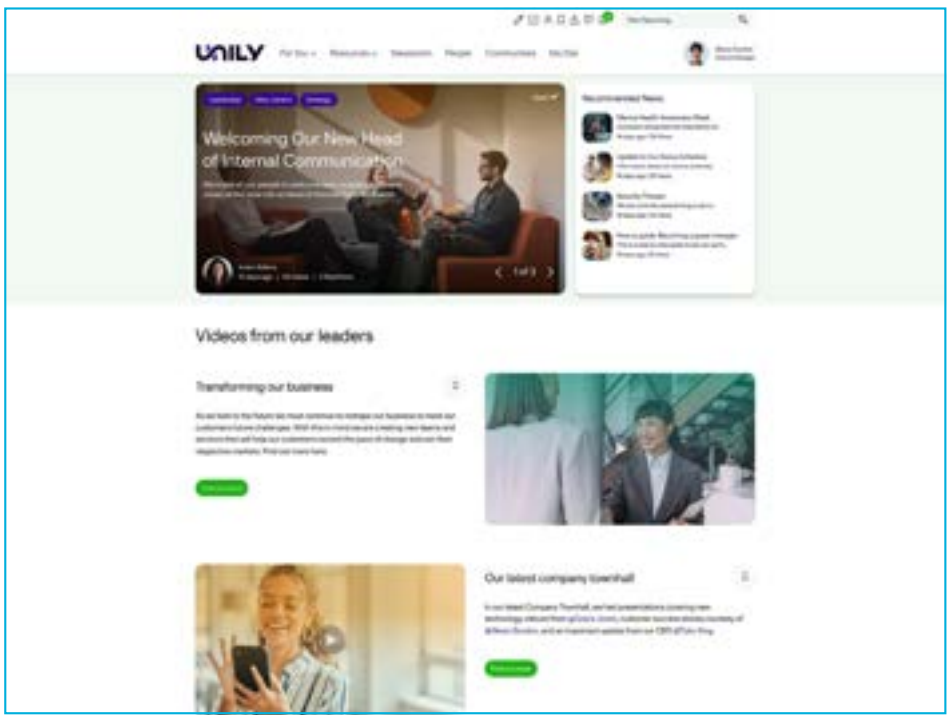
Feedback about working with Unily was largely positive, and especially Customer Success Managers were praised: "Our Customer Success Manager is very proactive and is always trying to engage us, she understands that we are a small team." Similarly, another customer praised the project team for being "energetic, quick to respond to customers, and punctual to meetings". Some concerns were raised about the quality of the support team and the process for following up on issues. One customer commented: "We have encountered multiple incidents where the support provided did not meet expectations, often stalling at the first level without timely or adequate follow-up." Another customer had had mixed experiences and feels that "the general support team is trying to solve our issues" but sometimes the process suffers from "a lack of effective communication between the vendor's internal teams". Overall though, most customers reported positive experiences, including with the online Service Portal for getting issues resolved, and this customer summarises it well: "Working with Unily has been a true pleasure. They are very available, responsive, and proactive."


UNILY
For You
Resources
Newsroom
Our People
Communities
My Site
Charity Day Success
Recommended News
Content you might have missed
February Company Townhall
26 Days
11 hours
26 mins
0 secs
Do you feel engaged at work?
How happy are you at work?
Get Employee Support
Discover Your IDP
On-demand Townhall recordings
Other Popular Pages
Employee of the month
Harriet Mathis
Welcome our new joiners
Say hello to Imani Adams, our new Marketing Executive
Say Hello to Oliver Perez, Presales Engineer, US Sales
Welcoming Mali Li, Marketing Executive
Back to top
Head Office Contact
Address
Phone Number
Important Links
About This Page
UNILY

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
4.5 **1. Employee Experience**	Strong functionality for audience targeting and personalisation of content.	Admins should be cautious to avoid overwhelm through careful selection of features.
4.5 **2. Communications Management**	Comprehensive support for communication campaigns and multichannel publication.	Rich text editor for page creation is less intuitive than in other products in this report.
4.5 **3. Community & Engagement**	Very strong overall, with employee 'Journeys' as a standout feature.	Functionality around ideation could be enhanced.
3.5+ **4. Digital Workplace Integrations & Services**	Good range of integrations to choose from, with built-in micro-transactions. Strong integration with existing AI assistants and agents.	No support for running the product as an app within Teams.
4 **5. Knowledge & Content Management**	Rich set of features to handle urgent and crisis communication, including mandatory reads.	Approach to knowledge bases is fairly basic and traditional.
4.5 **6. Information Finding & Search**	Excellent end user experience. State-of-the-art integration of AI capabilities.	Advanced search administration is comprehensive but requires technical knowledge.
3.5+ **7. Mobile & Frontline Support**	Fully featured mobile app that can be optimised by admins. Useful chat tool for frontline workers.	Two different user experiences can be configured, with some inconsistencies between them.
4+ **8. Platform Management**	Comprehensive and flexible overall, with excellent functionality for designing page layouts and setting up complex branding.	Learning curve for admins to master the vast back-end CMS, which looks less attractive than the front end.



Unily offers a range of highly configurable widgets and flexible design options to create an attractive user experience.

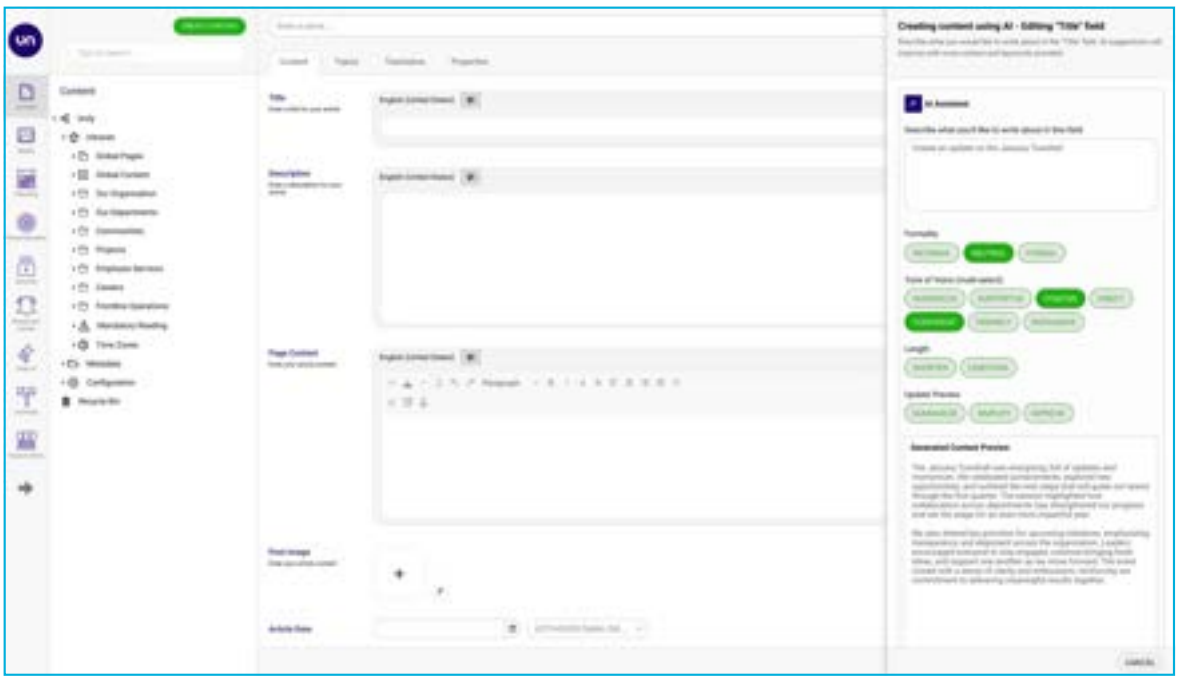
Unily is a comprehensive platform with a focus on Enterprise-scale clients, which is reflected in the sophistication of the user interface. Highly configurable widgets can be combined to form attractive layouts, and flexible header and footer sections ensure that sites stay consistent. The wide set of features could bring complexity for employees if admins aren't careful; a configurable welcome tour would be a helpful addition to avoid initial overwhelm. However, we do like the feature whereby employees can choose between different predefined homepages, so novice or infrequent users could opt for a simplified experience.

Unily excels is in its rich functionality for audience targeting and personalisation of content. User profile information can be imported from Entra ID and from various HR systems, and then used to create fine-grained audience groups. Audiences can be dynamically built using rules, and there are mechanisms in place to control who may communicate with which audiences. Alternatively, employees can subscribe to topics of interest from a centrally managed list of tags.

The bell icon in the header ribbon contains notifications; employees can dismiss notifications but there is no 'save for later' flag, which would be a nice addition. Admins and end users have a large degree of control over what notifications are received and how, helping to avoid overload.

Unily handles multi-language needs well, with a smart combination of automated and manual translation. Publishers create additional language versions using Microsoft Azure services, stored in separate tabs for further manual editing. There is no workflow to keep translations in sync if things change later, but the translation process can be re-run if needed. Users set their preferred language in their profile and can switch languages while viewing content as well.

Multimedia support is also strong in Unily and covers images, videos and podcasts. Included are some useful AI-based features such as speech-to-text conversion for creating subtitles, and automatic tagging of videos with appropriate metadata. Admins can manually edit subtitles if needed. We also like the possibility to embed and play Unily videos in external applications such as on a SharePoint site or in a Miro whiteboard.



The AI assistant will help with creating or editing content, using predefined settings such as formality and tone of voice.

Unily's publishing and communication management features are very strong, and internal communicators will find plenty to like here. Publishing of news articles, or any other content, is completed via Unily's back end which we found to be expansive but well-structured into sections and hierarchical navigation trees; more about this part of the product in Scenario 8.

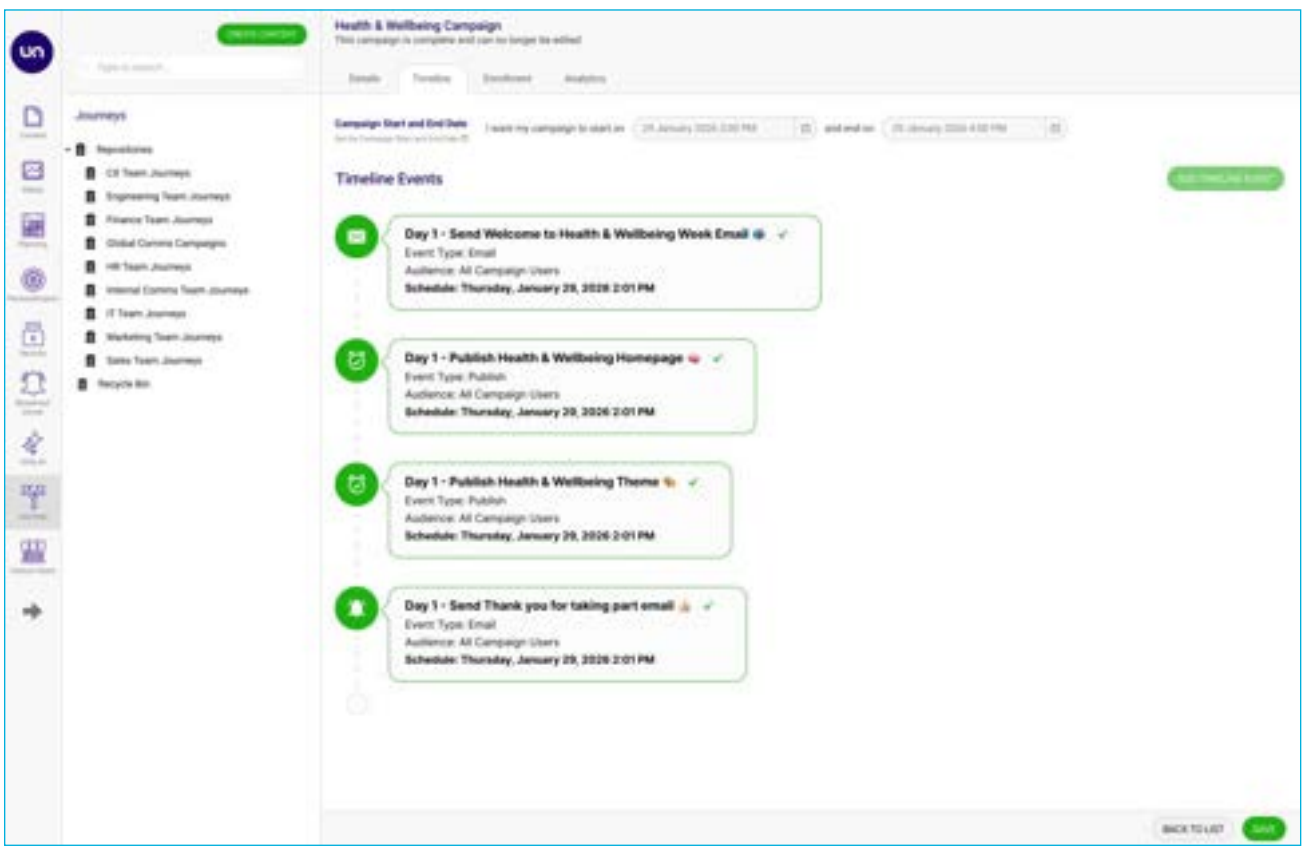
News articles are created via a form-based approach, with fields for a title, summary, page content and image. Page content is created using a rich text editor that allows for video or other media embedding, which is simple but creates effective articles. Templated content blocks can be added to the page content area, such as a left-aligned image with text alongside. We can see how this is helpful, although some other products in this report approach this in a more intuitive way. Styling aspects such as available colours and fonts are imported from the branding. There is also a preview feature for desktop, mobile and tablet, and a useful built-in accessibility checker.

AI tools are available behind consistent stars icons for help with specific parts of an article, while an AI assistant helps with the whole article. Publishers type a natural language prompt and select a level of formality and a tone of voice. Behind the scenes, Unily uses Microsoft Azure OpenAI with a preconfigured prompt that gives the LLM the internally facing context. Unily does not include image generation, but we like that the AI assistant will recommend an appropriate image for an article by searching the organisation's media library based on the article content.

Scheduling is handled via publication date and time, with approval workflows available if required. Note that any piece of content can be scheduled, and also unscheduled, within Unily: the same mechanism can be applied to an entire department site, which is an unusual and powerful feature. To help with managing the publication flow, Unily includes a content calendar that shows all scheduled content with filters to refine what's displayed.

To aid scheduling and offer a more dynamic approach to releasing communications, Unily includes a 'Campaigns' feature which internal communicators will find intuitive and powerful. Campaigns are intended to group a number of individual messages around a common topic such as a product launch. Communicators build a new Campaign as a timeline of events that include news articles, emails, popups, or notifications into Teams or Slack. Conditional triggers are possible, such as to send a reminder if someone hasn't read an article.

There is a good range of options available for communicators to reach beyond the intranet. Integrations with Teams, Viva Engage and Slack allow links to articles to be posted into a pre-specified channel. Similarly, employees can share selected articles via their personal social media such as LinkedIn and Facebook. For digital signage, Unily has a partnership with third-party provider ScreenCloud, but this will come at an additional cost.

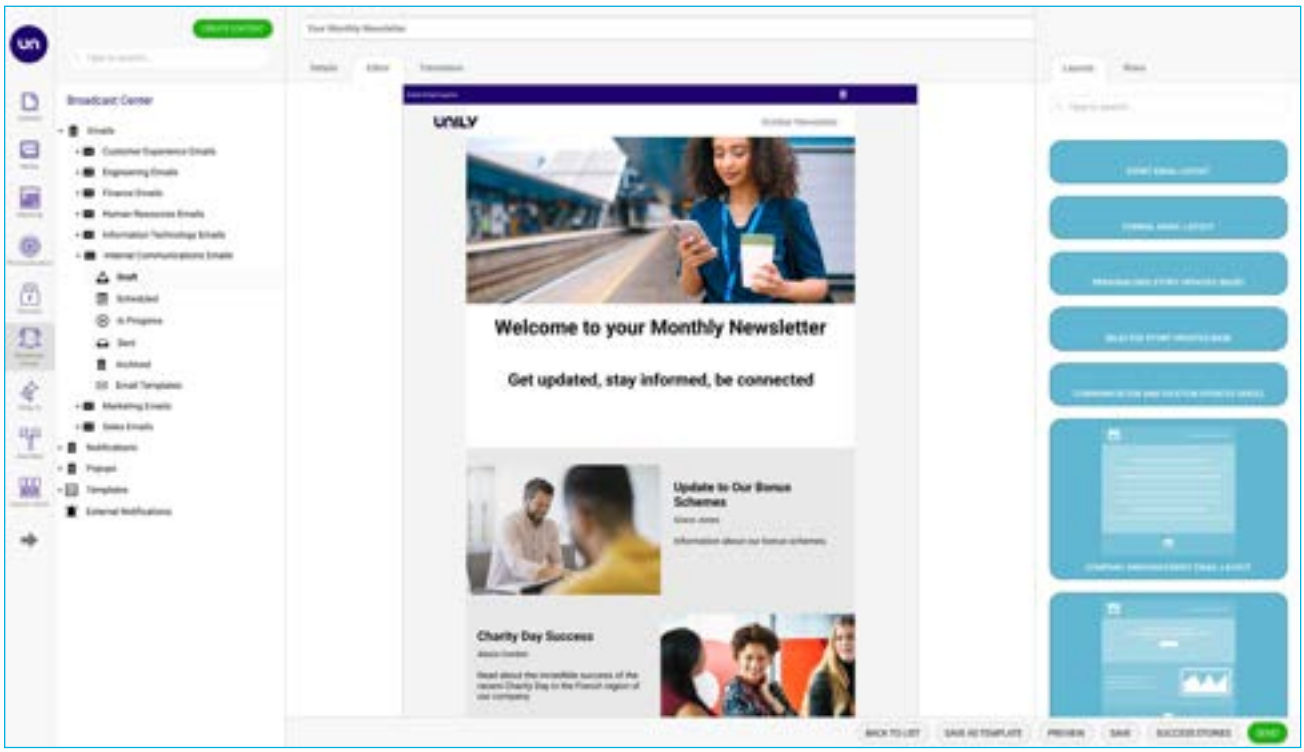


The 'Campaigns' feature allows communicators to build a time sequence of individual messages around a common topic, such as Health & Wellbeing in this example.

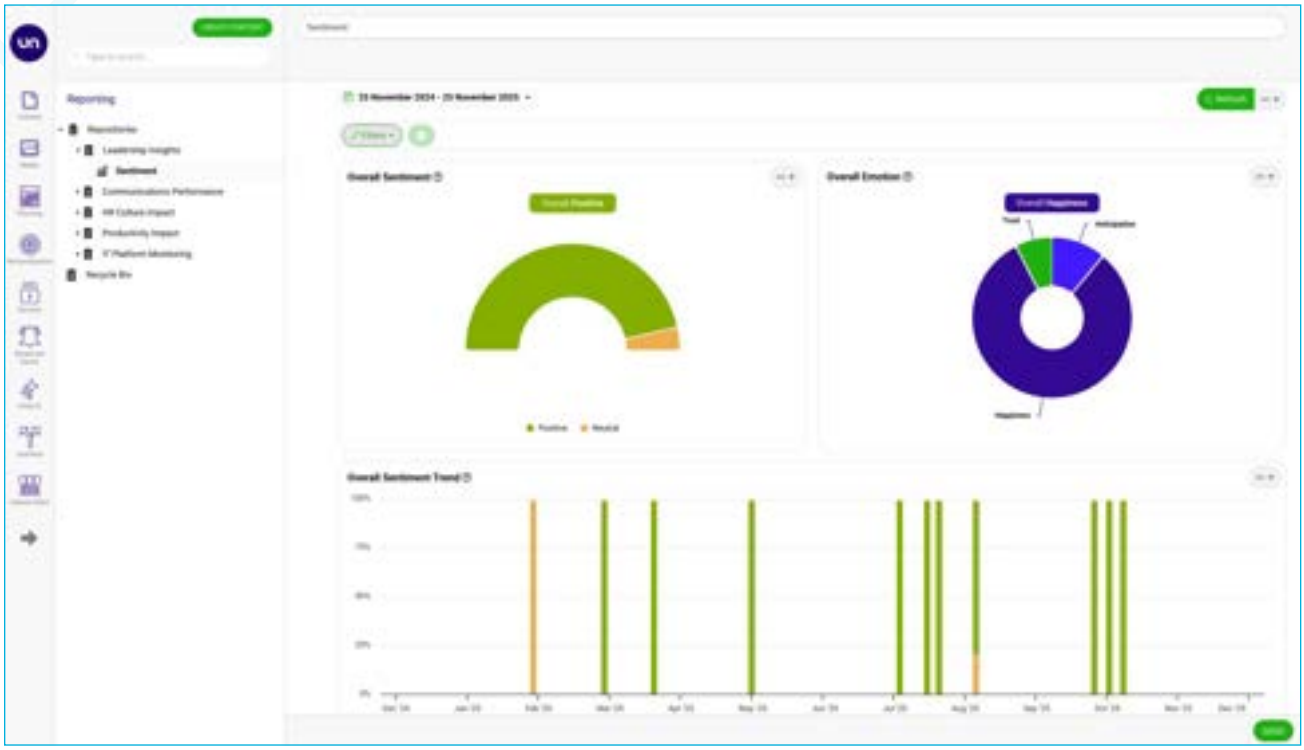
Another way to extend the reach of intranet content is through email, for which Unily includes an excellent newsletter builder. This tool can create simple digest newsletters that are sent at regular intervals, typically weekly or monthly, with personalised content for each recipient. Alternatively, publishers can build attractive newsletters using a variety of layouts and include personalised fields. Articles, events, page widgets and other content can be dropped into the newsletter builder and additional text added manually. We think the newsletter tool is well-designed and believe the creation process is in some ways better than the main user interface to create news articles.

All the above functionality is underpinned by a good set of analytics reports. Several dashboards are available linked to specific content types such as newsletters or popup windows (see Scenario 5 for more about popup windows). All dashboards have configurable date ranges and filters, which works well, and it's also possible to compare periods, such as last month versus the previous month.

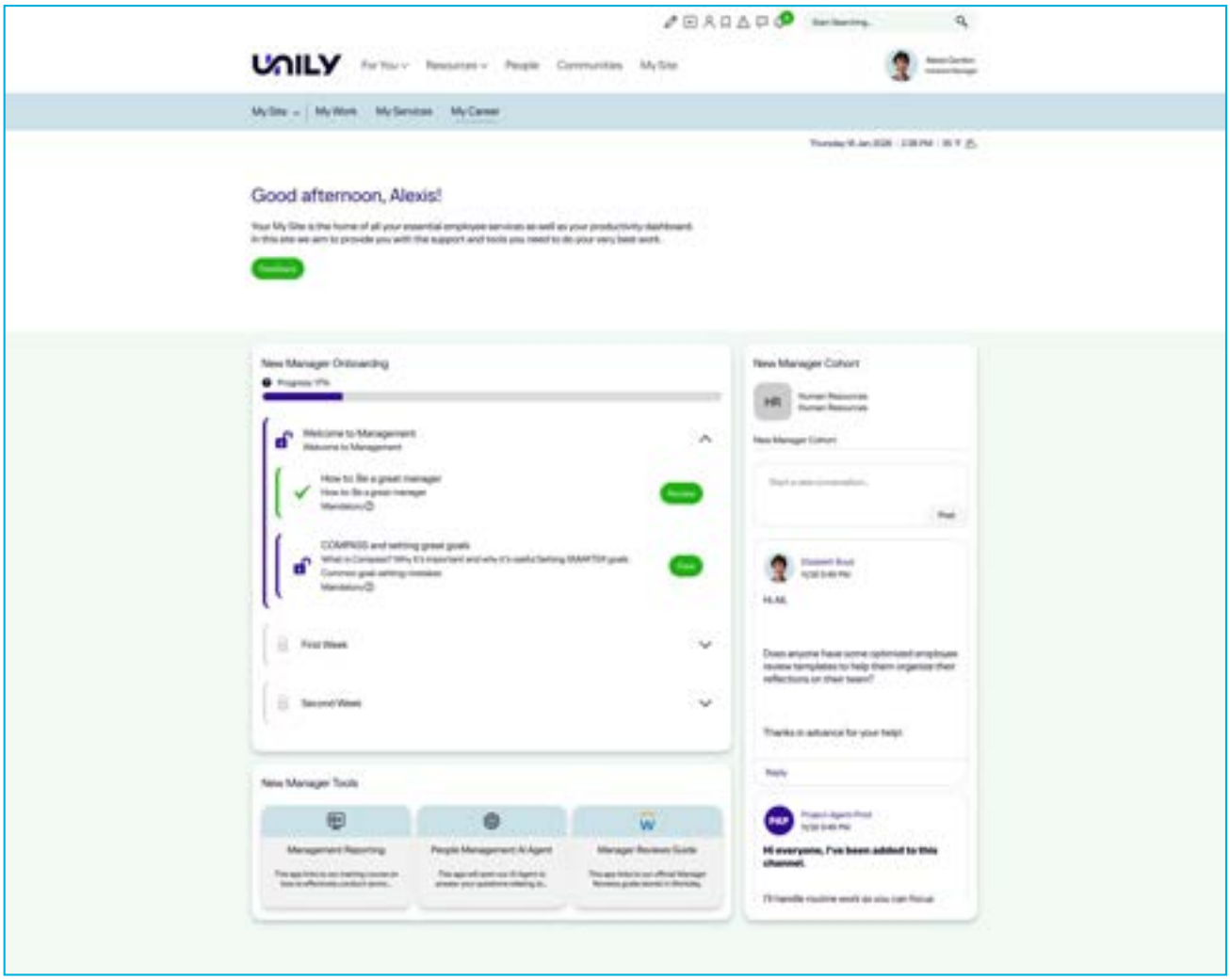
There is a good set of analytics to accompany each Campaign. Campaign goals are tracked and reported, as well as social interactions with content from the Campaign or within an associated 'Community', which we think is a clever feature. Finally, there is also an AI-based report with a sentiment analysis, based on social comments on news articles or other user-generated content. This report is useful, although we would like to see Unily introduce more AI-powered reports with actionable insights and recommendations.



Unily's newsletter builder is a flexible tool to create a personalised digest of intranet content.



One of the available analytics dashboards shows a sentiment analysis based on reactions and comments.



Employees can track the progress they are making on their journey through this intuitive overview area.

Unily has several approaches to community and engagement that are flexible, feature-rich and will serve most organisations' needs. 'Community' spaces draw together familiar features for project or social collaboration. Membership of Communities can be forced, for instance for a department, or by invitation only for hidden Communities. Templates are available, and Community owners can further configure spaces as desired, including dedicated branding to give the Community a distinctive look and feel.

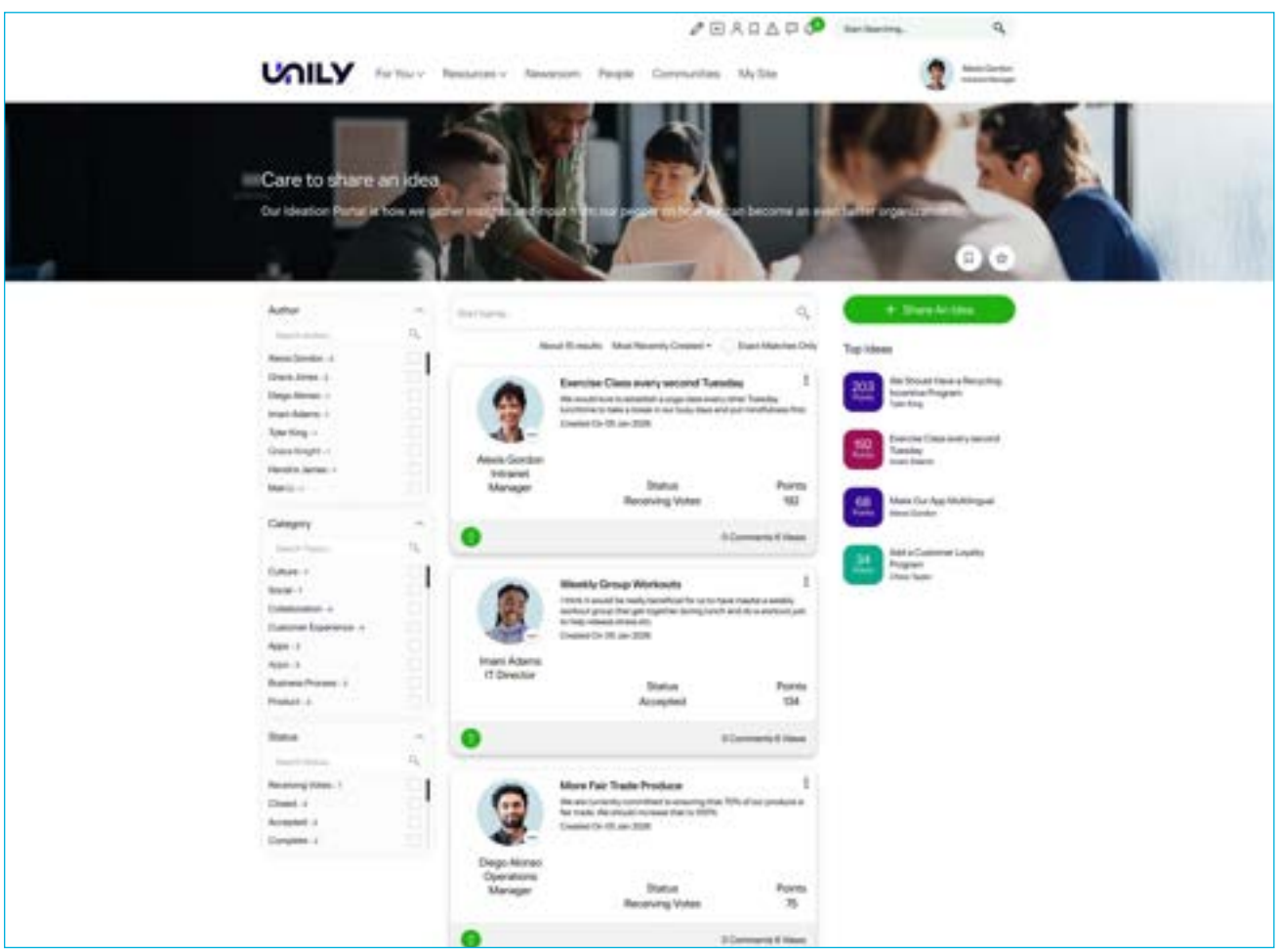
Community widgets include a documents area, blogs, a contextual search box and an activity feed for member posts. There's also the option to extend the Unily-native capabilities with integrated systems, such as documents from a SharePoint site or a Miro project board (see Scenario 4 for more). We like the adoption report that is available for each Community, showing a month-by-month benchmark of the Community's health. Community managers can easily use this information to take action if needed.

Employees can react to content well beyond simple 'likes'. Admins have complete control over the type of reactions available and can upload appropriate icons and labels. It's also

possible to configure where types of reactions are used: 'great idea' on a news article for instance. Reactions are defined with sentiment scores, and these contribute to the sentiment analysis report discussed in Scenario 2.

Commenting on news articles is also very flexible; comments are created in a rich text editor and can include emojis, GIFs, images and even a video. The product includes useful functionality for moderating user-generated content. A list of prohibited words is managed in the back end; usage of these words is blocked, and a warning message will appear. There is also a feature for employees to report inappropriate posts, with a workflow that brings these to the attention of the community manager. Overall, this is one of the best implementations of reactions and commenting that we've seen in this report.

There is a template for a simple but effective ideation portal, where employees can post ideas, comment on others' ideas, and upvote or downvote them. Ideas are grouped on an attractive landing page filterable by author, category or status. The top ideas are highlighted on the landing page and related ideas are displayed on the idea details page. The available functionality falls short of a fully-fledged ideation tool, as there are no features to follow ideas through to a management review and implementation. Still, the available functionality is intuitive and should meet the needs of many organisations.

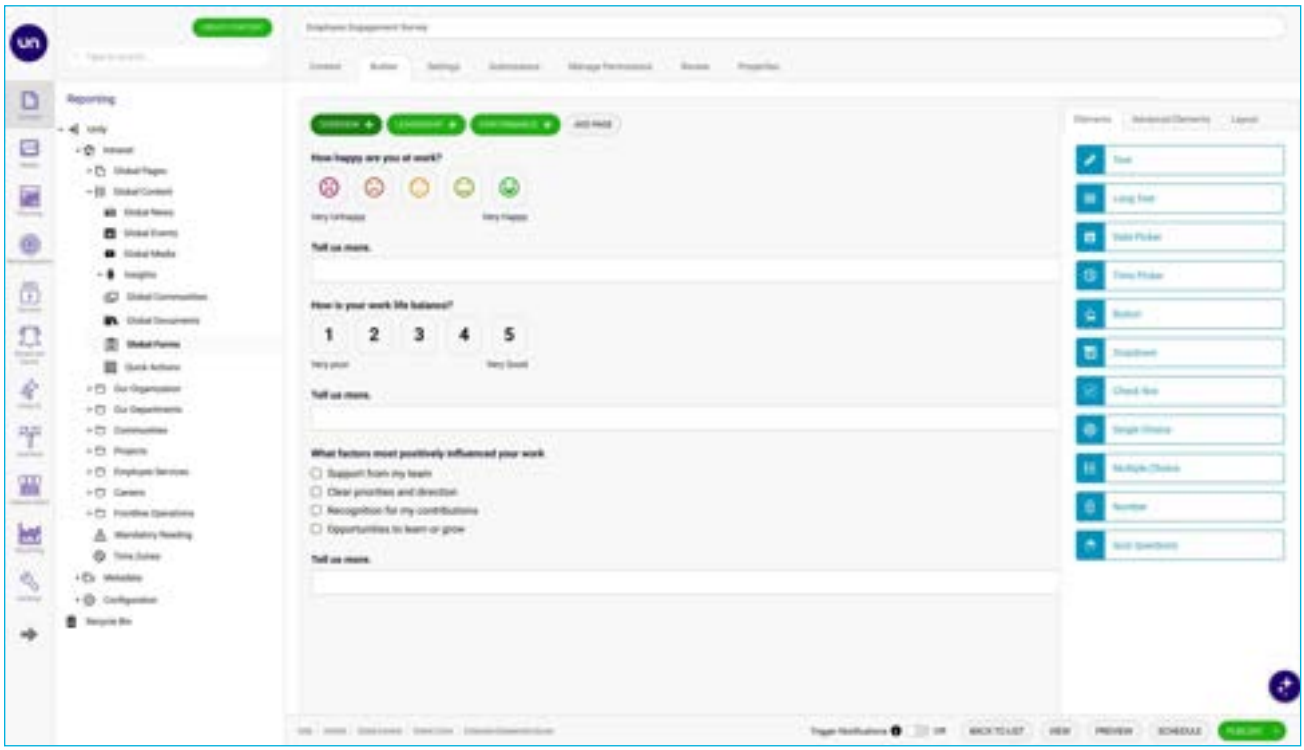


The ideation portal allows users to share a new idea, filter or search existing ideas, and click on a specific idea to read the details and vote.

To collect employee feedback, a range of polls and surveys can be created using Unily's built-in forms tool. It's straightforward to set up a simple pulse survey or a quick poll that can be placed anywhere on the site. We were shown a nice example of a 'Townhall' event template with a widget where employees can submit a question in advance of the meeting.

For more sophisticated use cases, such an annual satisfaction survey, the forms builder allows the creation of multi-page surveys by dragging elements and dropping them into the main body of the survey. We found the tool intuitive to use, similar tol well-known forms products from Microsoft and Google. However, the presentation of the results is quite restrictive and visually not as attractive as in dedicated tools. There is an option to export to a CSV file, and then create charts in Excel, but we would like to see this capability added into the product.

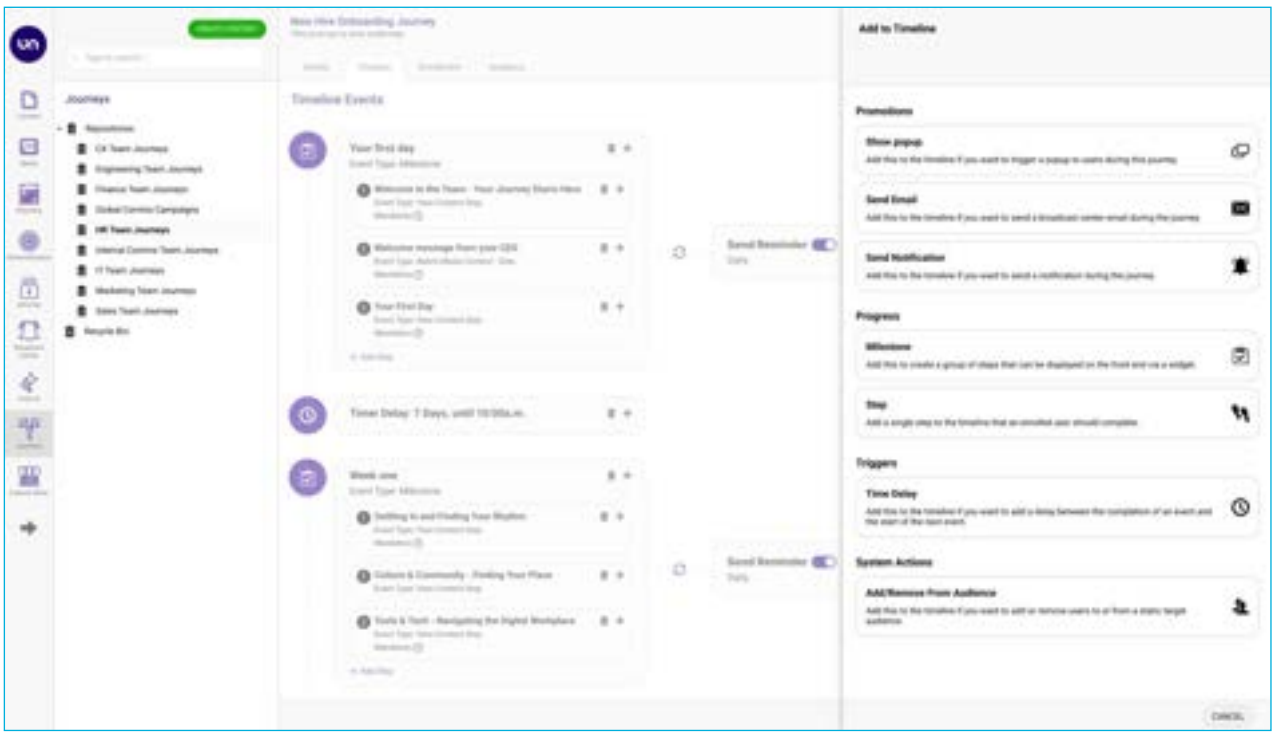
Unily also supports giving kudos and badges to colleagues in recognition of their hard work and merit. Useful features for admins include the possibility to configure kudos topics, to align them with company values, and to award badges in bulk, for instance to a group of first aiders.



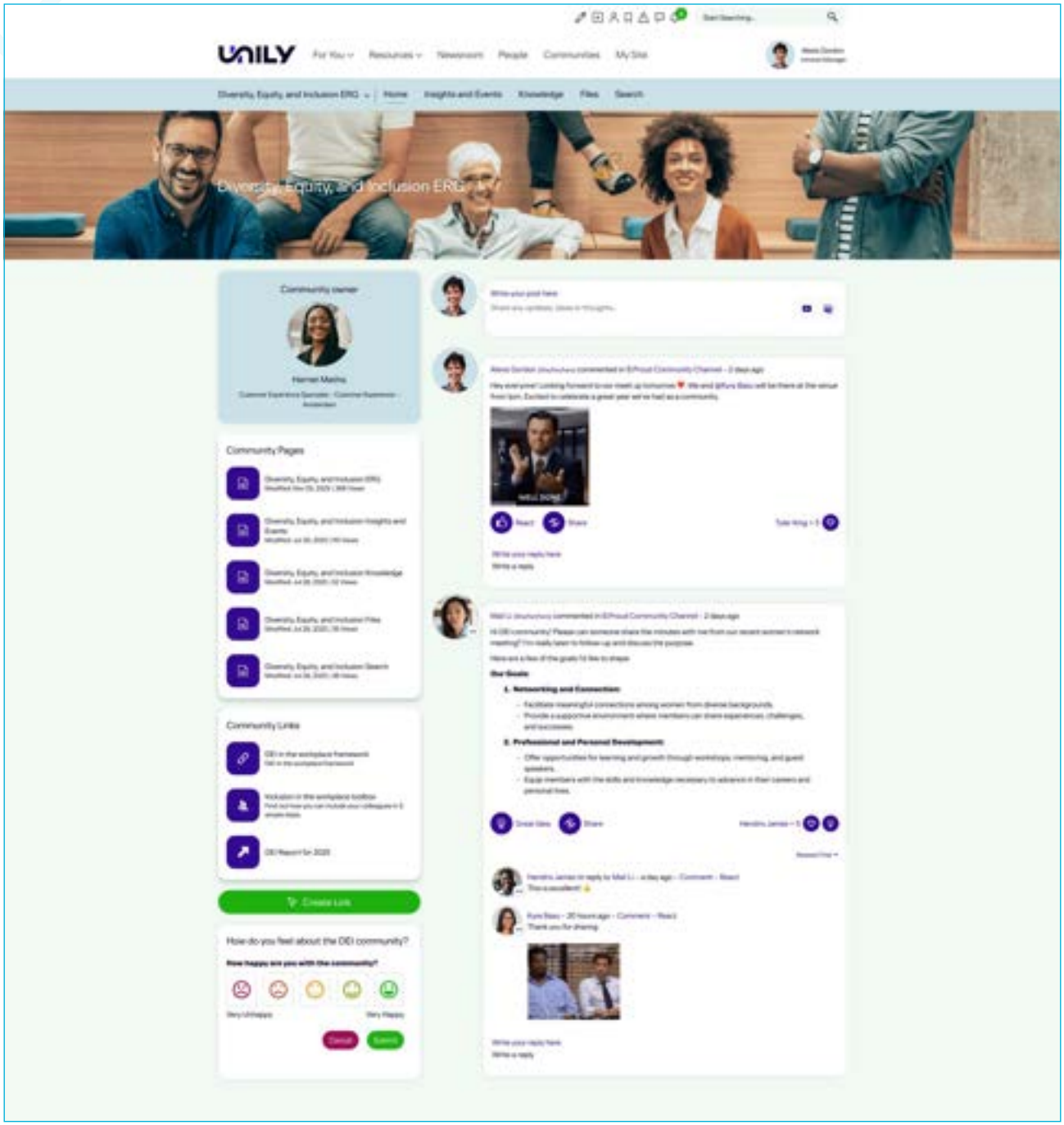
Multi-page surveys are easy to create, by dragging elements from the right into the body of the survey.

A stand-out feature that we particularly like is Unily's 'Journeys'. Drawing on the functionality for Campaigns (see Scenario 2), Journeys are designed to support employees at different stages of their employment. A common example is onboarding a new employee, but Journeys has the potential for broader employee life cycle use cases. We were shown an example for 'becoming a manager', where new managers go through several steps and take actions such as watching a training video or reading a DE&I policy. Milestones are added to the Journey to track progress.

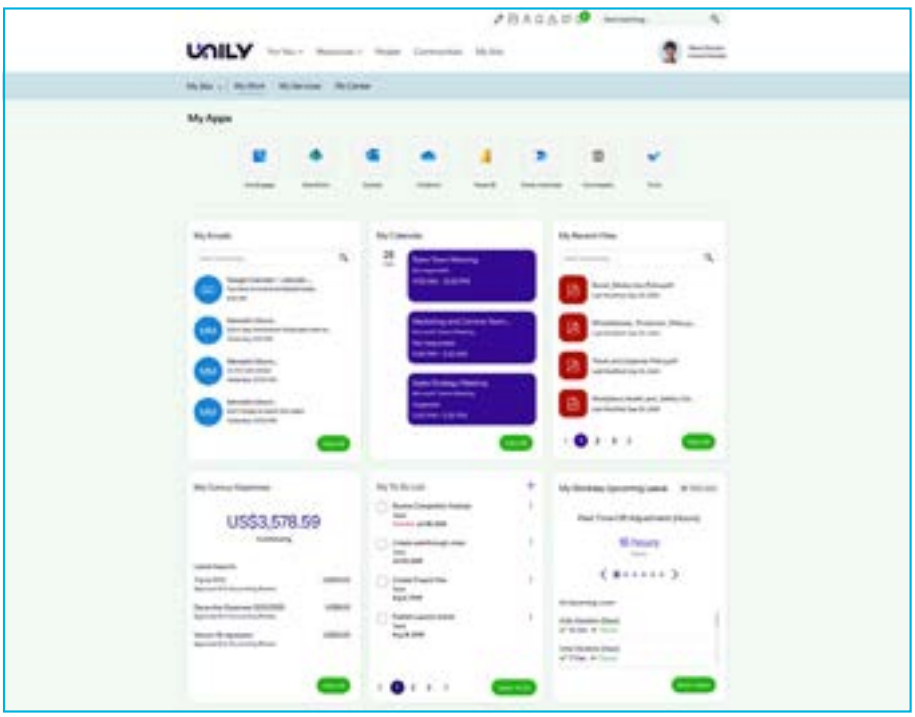
An associated widget displays progress along a timeline for the employee's reference, while an analytics report is available to admins in the back end. Reminder notifications are highly configurable and can be sent via email, push notification or into Teams or Slack. Helpfully, people can be re-enrolled on Journeys as appropriate, such as for an annual performance review. However, there is no report for managers to track progress of their team members, and no notification is sent to a manager when their direct report completes a milestone. We think that these would be useful additions to make the offering even more complete. On balance, we were impressed by the richness and flexibility of the available features that are likely to appeal to many organisations.



Journeys are built in the back end by combining selected interactions into a timeline of events.



A Unily Community can be branded differently from the main intranet, and brings together various elements for social interaction and collaboration into a single space.



Unily offers a range of integrations options with Microsoft applications and external systems, with direct interaction supported within the widgets.

Unily's current focus for integrations lies with AI agents. Central to their approach is an AI orchestration tool which integrates multiple AI agents into the search experience. This approach is further enhanced in Unily Glass, a new conversational interface for end users that offers AI-powered access to all integrated services. We were shown a promising early version of Unily Glass, which Unily says will become generally available early 2026; see our blog post for more.

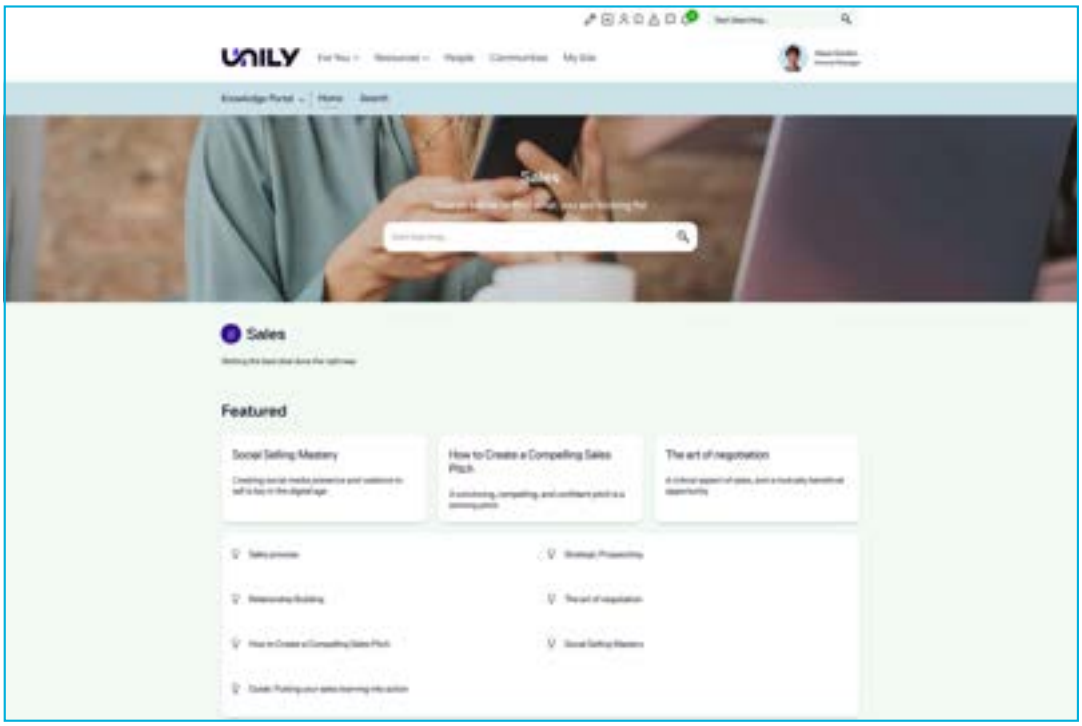
As an alternative approach, Unily have developed a Microsoft Graph and Copilot connector, making all Unily content searchable across M365 including Copilot. This feature will be appreciated by organisations using Microsoft Search and Copilot as main entry tools into corporate knowledge.

More traditional approaches to integration are also supported. Employees can configure their favourite apps into a 'My Apps' area, which will typically sit at the top of a personalised 'My Site' page. Other widgets on this page can include elements coming from both Microsoft 365 and Google Workspace environments, such as recent emails, calendar items and recent files. Micro-transactions within these widgets are supported.

A range of integrations with business applications is available through the 'Feature Store' in the back end, where the focus is on micro-transactions and roll-up widgets. However, some deeper integrations are also included, such as viewing and actioning Concur expenses or ServiceNow tickets. Notifications from various business systems including ServiceNow are integrated with Unily's notification framework and will appear under the bell icon in the header ribbon.

Integration with Microsoft 365 follows the same approaches. The Feature Store includes widgets for SharePoint and Teams integration, and the Copilot connector surfaces Unily content within Copilot in Teams, for instance during a Teams call. Accessing the intranet directly from within Teams is currently not supported; we believe this is a gap that should be addressed.

Overall, Unily offers a good range of helpful integrations out of the box and also provides an API for custom development, in addition to the search-oriented AI integrations. Configuring existing integrations, or creating new ones using the API, will require effort and some technical understanding, which needs to be considered when preparing a Unily implementation.



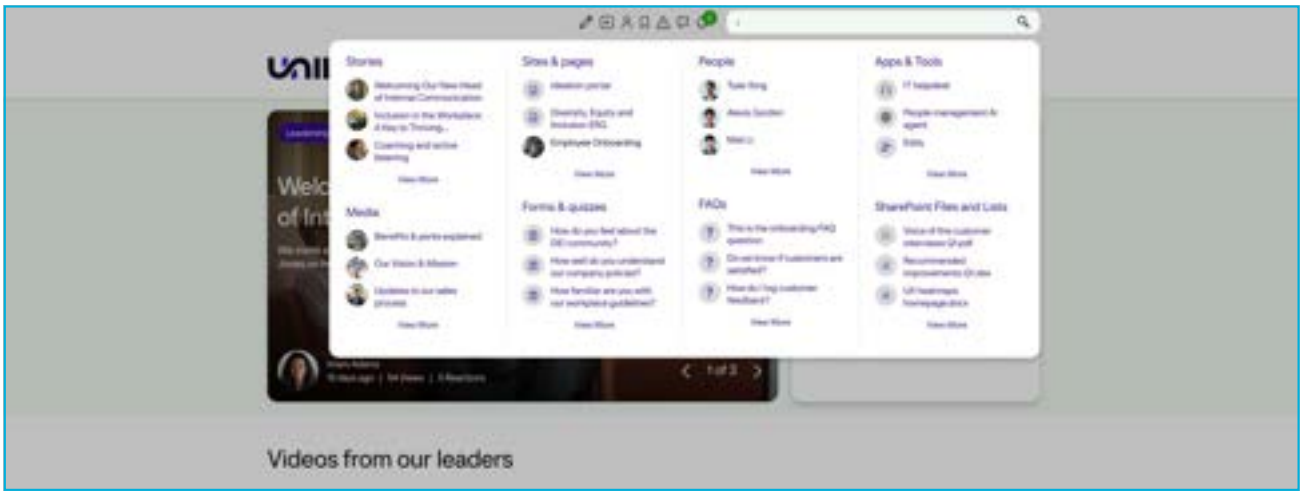
Unily includes functionality to build and manage knowledge bases that are grouped together in a 'Knowledge Portal', with contextual search and featured articles.

Unily offers different ways to organise information and knowledge. One approach is creating traditional knowledge bases that are grouped together into a 'Knowledge Portal'. Featured and popular knowledge articles appear at the top, and employees can give a star rating to individual articles. There is also an attractive template for an FAQ portal, with FAQs grouped by theme. All content is created in the back-end CMS. We found the functionality useful but less sophisticated than in other products in this report. A scoped AI assistant would be a useful addition, especially for large volumes of knowledge.

Unily includes a variety of options for urgent or crisis communications, with the notifications in Scenario 1 a good start. 'Popups', modal windows that take over the screen, are a generic content type within Unily but are particularly useful for forcing immediate action. Announcement banners are a subtler alternative; they persist at the top of the homepage until action is taken.

Mandatory reads are supported and can be combined with a Popup or Announcement to encourage employees to click through to the item to read and acknowledge. There are good tracking and auditing features for admins, and an export button, but no easy way to trigger reminders. We also like the 'Crisis Management Dashboard' that helps organisations collate information from integrated sources.

Unily has useful content lifecycle features to ensure items stay up to date. Review cycles can be configured for all content types including knowledge bases or document libraries, with notifications sent to content owners when items are coming up for review. Content owners see the status of all their content in a helpful 'My Content' dashboard. We like the 'Review Score' overview per content area, which indicates in a single number how well the content inside is being maintained, together with other actionable insights. Content management dashboards are available at a global and departmental level, and show content created and updated by content type, with rich filtering capabilities to drill down further. Unily's approach to governance is strong but could be improved by adding AI-powered governance features.



The global search dropdown presents comprehensive results grouped into categories and may include external content sources.

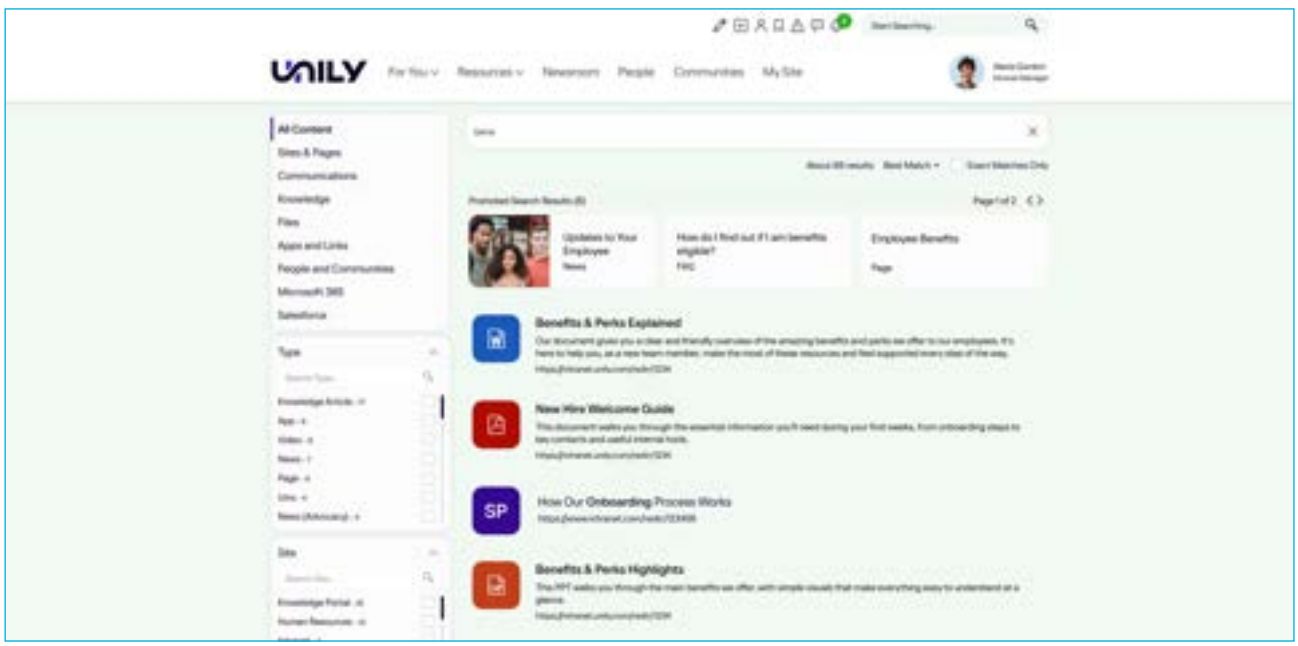
Unily provides a very comprehensive search experience with a large degree of control for admins, in parallel to the AI agents integration discussed in Scenario 4. While typing a search term into the persistent global search box at the top of the screen, a dropdown opens to present potential results. This is an attractive pane that's helpfully split into categories for ease of browsing, where partial and fuzzy matches are supported to try and pinpoint a result immediately. What's included in the dropdown is configurable by admins, including audience targeting to give employees relevant quick results. People can click results from this dropdown or press enter to be taken into the 'Search Centre'.

The Search Centre presents a greater number of results as a list or in tiles, depending on the employee's choice. Results are presented with helpful summaries, plus images or defined icons, depending on the content type. The different content types with associated filters are presented in a left-hand side column, and these filters are dynamic, responding to the available results to dictate what options are displayed. There is no preview function when hovering, but we like that quick micro-actions can be taken from within the results, for example to share something into Teams, or follow a SharePoint site.

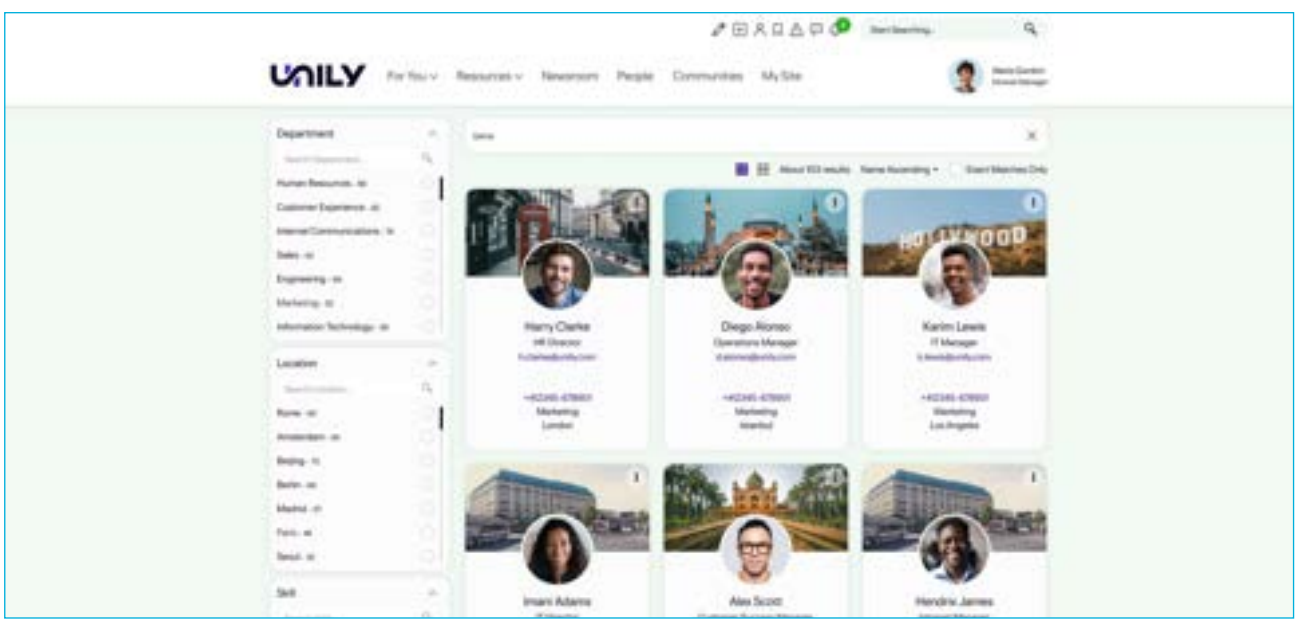
Different data sources can be integrated seamlessly into the search experience, both in the dropdown and in the filters. For instance, a category called 'SharePoint Files and Lists' can be configured to appear in the dropdown, as shown in the screenshot above. Thanks to audience targeting, frontline workers with no access to SharePoint will not see this category. Other data sources that Unily integrates with are Google Drive, Box, Salesforce, Confluence, or a knowledge base inside ServiceNow.

Unily includes fine-grained controls for admins to influence how search behaves. Promoted results are supported in both the search dropdown and Search Centre. Advanced settings allow technical admins to configure all aspects of the search, such as reducing the relevance of older posts or increasing the degree of fuzzy match that's acceptable. This is sophisticated and Unily advise that they configure search during set up, but it does mean that organisations with complex search needs will be well served. We would like to see a simple feedback mechanism introduced for employees to report on results accuracy, to help admins configure the search appropriately; Unily says this could be built using forms.

People are included in search results presented in the Search Centre, but it's also possible to add a dedicated people directory to the site navigation. Results are displayed in an attractive card interface, and configurable filters on the left can include skills as well as badges awarded by admins such as 'mentor' or 'first aider' which is a useful feature. The cards are directly actionable, so you can start a Teams call or award kudos straight from the people search results, without having to open a profile page.



Promoted results are prominently placed at the top of the search results list.

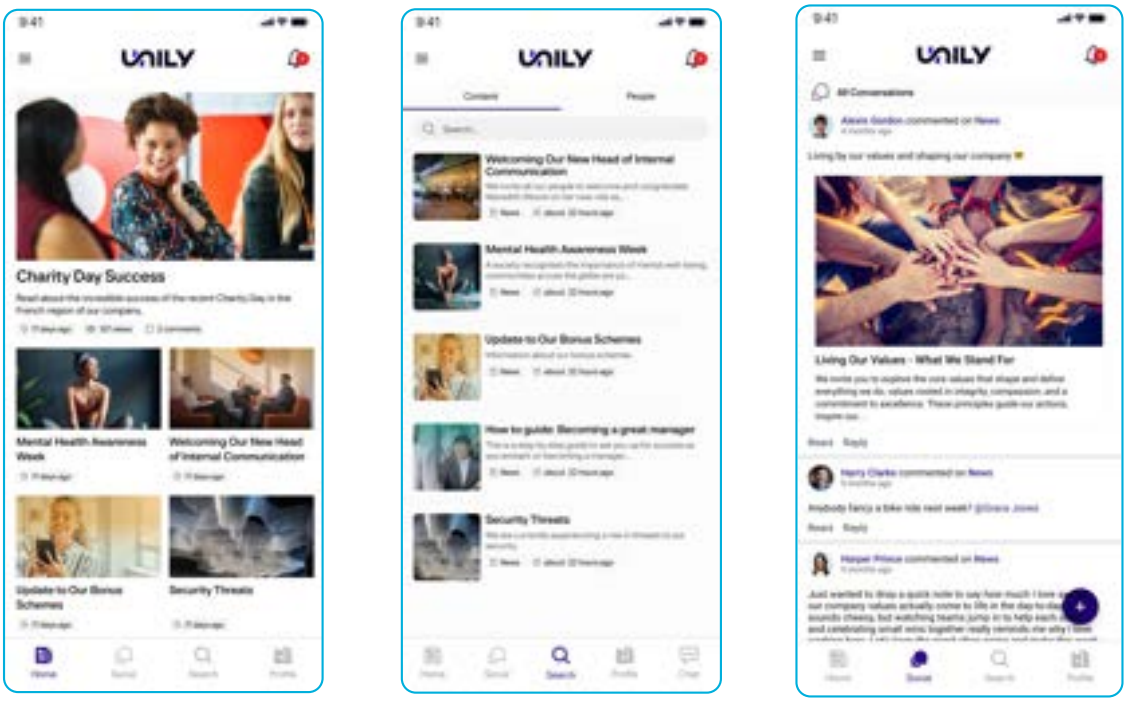


A people search directory displays results in attractive and actionable cards.

Profile pages are attractive, with a simple organisation chart that can be opened and explored further. Organisations may choose to let employees edit profile fields, or it can be populated from relevant sources such as an HR system. Behind the scenes, the number of profile fields can be greater than those on display or indexed during the search. This allows for fields such as 'annual review date' or 'parental leave start date' to be fed from an appropriate system, which will add people into relevant Journeys (see Scenario 3) without colleagues being able to see personal information.

Search analytics have improved since last year's report and are now very comprehensive. The product includes a rich dashboard that shows popular search terms, searches with no results, filters used, and clicks on promoted search results. A useful insight that we haven't seen in many other products in this report is a breakdown of the areas where most searches are done: from the global search dropdown, in the main Search Centre, in the people directory, or in one of the contextual search areas such as Knowledge Portals or Communities. The dashboard also includes uncommon actionable insights about the rank of items clicked on in the Search Centre; if employees click on items ranked relatively low, then search admins may decide to boost this item.

Search analytics includes features to view searches by area, and ranking of items that employees have clicked through.



Unily's mobile app offers an attractive and intuitive experience; examples include the home page, a list of news articles, and a social feed.

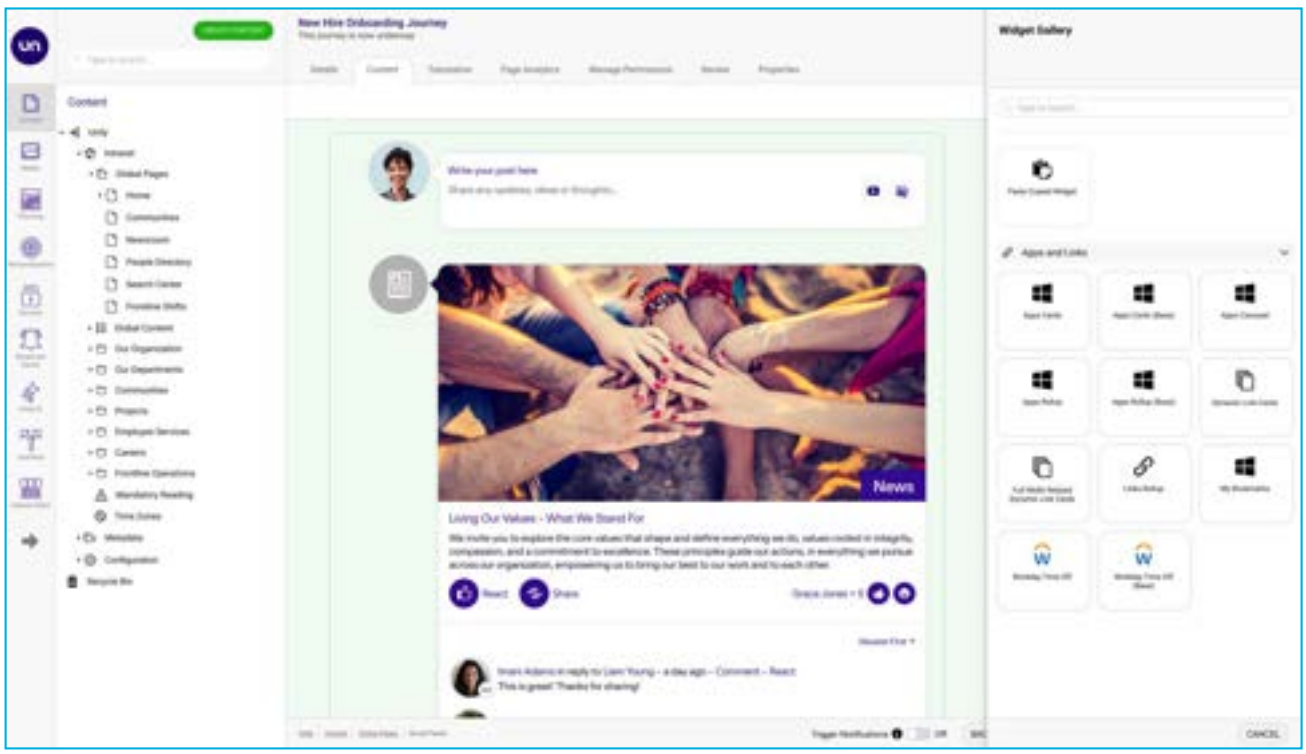
Mobile users are served by Unily's app for iOS and Android. The app can be downloaded from the app stores, while a custom-branded version can be created at extra cost for clients with MDM platforms or via Apple Business Manager. Employees log in using existing credentials; Unily supports various authentication providers including social media such as LinkedIn. Employees may stay logged in to the app until they log out, making subsequent access easy, but this is centrally configurable in line with security policies. Helpfully, biometric authentication is also supported.

Within a single app, Unily offers two different experiences; a 'fully featured' version on par with the desktop version, and a 'lightweight' interface with reduced functionality that is specifically designed for frontline workers. The full-featured version offers richer functionality in areas including search and integration with external applications, while the lightweight version feels more contemporary and comes with a prominent activity feed that works particularly well on mobile.

Unily have considered frontline employees well in the mobile app design, evident from features such as offline reading of news and the integrated chat function. Both individual and group chats are supported, and a desktop version is also available for frontline workers to communicate with office employees. Functionality is less sophisticated than well-known consumer apps, but nevertheless is a valid alternative to shadow IT.

There is no built-in functionality for task or shift management, but Integrations with third-party solutions such as Workforce.com are available, so employees can see allocated shifts and request changes. Integrations are grouped in a fly-out menu and work well both in the 'fully featured' and 'lightweight' interfaces.

Admins have extensive control over the full-featured experience. By creating variants of desktop pages, they can apply different designs and target these to mobile or tablet. Considerable flexibility, time and effort will be required to fine-tune layouts and build a sensible end-user experience. The lightweight interface, on the other hand, is designed to be straightforward to roll out with minimum admin configuration needed. Overall, Unily works well on desktop and mobile, and we like the two-pronged approach to creating the user experience, although some inconsistencies are still to be addressed.



Page layouts are flexible, and content creators can easily drag and drop widgets into place.

As Unily is so flexible and feature-rich, the back-end CMS environment for administering the product is understandably vast, and admins will face a learning curve. For those used to managing websites, the CMS experience will be familiar but is more complex than some other products we've seen. Helpfully there are fine-grained permissions, so infrequent visitors would see a reduced set of options.

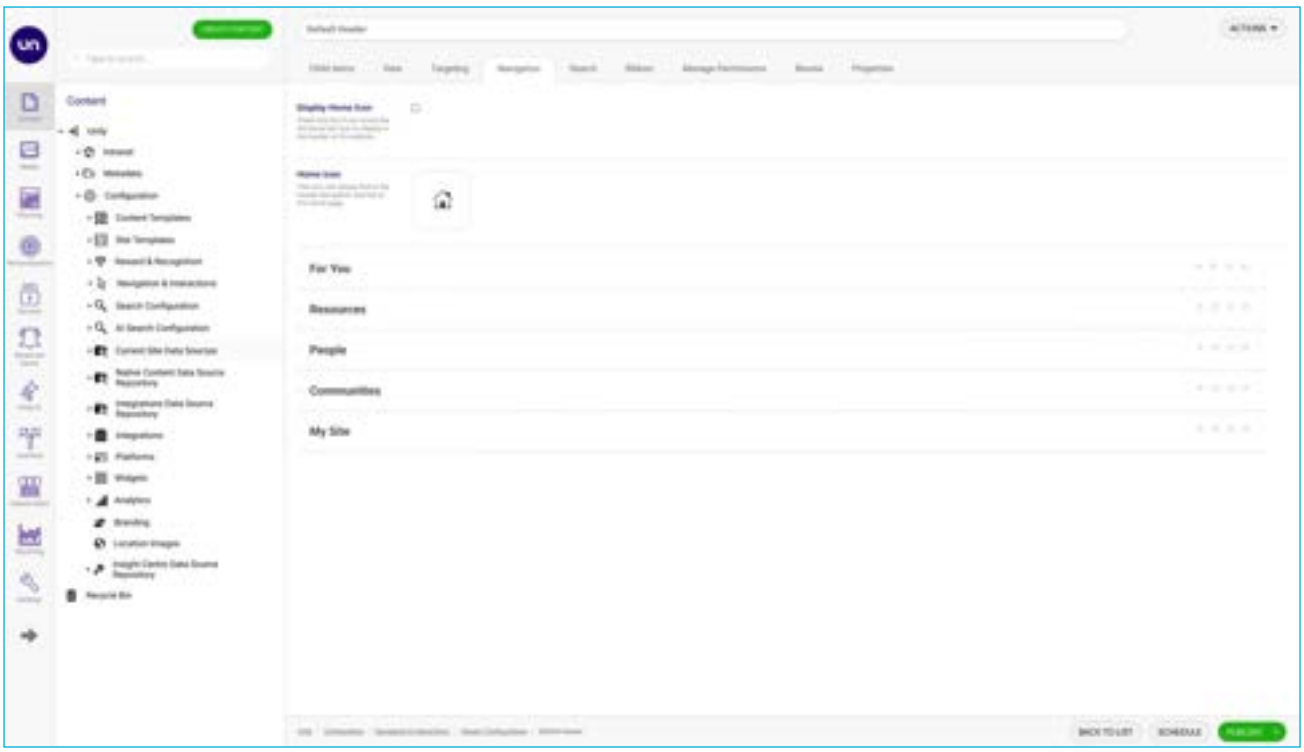
A detailed left-hand side navigation structure is used to group related items and to build the structure of the site. To help admins navigate there is a full search experience, but we think additional tool tips would be beneficial. The look and feel of the CMS is less slick than the front end, which is to be expected of an admin area, but overall, we found everything to be logically structured. To support novice admins and other users of the platform, Unily offers a range of training modules on Universe, its customer community platform. We like that learning paths for specific roles have been predefined, with related quizzes leading to formal accreditation on the Unily platform.

The back-end CMS is also where all pages, including the homepage and other landing pages, are created and managed. Admins drop widgets from a side pane into a grid layout and configure as required. This is very similar to how standard SharePoint behaves, and will be familiar to many content publishers. There are some additional features that make the experience superior to SharePoint's, such as temporarily hiding a row of widgets (without deleting them). We also like the 'reorder mode' in which widgets are collapsed to make it easier to reorder them on a page; this will be especially useful when redesigning complex pages. Entire pages can be scheduled and unscheduled, so it's easy to deploy a temporary

homepage with a seasonal design. Unily comes with a wide range of attractive templates that are easy for publishers to use as a starting point for creating engaging content.

Navigation is handled in a few different ways that work well overall. First, the global header ribbon provides access to system level features, such as notifications and the global search box. The global navigation bar sits below this and can include both 'single link' items (a link to a dashboard for instance) as well as dropdowns structured as mega menus. This global navigation is easy to manage in the 'Configuration' area of the back-end system, where audience targeting is applied when needed. Icons can be associated with each menu item and will appear next to them, but we would like to see support for images in the menu to make it visually more attractive.

At the level of departmental sites and community workspaces there is an additional site-specific menu bar at the top, created automatically from the page titles in the site. This is a similar approach to the hub site navigation in SharePoint, and we think it can be a challenge for end users to distinguish between the different levels of menus. Good visual design will be important to make the distinction clear; in the examples and templates we were shown, this was handled well.

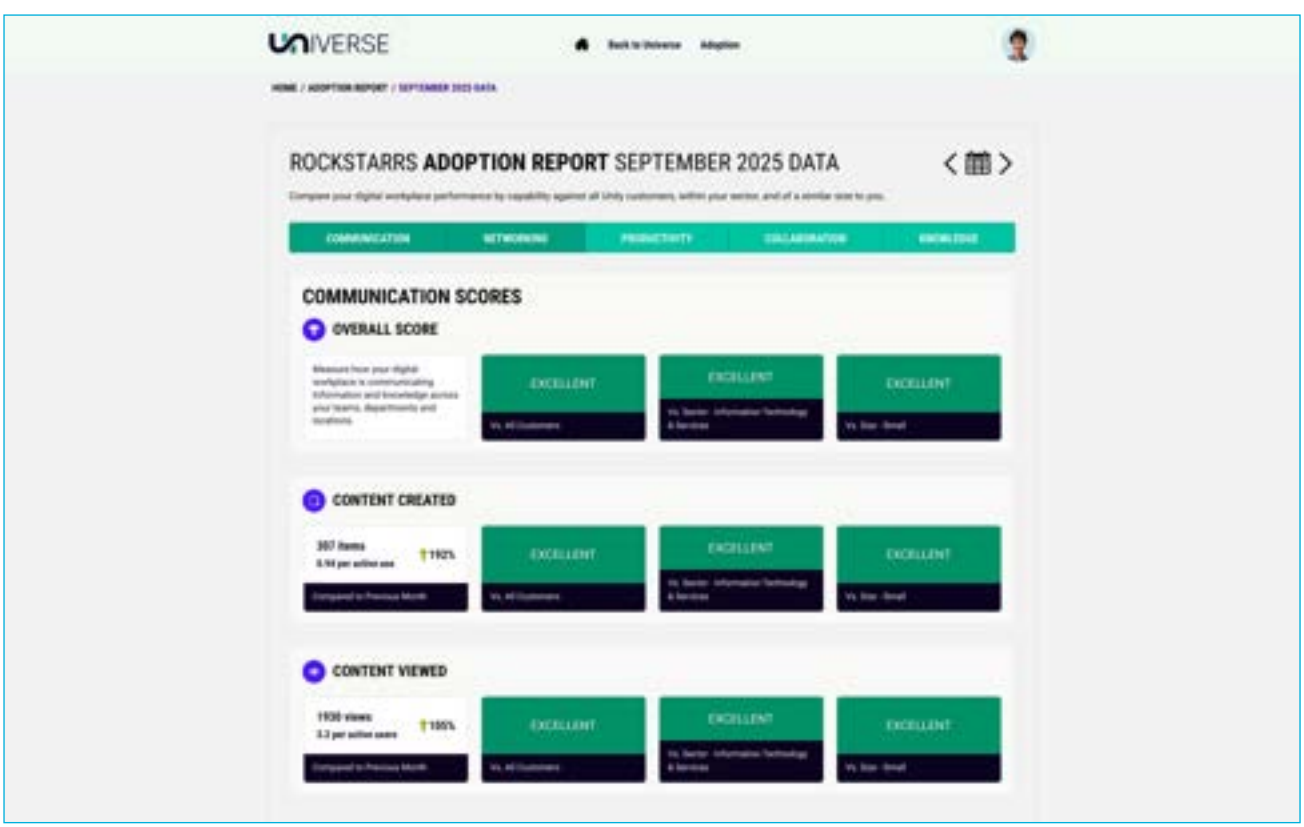


The global navigation menu is managed in the back-end environment.

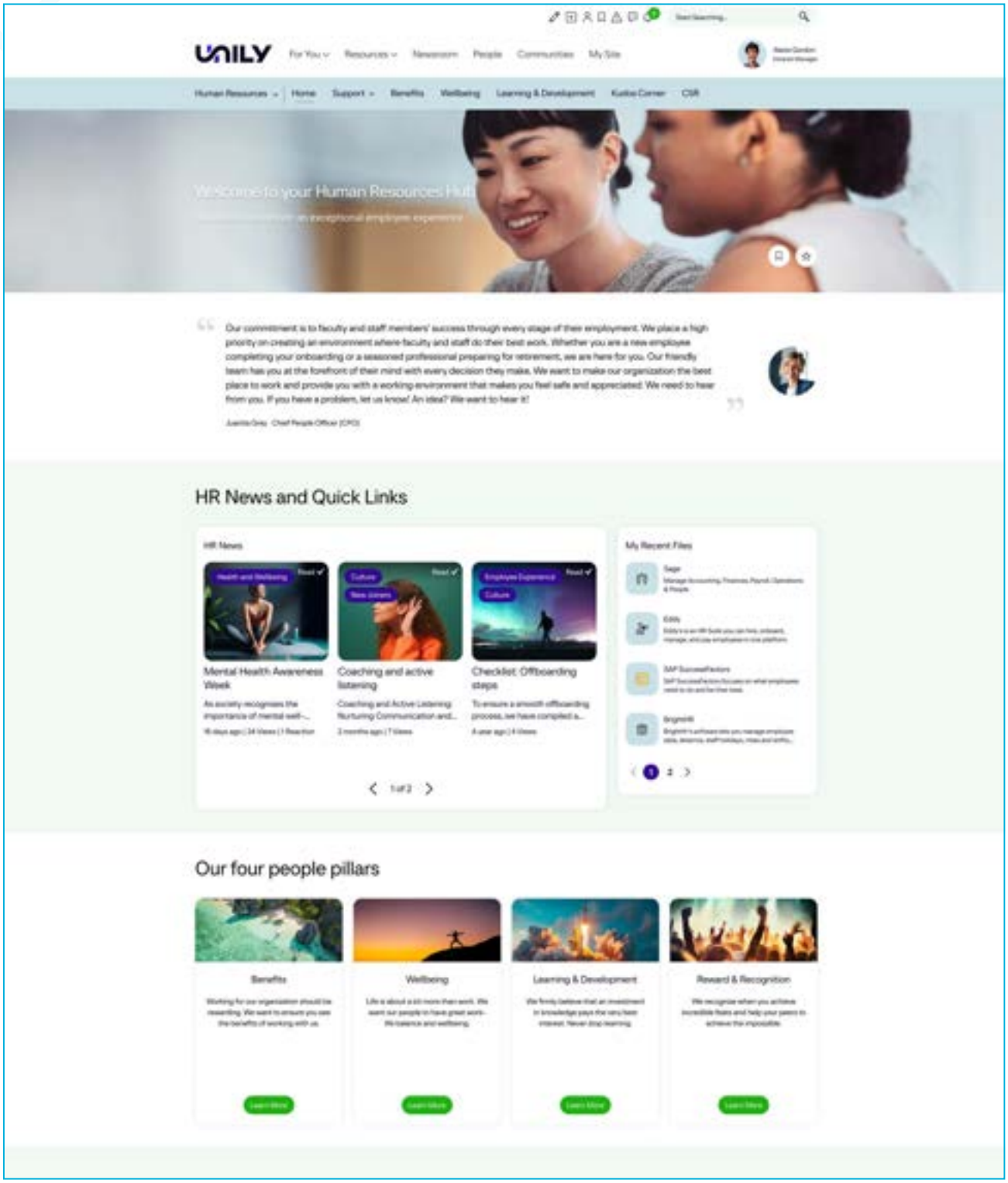
Across the product, Unily impresses with the design options that are available, which are flexible and create attractive results. Complex branding is possible, such as for multi-business organisations. Multiple brand identities can be set up with their associated colours, fonts, logos and styles, and these are then applied to different subsites. Unily will help with designing the intranet and there are tools for admins to make subsequent changes.

Reporting is available in Unily through a suite of analytics dashboards that we found to be sufficiently detailed to cover the needs of most organisations. Dashboards for specific purposes, such as communication campaigns and content governance, were discussed earlier, while generic platform-wide reports are equally available to help admins manage the platform. All dashboards have configurable date ranges and content filters that work intuitively, and we like that client-specific filter labels are automatically applied (such as 'franchise'). Data is exportable into CSV format, and there is also an option to export raw analytics data for further processing in a customer's Business Intelligence solution. Unily also offers an adoption benchmarking report, where they benchmark a customer's performance anonymously against other Unily clients. This is a valuable feature that we haven't seen in other products in this report.

Overall, Unily's administration options are very comprehensive and flexible, and will likely meet the needs of large or complex organisations where employees have defined intranet management responsibilities. The product's back-end CMS gets the job done but is visually less attractive than the sleek front-end, and the navigation structure is complex. There will be a learning curve for administrators, but Unily does offer learning modules covering the admin functionality, as well as assistance during the implementation process.



Unily offers benchmarking reports for customers to compare themselves anonymously to other Unily clients.



Templates, such as this HR landing page, look attractive and are easy for content publishers to tweak and populate with content.

THINGS TO BEAR IN MIND

Unily has been at the forefront of the intranet market for many years, and this shows in the richness of functionality that the product offers across all our scenarios. We were pleased to see there continues to be exciting new developments and announcements, especially in the area of AI. Feedback from customers suggests, however, that the pace of product innovation in other areas has slowed down, and that more should be done to stay aligned with evolving user needs. There is a risk that investments in AI-related functionality will come to the detriment of other product areas, and we encourage Unily to find the right balance for its product roadmap.

The product's back-end CMS experience is flexible and comprehensive, providing fine-grained controls and an extensive tree-based navigation structure. However, this means Unily can feel overwhelming and complex, particularly for those who aren't used to website CMS approaches. While existing customers praise the CMS and the range of available widgets for content creation, we believe that new admins will face a significant learning curve. Given the scale of most of Unily's clients, this may not be an issue as many will have multiple people responsible for different aspects of managing the intranet. Also, Unily provides a range of training modules on its customer community platform. However, for smaller organisations without clear roles and responsibilities already, this is something to consider in advance of a Unily implementation.

Unily is at the upper end of our pricing brackets for all company sizes, although the product is modular to a degree and so there are opportunities to save in some places. In certain areas though there are additional costs to consider, for instance when additional development is needed or to create a branded mobile app for MDM deployment. Also, to get the most value out of some of Unily's AI features such as the AI agent orchestration tool (see Scenario 4), organisations will have to invest separately in specialised AI assistants and agents, which will be a cost on top of the Unily licence fee. Overall, like for all procurement decisions, organisations will have to carefully weigh the pricing against the value brought by Unily's feature-rich and effective platform.

Why choose this product

Unily is a sophisticated platform that delivers comprehensive desktop and mobile environments, with strong audience targeting and tailoring. Employees will appreciate the ease of use and variety of community features, while admins will like the range of flexible tools to maintain their site as desired. Internal Communicators and HR colleagues will find a lot to like, as will those looking to leverage their AI investments. Large or complex organisations will find that Unily meets their needs effectively, while also delivering an attractive end result that will represent their brand well.

Vendor roadmap

No roadmap has been supplied by Unily.

You may also be interested in...

APPSPACE interact lumapps

COMPANY AND PRODUCT

Company
Unily

Company founded
2006

Product launched
2014

ISO 27001 certified
Yes

Data residency
Global – at the client's discretion

Typical client size
15,000 to 20,000

Company locations
Surrey, UK (HQ), USA, Canada, Australia

Partner locations
Wipro (a Unily customer and an implementation partner), headquartered in India.

Customers
Clients include: Shell, Mars, American Airlines, Caterpillar, CVS Health, Estée Lauder, British Airways, American Express, Johnson & Johnson.

Largest deployment so far
380,000 users in over 140 countries.

Environmental / sustainability certifications
Unily says that sustainability is core to how they build, run, and grow their business. Guided by four pillars—Net Zero, People First, Community Impact, and Digital Innovation—they publish an annual Impact Report to transparently track progress and areas to improve. Unily holds a Silver EcoVadis medal for the third consecutive year, while their operational carbon footprint is independently certified by CarbonQuota. Through Treedom, Unily have planted an employee forest of 649 trees and committed to 900 trees over three years. A partnership with Treloar's School and College helps champion accessibility, inclusion, and pathways into work for young people with disabilities.

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Product and technical details

Name of product

Unily

Deployment

Client on-premises	Client private cloud	**Microsoft Azure**	Amazon Web Services	**Vendor-hosted**	Microsoft 365 tenant	Google Cloud	Other

Authentication supported

Entra ID	ADFS	**Okta**	**Open ID**	Oauth	**Google Workspace**	**SAML 2.0**	Other

App deployment

Google Play store	**Apple store**	**MDM**	**MAM**	**Other***

*Via private store (client)

Accessibility

WCAG 2.1 AA conformant

Document library sources integrated

Box	**Dropbox**	**Google Drive**	**SharePoint**	**OneDrive**	**ServiceNow**	Other

Optional integrated enterprise search engines

Coveo	Elastic	Microsoft	Sinequa	Open API available	Other

User interface multi-language

Machine translation	Pre-configured	Editable	Right to left script supported	Other

Content multi-language

Machine translation for publishers	Machine translation for end users	Editable machine translation for publishers	Manual creation for publishers	Right to left script	Other

Set-up and support

Set-up process for new clients

Unily has a five-step approach:

1. Initiate - Focused on technical readiness, completed in 9-12 weeks.
2. Define - Focused on basic training, personas, site, content and platform governance, taxonomy, discoverability, launch plans.
3. Design - A client starts to overlay their strategic principles to create the platform.
4. Configure - Unily facilitates working sessions for clients and their site owners whilst configuring their platform, providing just-in-time support.
5. Launch – All users gain access to the platform. The aim is to start thinking about continuous improvement.

Product updates

Major updates every month.

Product update process

Feature Store features can be installed on-demand by customers themselves.

Reverse-out options

Clients can request an end-of-contract export as part of their site decommission deployment. The Service Engineering Team will review it and then it will be actioned prior to the scheduling of the decommission. The exported data will be shared with the client via a secure, time-limited OneDrive link. The client must provide confirmation of receipt of data, which will be attached to the deployment request.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only

User community

Unily offers a customer community called Universe, which also serves as its official accreditation program.

Customers receive invitations to release launch webinars, regular webinars by topic and receive on-demand content. Unily also produce the Unily podcast. By hosting an annual Unite conference, a global workshop series and customer-exclusive dinners, Unily say they create a thriving and constantly evolving environment for sharing and learning.

Voice of the vendor

Unily says: "Unily maximises 'Organisational Velocity' for the world's most demanding organisations, enabling them to operate at new speed and achieve execution excellence across a modern distributed workforce. In an era of uncertainty and volatility, most large companies struggle to shape-shift their global workforce to meet what's next. Functional silos impact the speed of decision-making, causing organisational lethargy and languishing employee engagement. We call this the Velocity Drain that holds companies back, with lasting negative business consequences. Unily eliminates the Velocity Drain with its True Enterprise EX Platform so enterprises can execute sharper pivots, increase decision-making speed, and reduce operational friction to stay one step ahead.

"The Unily platform was born to handle complexity with unmatched enterprise strength and scale. With Unily, you can now supercharge connection and culture, enjoying performance gains through deeper alignment, engagement, and empowerment of hyper-distributed employees and teams. Highly extensible, interoperable, and infused with governed AI, Unily's platform elevates the performance of all your people while simplifying your IT landscape so that you can do more with less. More than an intranet, Unily is the digital fabric for the modern world of work and today drives Organisational Velocity for the most demanding companies across 140 countries, transforming work life for 5+ million users worldwide."

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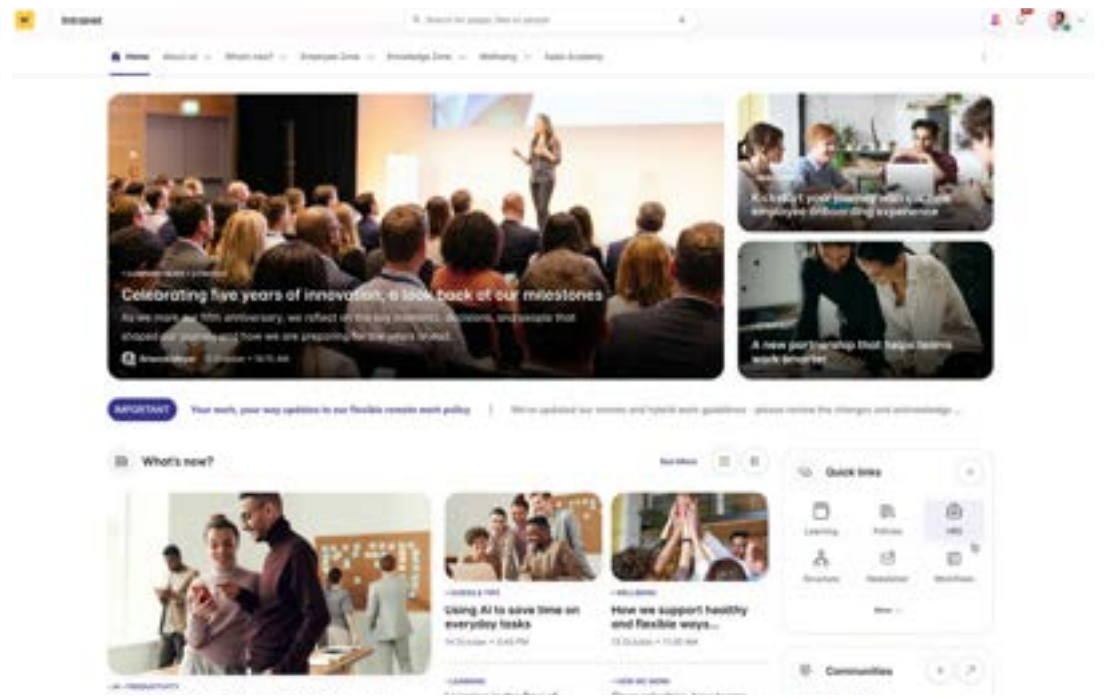
workai.

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

OTHER



Typical deployment:

5,000 to 10,000

Company locations:

VISIT THE WEBSITE

The product in a nutshell

Workai is a versatile and highly modular product that offers many attractive features and will appeal to a wide range of organisations.

SUMMARY

Workai was launched in 2016 by the Polish company Elastic Cloud Solutions, based in Białystok, Poland, with global partners. It's a fully featured and highly modular product that delivers strong functionality and a consistent user interface across many use cases.

Internal communicators and news editors will appreciate the excellent functionality for creating engaging news articles and managing effective campaigns. Features for information finding and social collaboration are equally strong, and the product includes well-designed modules for employee engagement, such as a fully featured learning and development area. The usage of AI in the product is thoughtful and effective, lifting the content creation and search experiences to a higher level, while also providing insights and smart recommendations in other areas. Organisations with many frontline workers will appreciate the flexible mobile app with several capabilities that work particularly well for a mobile workforce.

While there are no glaring gaps in functionality, we did come across areas where further improvements are desirable, and some of these were also suggested by clients in the 'Voice of the Customer' section. For example, Workai's approach to integration with business systems is to focus on custom development, using the product's APIs to build bespoke integrations upon request, rather than offering standard widgets out of the box. Options for the multichannel publishing of content could be advanced too. Some clients have also asked for enhanced options for personalisation and content targeting, and we agree this is an area where Workai can further improve, although we do like the AI-powered personalisation that the product offers.

Overall, Workai is an attractive product that will appeal to organisations of all sizes and industries. It is worth noting that pricing for large organisations is in the higher brackets. Workai is modular though, and the pricing provided to us includes a range of modules that not every business will need, so making a sensible selection will help reduce cost.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price per user per month, Subscription – price band based on number of users, One-off payment, One-off payment and ongoing maintenance fee.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes, frontline users, multi-year commitments, customers only pay for active users, volume discounts.

COSTS TYPICALLY

Slightly higher at the start of the term but generally spread.

PRICE INCLUDES

There are a number of optional modules included in the pricing provided: Knowledge, Connections, Forms & Tasks, Mobile, Learning, Spaces, Analytics, Intelligence.

Product type

Ready-to-run, installed in days

Branding opportunities

Good branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Financial and insurance activities	Manufacturing	Wholesale and retail trade	Utilities provision, management and remediation	Public administration and defence

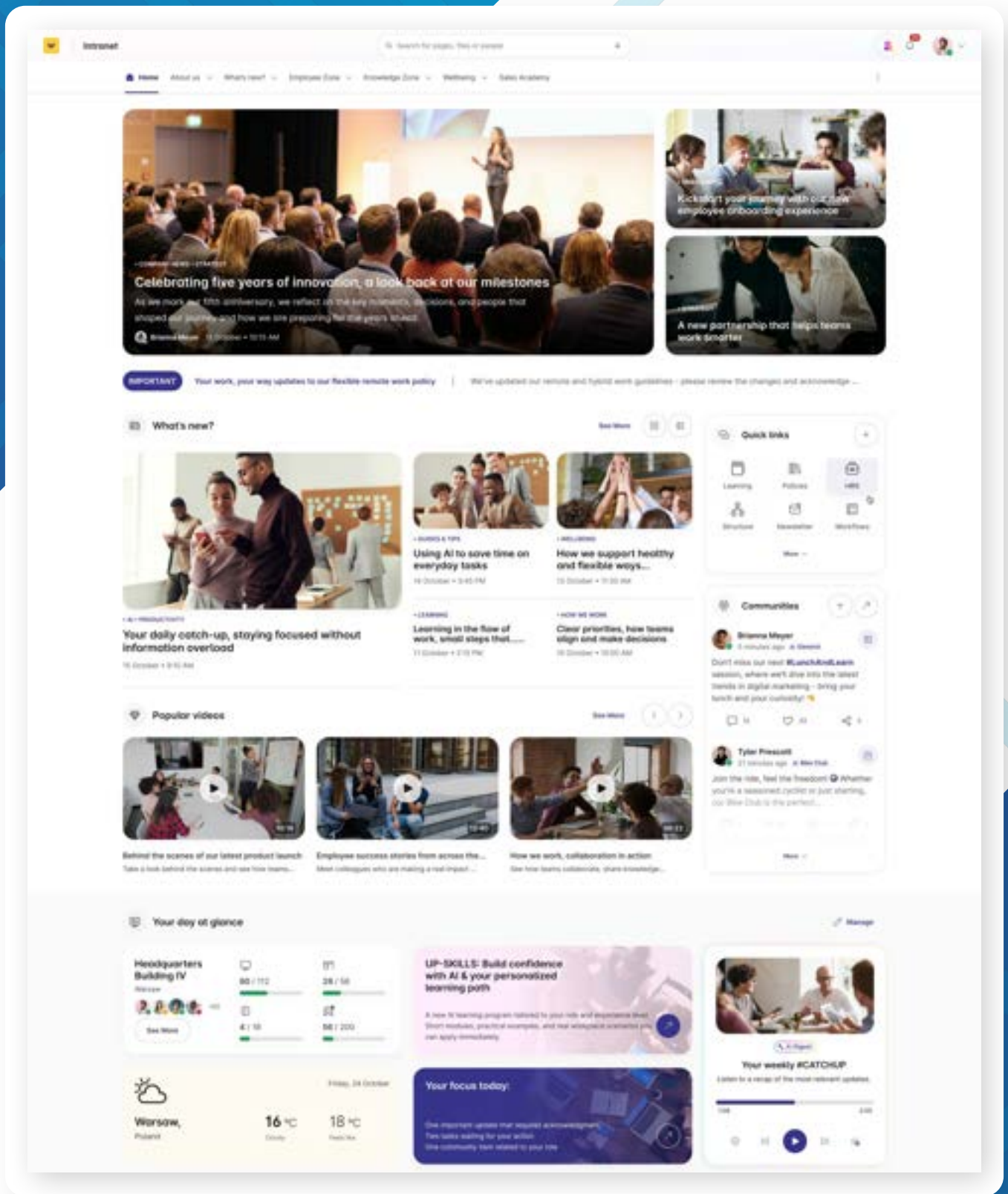
Voice of the customer

We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

What customers appreciated the most about Workai is its ease of use and intuitive interface. "It's extremely easy to use both for admins and publishers" according to one customer, and several others shared similar praise: "This product is easy to use and well made, its simple interface delivers quick, expected results" and "The platform is intuitive, easy to use, and there are constantly good innovations". Customers also liked "the multitude of possibilities we have with the product" covering "a wide range of use cases, from internal communications to learning and task management". One customer summed it up by saying: "It's a comprehensive, modern tool that brings together all company information in one easily accessible place".

A few improvement suggestions were made, covering different areas of the product. Some customers would like to see more features for personalisation and content targeting. "It would be beneficial if the portal offered personalisation options — for example, the ability to customise the homepage to suit individual user needs" said one customer, while another wanted to see "more focus on tailoring messages to specific audiences". Yet another customer asked for "more intelligent features, such as personalised content delivery or automated workflows". Other customers asked for AI-related enhancements: "One area where we see room for improvement is the broader integration of AI capabilities within the platform." We believe that these concerns are addressed in the latest version of the product, and this is confirmed by some customers who are currently testing the AI features that are part of the 'Workai Intelligence' module: "We are very excited about the AI bot that knows the content of our intranet and can answer any questions. We have already seen some initial tests, which are very promising".

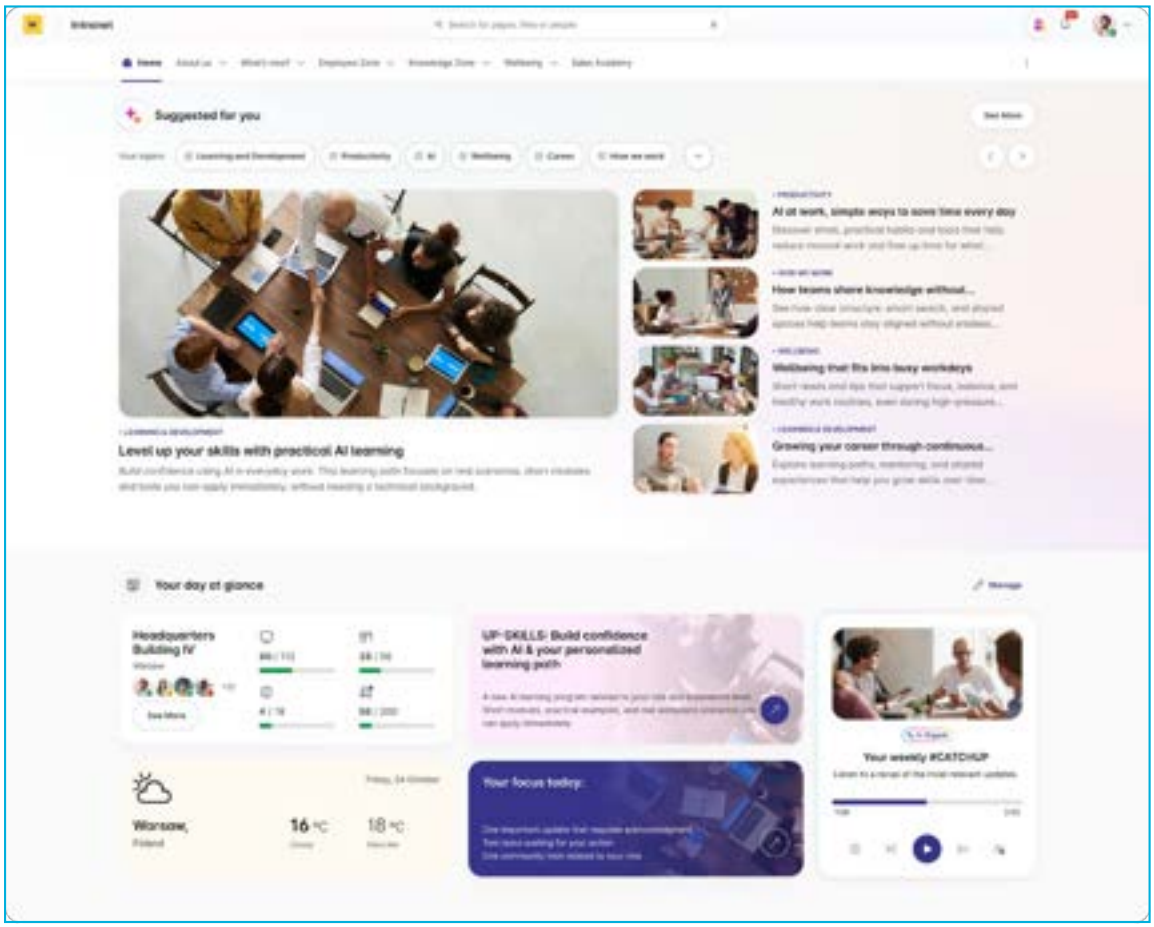
Working together with Workai was unanimously praised. One customer was happy across the board: "Our cooperation with the vendor has been excellent. We have a dedicated account manager after implementation, bi-weekly status meetings, a dedicated platform for reporting issues, and reliable support." Other customers also had very positive feedback about Workai's support team: "Excellent support" and "I rate the implementation time and the support after installation as very high" are some of the comments we received. Other customers mentioned the professional and open communication: "Always good communication and a great willingness and ability to solve problems promptly". One customer wrapped it up nicely: "The vendor is as their product – professional, interactive and flexible".


Intranet
Home
About us
What's new?
Employee Zone
Knowledge Zone
Wellbeing
Sales Academy
Celebrating five years of innovation, a look back at our milestones
A new partnership that helps teams work smarter
IMPORTANT
Your work, your way updates to our flexible remote work policy
What's new?
Your daily catch-up, staying focused without information overload
Using AI to save time on everyday tasks
How we support healthy and flexible ways...
Learning in the flow of work, small steps that...
Clear priorities, how teams align and make decisions
Quick links
Communities
Popular videos
Behind the scenes of our latest product launch
Employee success stories from across the...
How we work, collaboration in action
Your day at glance
Headquarters Building IV
UP-SKILLS: Build confidence with AI & your personalized learning path
Your weekly #CATCHUP
Warsaw, Poland
16 °C
18 °C
Your focus today:

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
4 **1. Employee Experience**	Excellent user experience overall. Thoughtful use of AI features to make the platform more impactful.	Audience targeting and video management could be further improved.
4 **2. Communications Management**	'Block Editor' offers rich functionality to create engaging news articles. Helpful AI-powered content assistant.	No built-in solution for enabling employee advocacy and integrating digital signage screens.
3.5 **3. Community & Engagement**	Rich functionality for community collaboration and gathering employee feedback.	Some inconsistencies between different Workai modules.
1.5+ **4. Digital Workplace Integrations & Services**	Two-way integration with other AI tools and content repositories.	No out-of-the-box integrations with major business systems.
4 **5. Knowledge & Content Management**	Versatile 'Knowledge Base' area with various ways to present information. Innovative 'Content Vitality' dashboard.	Only basic functionality for mandatory reads.
4 **6. Information Finding & Search**	Seamless integration between traditional search and AI assistant. Attractive people directory.	No employee-centred organisation chart. Search analytics dashboard could be enriched.
3.5+ **7. Mobile & Frontline Support**	Several features work particularly well for frontline workers. Flexible options for admins to design specific layouts.	AI assistant is currently not available on mobile.
3.5 **8. Platform Management**	Intuitive functionality for creating attractive landing pages.	Site management is spread over different Workai modules. Setting up sub-brands requires multiple Workai instances.



One way to deliver personalised content to employees is through a widget on the homepage called 'Suggested for you'.

Workai's user interface is clean and attractive, and is enhanced through a few thoughtful AI features. Even though the product is highly modular, Workai have succeeded in creating a consistent end-user experience across the entire platform.

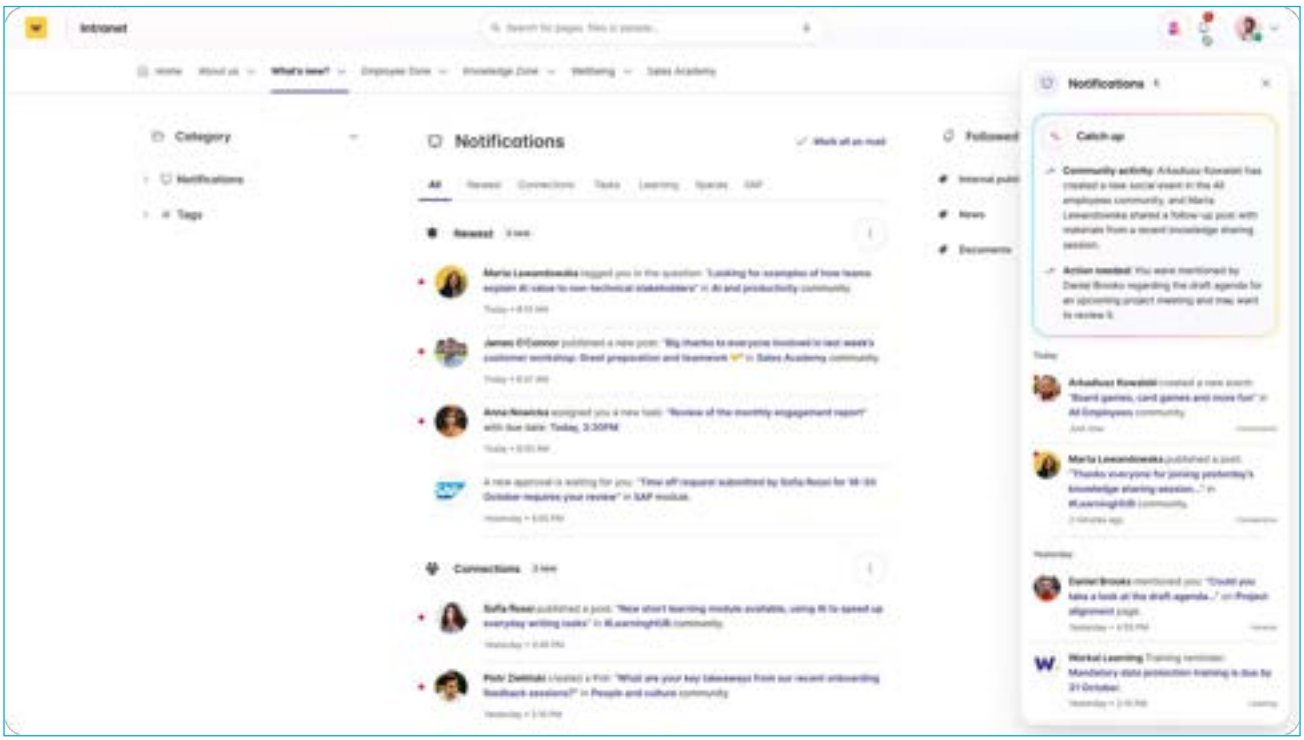
Admins have a wide range of widgets and navigation elements at their disposal to build attractive pages and guide employees to relevant content. For end users, the experience is intuitive, and we like how a few subtle AI elements are integrated into the user interface. For instance, widgets that are powered by AI will have a 'stars' icon next to the title, so there is transparency to employees about how content is created and delivered to them. Other AI-powered features that help end users digest the intranet content are automatically generated page summaries and clickable tags (see Scenario 5 for more). Tooltips and a helpful tutorial are available to get novice users up to speed quickly.

Content delivery can be personalised, both by using audience targeting and by letting employees tailor their own experience, although we think the vendor could do more to further enhance this. User groups are managed within the Workai platform or can be imported from external systems, and these groups are then used as audiences during content creation. There are no mechanisms within Workai to create dynamic groups based on rules, which makes the functionality less flexible than in some other products in this report. However, there is a nice feature to apply specific targeting to only a subsection of a page, so certain audiences can see extra information.

Employees can influence which content they see by selecting their topics of interest from a predefined list. This will then determine which news stories will be grouped for them in the 'suggested for you' news area. There is also an AI-based feature to show employees news that they may be interested in, based on past behaviour. This works well, but Workai could take this one step further and offer more personalisation options, which is also something that customers requested (see the 'Voice of the Customer' section).

Notifications are particularly well handled, grouped under a familiar bell icon at the top of the page, where employees can consult them and take action. Here too, we like how Workai uses AI to enhance the experience by providing a 'catch up' summary of all unread notifications. Notifications are generated in different areas of the product and are managed in the 'Notification Centre'. It's also possible to integrate notifications coming from an external HR or IT system and display them within Workai.

The product also includes a mechanism to create urgent notifications by applying a predefined tag to a new piece of content, such as a news article. When published, this will trigger an urgent notification to be sent out through a choice of channels, including a banner that sits persistently at the top of the page, but also via email, Teams, the mobile app or as a web push notification for desktop users. Employees can control this to some extent, although admins can force certain channels centrally.

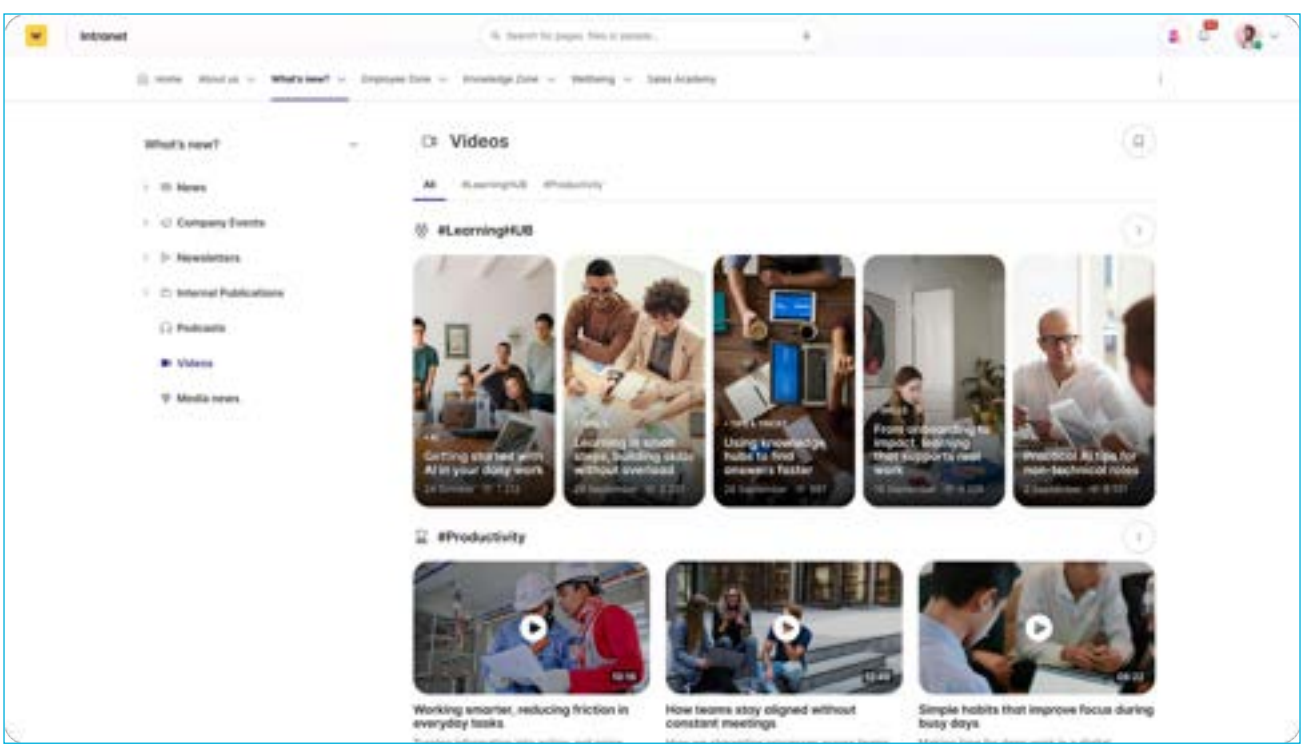


Notifications are grouped under a bell icon, with details available in the Notification Centre. Note the AI-generated 'Catch up' feature that summarises unread notifications.

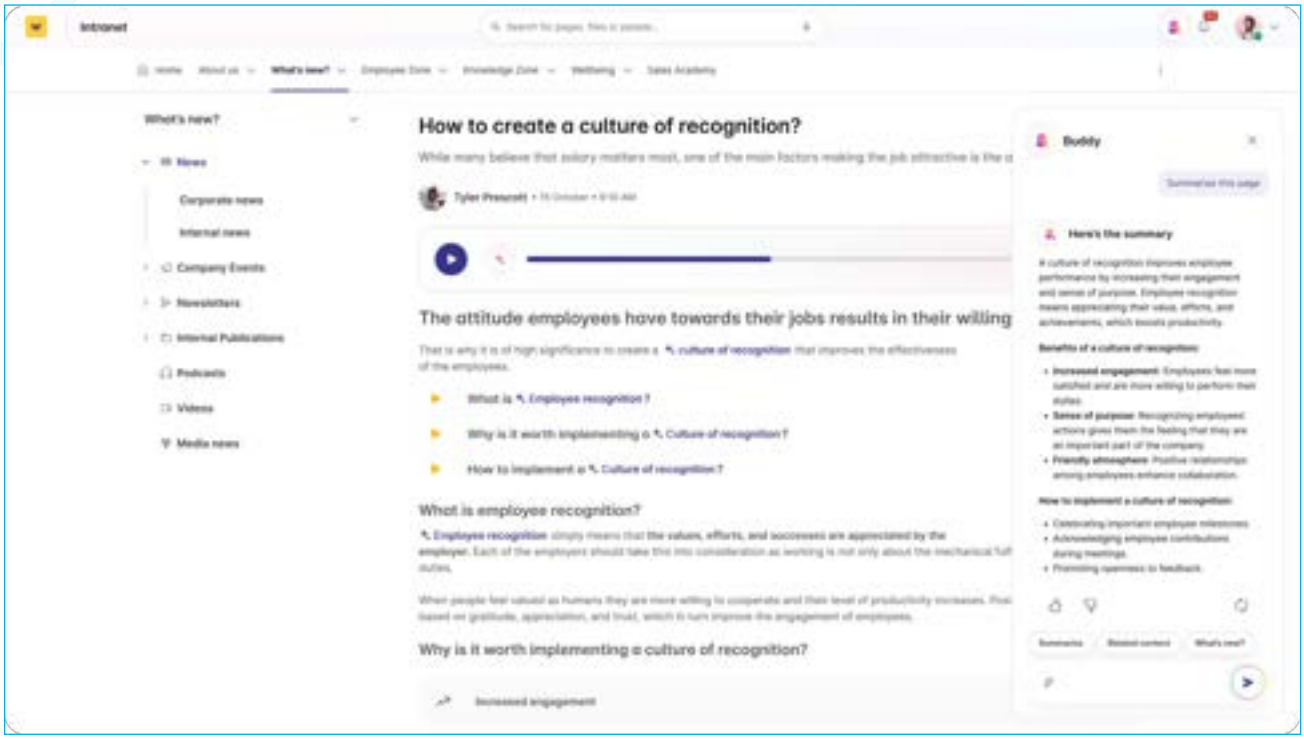
Multilingual support is strong, with a smart combination of automated and manual translation. Content publishers create additional language versions as part of the creation workflow, with an automatic translation generated and stored separately for further manual editing. End users choose a default language in the system and have the option to switch back and forth to another language if they wish. There is no workflow or notification mechanism to keep translations in sync if one of the language versions is updated later; the vendor says that the standard publication workflow could be used to ensure that an updated version only gets published when all translations are confirmed. For comments and other user-generated content, automatic translation is available, so employees will see all content in their own language.

Multimedia support includes images, videos and podcasts. It's straightforward to embed multimedia content into pages and to set up a central video library. Similar functionality is available for podcasts, and there is an AI-based text-to-speech feature for listening to written news articles. The audio file is then saved to the page, so that subsequent visitors have the audio immediately available. We found the functionality in this area less rich than in some other products in this report, and we think that Workai could add more AI-related features to its video handling, for instance to generate translations.

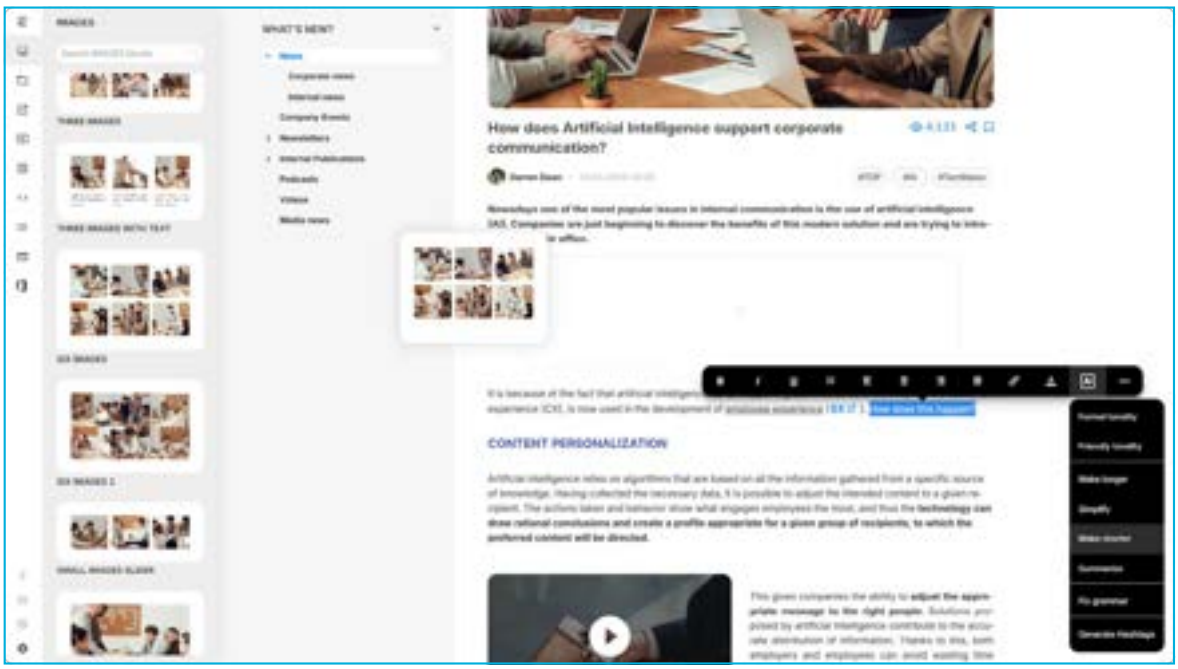
Overall, Workai delivers a range of capabilities to make the user experience not only attractive, but also personalised and effective. The AI functionality, based on Microsoft Azure OpenAI, is integrated in a subtle but powerful way to help employees get the most value out of the platform.



Videos are stored in a simple video library, where reactions and commenting on video can be enabled.



Long pages can easily be summarised by clicking an icon next to the title, which opens an AI assistant in a side panel.



Workai's powerful 'Block Editor' allows content creators to drag and drop preconfigured Blocks from the left column into the main content area.

One area that we found particularly strong is the functionality for internal communicators to create engaging and effective news articles. These are created in the same attractive front-end environment where end users will consume them.

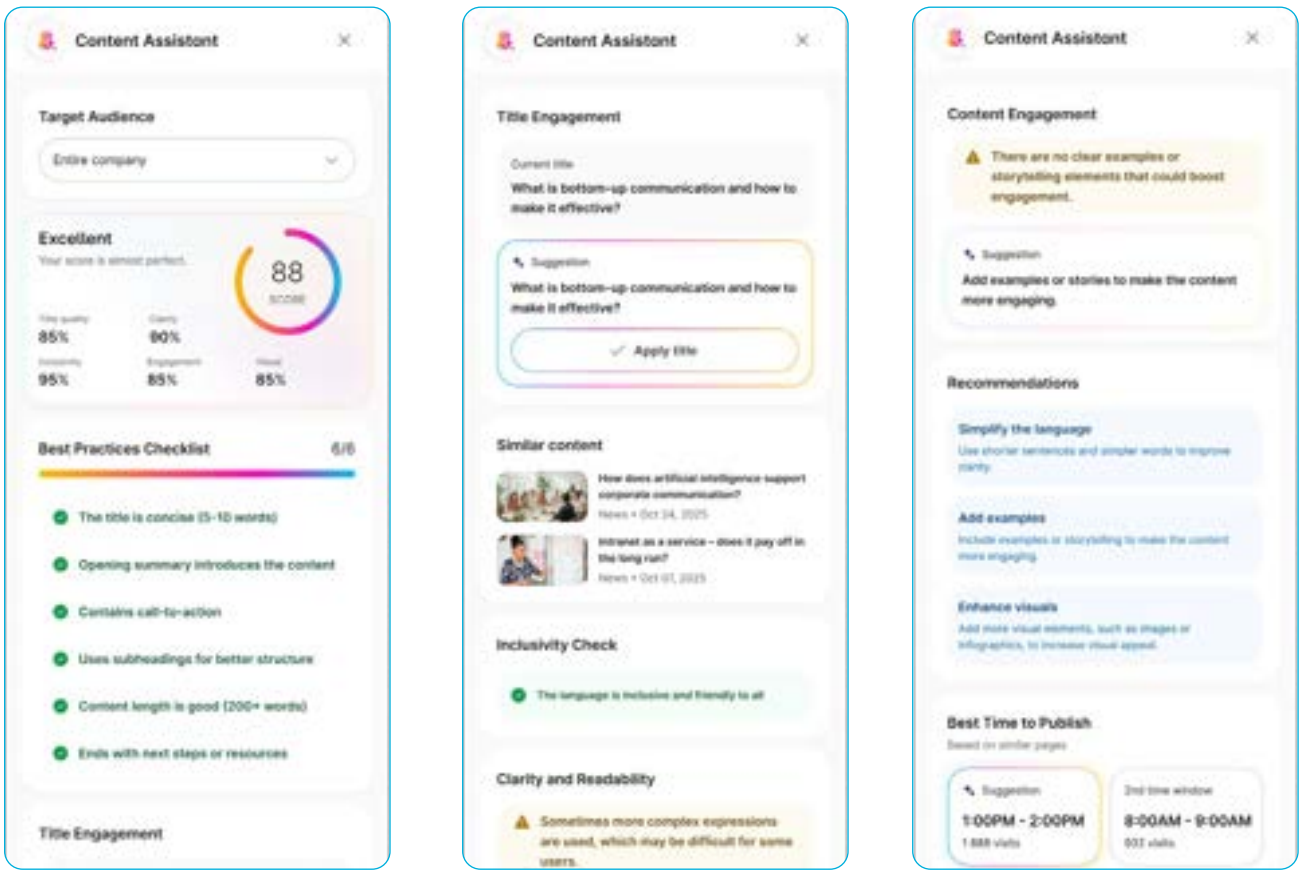
When creating an article, predefined 'Blocks' are easily dragged and dropped into place from a left-hand overview area. Blocks are configured in a detailed right-hand side panel, where various aspects of the Block are fine-tuned and audience targeting can be applied. We found the overall experience intuitive and very powerful, making it easy to create rich and engaging pages, even by non-technical content publishers.

When writing content, authors are assisted by a number of AI-powered features based on Microsoft's Azure OpenAI. There are simple options to suggest a title or change the tone of voice, but Workai goes well beyond these with its AI-powered 'Content Assistant'. While creating a news article, this Content Assistant is available in a right-hand side panel to guide the author with advice and best practices. The Assistant calculates a quality score for the article based on elements such as a configurable best practices checklist, an inclusivity check, and suggestions for clarity and readability. The Assistant also suggests an optimum time to post the article, based on experience with similar pages. We found the AI Assistant very valuable and can clearly see how it will improve the effectiveness of internal communication.

Photos and other visuals are well handled. There is a back-end interface where admins can set up an asset library with approved images, and these are easy to select and upload into the front-end content Blocks. Alternatively, there is an AI assistant to generate images according to a chosen style, or to link to online stock photography databases. The product comes with a built-in photo editing tool and a feature to design images, which is useful although the functionality is limited compared to separate commercial products. For more professional designs, we like the integration with Canva, where content creators can access company templates to design their visuals, without leaving the Workai context.

To schedule news articles, a publication date can be set, and an approval workflow is available if needed. News editors have access to a combined content calendar and analytics dashboard, which is designed to help them with the publication process but also with tracking content performance. The calendar gives a visual overview of when content is scheduled to be published, and is enhanced with AI functionality to report potential issues such as possible duplicates or an overlap of campaigns. There are also useful improvement suggestions based on past content performance.

There is also a list view of all calendar items, with filters at the top for narrowing down, for instance on items that are waiting for approval. The analytics part of the dashboard gets its data from the integrated Matomo platform (see Scenario 8) and covers mainly search and campaign analytics, while other aspects of analytics are covered elsewhere. We think it's unusual and somewhat confusing to mix an editorial calendar together with analytics data, but we can also see the value of bringing all content-related information together in one place. For instance, the AI assistant will use the search analytics to suggest new content on topics with no search results.

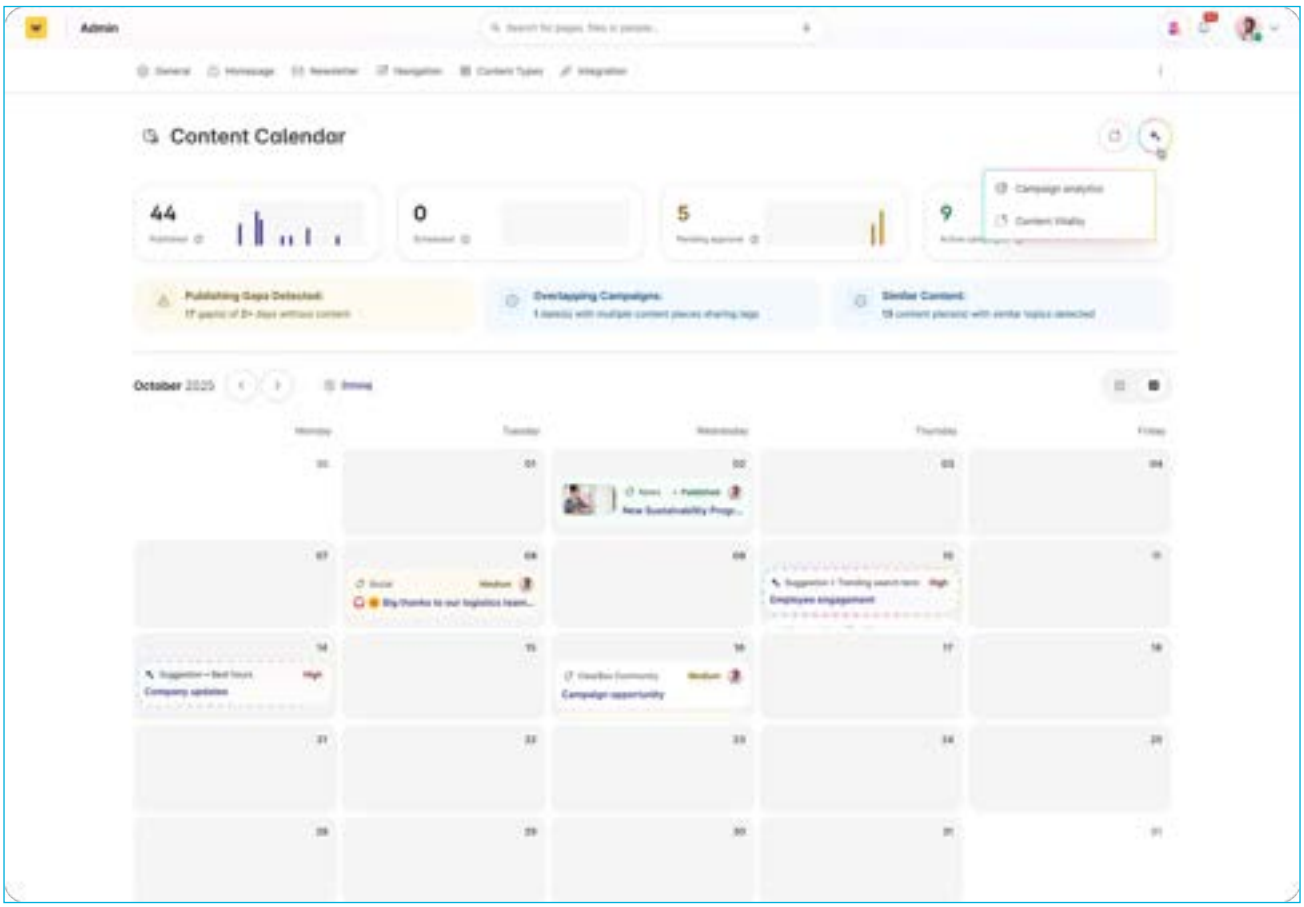


An AI-powered content assistant helps authors with a best practice checklist, an inclusivity check, and suggestions for clarity and readability.

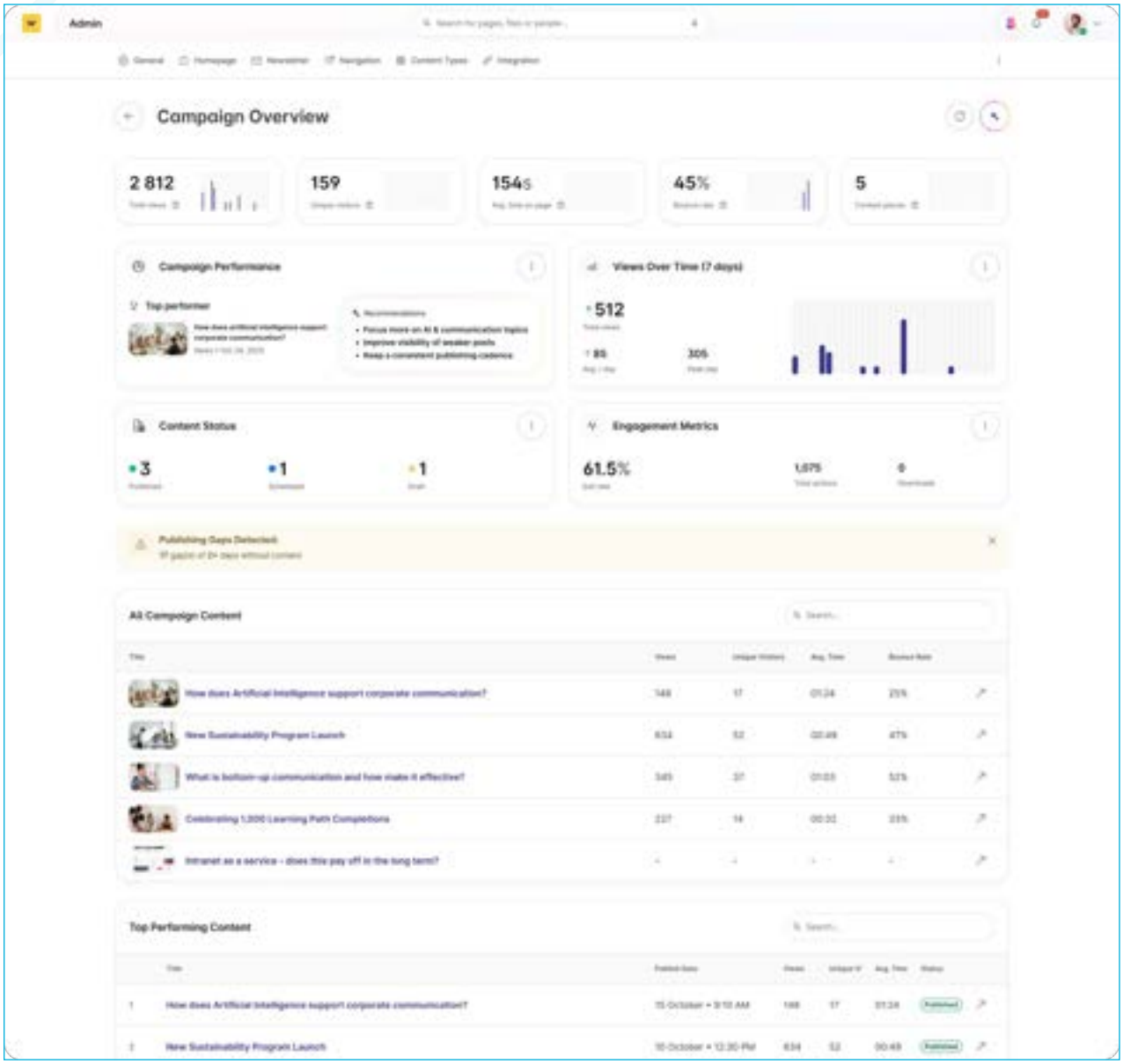
The product also includes a versatile and powerful newsletter builder. Editors can either hand-pick relevant news articles from a recent list, or they can set up a fully automated weekly or monthly digest. Additional content can be added to the list of news articles, which uses the same Block Editor functionality. Content cannot be posted directly into a Teams channel, but notifications about new content can be sent to Teams and will appear under the Activity icon. There are no built-in solutions to support employee advocacy on external social media, or for integration with digital signage screens.

Communication campaigns are supported in Workai by applying the same campaign tag to all related messages. These tags will be shown in the editorial calendar where they are used to generate performance reports. For each campaign there is a well laid-out report that shows the performance of the campaign over time, top performing messages within the campaign, and engagement statistics. There is also an AI-generated campaign performance summary, with helpful suggestions to improve the campaign's effectiveness. More detailed statistics are available within the Matomo platform.

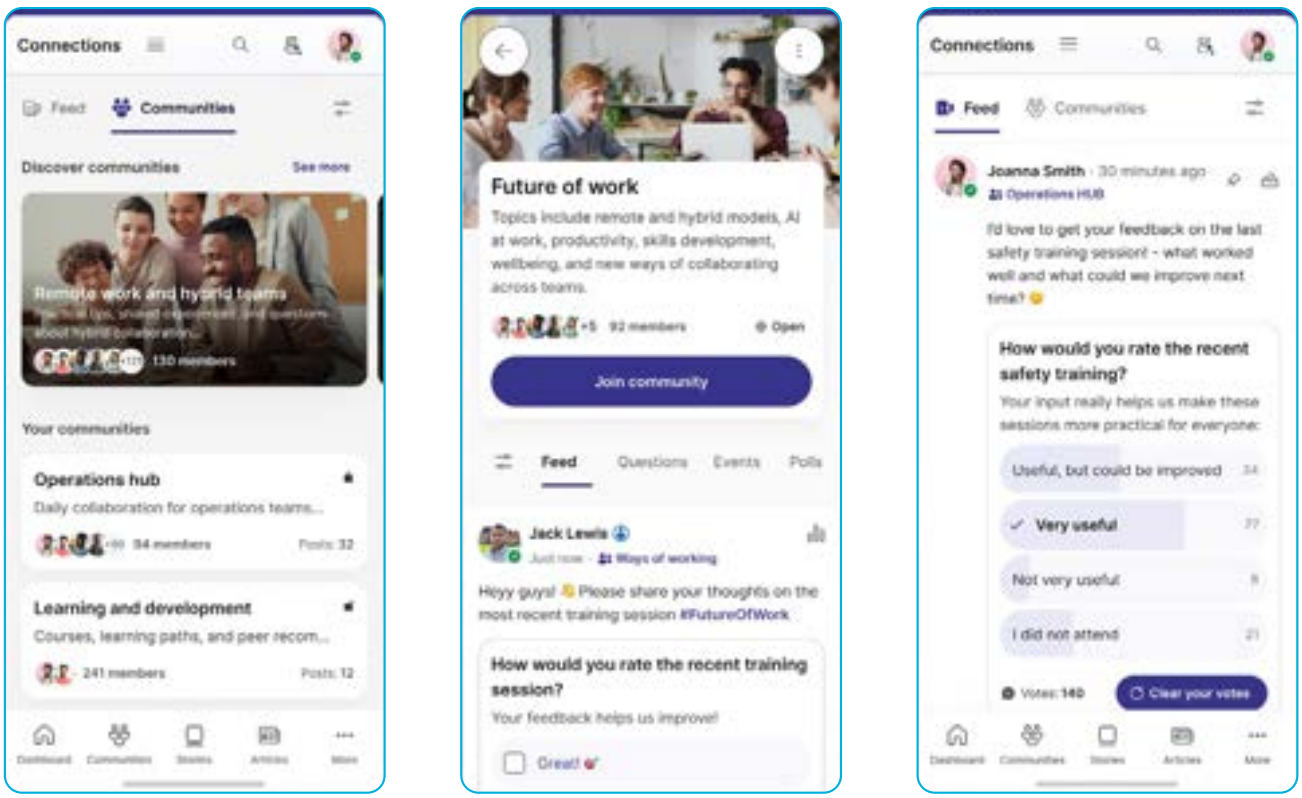
Overall, Workai offers rich functionality to meet most needs of internal communicators and editorial teams. While its multichannel offering is less broad than in some other products in this report, we like the power and intuitiveness of the Block Editor, and especially the helpful integration of AI in the content creation process and the editorial calendar.



A comprehensive content calendar helps with the editorial process and is enhanced with AI to report potential issues.



For each campaign there is a well laid-out report with key statistics and an AI-generated performance summary.



Workai's 'Connections' module offers communities and a social feed, and works particularly well in the mobile environment.

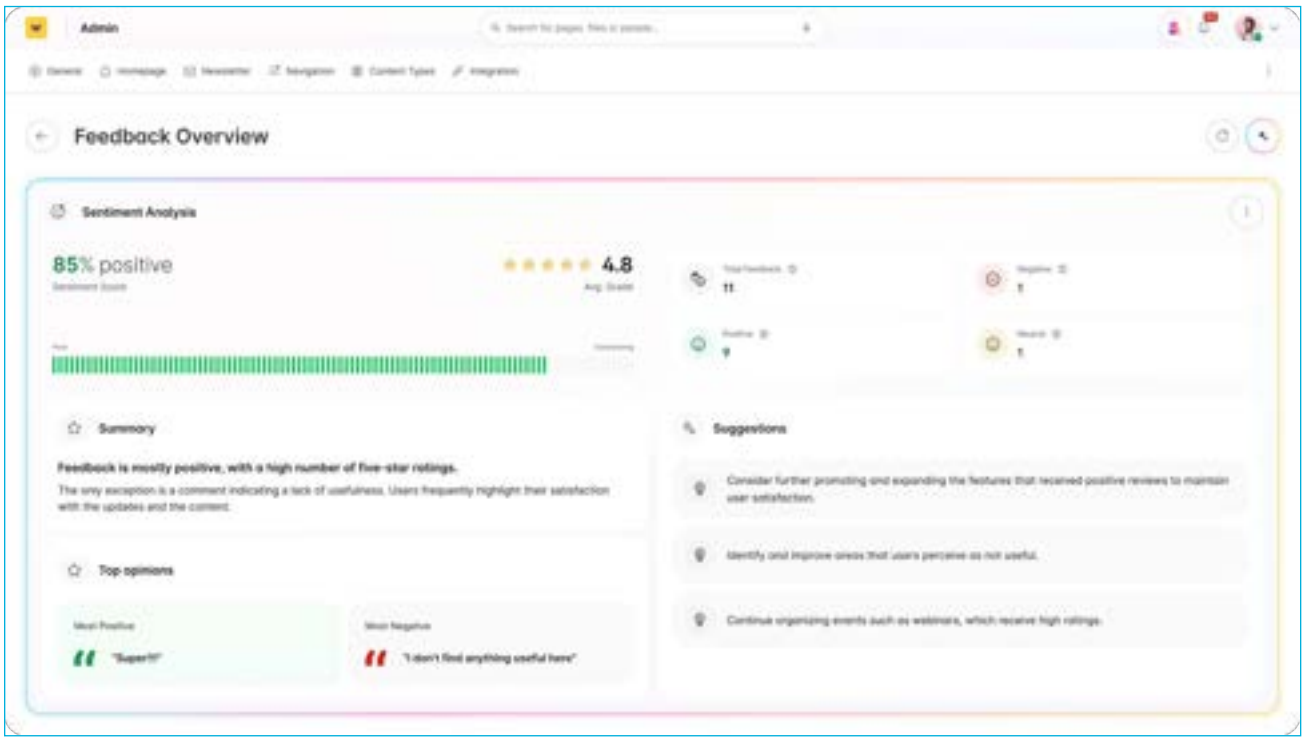
Workai has a separate module called 'Connections' which is dedicated to communities and social collaboration. The module is included in the pricing that was provided to us, and we found it to integrate well with the other Workai modules. For instance, it's straightforward to embed an activity feed from a 'Community' anywhere in the intranet. There is also an aggregated feed with content from all Communities that an employee belongs to, and this could be placed prominently on the homepage.

Communities can be closed (members are predefined), open (employees can request to become a member) or private (upon invitation only). They are easily created through a standard form where an image for the Community is uploaded and Community owners specified. Each Community has its own activity feed with the familiar social interaction features, including the use of emojis, GIFs, hashtags and labels. Similar to the 'Catch up' feature for notifications discussed in Scenario 1, there is also an AI-generated 'Catch up' box displayed at the top of the activity feed. Other AI-supported features are trending topics and top comments.

Next to the community-related social features, reactions and comments on news articles and other content pages are also supported. AI-based moderation is available for comments on news articles and content pages, by blocking employees from adding a comment that contains abusive language. Helpfully, acceptable alternatives are proposed for the user to consider. In the Community feed, this type of moderation is not available, which we find inconsistent. Instead, labels are applied to posts and comments, only visible to admins, to indicate a positive, neutral or negative sentiment.

Employee feedback is collected in different ways. On every page, there is a persistent 'Submit Suggestion' button that opens a simple dialogue box where employees can leave a comment or improvement idea. There is also an option to ask users for explicit feedback when they have read an article, such as 'Was this article useful?' with configurable answers to choose from, or a star rating to be applied. All this feedback is brought together in a back-end dashboard where admins can review the content, and a sentiment analysis is performed. However, the sentiment labels applied to social posts and comments are not integrated into this report, which reduces its usefulness, as it gives only partial information. This is an area where the vendor can further improve the integration of the 'Connections' module with the rest of their offering.

Other options for gathering feedback are through quick pulse surveys, for which the product includes a few intuitive widgets, as well as through longer surveys. A fully featured forms builder is part of a separate 'Forms and Tasks' module, for which the cost is included in the pricing provided to us. It offers a choice of many question types and layouts, and comes with conditional logic to support more complex scenarios. We found the resulting forms straightforward to use; they work particularly well on mobile devices in support of frontline use cases (see an example in Scenario 7). Survey results are presented in a simple layout, but we like the AI-generated 'Survey Insights' section at the top of the report. This includes key findings, top strengths and areas for improvement, as well as recommendations for survey owners to consider.



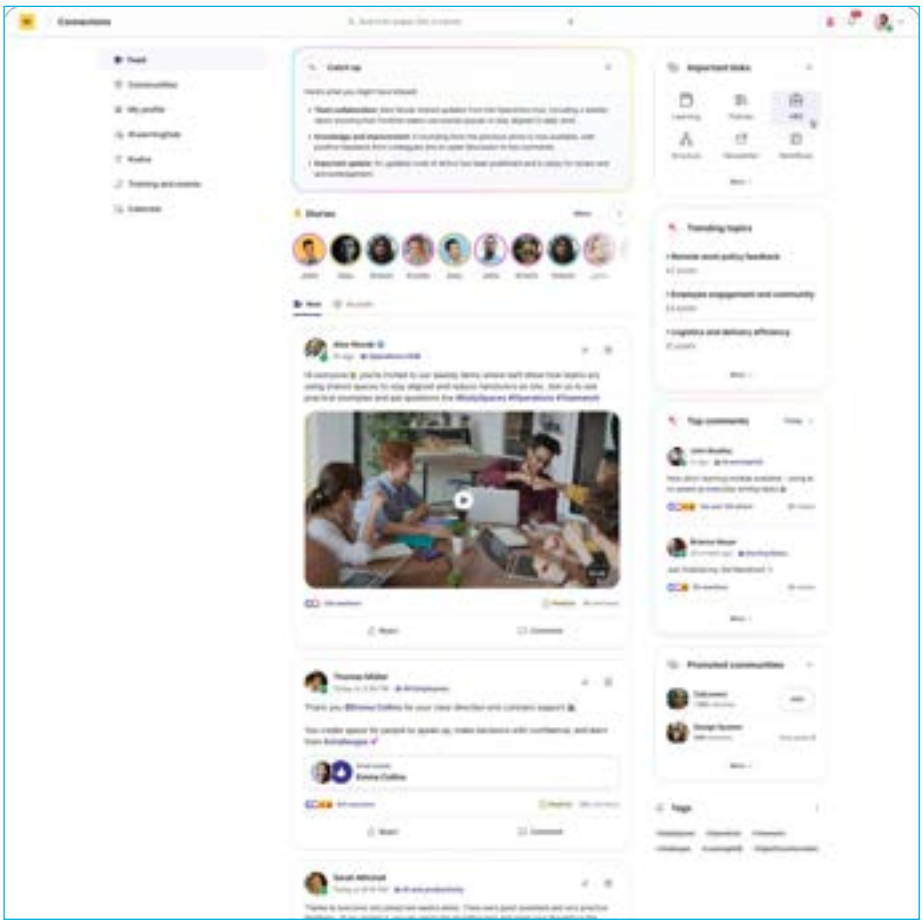
All feedback is brought together into a dashboard, enriched with AI-powered sentiment analysis.

Workai has a few options for supporting employees throughout their life cycle, such as functionality around events. There is a nice 'Kudos' option to give praise to colleagues, with configurable stickers to reflect the company values and branding. Ideation is supported through a simple but effective idea list, where employees can add their ideas and upvote those of others. Gamification elements are included in the Learning module, but it would be a nice addition to expand these to other product areas.

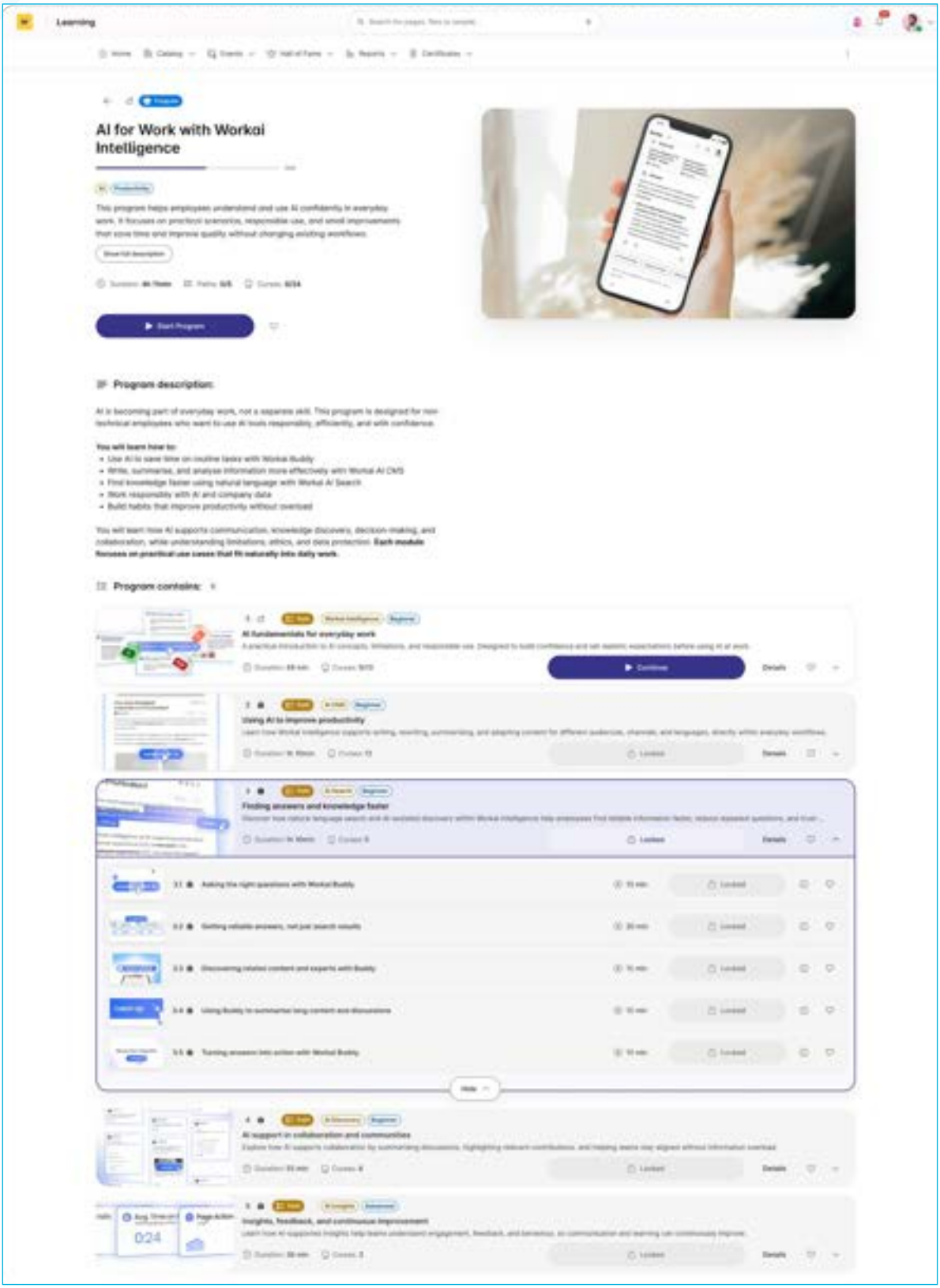
The most impressive and complete employee life cycle offering is the 'Learning' module, which is also at additional cost but included in the pricing for this report. Online courses can be set up and grouped into programmes, with specific paths to follow by the employee based on their seniority level. Certificates can be awarded to those who complete a full programme, and there is an extensive admin area to manage the module.

Although the look and feel is attractive and consistent with other Workai modules, the Learning module is not fully integrated. For instance, the module has its own menu that is separate from the main intranet navigation. Still, 'Learning' has many of the features that you would otherwise only find in dedicated LMS platforms, and we think that many organisations will be interested to explore it further.

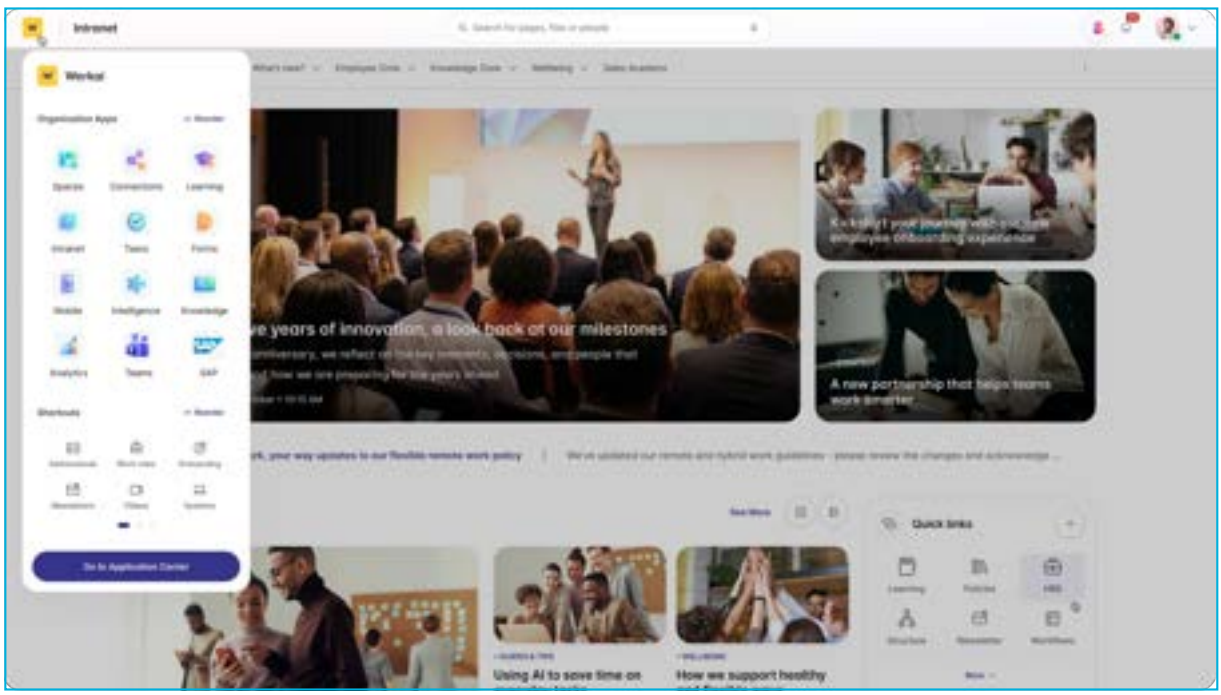
Overall, community and employee engagement is an area where Workai has solid functionality on offer, with 'Connections' and 'Learning' as standout modules. There are a few inconsistencies to address and areas to improve, but the features on offer are strong and will likely appeal to many community owners and HR managers.



Each employee has an aggregated activity feed where all social content comes together. The screenshot illustrates various features such as the use of tags, trending topics, and top comments.



In the Learning module, courses can be grouped together into programmes with different paths for employees to follow, based on their level.



From the top menu bar, employees access a personalised set of shortcuts to other intranet areas or to external systems.

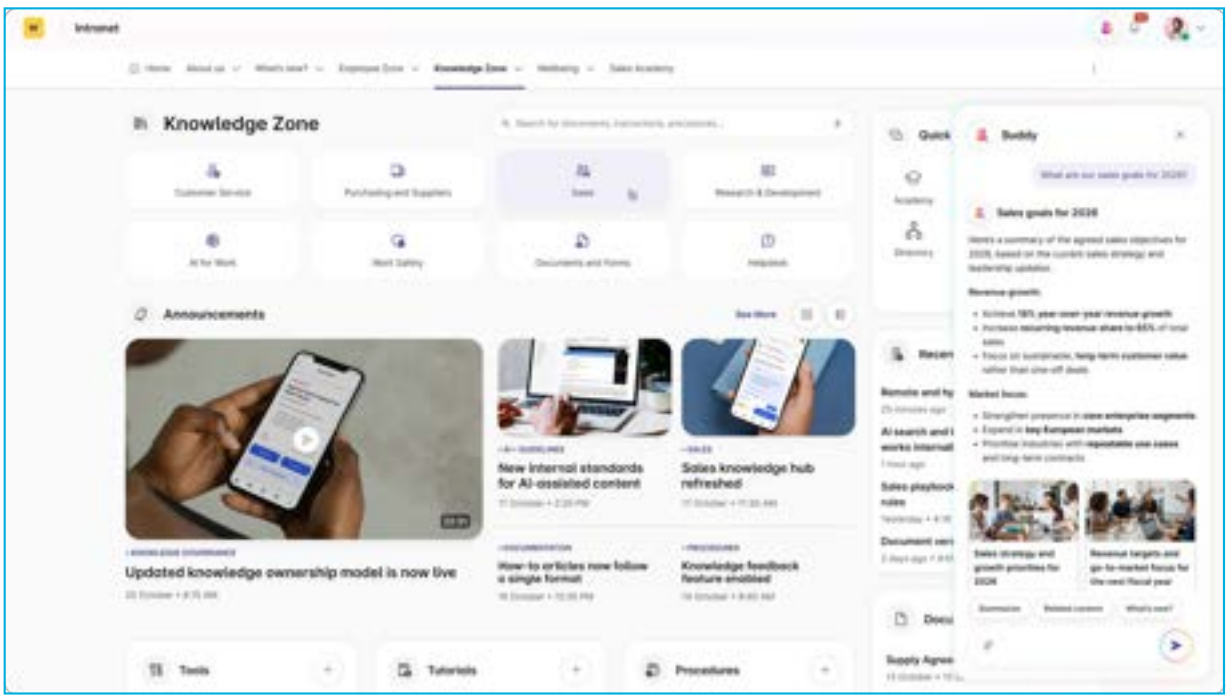
Workai's approach to integration with major business systems is to focus on custom development to meet specific client needs, rather than offer generic out-of-the-box solutions. The product includes a development framework with APIs that are used by the vendor and their partners to build integrations upon request. This is a different approach than many other products in this report, and it means that additional time, effort and costs will be required. Organisations that are looking to integrate their intranet with business software such as Workday, SAP or ServiceNow should take this into consideration.

Simple links to business systems are grouped in two places. A 'Shortcuts' widget is typically placed on the homepage and contains a set of icons pointing to other areas in the product or to business applications. As an alternative, there is also an 'Applications' icon in the top menu bar with a configurable set of links. Both areas can be personalised by employees, and clicks are tracked, so admins can see which links are most often used.

When it comes to Microsoft applications, Workai includes several ready-to-use integrations. Notifications can be sent to Teams and will appear under the Activity icon. Teams is also integrated into the event functionality and the people directory, and the entire product can be run as an app in Teams. Widgets are available to embed SharePoint libraries and Outlook calendars.

Two-way integration with other AI tools and content sources is an area of focus for Workai, and they have implemented industry-standard solutions to enable this. For instance, the database used by the AI assistant can be extended with SharePoint content, but also with content coming from other relevant repositories. Conversely, it's also possible to discover Workai content using Microsoft Copilot or any other AI assistant that may already be in use in the organisation, such as Gemini or Claude.

Overall, there is a lot of potential, but we've not seen many integrations in action to be able to truly gauge the user experience. Additionally, we believe clients find it helpful to see a marketplace or similar so that they understand the art of the possible user experience.



The 'Knowledge Base' module is a central preconfigured area where content such as tutorials and FAQs can be stored and managed.

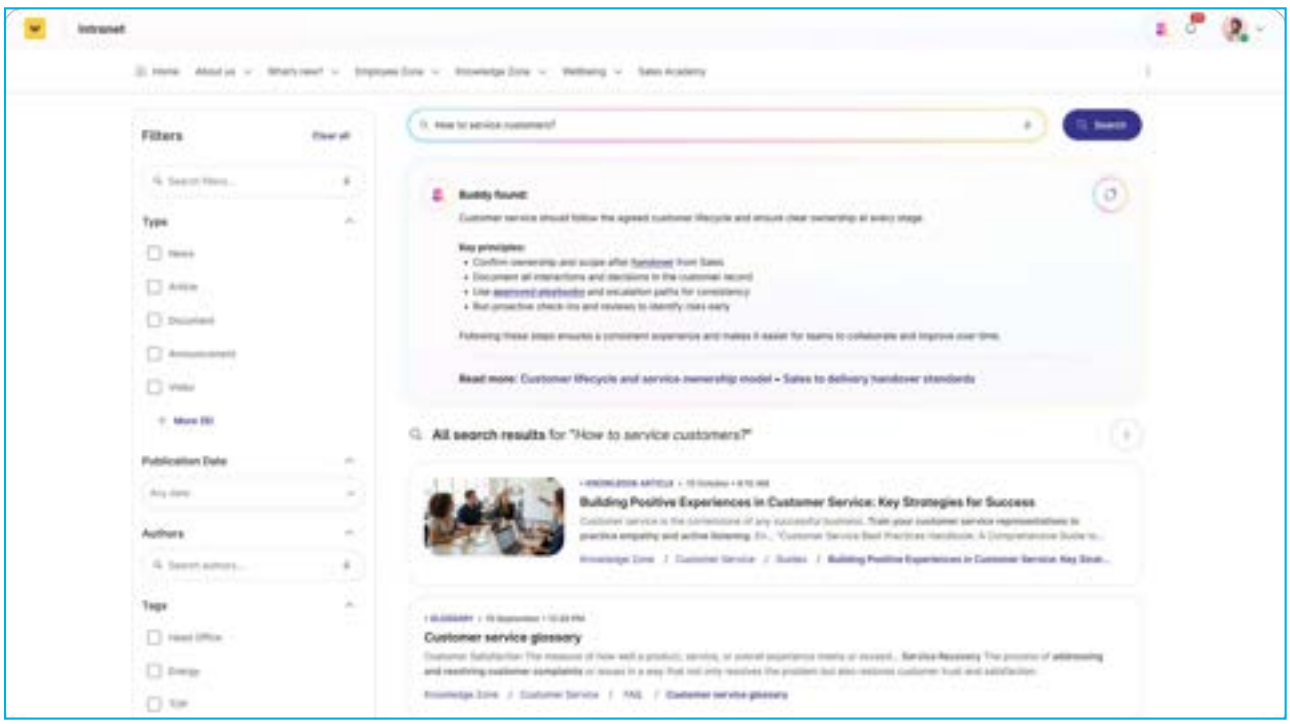
Workai offers flexible approaches to store and present knowledge in a structured way. The product includes a rich 'Knowledge Base' module with templates for various use cases, including a customer service area and a procurement portal. Information can be presented in an accordion layout, with options to include FAQ sections and a glossary of terms. Documents such as manuals or procedures are nicely integrated, and we like how different versions of a document, including upcoming and archived, are managed in an intuitive way. A contextual search window and AI assistant complement the structured approach very well.

Knowledge is made digestible for employees through AI. Consistently across the platform, an AI-powered 'Summarise' icon sits next to the title of articles and other content types. A more significant feature is an auto-tagging mechanism, whereby recurring topics are automatically detected and made clickable where they appear in any text, with a link to a description within the AI assistant panel.

Urgent communication is typically handled by creating urgent notifications (see Scenario 1). Communicators can also use a ticker bar that runs across the top of the screen and includes clickable and trackable links. There is no mandatory read feature with tracking and reporting capabilities, but there is a simple mechanism to put content into a modal pop-up window with a button to confirm and close. The vendor says that improvements are on the roadmap.

Analytics is presented at two levels. Each individual page includes a button to access an AI-enhanced 'Page Insights' panel that presents data about page visits, bounce rates and engagement. This will be useful for infrequent content publishers, tracking the success of a limited number of items.

For a broader overview of all content, the analytics dashboard (discussed in Scenario 2) is the place where the content lifecycle is managed and performance tracked. There are no built-in reports to manage expiring content or make bulk updates such as a change of content owner. However, we like the innovative 'Content Vitality' dashboard where content is analysed for freshness and reach of intended audiences, with AI-generated improvement suggestions. More traditional and detailed analytics is available in the Matomo platform (see Scenario 8).



The search results page contains an AI summary on top of the list of search results, and has filtering options in a left-hand side column.

The search experience for end users is powerful, with seamless integration between the traditional search and the AI assistant called 'Workai Buddy'. The traditional search uses powerful features such as semantic ranking and natural language processing, so users can ask questions instead of entering keywords. A global search icon is placed logically in the top navigation bar, which opens a large search window when clicked.

The search results page has a clear and intuitive layout with a list of results prominently displayed, an AI-generated summary at the top, and filters on the left-hand side of the page. From the AI summary, it's easy to switch to the AI assistant via one click and start an interaction in a side panel. The same behaviour also applies to contextual searches and AI assistants, for instance in the Knowledge Base discussed in Scenario 5. The AI assistant will only use company information and respects user permissions, so content is not used where an employee does not have access.

Search extends its reach into other content sources, such as into SharePoint and through other AI systems. Content stored in SharePoint can be indexed, and search results are presented in a single list and the vendor has implemented industry standard solutions for connecting with existing AI agents and data repositories (see also Scenario 4).

Workai includes a people directory with data coming from Entra ID and an organisation's HR system. Various dynamic filters are available, and clicking on a person's picture leads to a profile page with useful information such as skills, expertise, hobbies and languages. We like that colleagues can report incorrect data in the profile; this is sent to an admin for follow-up. There is a contextual search box at the top of the page where employees can search for any information contained in the profile data.

Alternatively, Workai Buddy can be used to find people in the organisation. The AI assistant understands the intent of a user request such as 'I need help from someone responsible for marketing' which is a more intelligent approach than just keyword-based search. There is no

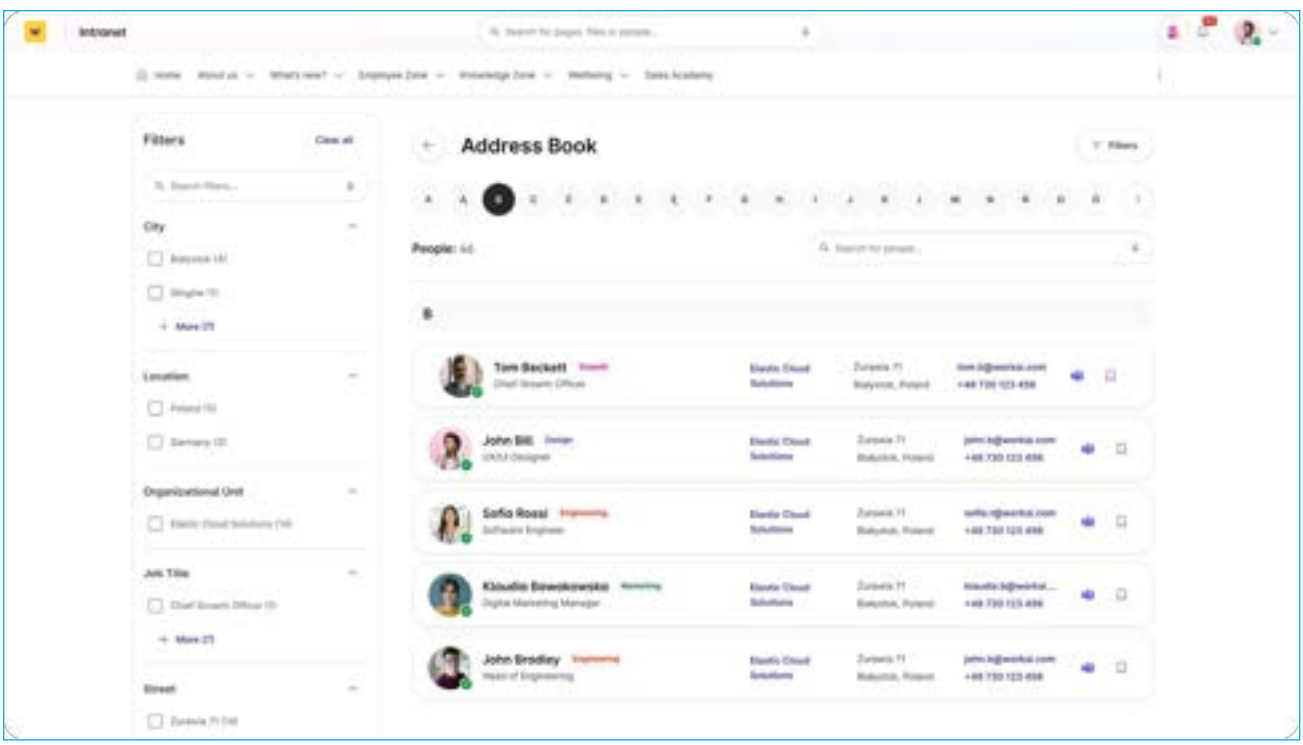
organisation chart as part of the product, but Workai includes a way for organisations to visualise their company structure by department. Each node in the tree is linked to a separate page, where the department or team can introduce itself.

Admins have a range of options at their disposal to manage the search experience. They can decide to exclude specific content types or file extensions from the search results, or to disable the AI suggested answers at the top of the search results page. Promoted search results are easy to setup by linking search keywords to specific content. Content creators too can influence the findability of their pages by adding keywords that will boost them in the search engine's ranking. These keywords are also used by the AI assistant to increase the relevance of the content for a particular topic.

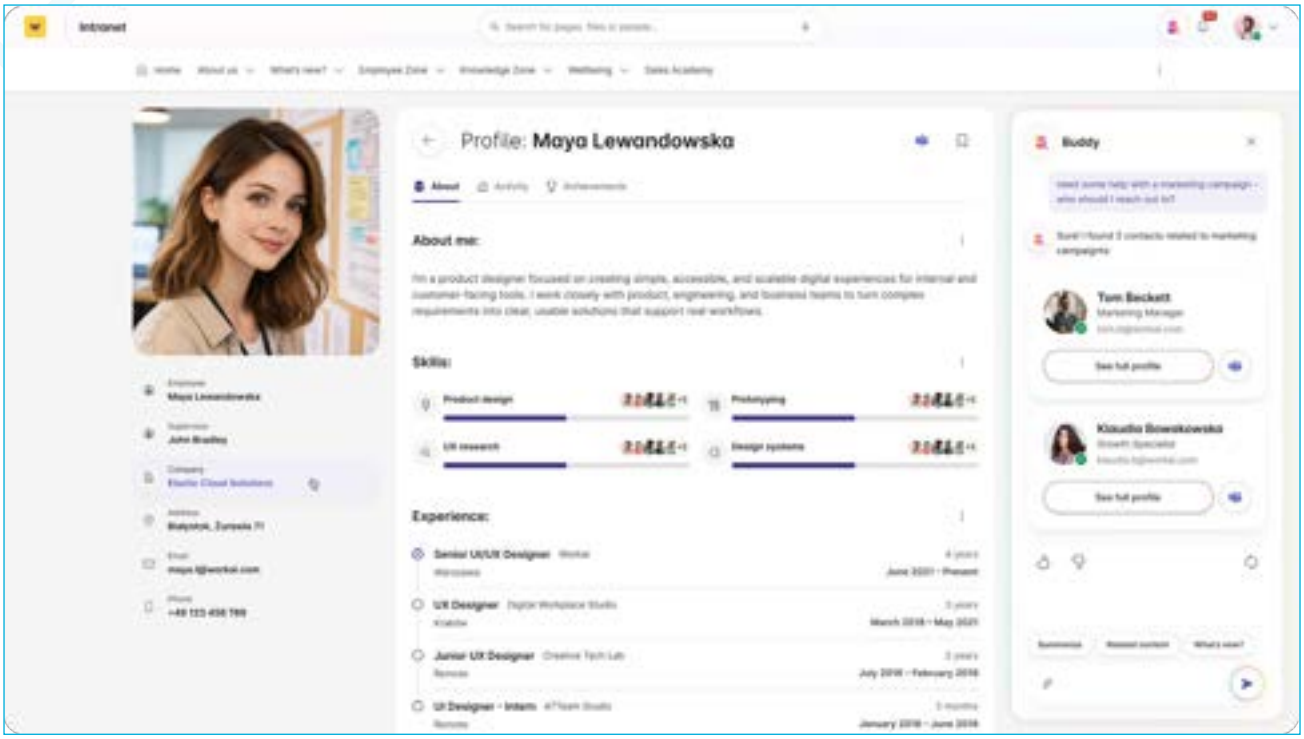
A simple feedback form is shown at the bottom of the search results page, allowing employees to comment on the quality of the search experience. In the back end, there is a comprehensive feedback report that allows admins to review and take action. This is a combined report for all types of feedback across the platform, and admins can filter and drill down as required.

Search analytics are part of the same 'Content Calendar & Analytics Dashboard' that was discussed in Scenario 2. The dashboard has a useful but only high-level overview of most popular search terms and searches with no results. More detailed information, for instance about the success of promoted search results, is not included but can be found using the Matomo platform (see Scenario 8). We think it would be useful to bring more search-related insights from Matomo into this dashboard. There are also no analytics on the usage and success of AI-driven search, which would be a useful addition going forward.

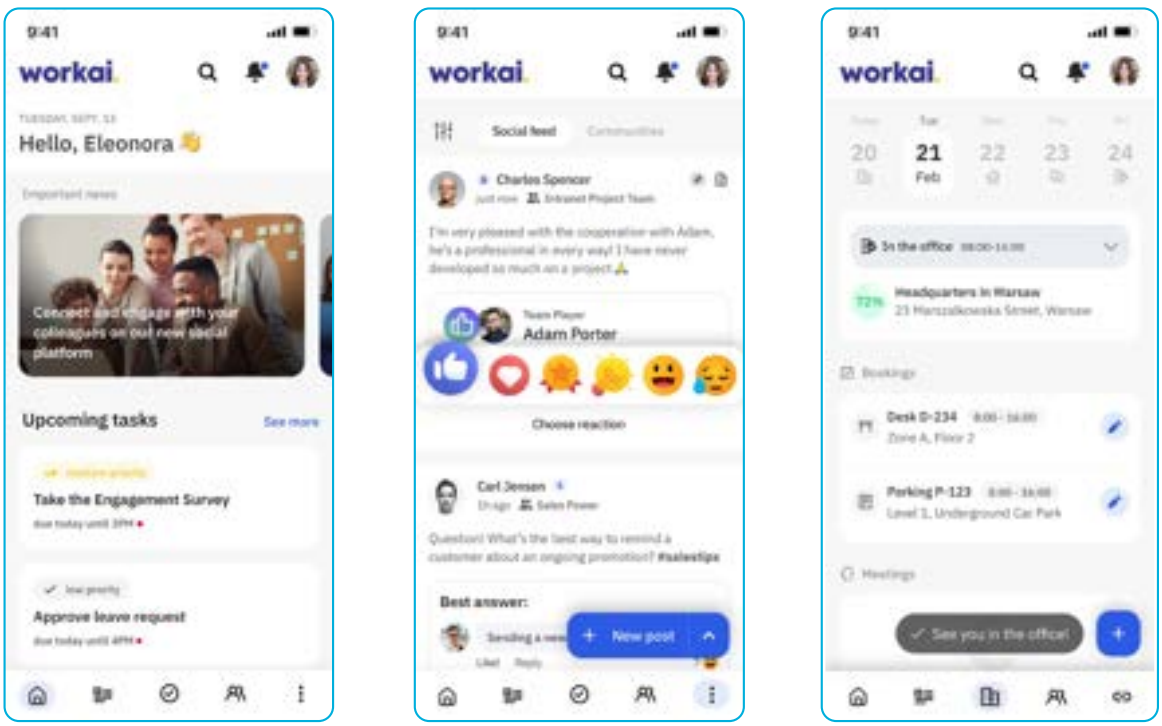
Overall, information finding and search are handled well in Workai. The traditional search approach is strong, although there are a few gaps that we think should be addressed. This is complemented by a powerful AI assistant and an industry-standard integration framework with other AI tools that organisations may already have in place.



A well-designed address book allows searching in a contextual search box, from an A-Z list, or by applying filters to drill down further.



Information about employees is presented in a clear and attractive layout, and the AI assistant 'Workai Buddy' is a useful alternative to traditional search for finding employees.



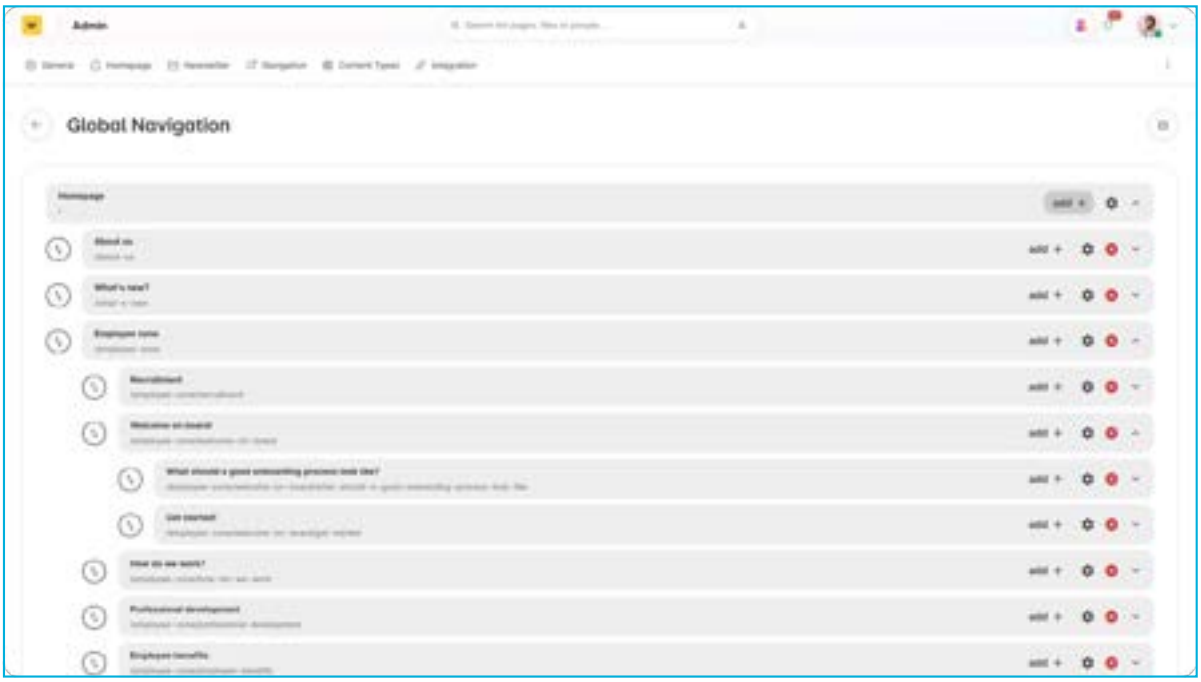
Many features work particularly well on mobile: upcoming tasks on the homepage, the 'Connections' social feed, and the 'Spaces' module to reserve an office desk and parking.

Workai comes with a fully featured mobile app for iOS and Android. A generic version can be downloaded from the public stores, or a company-specific branded version can be created and then made available in various ways, including through MDM solutions. Users must be previously defined in Workai though; there are no mechanisms to enrol frontline workers by scanning a QR code or through manager approval. The vendor says that this is handled by the organisation's identity provider.

All desktop functionality is available within the app, but admins can hide certain parts or create specific layouts. We were shown a simplified homepage with a reduced set of widgets, and a separate news feed where frontline employees can browse and select news for later offline reading. We especially like the shortcuts that can be placed on the homepage; these are large mobile-friendly buttons in a tiled layout, linking to the most often-used content and applications. The 'Connections' module for social interactions works very well on mobile and feels like a commercial social media app. The traditional search experience works as on desktop; the AI assistant 'Workai Buddy' (see Scenario 6) is not available on mobile, but is on the roadmap.

The Forms builder tool (see Scenario 3) and a module for managing tasks also work particularly well for frontline users. Forms make it easy for people in the field to fill out a survey or checklist. Tasks are especially useful for frontline workers, for instance to assign tasks to a colleague on the next shift. 'Spaces' is a module for managing office assets such as desks and meeting rooms in a hybrid work environment, and this too works intuitively on mobile. Employees can share their hybrid work schedule and reserve workspaces and parking spots. We especially like that employees can use their phone with the Workai app as an access badge to enter the building, which is a creative feature.

There is great flexibility and many options to consider for admins when configuring the mobile app. This means that there will be time and effort required to investigate what's desirable and make sensible choices. If done correctly, the reward will be an attractive and powerful mobile experience.



The top-level navigation in Workai is straightforward to manage through a drag-and-drop interface.

Site-wide management is brought together in a Customer Portal, where site admins will manage users and licences, configure platform integrations, and customise branding. More configuration options are available in each Workai module, with a slightly different user interface. Some settings, such as the selection of Blocks that will appear in the Content Editor (see Scenario 2), cannot be changed through the admin user interface but is configurable by the vendor during the initial setup. While there are useful tutorials and step-by-step guides available, we found the overall experience less intuitive than in other products in this report.

It's easy to build attractive landing pages in Workai, using a grid system and a rich collection of widgets that are dragged and dropped into place, just like the Block Editor. Widgets are then configured, for instance by applying audience targeting. Some widgets get their configuration from a central admin area; for example, the colours used in the calendar widget to distinguish between different types of events.

Site-wide navigation is straightforward to manage through a simple drag-and-drop interface. The menu may be configured as a megamenu or as a traditional cascading menu, and items can be audience targeted. Support for images in the menu system would make it visually more attractive. Options for branding and managing the appearance of widgets are available, but they focus mainly on changing the overall colour scheme and are less advanced in other areas. For instance, there are no options for giving communities a separate visual identity. Sub-brands are possible but require a setup with multiple Workai instances, which increases the complexity.

Analytics is based on Matomo, which is a comprehensive product that has been integrated well. Many of the reports discussed earlier, such as the campaign performance summary (in Scenario 2) or the 'Page Insights' panel (in Scenario 5), draw data from Matomo and present it in a user-friendly ways, including additional AI insights. For those that want to dig deeper, the full Matomo user interface is available, and the vendor has created several custom dashboards that present relevant information. Large or complex organisations are likely to appreciate the rich functionality offered here, while smaller companies are well served through the built-in reports.

THINGS TO BEAR IN MIND

Workai is a fully featured product with a highly modular approach, covering many different use cases well. While there are no glaring gaps in functionality, we did come across areas where further improvements are desirable, and some of these were also suggested by clients in the 'Voice of the Customer' section.

The vendor's approach to integration with business systems is to focus on custom development, using the product's APIs to build bespoke integrations upon client request. This means that additional time and effort will be required, and additional costs involved, to create these. Organisations that want to integrate their intranet with products such as Workday, SAP or ServiceNow should take this into consideration.

The options for multichannel publishing of content include a powerful newsletter builder, but the offering could be further enhanced, such as with features for employee advocacy and integration with digital signage screens. In the 'Voice of the Customer' section, clients are asking for enhanced options for personalisation and content targeting, and we agree this is an area where Workai is less rich than some other products in this report. However, we do like the AI-powered personalisation features that are included in the 'Workai Intelligence' module.

Administration of Workai is spread over different areas, with slightly different user interfaces, reflecting the modular structure of the product and the broad range of scenarios covered. As a result, we found the overall experience for admins less intuitive than in other products in this report. Helpfully, online tutorials and step-by-step guides are available for admins to get started, and the vendor provides training as part of the initial setup process.

It is also worth noting that pricing for large organisations is in the higher brackets. The pricing provided to us includes a range of modules that not every business will need or will only be useful for a subset of employees. We recommend that organisations carefully analyse which Workai modules are bringing the most value, and make a sensible selection.

Why choose this product

Workai is a versatile and highly modular product that delivers strong functionality across many use cases. It will appeal to organisations of all sizes and industries with its rich features for content publishing, information finding and social collaboration. Organisations with many frontline employees will appreciate the flexible mobile app with features that work particularly well for a mobile workforce. The usage of AI in the product is thoughtful and effective, lifting the content creation and search experiences to a higher level. Overall, Workai delivers a strong employee experience through a modular approach that allows businesses to choose the functionality that's right for them.

Vendor roadmap

Please see their website for details.

You may also be interested in...

interact

intranet inside

UNILY

COMPANY AND PRODUCT

Company
Elastic Cloud Solutions

Company founded
2016

Product launched
2016

ISO 27001 certified
Yes

Data residency
Global – at the client's discretion

Typical client size
5,000 to 10,000

Company locations
Białystok, Poland (HQ)

Partner locations
Please see their website for details.

Customers
Clients include: PKO Bank Polski, T-Mobile, Żabka, CANAL+, Decathlon, DVAG, PGNiG, Ministry of Infrastructure, Ringier Axel Springer, Ewals Cargo Care. Please see their website for more.

Largest deployment so far
55,000 employees in 2 countries.

Environmental / sustainability certifications
The vendor does not currently hold a dedicated environmental or sustainability certification, they say their approach focuses on efficient-by-design operations and digitalisation rather than paper processes. Workai is delivered using platform services and auto-scaling to avoid over-provisioning; this reduces idle infrastructure compared to self-hosted stacks. The vendors says they continuously review market standards and customer requirements, and are evaluating formal environmental certifications as part of their roadmap and would align with a client's sustainability policy where requested.

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Product and technical details

Name of product

Workai

Deployment

Client on-premises	**Client private cloud**	**Microsoft Azure**	Amazon Web Services	**Vendor-hosted**	Microsoft 365 tenant	Google Cloud	Other

Authentication supported

Entra ID	**ADFS**	**Okta**	**Open ID**	**Oauth**	**Google Workspace**	**SAML 2.0**	Other

App deployment

Google Play store	**Apple store**	**MDM**	**MAM**	Other

Accessibility

WCAG 2.1 AA conformant

Document library sources integrated

Box	Dropbox	**Google Drive**	**SharePoint**	OneDrive	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	Microsoft	Sinequa	Open API available	Other

User interface multi-language

Machine translation	Pre-configured	Editable	Right to left script supported	Other

Content multi-language

Machine translation for publishers	Machine translation for end users	Editable machine translation for publishers	Manual creation for publishers	Right to left script	Other*

*AI-powered translations

Set-up and support

Set-up process for new clients

Workai provisions a client's tenant and runs a setup wizard to connect SSO, apply branding, and load starter templates. Most customers are installed and configured within hours; an enterprise onboarding project typically runs about 1-3 months. Activities include kick-off and information architecture, role/SSO mapping, content migration, integration enablement (e.g., Microsoft 365), editor/admin training, a pilot, then phased rollout. A dedicated Customer Success manager supports adoption.

Product updates

Major updates every quarter, minor updates weekly.

Product update process

SaaS tenants receive automatic quarterly releases applied to all customers at once; critical patches can't be opted out of. For dedicated deployments, customers schedule when to take non-critical updates and select features to align with change windows. All updates ship with release notes and can be validated in a staging/UAT environment before production. Workai's Customer Success team runs update workshops to brief admins and editors. In addition to quarterly drops, Workai delivers minor updates weekly.

Reverse-out options

If a Workai contract ends, clients can download all their data before the service is discontinued. For subscribed clients, all data remains accessible for export, ensuring no loss of important information. In bespoke contracts, the system continues to operate in an unsupported state, allowing clients to maintain access to their data.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only

User community

Currently, there is not an official active user community such as a user conference or online forum. The vendor does provide webinars, user manuals and access to a knowledge base to ensure ongoing user support and education.

Voice of the vendor

Elastic Cloud Solutions says: "Workai is a unified Employee Experience Platform that brings every key touchpoint of the employee journey into one secure, scalable, and user-friendly environment. Modular by design - Intranet, Mobile, Connections, Knowledge, Forms & Tasks, Analytics, Intelligence, Learning, and Spaces - it lets organisations start where value is highest and expand without re-platforming. Built on Microsoft Azure and deeply integrated with Microsoft 365 (while remaining fully stand-alone), Workai combines ease of use with enterprise rigor.

Platformability: Workai covers the full lifecycle: structured onboarding (welcome spaces, checklists), everyday communications (targeted news, campaigns, notifications across web/Teams/email/mobile), trustworthy knowledge (drag-and-drop CMS with versioning), social engagement & knowledge exchange (communities, recognition), fast feedback loops (polls, surveys), process automation (forms, approvals, tasks), and learning & development (pathways, micro-courses). All in a consistent UX for employees and clear governance for admins, with multi-brand theming, multilingual UI & content, and WCAG 2.1–aligned accessibility.

- Workai Intelligence - AI as an in-flow layer. AI is woven into everyday workflows, so people don't leave the tools they use.
- Find & answer: natural-language search returns suggested, source-aware answers with conversational follow-up.
- Create & publish: AI assists authors with transformations, summaries, translations and on-brand assets inside the editor. Assist & automate: an embedded assistant (Buddy) offers one-click actions - summarise, explain, related content, Q&A - and can hand off to tasks or forms.

- Discover & personalise: role- and intent-aware recommendations surface relevant content and learning.
- Translate & govern: on-demand translation plus AI-supported moderation and lifecycle prompts keep content inclusive and compliant.
- Measure & improve: insights turn engagement and search signals into next-best actions for Comms, HR and Operations.
- Measurable outcomes: Workai Analytics tracks campaign reach and engagement, acknowledgements for mandatory reads, adoption trends by audience/device, and search behaviour - including zero-result insights - so teams iterate with evidence and demonstrate impact.
- Enterprise-grade by default: Azure hosting with global data residency, ISO 27001, encryption in transit/at rest, role-based access and audit logging. SSO options include Entra ID/ADFS/Okta; open APIs enable integration beyond Microsoft 365. SaaS updates are automatic (with schedule control for dedicated deployments). Reverse-out/export ensures data portability at exit. Small and large enterprises across finance, retail, logistics, manufacturing, healthcare, energy and the public sector use Workai to empower every employee - from HQ to frontline - to communicate clearly, find answers fast, complete tasks consistently and develop skills in one place."

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workvivo by zoom

FULLY STANDALONE

REQUIRES SHAREPOINT

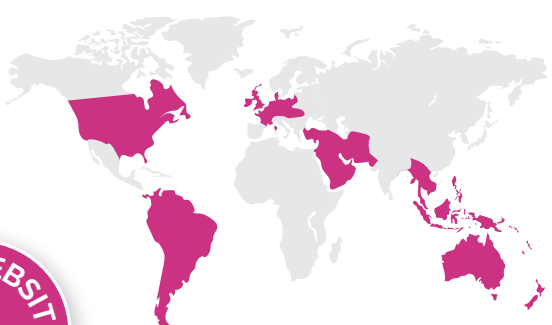
FRONTLINE FOCUS

OTHER

Typical deployment:

10,000 to 15,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Workvivo is a great example of a mobile first platform that is easy to use across all devices and will particularly appeal to organisations with frontline employees.

SUMMARY

Workvivo has been on the market since 2017 and this experience shows in the well-polished independent intranet platform. The vendor is based in Ireland but has six further offices around the world, providing support for international organisations. Workvivo was acquired by Zoom in 2023 and was then singled out by Meta in 2024 as the product of choice for users of their now defunct Workplace product to migrate to; which was a sensible choice given Workvivo's highly social and communications-focussed approach.

The product is mobile-first and has clearly been designed for organisations with frontline workers in mind. The user experience for desk-based users has not been left behind, however, and a slick and effective experience is consistent across all devices. Simplicity is key throughout the product and this excels in the core functionality for content creation and administration. Key areas of strength include the communications and employee engagement features across the product and the ease of creating community 'Spaces'.

The flip side of this simplicity is that it may not go far enough for organisations looking for more knowledge management capabilities. For example, there are no tools available for content creators to view all of their content centrally and easily manage lifecycle. Integration options too are simpler than other products we've reviewed in this report.

Workvivo is targeted at Enterprise scale organisations and those with a large frontline employee population. The platform is in the higher end of our price brackets, but we have included a number of optional extras that not all organisations may want, meaning there might be some savings to be had.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users.

COSTS TYPICALLY

Fairly evenly spread across three years.

DISCOUNTS

Charities and non-profit organisations, frontline users, multi-year commitments.

PRICE INCLUDES

In addition to the software and initial implementation services, all customers will be supported by the Customer Success Team and Support Team. Customers will also have access to the Online Workvivo Knowledge Base and a Workvivo Community called the VivoVerse for peer-to-peer support, best practice content, product updates, and more. Strategic customers are also invited to a yearly Summit.

Product type

Ready-to-run, installed in days

Branding opportunities

All branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Transportation and storage	Health and social work activities	Manufacturing	Wholesale and retail trade	Hospitality

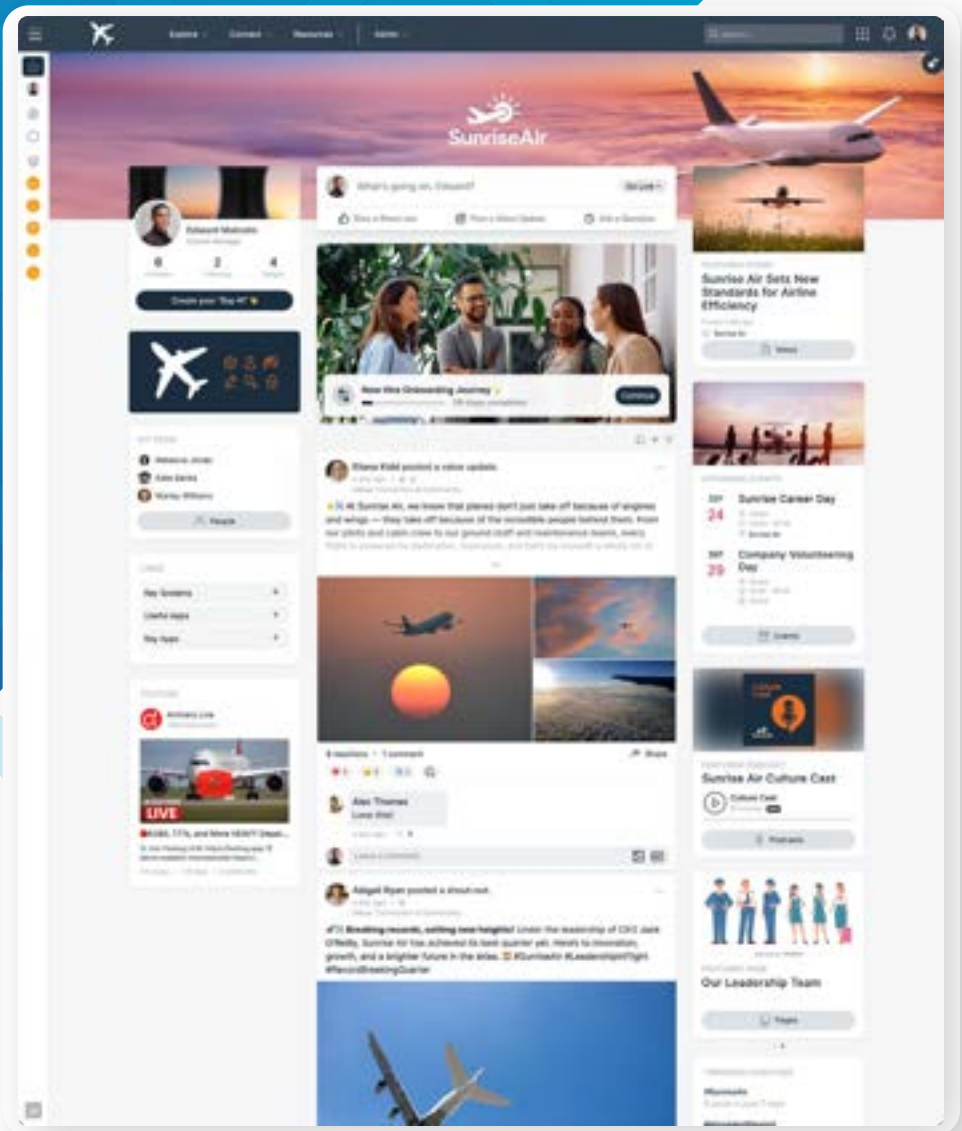
Voice of the customer

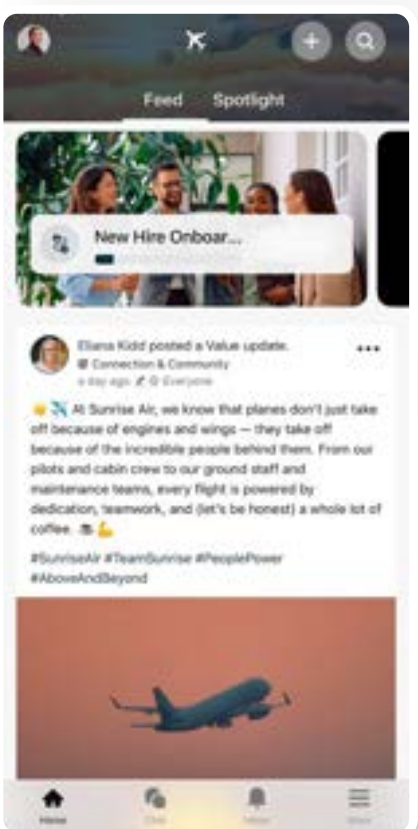
We asked the vendor's customers to share their thoughts and experiences of the platform via a simple survey. We collated the responses and have summarised the common things or stand-out feedback for you:

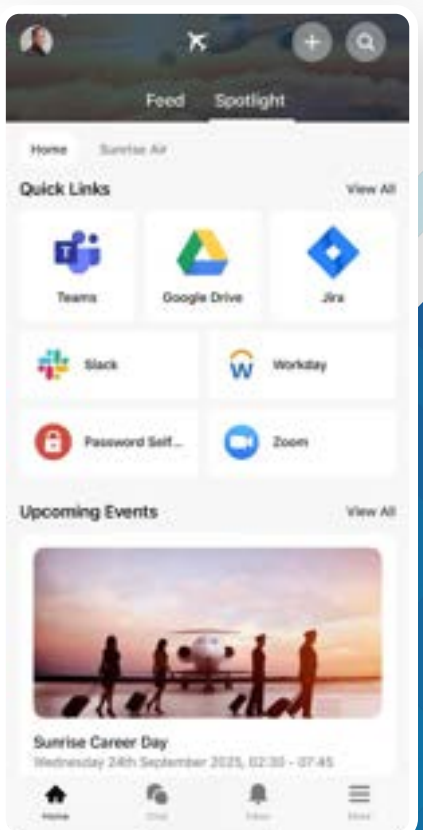
We received a good amount of feedback about Workvivo and nearly everyone complimented the ease of use; one person said, "easy to use, easy for employees to share content, lots of ways to respond". Another customer said Workvivo is "Above all, a platform that just keeps giving — with new functionality and features that keep adding value." Communications features were particularly praised, with chat, employee recognition, and the newsfeed approach all highlighted. One person said, "I enjoy using it as a communicator."

The most common requests for changes were the need for "Better search functionality" alongside "More flexibility in how we could design our Activity Feed". One customer mentioned that the analytics could be improved within the standard product, without the need to incur additional costs. Another customer asked for greater configuration of the navigation, commenting "Navigation to most important spaces [is] not always intuitive."

The feedback on Workvivo's service was overwhelmingly positive, with customers appreciating the service from onboarding to ongoing support. The Customer Success Team was described as "responsive, knowledgeable, and genuinely supportive" and one manager was praised for being "full of ideas". One customer even went so far to say, "We've achieved incredible activation and monthly active usage because of the phenomenal support."


SunriseAir
Sunrise Air Sets New Standards for Airline Efficiency
Sunrise Career Day
Company Volunteering Day
Sunrise Air Culture Cast
Our Leadership Team
LIVE

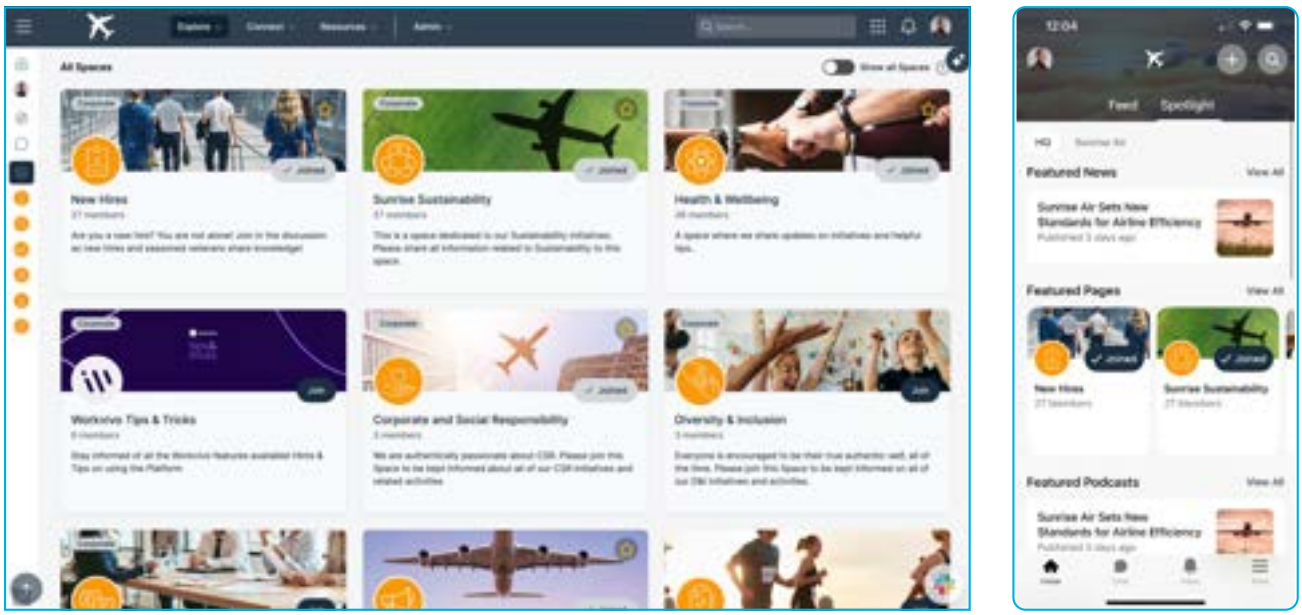

Feed
Spotlight
New Hire Onboar...
Eliana Kidd posted a Value update.
Connection & Community
#SunriseAir #TeamSunrise #PeoplePower
#AboveAndBeyond


Feed
Spotlight
Home
Quick Links
View All
Teams
Google Drive
Jira
Slack
Workday
Password Self...
Zoom
Upcoming Events
View All
Sunrise Career Day

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
4 **1. Employee Experience**	A clean and simple user interface that will feel instantly familiar to users.	More flexibility could be provided in the main Activity Feed and page layouts.
4.5 **2. Communications Management**	Comprehensive functionality is provided for creating, managing and sharing content.	AI features are not yet as advanced as within other products on the market.
4.5 **3. Community & Engagement**	Building communities in Workvivo is simple but effective.	The 'Employee Insights' module is strong but at additional cost. Journeys could include tracking for managers.
2+ **4. Digital Workplace Integrations & Services**	Integrations are included for surfacing content from commonly used systems.	Integration approach is lightweight and may come up short, particularly for heavy M365 users.
3 **5. Knowledge & Content Management**	Straightforward for managing small amounts of knowledge and documents.	May not provide enough flexibility or sophistication for knowledge-rich organisations.
2.5 **6. Information Finding & Search**	Intuitive and effective for finding core content.	More advanced features are lacking but are planned / in development.
4.5 **7. Mobile & Frontline Support**	A key strength of Workvivo is its mobile user experience.	More configurable brand and navigation would be welcome.
3.5 **8. Platform Management**	Workvivo is easy to administer. Good range and depth of analytics	Branding capabilities may not be extensive enough for those with sophisticated needs.



Workvivo works well on desktop and mobile, providing people with a personalised and engaging experience.

Workvivo has been designed as a mobile first platform, but the user experience is slick and largely consistent across desktop and mobile devices. See Scenario 7 for details of the mobile environment. The core experience focuses on a central 'Activity Feed', which feels similar to social media apps that many people will be familiar with.

Most branding is delivered via a full width banner at the top of the page. Below the banner the page is uncluttered and clean, with little to distract away from the core content. Navigation is delivered via several options, including a top menu and a persistent left-hand navigation. The top navigation includes an 'Explore' menu (for navigating core content such as 'Spaces' and 'Pages'), a 'Connect' menu (for connecting to people and teams) and a 'Resources' menu (for accessing apps, documents and connected systems).

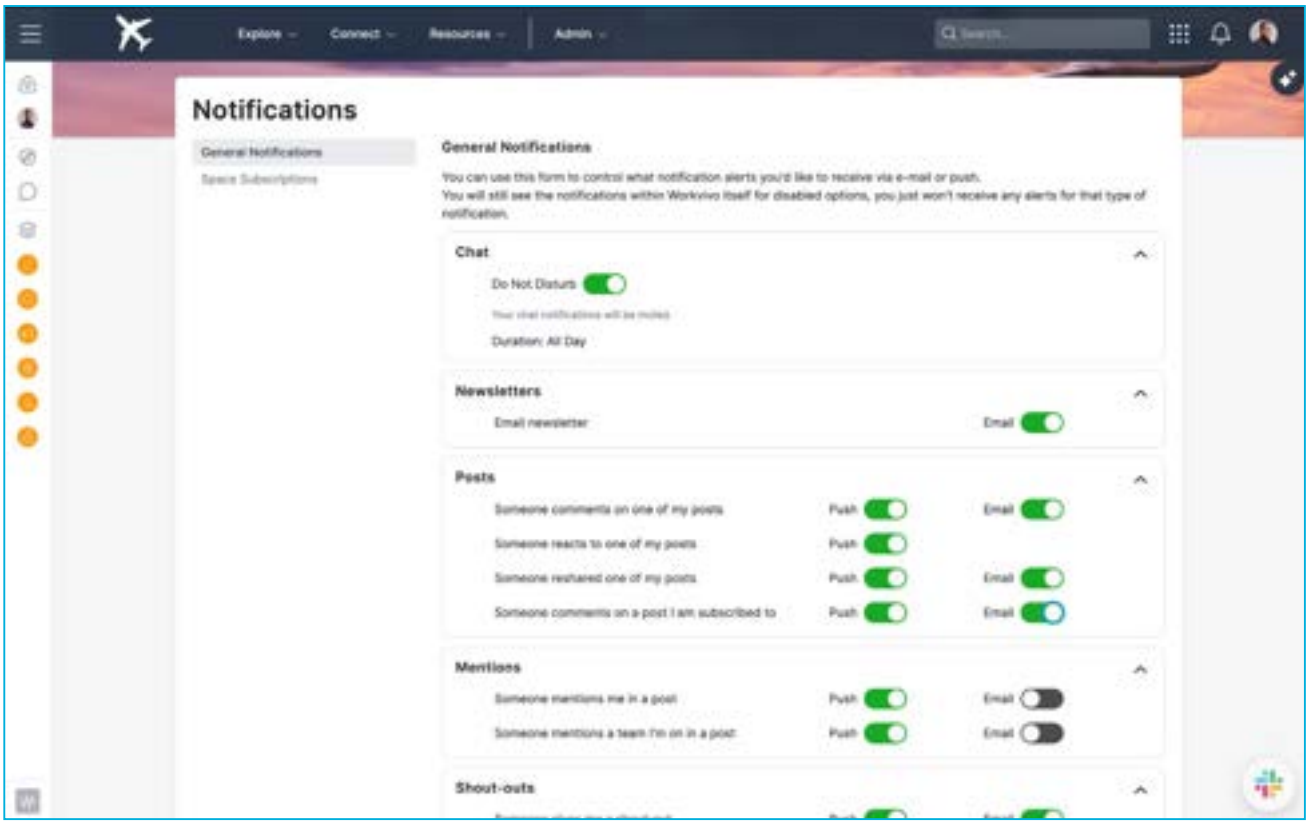
The left-hand navigation enables toggling between the Activity Feed and 'Spotlight' news centre, as well as linking to Spaces the user is a member of. Quick links are typically delivered down the persistent left-hand side menu too, which employees can personalise to ensure relevance. There are no guided tours or help tips; adding these to the platform could help onboard new employees.

All content added to Workvivo is targeted based on pre-defined groups called 'Teams' or using the powerful Spaces functionality. The composition of Team groups is automated via an import from EntraID and / or HR systems. Spaces can be created for any purpose and then targeted to the appropriate audience, for example an onboarding site for new hires in a particular country (see Scenario 3 for more). However, public Spaces can be joined by any employee, allowing them to opt into topics of interest. Administrators can choose to promote Spaces, for example by adding a 'Billboard' (a graphical button based on an image) to the top of a page to encourage membership.

To help tackle the issue of important items getting lost in a busy Activity Feed, a handy 'For You' feed is available via a slide-out panel and on mobile. It provides access to all of the posts that Workvivo has prioritised for the individual, based on their activity across the platform.

Administrators can influence the 'For You' algorithm, for example, they can set highlighted accounts, such as the company CEO, which will be promoted to the Feed. Additionally, important content can be pinned to the top of the activity feed, and users are able to filter the feed by the different Spaces they are a member of, which also help key messages from getting lost. Some Workvivo customers have however commented that they would like to see more flexibility in the way they can organise the Feed, and we agree that more prominent filter options would be a helpful enhancement.

Notifications are accessed from a bell icon and users have control over these, choosing to receive different notifications via mobile push or email and also set different notifications within different Spaces. Notifications are driven by content, tasks and even actions from connected systems. A 'do not disturb' setting temporarily mutes notifications, which would be useful for shift workers or people on leave.



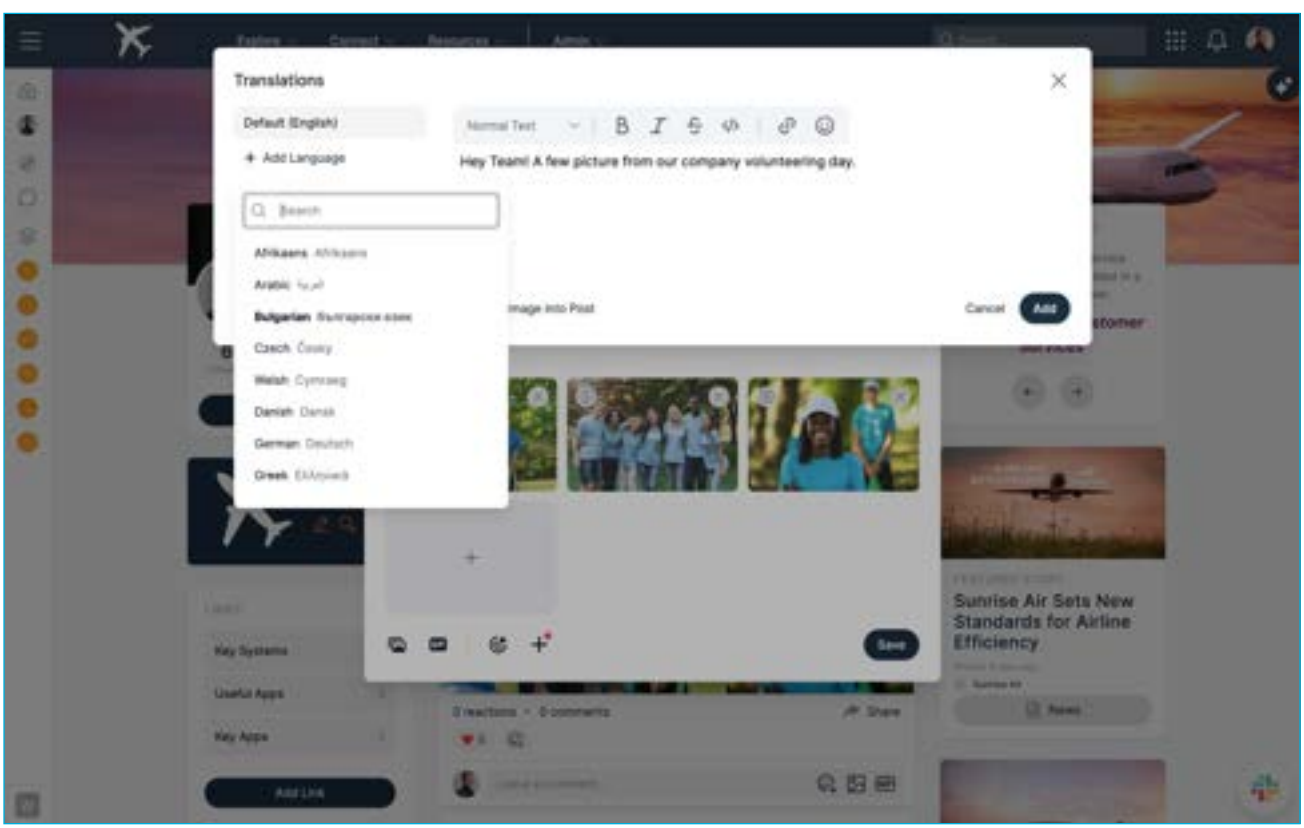
Employees have lots of control over their notifications.

Global and multilingual organisations are well supported, with translations to 56 languages for the user interface. Translation of content is available thanks to the integration with AWS Translate. The languages which are available are configurable by system administrators and a handy 'do not translate' list is available for business terms that may get lost in translation.

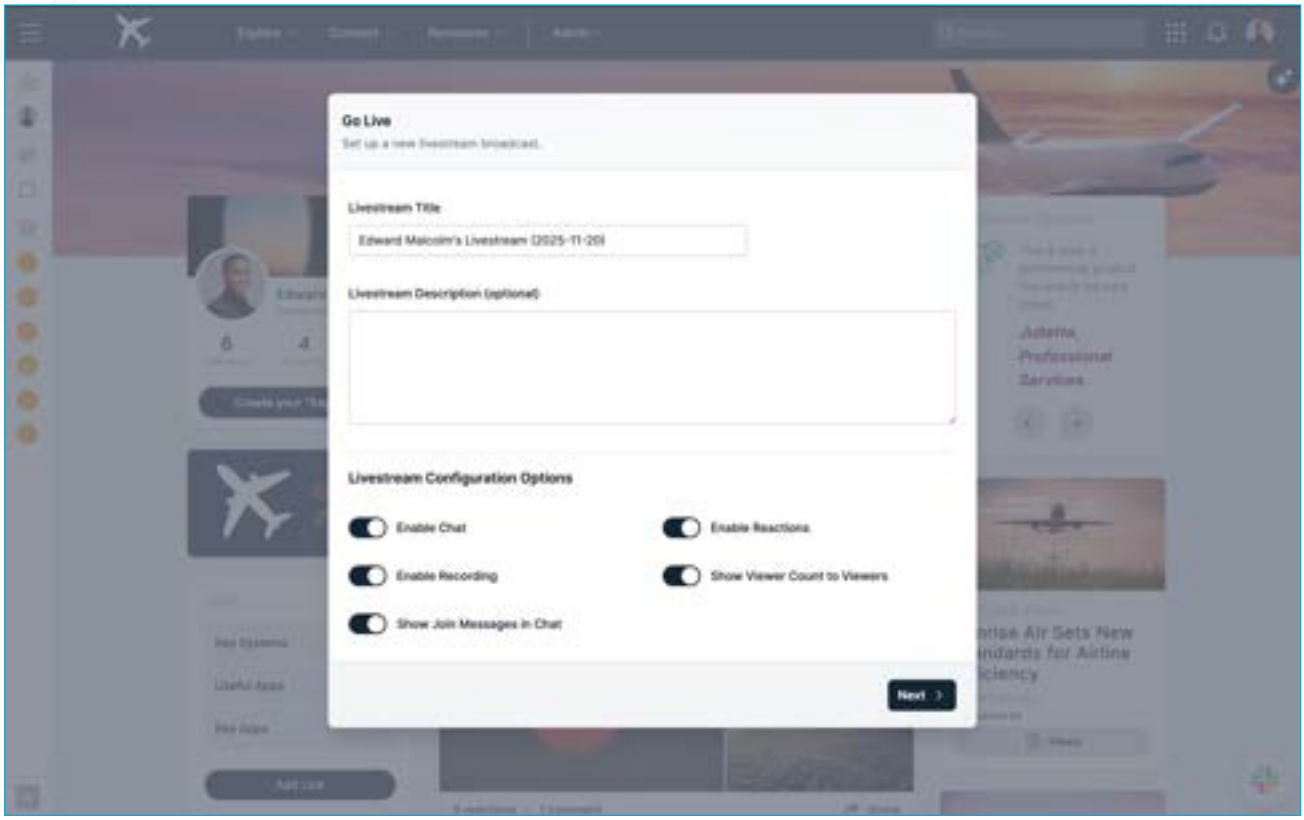
Users can set their preferred default language within their profile and also manually toggle between languages when accessing content. Translation is available on all content types including livestreaming and editable video captions. Where content has been stored in multiple languages, there is no workflow to help content creators when edits are made. For example, a change to the English version of an article would not automatically notify the owner of a French version. This is one area for consideration for large multinational organisations that have dedicated translators.

A powerful 'Go Live' option is available for livestreaming across the site, which uses native functionality or integrates with Zoom and Microsoft Teams. When a livestream is started, the broadcaster can choose who should see the stream and trigger notifications to alert users to the content. Co-hosts can be added and viewers are able to interact with the content. Recordings of a livestream are automatically made available afterwards within a post in the Activity Feed.

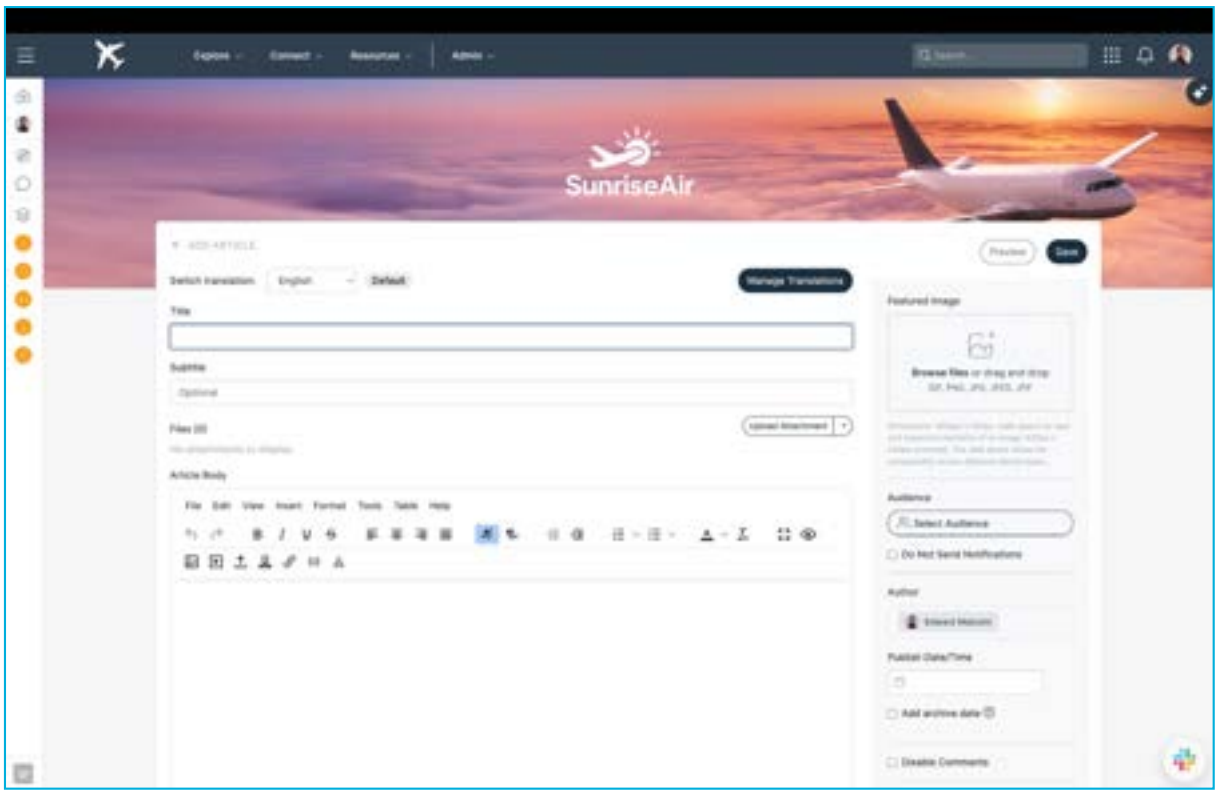
Videos can be stored within a media gallery, but once stored, cannot be selected for inclusion in other content types (e.g. news articles). This may be limiting for content creators that wish to reuse media across different content types or over time. Podcast capabilities are also available, including native functionality for creating podcasts, plus the ability to import existing podcasts via RSS feeds. Employees may subscribe to podcasts and get notified of new episodes. Helpfully, analytics are available across livestreaming and podcasts.



Translations are available for multinational organisations across any content types.



Livestreaming is supported via 'Go Live' functionality.



News is created using a rich text editor or via generative AI and includes a lot of useful features.

Communicators are well looked after within Workvivo, with feature rich news functionality which is delivered via a dedicated news management section. Workvivo's approach to this scenario is more robust than many other platforms we've seen, particularly given the mobile-first nature of the platform which can often see communication features simplified.

There are templates to ensure a consistent layout of news articles and publishers use a rich text editor for content creation. Alternatively generative AI is available using a 'Compose' feature, where publishers enter language prompts to create a draft. The AI can also adjust the length or tone of content that has been created. The AI used for composing content is not trained on your organisation's content, so will be limited to knowledge gained from the outside world and may hallucinate as a result. Helpfully, an integration to Microsoft Copilot is available for organisations that wish their content to be created based on internal knowledge alone.

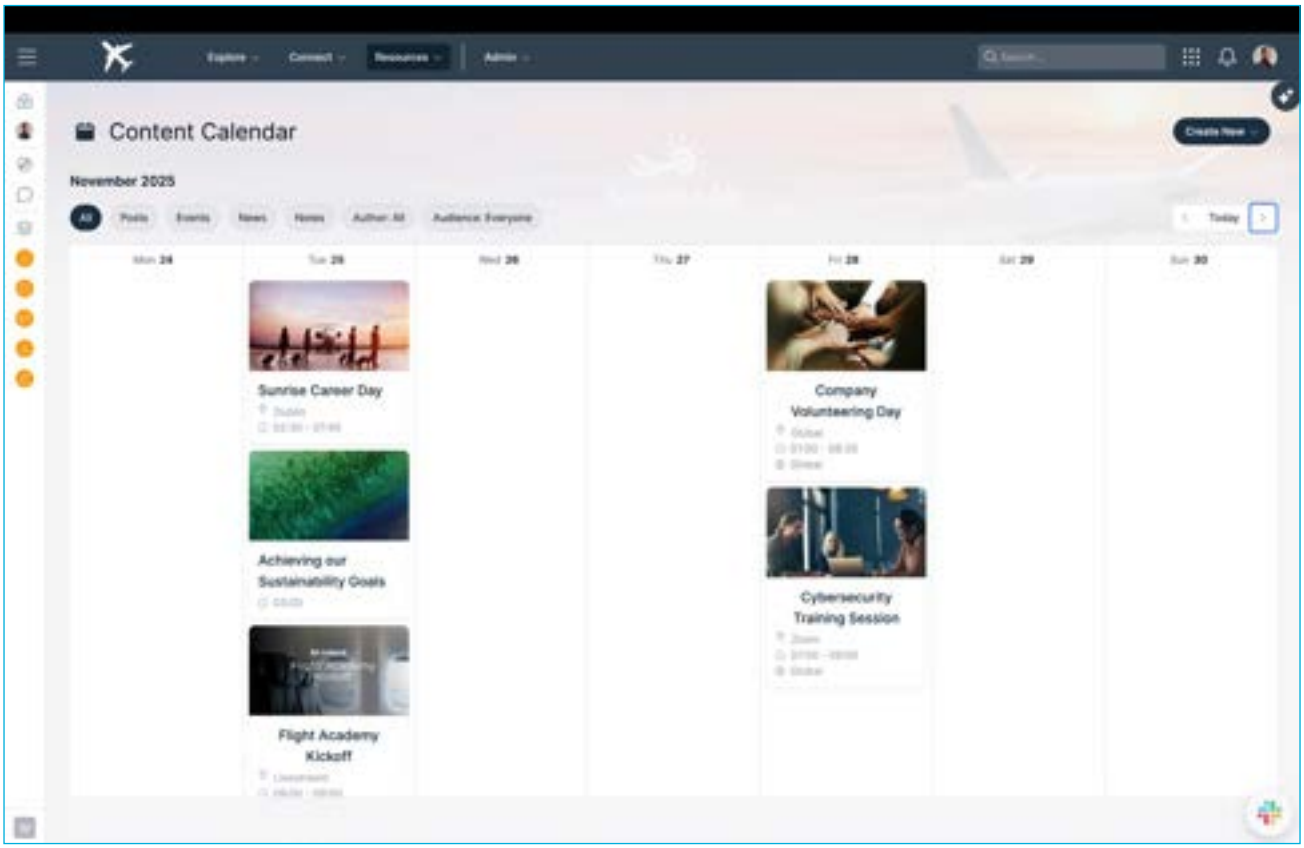
Content creators target their articles to Team and Spaces audiences (see Scenario 1 for more) and there is a useful ghost authoring feature. Further useful controls are available, including the date of archival, whether or not commenting is possible on a per article basis and whether notifications should be triggered. Important news articles can be highlighted to employees via an 'Acknowledgement' (see Scenario 5). News posts can also be classified if appropriate, to highlight that they are 'important' or 'sensitive' for example.

News publishers are provided with several controls for helping them manage their content. There is a review and approval process where content needs to be signed off before publishing. Approvers can comment on what needs changing when reviewing content, however the ability to comment in-line would enhance this process even further. The news approver role is a global role and different approvers cannot be set for different types of news, which may lack flexibility for large organisations.

Content can be scheduled to go live in the future and a neat content calendar enables contributors to see a visual summary of everything planned. Content can be edited from the calendar to balance activity levels over time and new content can also be created directly from here. The calendar can be filtered to show content of a certain type or that has been targeted to certain users. We like that it's possible for communications teams to leave notes and reminders in the calendar for each other to help plan their activities.

Workvivo supports multi-channel delivery in a few ways, starting with social advocacy that enables Workvivo content to be shared to external channels, such as LinkedIn. Administrators choose which content can be shared where and can also see where sharing has taken place.

Digital signage is supported by slick 'Workvivo TV' functionality. Content delivered to screens can be automated using Spaces, for example a 'London office signage' Space. Alternatively, content can be manually selected to deliver via a screen. Templates are available for laying out the content, giving communicators flexibility of the amount and type of news they wish to display. It is worth noting that Workvivo TV comes at additional cost, but is included in the pricing provided to us.

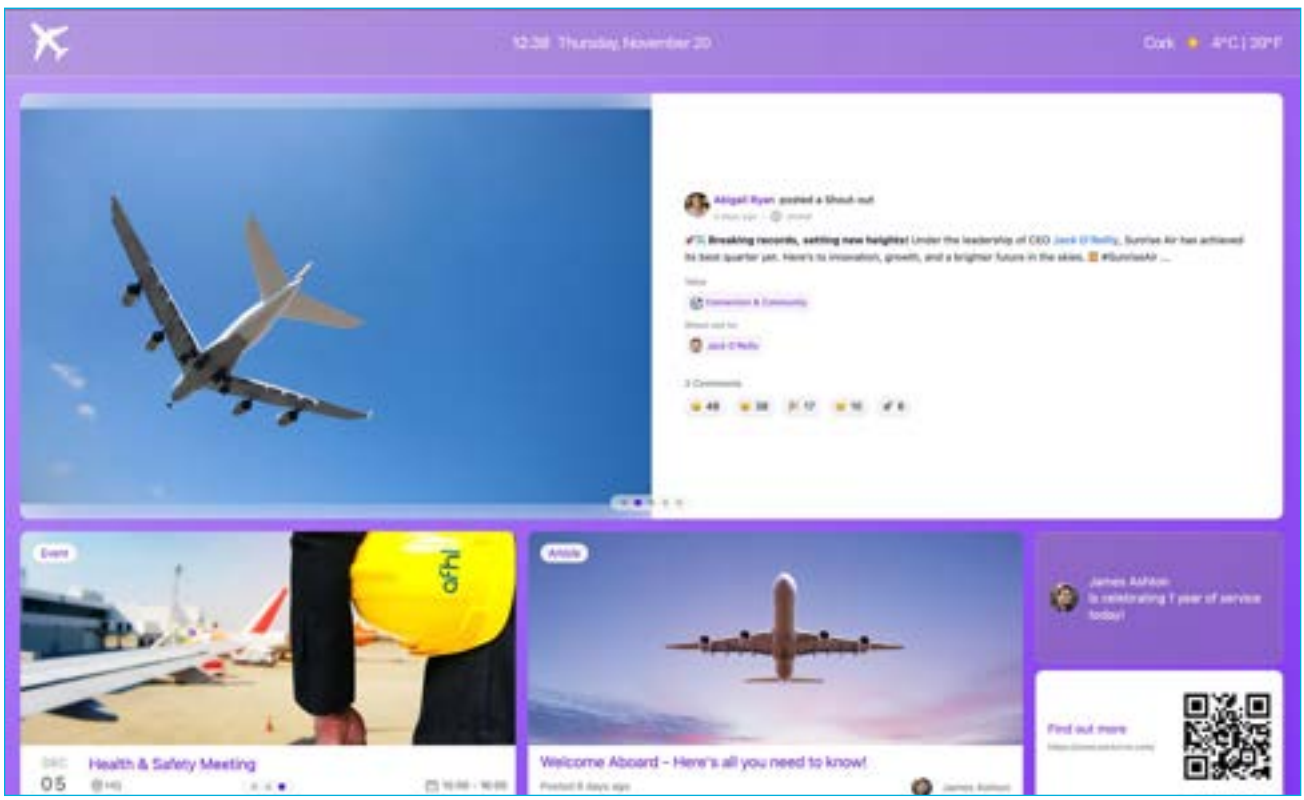


A helpful content calendar is provided for news scheduling.

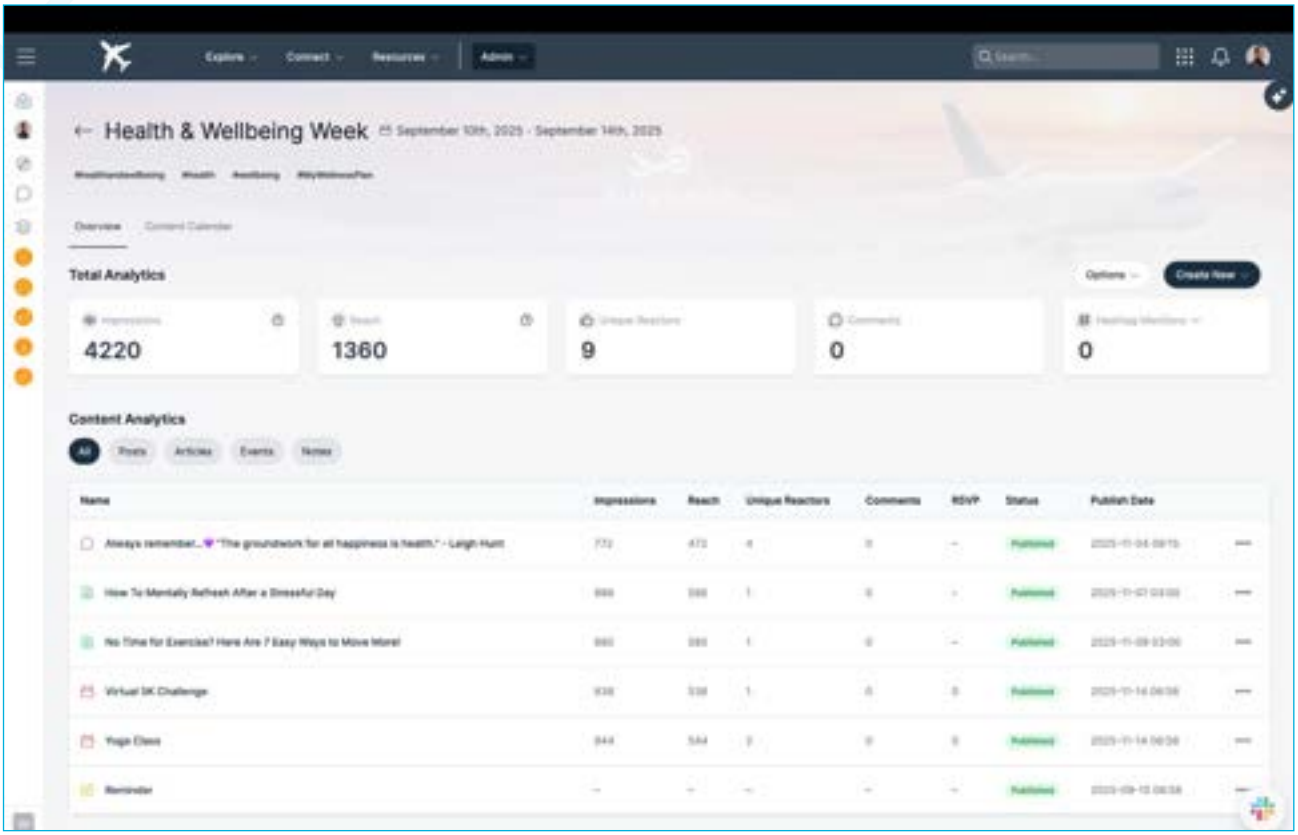
Newsletter functionality delivers Workvivo content into employees' inboxes as a nicely formatted email. A neat editor enables content to be dragged and dropped into widgets in a template. When selecting the recipients for a newsletter, it is possible to choose users that should be excluded, for example people that have been with the company for less than three months. This is a handy feature, and it is worth noting that this is more flexible than the content targeting functionality available across the rest of the product. The vendor has suggested this enhanced functionality may be added elsewhere in future.

Any post and article can be tagged with a 'Campaign' topic and hashtag. Communicators may promote their Campaigns by using Billboards to make them prominent on the homepage. Upon clicking on the Campaign Billboard, users are presented with a filtered feed of just that Campaign's content. A Campaign dashboard tracks all past, active and future Campaigns. Aggregated analytics are available, showing the relative reach, comments and reaction to individual pieces of content as well as overall performance. The analytics also show the volume of mentions of associated hashtags, which is helpful.

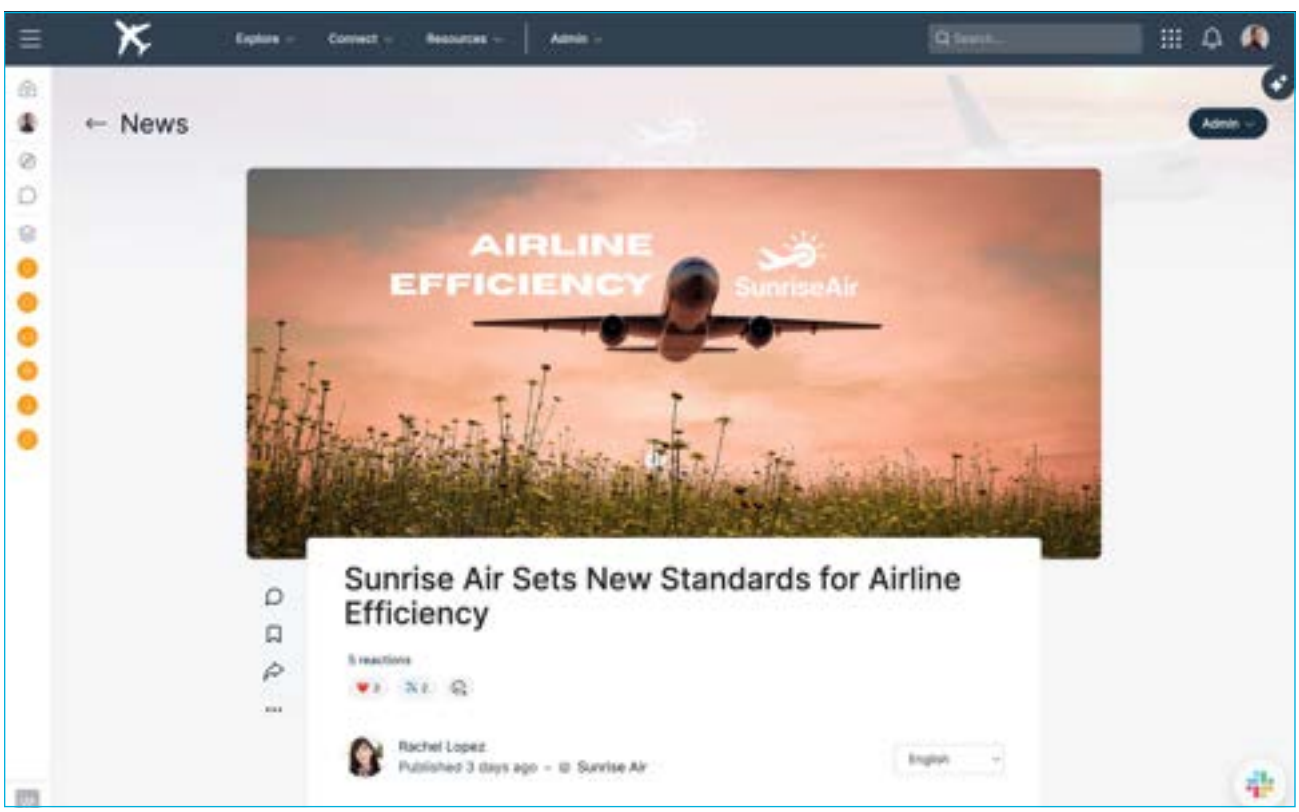
Comprehensive content analytics are provided for every piece of content and can be filtered by the location and department of the views, as well as by device. Where included within posts, additional metrics are available to show the video views and link clicks. A nice breakdown is provided of the source of different content views, for comparing in-app views versus views driven by email notifications for example. Sentiment analysis is also provided within analytics via integration with AWS Comprehend.



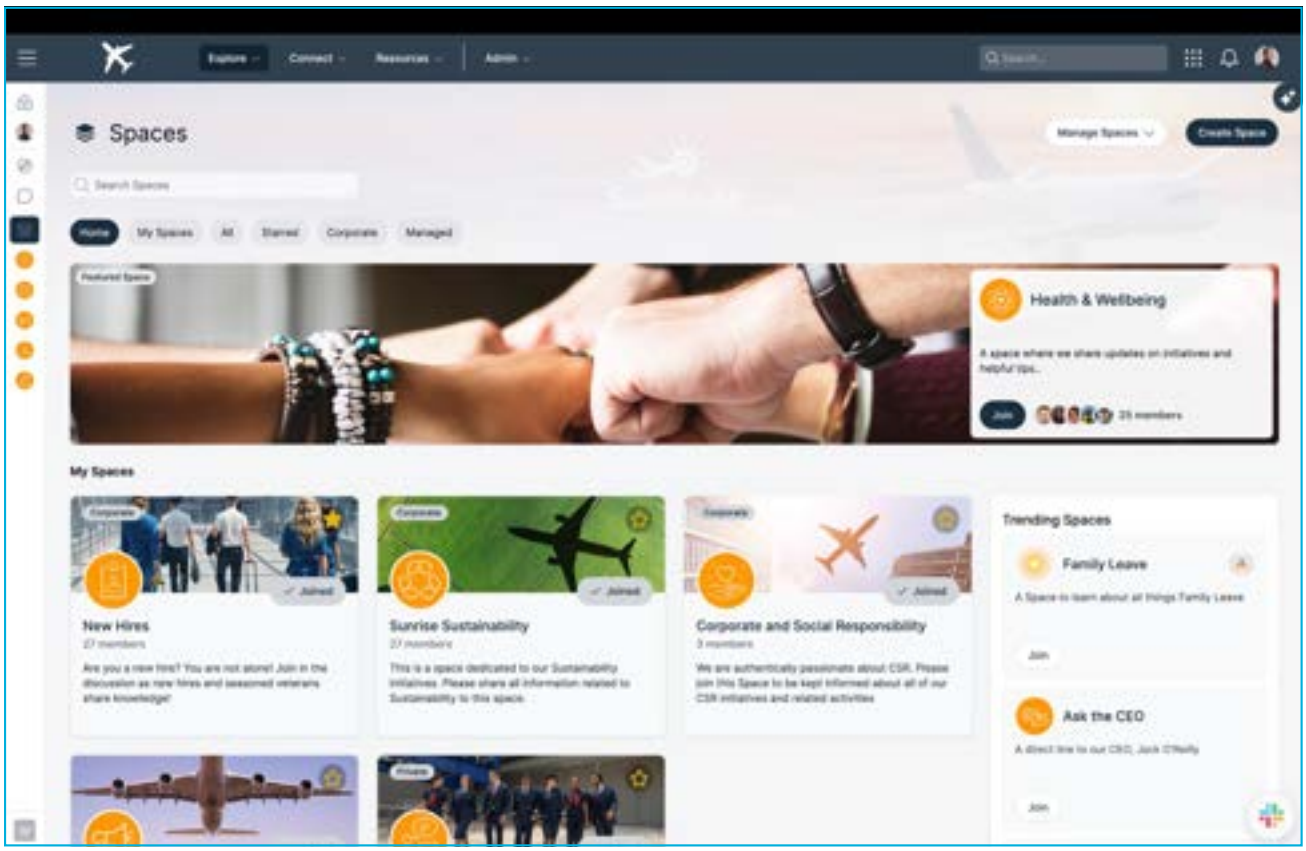
Digital screens are supported using Workvivo TV.



Campaign analytics are aggregated within a simple dashboard.



The Workvivo news layout, with prominent reactions above the body content.



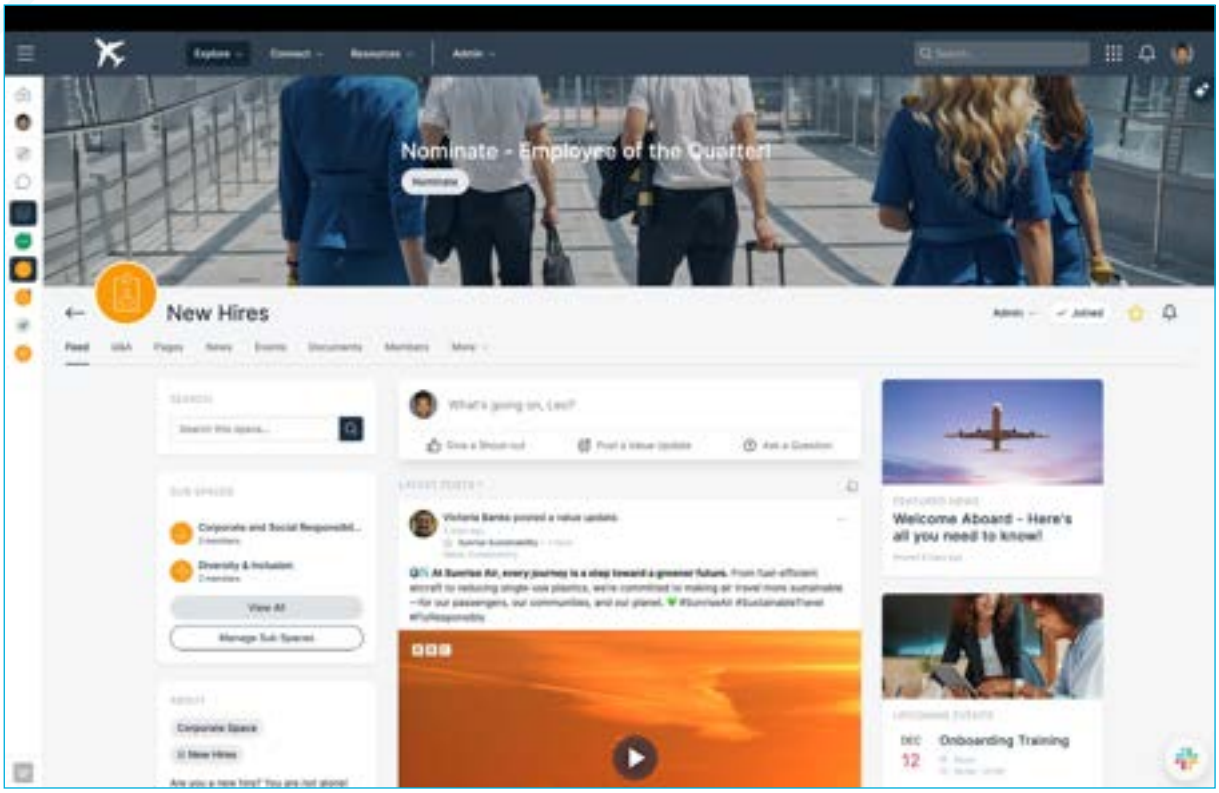
Spaces are used for building communities.

Building community and driving engagement is simple within Workvivo and an area of strength for the product. Communities are called 'Spaces', which include simple tools for initial creation and managing content. Spaces are created for formal topics, such as diversity and inclusion, or communities of interest such as baking. Spaces can be set-up to be public or private and there is an automated process for employees to request a new Space. Administrators can also configure whether a Space is mandatory and whether it's possible for members to leave.

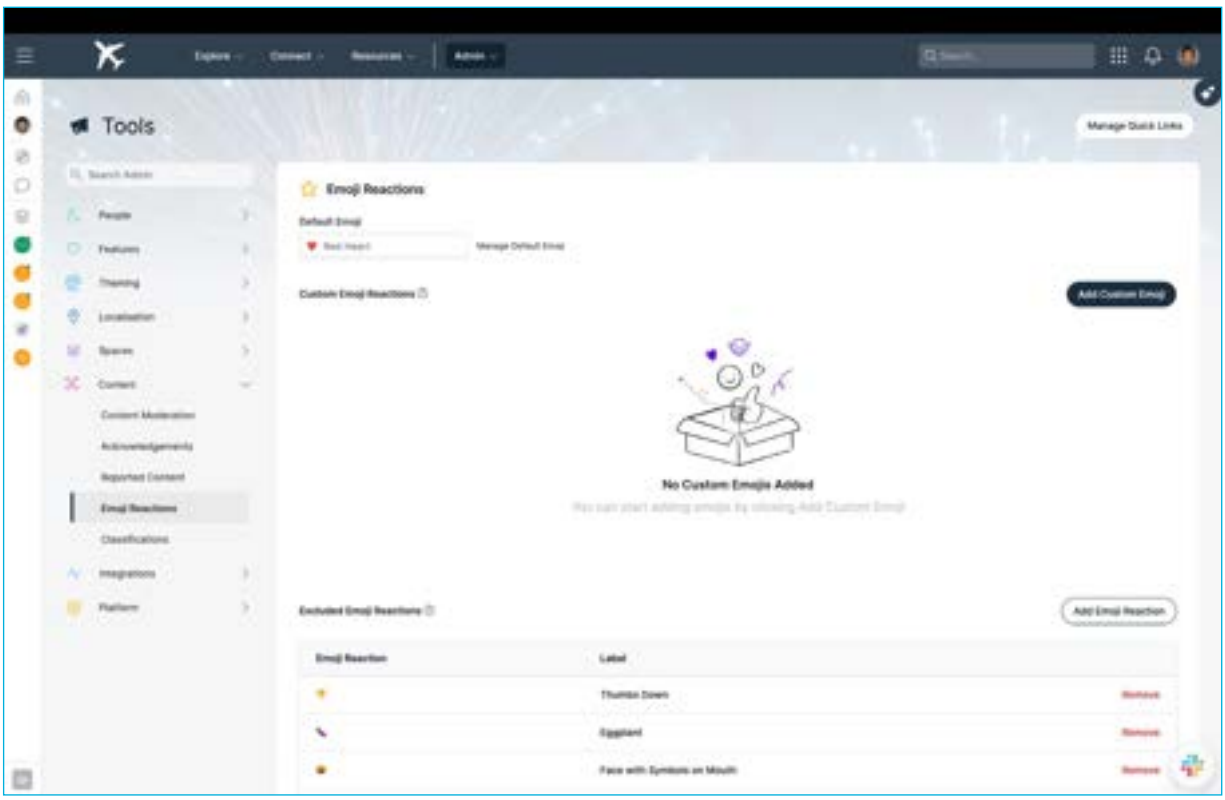
External access to Spaces can be provided for collaboration with external parties, which could be utilised to manage pre-boarding of new starters. We like that external users receive an invite email which enables them to access the Space alone.

Each Space has its own landing page structured in the same way as the homepage and focused similarly around a central feed. Spaces often include additional content types such as documents, plus a useful Q&A area is available for asking questions and surfacing FAQs.

Interacting with content is familiar and employees can react using a library of emojis. Administrators may configure which emojis are available, meaning they can remove any that might not be appropriate. A neat touch is the ability to add custom reaction emojis, which Workvivo customers often use to add their company logo and set this as the default reaction available.



A common example of a Space, used for engaging new starters within a business.



Administrators can add custom emojis and set the default emoji for reactions, such as their company favicon.

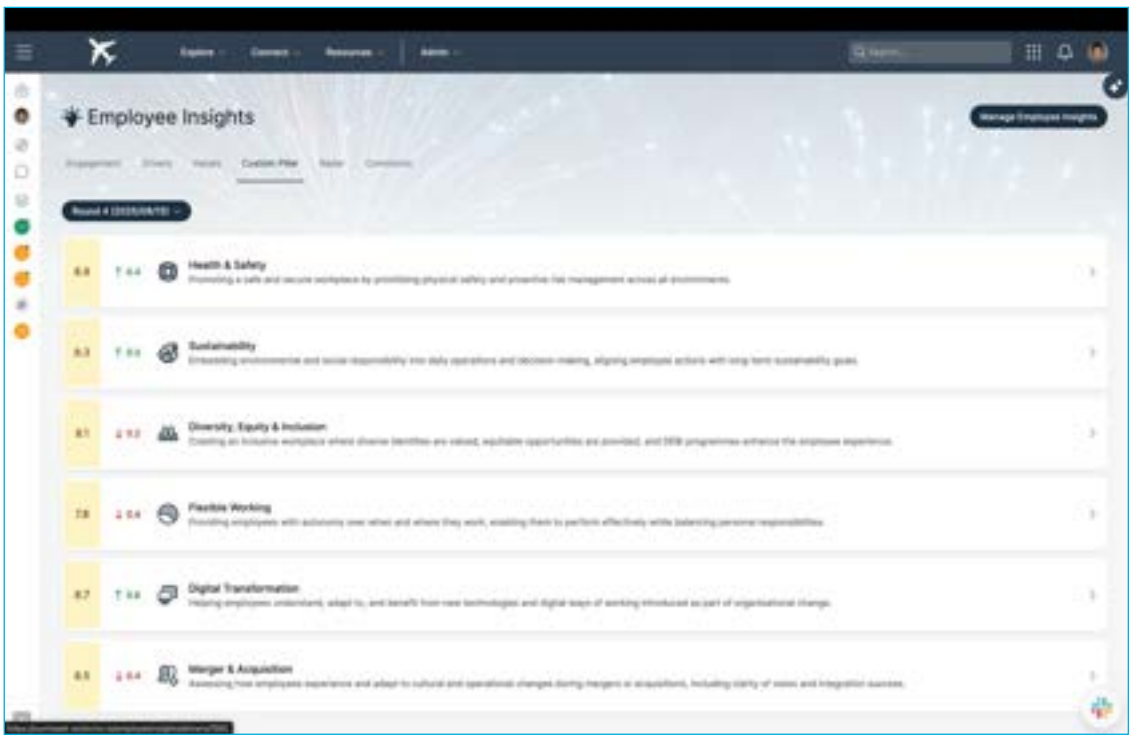
Employees are able to post content comments or post directly into Activity Feeds, which could include GIFs. Moderation functionality may block offensive words and a bank of commonly disallowed words is available from Workvivo. Alternatively, employees may report comments and posts, including the option to do so anonymously. Administrators are notified when something is reported and can choose to delete the content or not.

Polls and surveys are available for engaging post audiences. We like that the simple poll builder includes the option to add images within response options. More comprehensive surveys can include multiple choice questions and free text responses. When creating surveys, administrators can copy from an existing survey, but generative AI is also available and could be a handy way to save time. Once the AI generated survey is returned, this can be edited by the administrator to refine before publishing.

When completing surveys, employees are shown how many questions it contains, how long it will take to complete and whether it is anonymous or not. The response rates to surveys are available within the analytics and it is possible to segment results, for example by location.

An 'Employee Insights' module is available at additional cost (but included in the pricing provided) and is designed for creating pulse surveys and provides a greater employee engagement focus. Workvivo says this functionality has been developed with the input from behavioural scientists to ensure relevance for human resources teams. Surveys are more in-depth and are formed from a library of questions, which can be tailored to the organisation.

Comprehensive analytics are available, which include drivers and focus points. The analytics also track value alignment, which gauges how people feel the company is meeting its values. A radar report shows a breakdown by location so that different parts of a company can be compared. A 'Manager Insights Dashboard' enables managers to see the scoring from their team. Overall, the Employee Insights functionality has been well thought out and the input of independent expertise helps this stand out within the market.

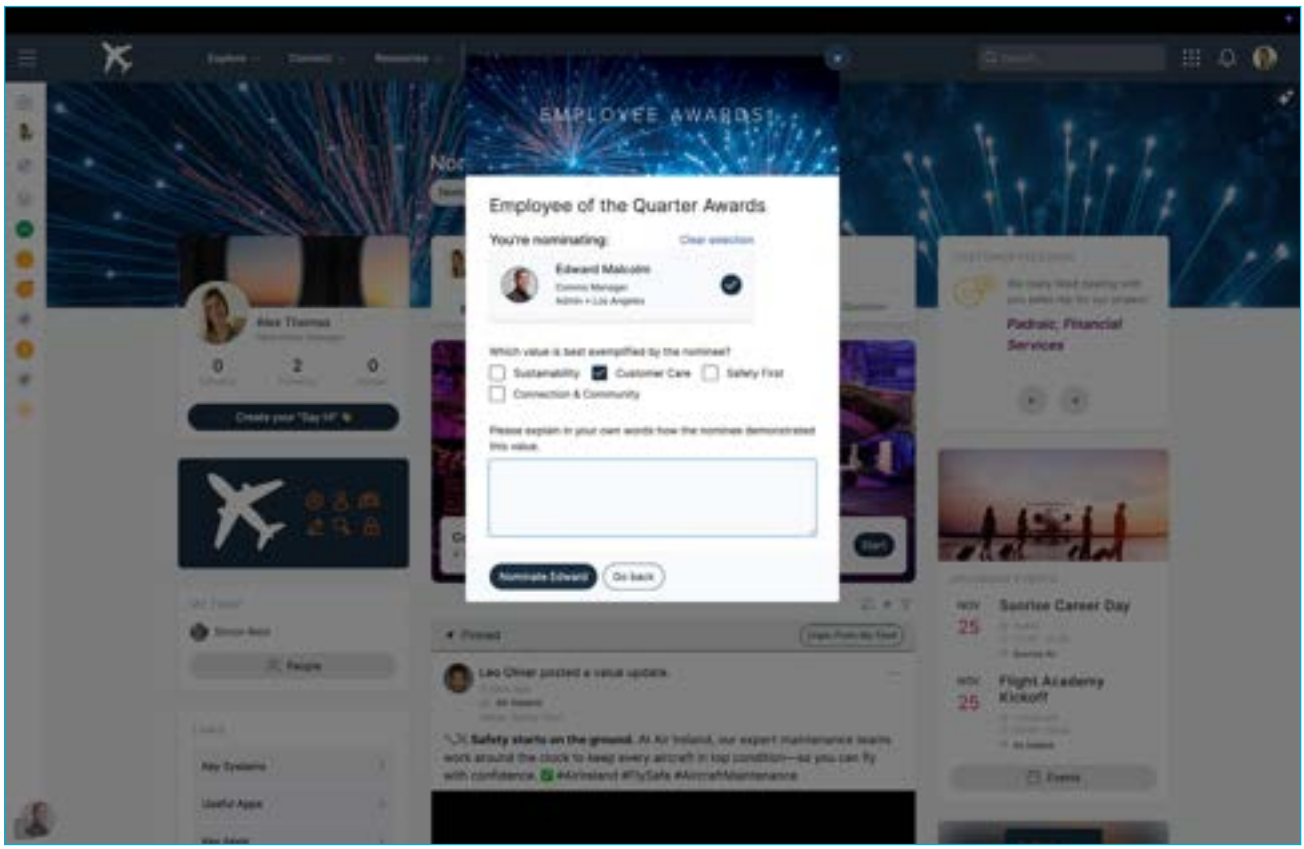


Employee insights analytics include where results have changed since previous surveys.

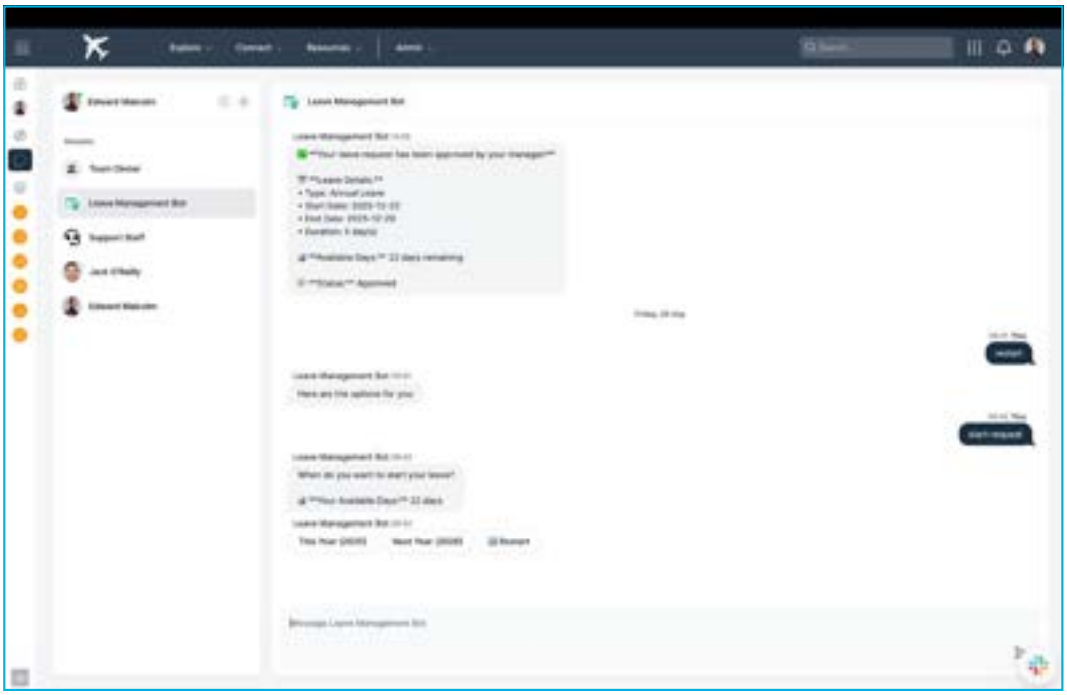
'Journey' functionality is available for key employee lifecycle moments, such as being promoted. A Journey is a sequenced process trigged by an associated date, which can include a feedback survey at the end. Administrators choose the content that will be displayed at intervals, building the flow via a drag-and-drop interface. Templates are available for common Journeys, including setting intervals to stop people from jumping ahead of the defined timeframe. Journeys work well, but we think a helpful addition would be for managers to see their direct reports' progress.

There are other effective engagement features within Workvivo, such as birthdays and anniversaries that automatically post to the Activity Feed. Employees can recognise their colleagues for their achievements by giving 'Shout Outs', including the ability to award badges. A nice touch in the user interface is the popping of confetti on the screen when a badge is received.

A formal award nomination process is also available, such as for 'employee of the month'. Admin settings on Awards include not just who can create them, but also who can nominate and who can vote. This means an individual location or sub-brand could run their own Awards programme and is useful for larger organisations. The recognition and award functionality can all be tied to company values which can be configured within the system. This is an unusual capability and a great way of reinforcing company values throughout the platform.



The award nomination process enables nominations to be linked to company values and can be run by individual departments or sub-brands.



Employees can complete tasks via a chatbot interface.

Workvivo offers some valuable integration possibilities but what's provided out–of–the box is fairly light touch. Workvivo says an API framework enables customers to create custom integrations to business systems that are not already available.

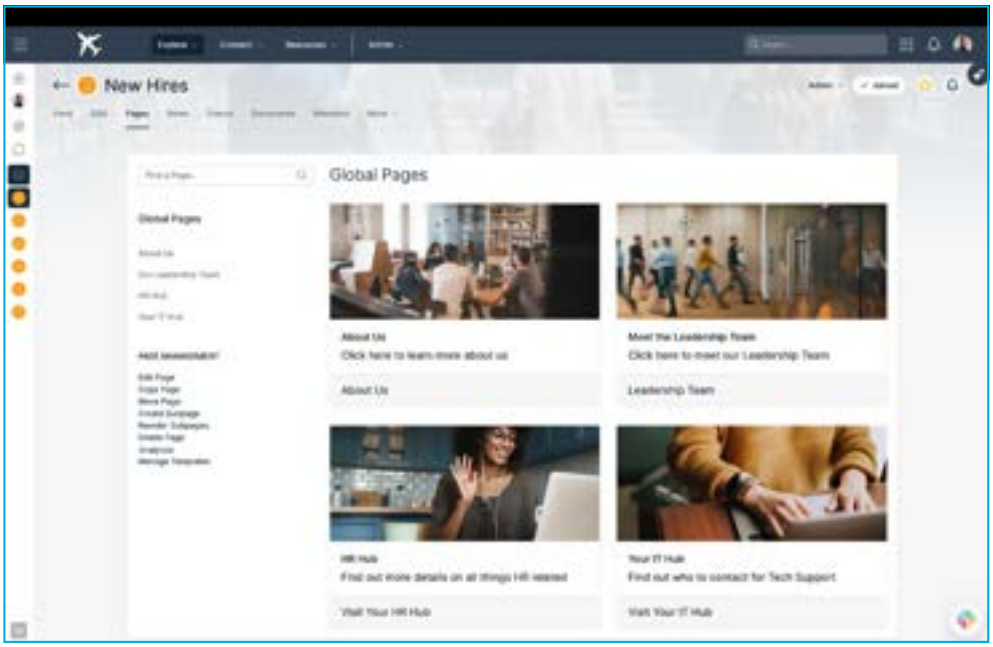
Firstly, links are well supported through audience targeting and sorting by administrators, then individuals can star their favourites and single sign-on is supported. Secondly, Microsoft 365 applications, Google Workspace, Box, ServiceNow, Jira and Confluence are supported both via search and by presenting dashboards of content from these systems; PowerBI boards or Google Mail are two examples.

Widgets or Activity Feed posts are available for surfacing information, such as content from social platforms or showing how much time off the individual has available to book. Alternatively, integrated systems can trigger notifications within Workvivo for key actions, such as HR system tasks.

Beyond the dashboard approach for Microsoft 365, a Teams integration enables content to be shared to a Teams channel. For example, a Space can be linked to a channel to provide a weekly digest of activities in Workvivo. Workvivo is also available via the Viva Connections app in Teams. Beyond federated search, it is not possible to integrate SharePoint content into Workvivo; links to SharePoint would need to be manually added to the Workvivo menu. Copilot can be used instead of the Workvivo AI and Workvivo content is surfaced when using Copilot separately in M365.

A variety of chatbots are found in the 'Chat' area and help employees perform tasks, such as to request leave in Workvivo that feeds into the HR system. The chatbot guides employees through multiple steps and there is a helpful dashboard for managers to see requests. The chatbot framework is configurable and templates are provided for commonly used and requested bots. This is a flexible approach to tackling common tasks, but we found the stepped process more cumbersome than the AI agents we're seeing more frequently now.

Overall, Workvivo offers useful informative integrations and facilitates activities reasonably well. We like the potential for integrating notifications and activities, particularly into the Activity Feed. Organisations should be mindful of any additional costs this might incur, however.



Pages within Spaces look attractive and are easy to build.

A 'Documents' area is provided via the 'Resources' menu for presenting files. There is a useful local search, but for those who like to browse to content the folder structure is tricky to navigate. It is possible to drag and drop multiple documents into the system for bulk uploading, which is helpful.

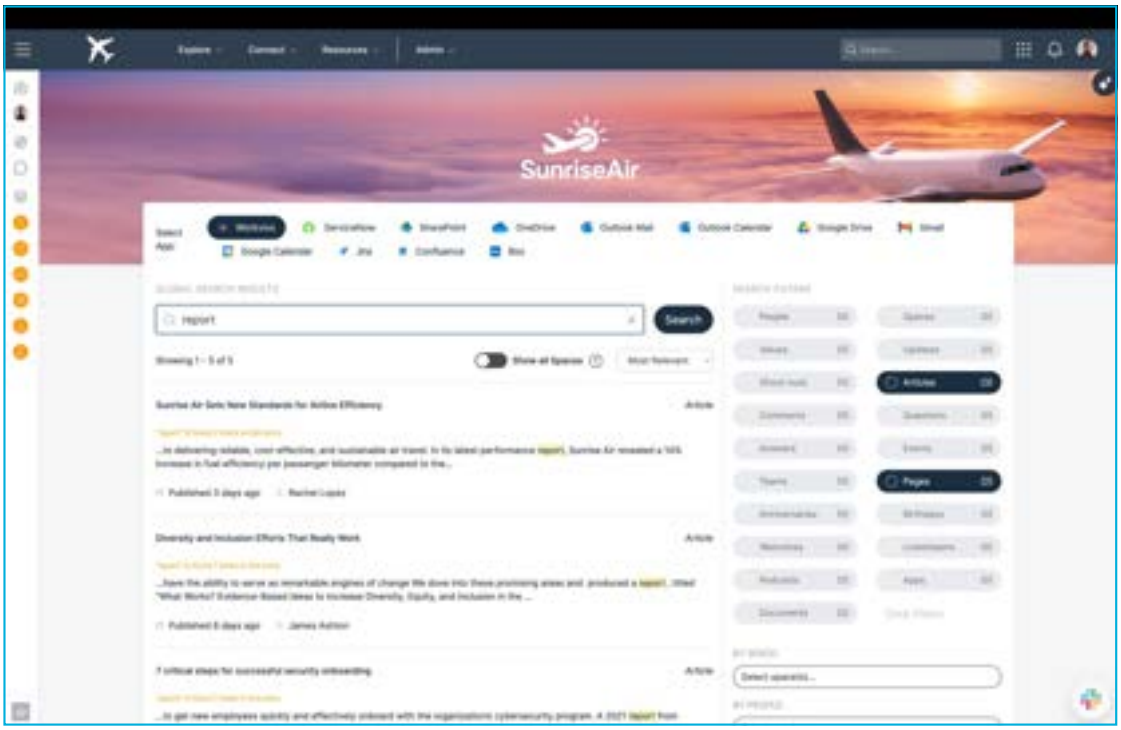
Spaces (see Scenario 3) can be used for knowledge hubs and may include informational 'Pages'. Templates are available for laying out content, which are then presented in a grid and as a left-hand list within a Space's 'Pages' menu. However, Workvivo lacks other tools such as wikis, tasks or lists to help manage knowledge. Additionally, please see Scenario 1 for more details on overall navigation and how it impacts knowledge management.

There are various ways of highlighting important announcements, including using Billboards (see Scenario 1). Posts can also be pinned to the top of a feed for a defined period. A 'forced push' overrides all user notification settings to get something in front of employees. The 'Acknowledgement' feature asks users to click a button to indicate they have seen something, but is not currently available everywhere (only News and Posts), which we think is a shame. Results are presented in a dashboard and can't be downloaded.

Archive dates are used to define how long content is accessible and searchable. Archive dates can be set on posts, documents, app links and even whole Spaces. A governance dashboard shows assigned permissions, including the membership and roles relating to Spaces. There isn't anything centralised to help with content and lifecycle management, but Workvivo does trigger notifications to content owners where action is required.

'Advanced Analytics' work well here, for example showing what is being engaged with across Spaces, Pages and Posts. Analytics are categorised by content type and 'content engagement analytics' show relative engagement ratios over time. We particularly like the dashboard showing engagement by the company's leadership team. A helpful 'Values' report aggregates analytics that have been associated with the company values.

Overall, the features supporting knowledge management are limited. Organisations looking for something to be a single source of company knowledge may find Workvivo simpler than other platforms we've reviewed.



Search results can be filtered by content type and date ranges.

There are various ways to find content, but we found the overall search experience less fully featured than other products in the report. This is echoed in the 'voice of the customer' results, where better search functionality was mentioned as an area for improvement.

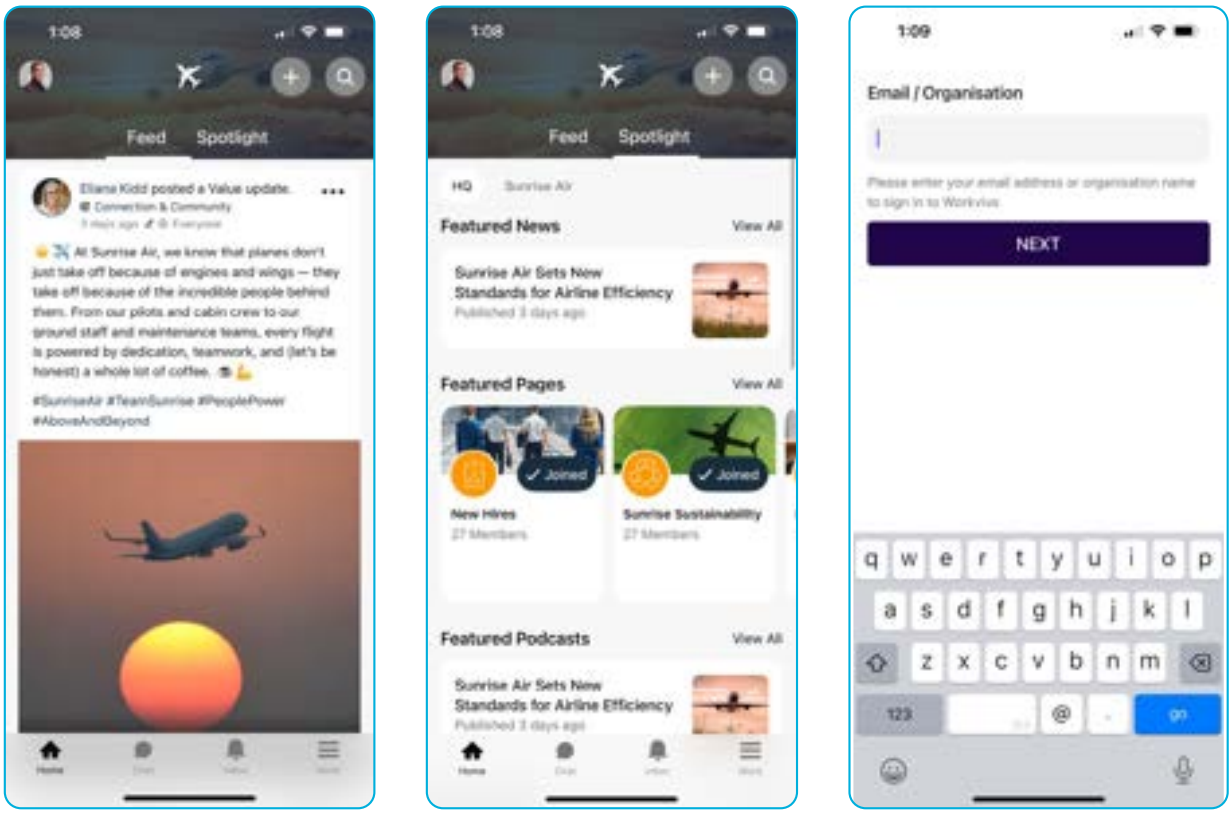
A useful AI chatbot 'Ask' feature enables natural language prompts to be used for surfacing chosen Workvivo news and Pages (but not files). When results are returned a link to the sources is included for further interrogation. We like that people can react using a thumbs up or down to provide feedback to admins on the effectiveness of the chatbot search.

Traditional searching is performed from the top bar and results are filterable, such as by content type, Space, creator and date range. Local searches on specific content are also available, for example searching within a specific Space. Fuzzy matching is not currently available, but Workvivo says this is on the roadmap. There are no tools for influencing search effectiveness, but post tags (such as the 'official' tag) can be used to validate content is from trusted sources.

Federated search is available for Microsoft365, Google Apps, ServiceNow, Jira, Confluence and Box. When accessing the global search, it is possible to select the external systems to search across, in addition to the native Workvivo search. However, external system search results cannot be filtered in the same way that Workvivo results can, resulting in a slightly inconsistent user experience.

Profile data can be pulled from Entra ID or an HR system and everything contained within a user's profile is searchable via the top bar. Users can update their own profiles as defined by administrators. Any custom fields added can also be used for targeting content to relevant employees. Employee profiles contain explorable organisation charts showing a visual representation of departments and teams, which works well.

Search analytics are not currently available within the product, but Workvivo says this functionality is coming soon. Analytics are planned for measuring search trends, success and usage, as well as insights on how often AI powered results are used compared with traditional results and will be a useful addition.



Workvivo provides easy ways for people to access the app, with homepages divided between the Feed and Spotlight.

As you would expect from a mobile-first platform, the user experience for mobile users and frontline employees has been well thought out. The overall experience on mobile devices is therefore simple and effective.

Frontline employees are provided with two main onboarding options for giving them first time access. Those employees that have an email address are able to self-register and are sent a password by the system. Alternatively, details (such as employee number) can be used for those employees that do not have an email address. System administrators then trigger automatically generated passwords manually with those employees, ensuring security but providing ease of access.

Two Factor Authentication, use of biometric authentication and session time outs are all configurable. We also like the settings to block screenshots, copy and pasting of content, and downloading of materials for those who are security conscious. White labelling of the mobile app is not typically offered but is possible on a case-by-case basis, although may incur additional cost. While Workvivo recommends sticking with their logo for app stores, it is possible to change the logo to a custom icon after downloading the app for the first time.

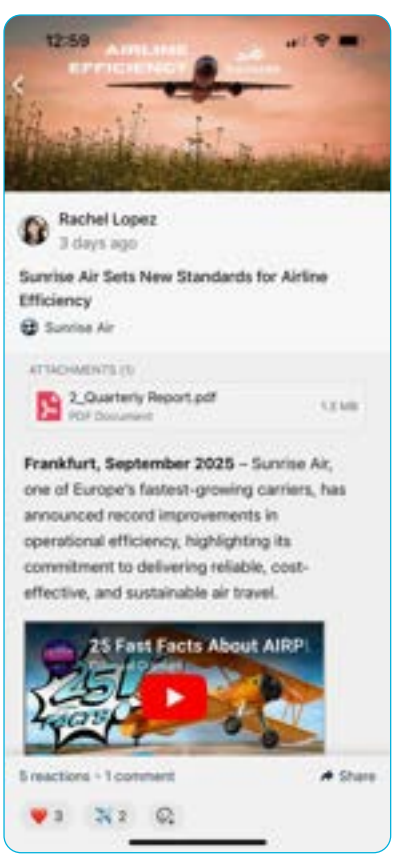
Mobile users can be defaulted to the 'Spotlight' area where relevant apps supporting their core activities are most prominent. The Spotlight can be configured differently for mobile and desktop users, to ensure relevance for frontline employees. Homepage widgets display above the feed as wanted within a sideways scroll. Other navigation items can be removed from mobile where they aren't deemed relevant, but as with the desktop navigation (see Scenario 1), the overall navigation may feel fiddly at times.

There is a useful 'Chat' feature, which Workvivo says is often only enabled for mobile users. The Chat supports one-to-one and group chats, and employees can send images, videos and voice notes within their chats. Voice and video calling is also supported thanks to integration with Zoom. The Chat functionality includes all the same moderation capabilities found in Scenario 3 and is a good alternative to shadow tech. As Chat may not be required by all organisations, this feature is a paid optional extra but has been included in the pricing provided to us.

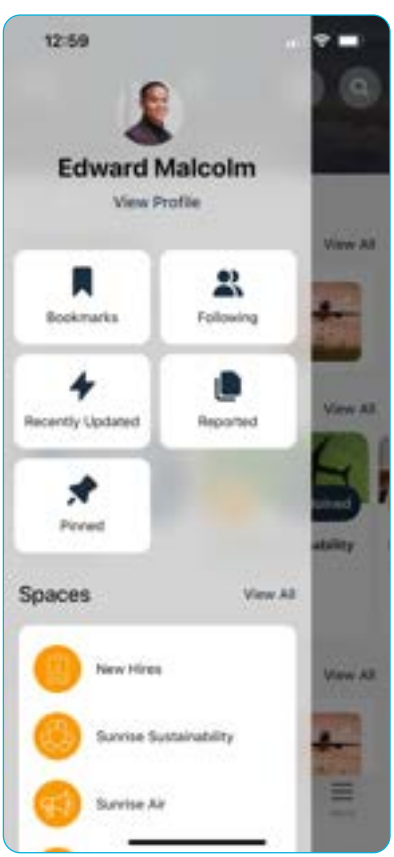
Any created chatbots (see Scenario 4) can also be delivered via the mobile app in the Chat menu. This could prove very useful for simplifying key processes for frontline employees. Alternatively, other integrations to external systems can be made available via the mobile app where they are relevant, but it is also possible to hide apps that would not work on mobile devices. Similarly quick links can be configured to show / hide on mobile as required. Quick links will launch core business systems, for example a 'leave request' link could launch the relevant form in an HR system.

Content can be targeted and delivered across desktop and mobile devices. Preview functionality is available for contributors to see how their content will look on mobile before it is published. Pages can be previewed for mobile devices, as can a Newsletter. Newsletters would not normally be received by those without an email address, but helpfully can be made available on Workvivo directly via a post so the frontline don't miss out.

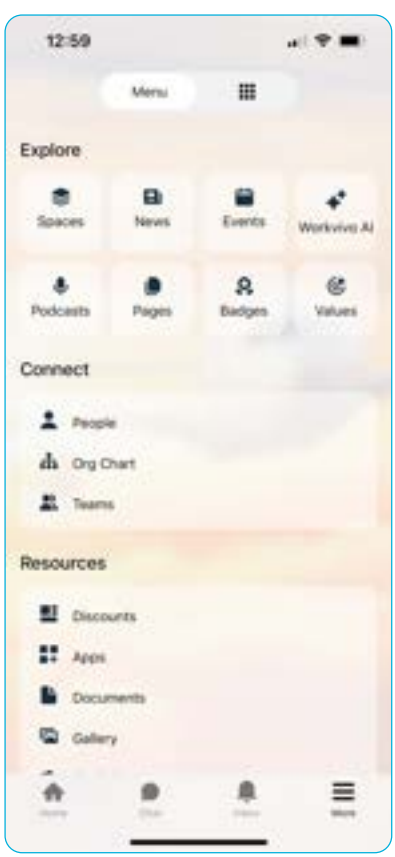
Overall, Workvivo provides a strong mobile experience that provides parity with the desktop environment. Organisations looking for a communications and engagement solution via mobile will find a lot to like here.



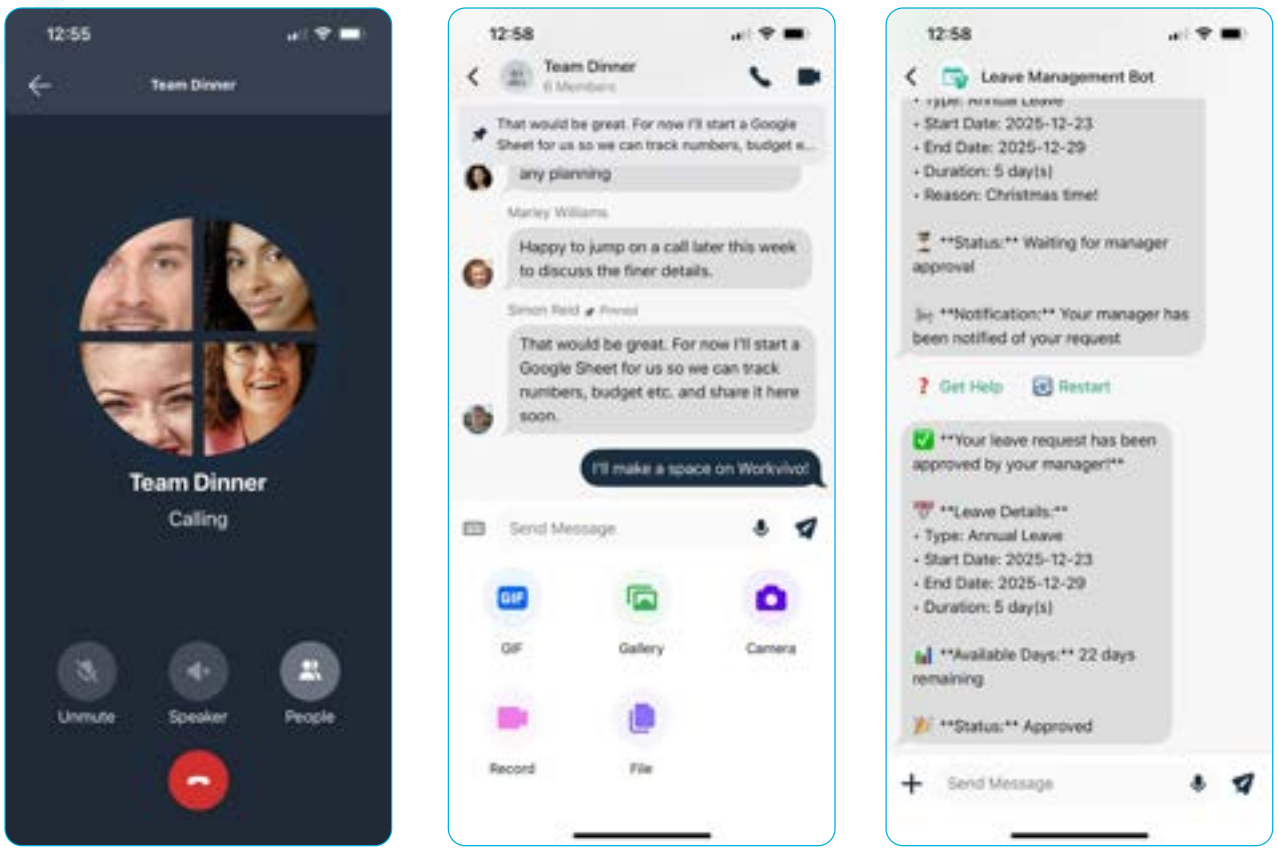
News articles display well, even in a small screen environment.



Employee profile pages look attractive.



It's easy to navigate the Workvivo structure on mobile.



There are plenty of ways to keep in touch in Workvivo, as well as complete tasks via a conversational interface.

Themes can be created for adding seasonal branding.

It's clear that ease of use has been a focus within the administration functions and technical knowledge should not be needed to administer Workvivo. However, experienced intranet managers may be looking for more flexibility than is currently provided. For example, navigation is easy to configure but the options are more limited than other solutions we've seen (see Scenario 1 for more).

A central 'Admin Hub' is available for configuring all Workvivo system settings; we like that administrators can control quick links within their own admin menu. The ability to create posts is access controlled, as is which Teams users are able to post to.

When editing the homepage, widgets are dragged and dropped to set positioning on the screen. If users don't have permissions to use a certain widget, the Page layout will respond and shift accordingly. The feed is not movable, meaning the options are limited to adding further content either site of the main feed. This makes the layout options more limited than other products in our report.

Branding is limited to the top banner and colours, which may be too simple for organisations that want more control. It is possible for banners to include GIFs for those customers that prefer movement within their pages, which is a nice touch. Each Space also has its own banner, so that specific branding can be applied at the community or campaign level. We like that overall branding can be easily updated to reflect temporary activities, such as Halloween or a new product launch. Branding can be configured differently for different groups of users, enabling the delivery of multiple brands across group companies.

Comprehensive usage and adoption analytics provide information from a high platform-level down to Space and Post level. Charts show various levels of user engagement and trends in usage over selected periods. Space-level analytics can be used to compare the relative levels of posting and reaction within different Spaces. User activation stats show key onboarding metrics such as how many people have logged in, uploaded a profile picture and activated the mobile app. All analytics can be exported for further usage elsewhere if required.

THINGS TO BEAR IN MIND

Workvivo is very communication-focused and puts less emphasis on business knowledge and collaboration. It will work well for organisations that already have tools in place to manage those processes and are more focused on engaging employees in company content and culture. Features such as livestreaming, podcast support and chat are potentially hugely powerful for organisations that don't already have these bases covered.

The standard product looks great, and the user experience will undoubtedly feel familiar to most users. The central Activity Feed functionality is among the best we have seen, but with so much user focus placed on this area, this approach may not suit every organisation. For example, the overall structure means navigation is constrained by the Hubs set-up, or with workarounds using callouts and Billboards. Communicators too may want more flexibility with their communications, which we've seen echoed in customer feedback. Design orientated organisations that like more control over their branding may also feel constrained by the things in their control.

It's also worth noting that integrations with Microsoft 365 are limited, so Workvivo is unlikely to appeal to those organisations that are already committed to maximising Microsoft technologies. Organisations that have invested in Zoom will, however, find some additional integration options are available and not covered in this review.

Finally, Workvivo is at the upper end of our pricing brackets, although does include a number of optional modules that are worth discussing with the vendor to see if there are savings to be made. Some, such as the Advanced Analytics module, are valuable so we think it unlikely organisations will want to miss out on the functionality there.

Why choose this product

Workvivo will appeal to organisations that want to reach all of their employees, including frontline workers, in a clean and consistent manner. The familiarity of the interface will make for a simple roll-out too, as will the flexible access options. The user experience is excellent and those wanting internal communications and employee engagement features will find a lot to like. Larger organisations with requirements around mobile support will be particularly well served.

You may also be interested in...

BEEKEEPER by lumapps

Blink.

Flip

Vendor roadmap

Roadmap image provided by Workvivo.

COMPANY AND PRODUCT

Company
Workvivo by Zoom

Company founded
2017

Product launched
2017

ISO 27001 certified
Yes

Data residency
Choice of AWS Regions:
EU, US or in the Middle East

Typical client size
10,000 to 15,000

Company locations
Cork, Ireland (HQ), UK, USA, Netherlands, Singapore, Australia, UAE, New Zealand, Brazil

Partner locations
USA, Australia, India, Indonesia, Malaysia, Philippines, Singapore, Japan, Sri Lanka, Austria, Bulgaria, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Iceland, Latvia, Lithuania, Netherlands, Norway. Please see their website for details.

Customers
Clients include: Delta Air Lines, Heineken, NHS, Mercedes-Benz, Air Asia, Virgin Group, Bupa, AMC Theatres, Boston Celtics, Royal Mail.
:

Largest deployment so far
Walmart employs over 2.1 million people globally and Workvivo's partnership currently covers its North American workforce.

Environmental / sustainability certifications
As a Zoom company, Workvivo is fully aligned with Zoom's environmental and sustainability commitments. Zoom publishes an annual Impact and ESG Report, which outlines its environmental strategy, governance, and progress toward climate-related goals.

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Product and technical details

Name of product

Workvivo by Zoom

Deployment

Client on-premises	Client private cloud	Microsoft Azure	**Amazon Web Services**	Vendor-hosted	Microsoft 365 tenant	Google Cloud	Other

Authentication supported

Entra ID	**ADFS**	**Okta**	**Open ID**	**Oauth**	**Google Workspace**	**SAML 2.0**	Other

App deployment

Google Play store	**Apple store**	**MDM**	**MAM**	Other

Accessibility

WCAG 2.1 AA and WCAG 2.2 AA conformant. The platform also meets the requirements of Revised Section 508 and EN 301 549.

Document library sources integrated

Box	Dropbox	**Google Drive**	**SharePoint**	**OneDrive**	**ServiceNow**	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	Open API available	Other

User interface multi-language

Machine translation	**Pre-configured**	**Editable**	**Right to left script supported**	Other

Content multi-language

Machine translation for publishers	**Machine translation for end users**	**Editable machine translation for publishers**	**Manual creation for publishers**	**Right to left script**	Other

Set-up and support

Set-up process for new clients

Workvivo is a cloud-based SaaS platform, and new customers are onboarded using Workvivo's Project Methodology, which consists of four key areas: Technical Setup, System Customisation, Change Management, and Content Creation. Workvivo projects can run from four weeks in duration up to 12+ weeks for Enterprise customers. Workvivo says the process is designed to be lightweight but scalable, "ensuring rapid time-to-value while allowing deeper consulting and change management support where required".

Product updates

Minor updates daily, major updates every month.

Product update process

Workvivo is a cloud-based SaaS platform, so all customers receive regular updates automatically. Core improvements such as security, performance, and bug fixes are applied universally. For new functionality, some features are opt-in while others are enabled by default, with the option to opt out. Customers are notified of major changes in advance via their CX manager, the VivoVerse community, and/or customer communication emails. Release notes and Help Centre Articles are provided to help organisations plan adoption and roll-out.

Reverse-out options

If a Workvivo contract ends, customer data is managed in line with GDPR and applicable data protection regulations. Customers may request a data export before termination, after which data is securely deleted in accordance with retention and compliance policies.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only

*Workvivo provides a tiered support model with different response times, SLAs and resources.

User community

Workvivo has a customer community called the VivoVerse, where admins and champions connect with peers, share best practices, and learn from real-world use cases. Members get early access to roadmap insights, dedicated enablement content, and the opportunity to shape product direction through direct feedback. The VivoVerse also hosts webinars, discussion forums, and knowledge sharing to help organisations maximise adoption and ROI. This active community creates a powerful network effect; customers not only learn from Workvivo experts, but also from each other, accelerating success and amplifying the value of their investment.

Voice of the vendor

Workvivo by Zoom says: "Workvivo by Zoom is an Employee Experience Platform (EXP) designed to bring everyone together. It unifies internal communications, engagement, intranet, and listening in one modern, mobile-first solution. With Workvivo, employees can easily stay informed, connected, and inspired — no matter where they work.

Workvivo is built to be simple and welcoming, making it far more engaging than old-school intranets or top-down communication tools. It's all about real connection, not just pushing out information. Employees can join the conversation by sharing shout-outs, tuning into livestreams and podcasts, reading updates, or taking part in surveys, all in one place, whether on mobile, desktop, or digital signage. Its familiar, social-style interface makes communication enjoyable and helps company culture shine through, encouraging everyone to get involved.

For organizations navigating hybrid work, cultural transformation, or frontline engagement challenges, Workvivo provides a single hub where employees feel informed, appreciated, and truly part of the company. Whether on the shop floor, in the clinic, or working remotely, people can connect with the tools, content, and communities that matter most.

Workvivo integrates seamlessly with the tools you already use. With deep integrations across Microsoft 365, Google Workspace, Zoom, and leading HRIS platforms, it becomes the digital front door to your workplace. Employees can check emails, see their rotas, access payslips, or join a meeting with just a tap, ensuring communication and culture are not siloed from where work happens. And with extensibility through APIs, webhooks, chatbot frameworks, and custom widgets, Workvivo brings critical work tools directly into the flow of work.

Alongside these core strengths, Workvivo also brings intelligence and automation to make engagement smarter and more meaningful. Workvivo AI supports communicators with content creation, personalization, and impact analysis in real time. Automated Employee Journeys guide people through key lifecycle moments such as onboarding or promotions, ensuring no milestone is missed. And Employee Insights provides a native listening and analytics suite, giving leaders a real-time pulse on sentiment and engagement so they can act quickly and decisively — all built mobile-first.

Unlike legacy tools that feel like work, Workvivo feels intuitive and familiar, like the social platforms employees already use daily. That means higher adoption, stronger culture, and more actionable insights, without forcing a behaviour change. Trusted by global brands such as Amazon, Virgin, Heineken, Ryanair, Motherson, Bupa, and Delta, Workvivo empowers organizations to connect, inspire, and inform their people, helping every employee feel they truly belong."

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Zoho Connect

FULLY STANDALONE

REQUIRES SHAREPOINT

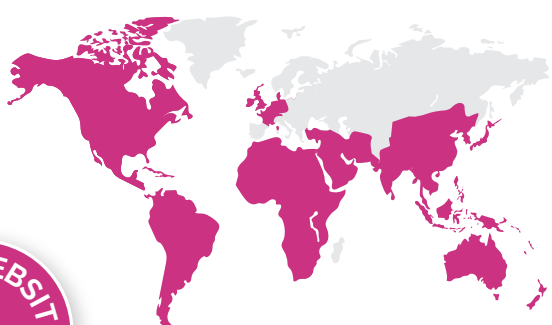
FRONTLINE FOCUS

OTHER

Typical deployment:

Not disclosed

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Zoho Connect is an intuitive collaboration platform that is particularly well suited for organisations already using other Zoho apps, and adaptable for companies of all sizes.

SUMMARY

Zoho Connect (called 'Zoho' from now on) is part of the Zoho Corporation, a well-established software company headquartered in Chennai, India, but with office locations across the globe. Originally launched as Zoho Pulse in 2013 and rebranded to Zoho Connect in 2015, the platform was developed to help organisations enhance collaboration, communication, and employee engagement through a modern intranet and social collaboration hub.

Zoho stands out for its intuitive design and logical layout, which make it easy for users to navigate and engage with content. Its combination of 'Feeds', 'Forums', 'Groups', and 'Manuals' supports decentralised news and information sharing across the organisation. The inclusion of tools such as 'Tasks', 'Events', and 'Surveys' adds further value, helping teams collaborate and stay organised. The platform's built-in AI assistant, Zia, provides writing assistance and translation capabilities, while a native mobile app extends functionality to employees on the go.

While Zoho offers a broad range of features, there are areas that could be improved. Integrations, particularly with Microsoft products are limited, and analytics, while accessible, could benefit from deeper insights and recommendations. Those looking for robust internal communication or knowledge management features may find Zoho a little simple.

Overall, Zoho Connect is well suited for organisations of various sizes looking for a more social approach to their intranet, or who are already using Zoho's suite of products.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price per user per month.

DISCOUNTS

Charities and non-profit organisations, multi-year commitments, schools and educational institutes, government/ public sector.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Customer support; mobile apps (but not white labelled).

Product type

Ready-to-run, installed in hours

Branding opportunities

All branding, complex options

Base systems

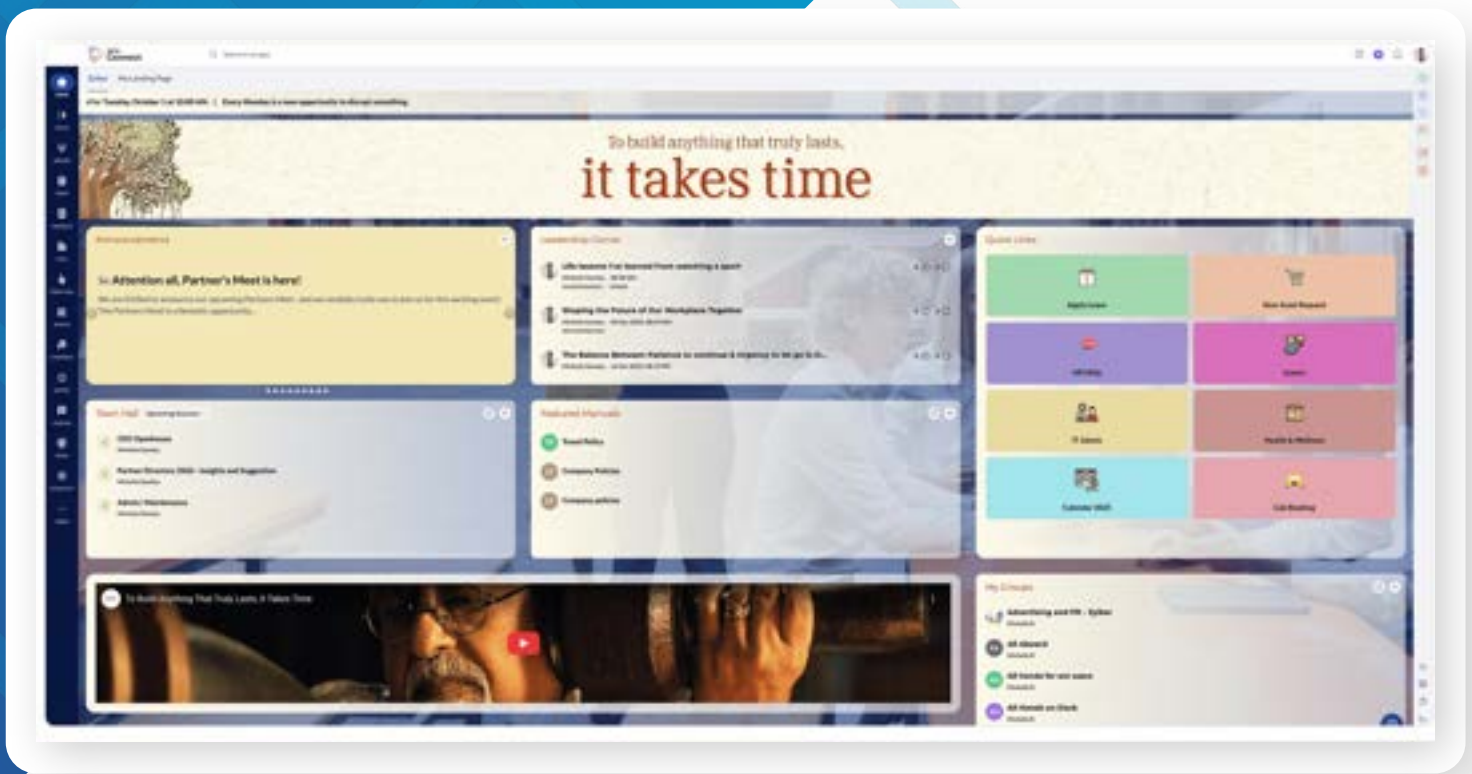
Fully standalone	Requires SharePoint	Other

Sectors

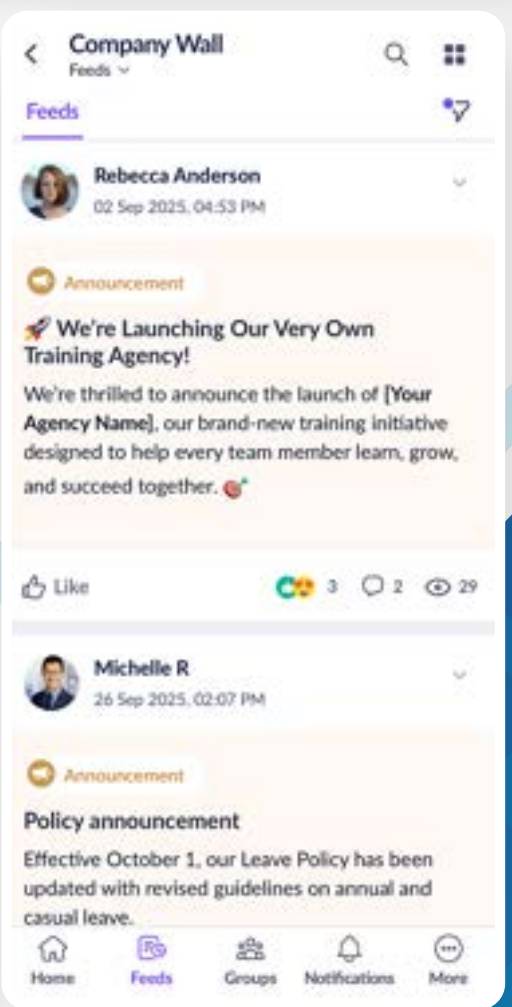
Information and communication	Health and social work activities	Manufacturing	Education	Public administration and defence

Voice of the customer

Unfortunately, this year we didn't receive enough responses from Zoho customers to complete this section.


To build anything that truly lasts,
it takes time

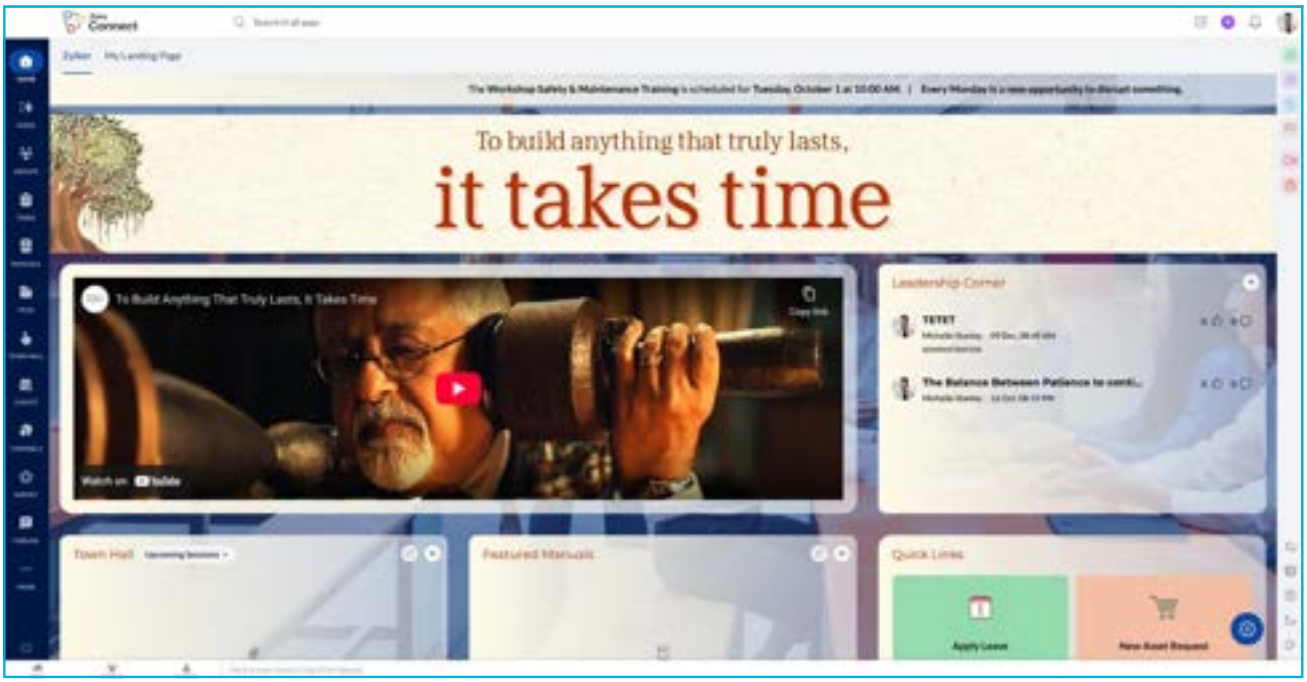
Zylker
To build anything that truly lasts,
it takes time
Announcements
Employee Training Session
The Workshop Safety & Maintenance Training is scheduled for Tuesday, October 1 at 10:00 AM . Venue: Training Center, Plant 2 This session is...
Leadership Corner
Home
Feeds
Groups
Notifications
More


Company Wall
Feeds
Feeds
Rebecca Anderson
02 Sep 2025, 04:53 PM
Announcement
We're Launching Our Very Own Training Agency!
We're thrilled to announce the launch of [Your Agency Name], our brand-new training initiative designed to help every team member learn, grow, and succeed together.
Like
3
2
29
Michelle R
26 Sep 2025, 02:07 PM
Announcement
Policy announcement
Effective October 1, our Leave Policy has been updated with revised guidelines on annual and casual leave.
Home
Feeds
Groups
Notifications
More

SCENARIOS AND SCORES SUMMARY

Please see the Scenarios section for more on each of these.

SCENARIO AND SCORE	KEY BENEFITS	IMPROVEMENTS / CONSIDERATIONS
3.5 **1. Employee Experience**	Intuitive interface makes it easy for employees to stay connected and informed.	Four default navigation bars which might overwhelm new users.
2.5+ **2. Communications Management**	Multiple communication features, including Feeds, Forums, and Events, support both quick updates and structured discussions.	Lacks advanced campaign management or multi-channel tools. Approach may feel too "social" for some.
4 **3. Community & Engagement**	A good range of features to encourage collaboration, recognition, and participation across teams.	While effective, might not be sophisticated enough for those with more complex needs (such as Ideas).
1.5+ **4. Digital Workplace Integrations & Services**	Good range of read-only integrations. Integrations with project management tools Asana and Trello work well.	Limited native Microsoft integrations. Integrations are largely display only.
3.5 **5. Knowledge & Content Management**	Manuals provide a well-structured space for storing and sharing company knowledge with tagging and collaboration options.	Lacks advanced lifecycle management and bulk editing. Unpublishing must be done manually.
2.5 **6. Information Finding & Search**	Search results are neatly categorised, and integrations with external sources improve discoverability.	Spelling corrections, search analytics, and feedback options are not available.
2.5+ **7. Mobile & Frontline Support**	Mobile app is well-optimised and mirrors the desktop experience.	Chat requires a separate app. There are no dedicated features specifically for frontline workers.
3+ **8. Platform Management**	Granular roles, intuitive admin tools, and flexible dashboard widgets make setup and configuration straightforward.	Branding is somewhat limited. Navigation is less flexible.



Zoho Connect's landing page features customisable widgets that provide quick access to key content and tools.

Zoho's landing page features a large dashboard filled with clear, easily accessible widgets. The left-hand side hosts the main menu with quick access to feeds, groups, files, and more, while the top navigation bar includes the search bar, time tracker, action icon for creating posts and tasks, notification bell, and profile access. On the right-hand side, icons provide entry to settings, the people directory, broadcasting, and video conferencing, while the bar at the bottom of the screen provides quick access to chats, channels and contacts.

This layout, with consistent left and right menus and a fixed top navigation bar, is maintained throughout the platform. Although the interface is logical, we feel that there might be too many options presented though icons on all sides of the landing page which might be confusing for new users. On the other hand, for more experienced users, this means quicker access to many features. We like the guided tour of the platform that is available for users when they log in for the first time.

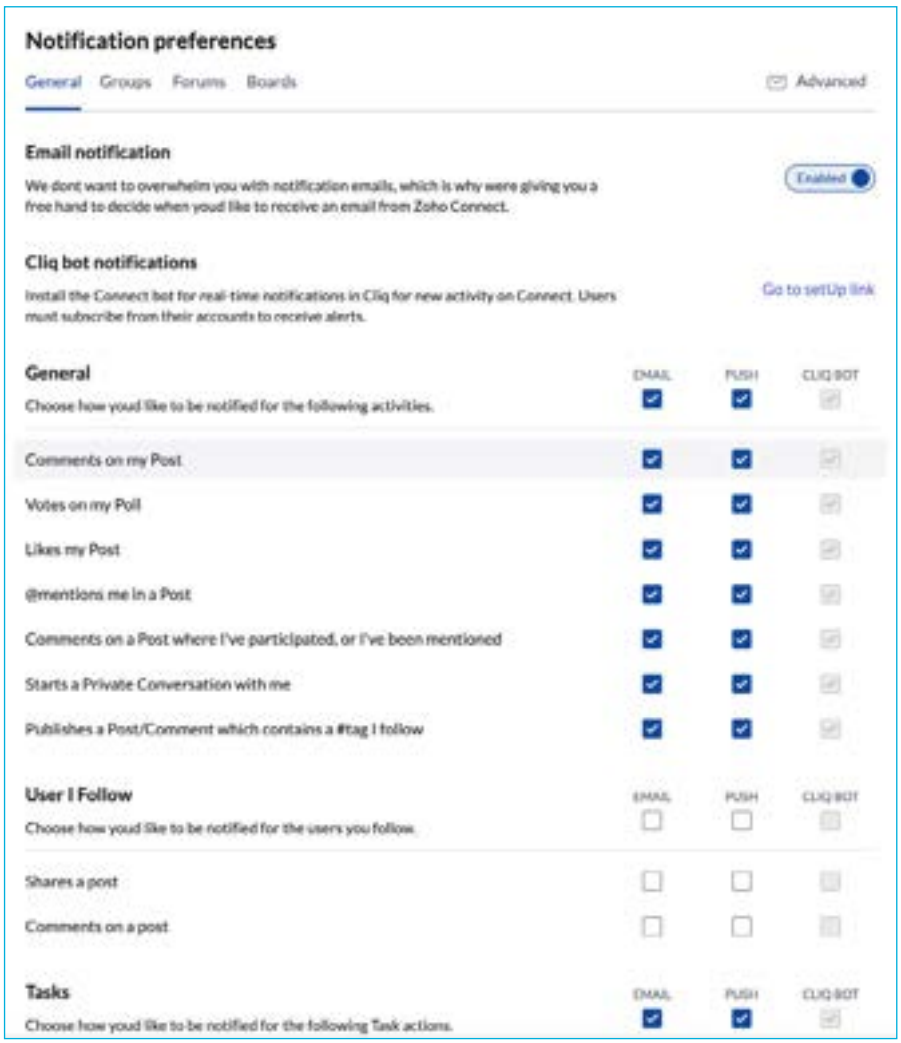
Users can be targeted through predefined groups or dynamic audience creation using rules and conditions. Predefined groups can be imported from external sources such as Entra ID. Dynamic audience creation is available in settings, and it is particularly useful for creating audiences based on profile fields, such as department, interests or skills. For example, admins can create an audience of users who are interested in 'Running' and are based in the London area. These audiences can later be edited or deleted at any time.

Content creators can add 'hashtags' to label content by theme, making it easier for users to search for and filter content on specific topics. It's also possible for users to follow specific hashtags and receive notifications whenever new posts use them. With admin permissions, end users can create their own personalised homepage dashboard by choosing and arranging widgets that are only visible to them. This personalised dashboard does not replace the main company dashboard set by admins. Instead, it appears as an additional tab, allowing users to switch easily between the company homepage and their own customised dashboard.

Notifications are grouped under the notification bell in the top navigation bar, where users can sort them by newest or oldest. They can also filter their notifications by unread, or view specific categories like posts, comments, likes, or tasks. A 'mark all as read' option is available as well. Even after marked as read, notifications remain visible in the bell, making it easy to revisit anything that was marked as read too quickly.

From the notification bell, users can also open their notification settings to customise how they receive updates. This gives users detailed preference options for different types of notifications; for example, opting to receive email or push notifications for comments on their posts while disabling notifications for poll votes. Users can also choose which groups and forums can send them notifications, ensuring they only receive updates that are relevant to them.

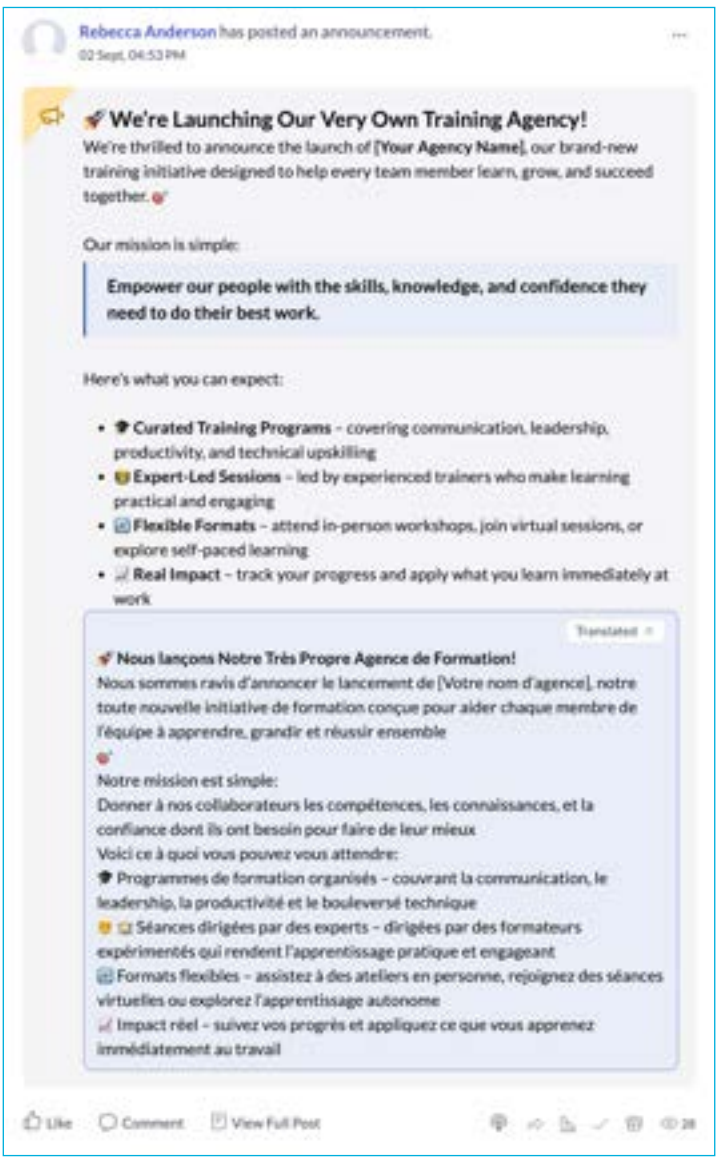
Multilingual needs are handled well whereas users select their preferred interface language in settings, which also enables automatic content translation powered by Zoho's AI assistant, 'Zia'. Once enabled, users can easily translate posts and user comments to their preferred language by clicking the 'Translate' button at the top of each post. This built-in translation feature works seamlessly and requires no third-party setup (such as Google Translate, or DeepL), which we particularly liked. There are no translation options available while creating content. Instead, publishers create posts in their preferred language, and end users rely on the platform's automated translation feature to view the content in their own language.



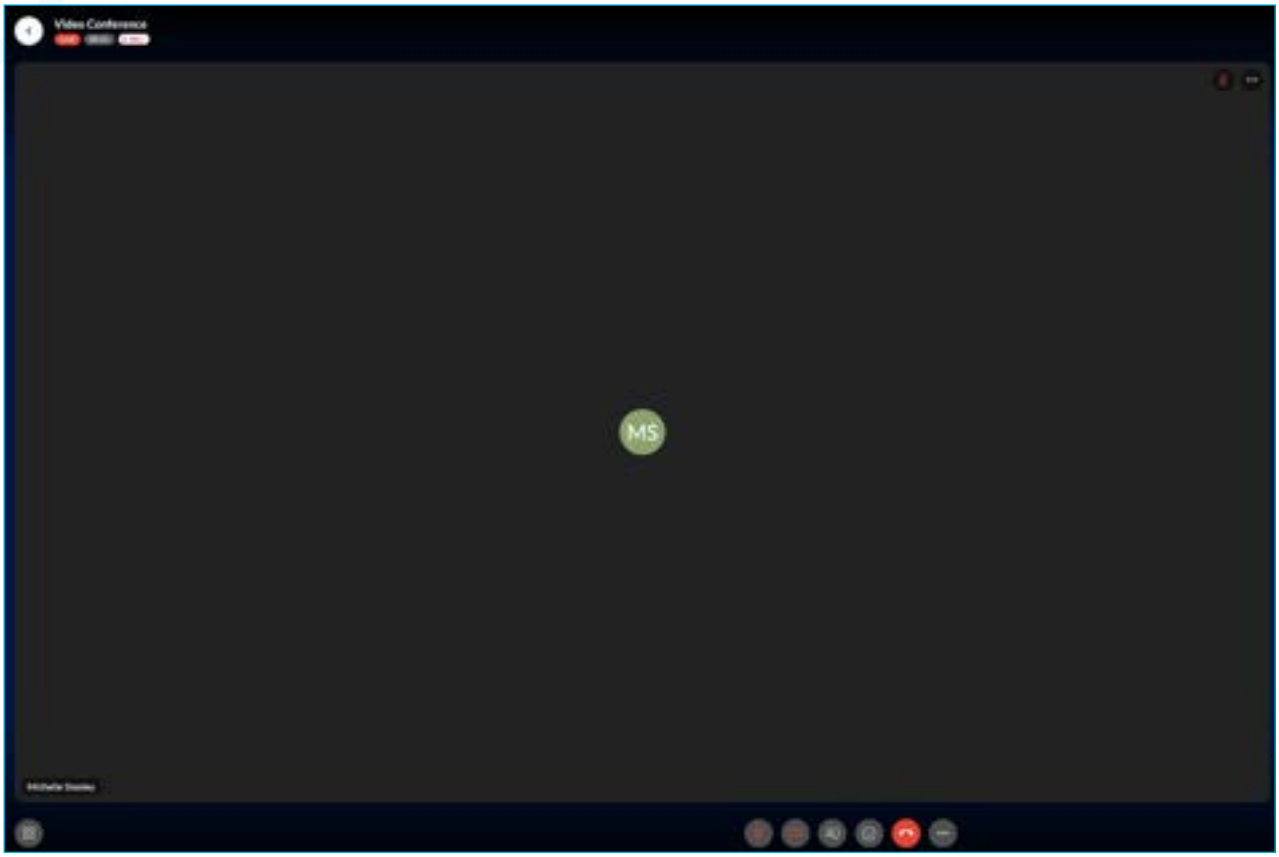
Notification preferences offer granular control, giving users flexibility over how they receive updates.

In terms of multimedia support, Zoho provides smooth embedding of videos or images within dashboard widgets and content. Multimedia is also supported throughout the platform, allowing users to attach photos, videos, or links. A notable strength is its native video conferencing and broadcasting tools, easily accessible from the right-hand menu and capable of targeting specific predefined groups. Live broadcasting feature allows livestreaming of videos, while video conferencing lets users host real-time video meetings within the platform. The number of allowed participants in a conference call range from 10 to 100 depending on the Zoho Connect plan the organisation is using.

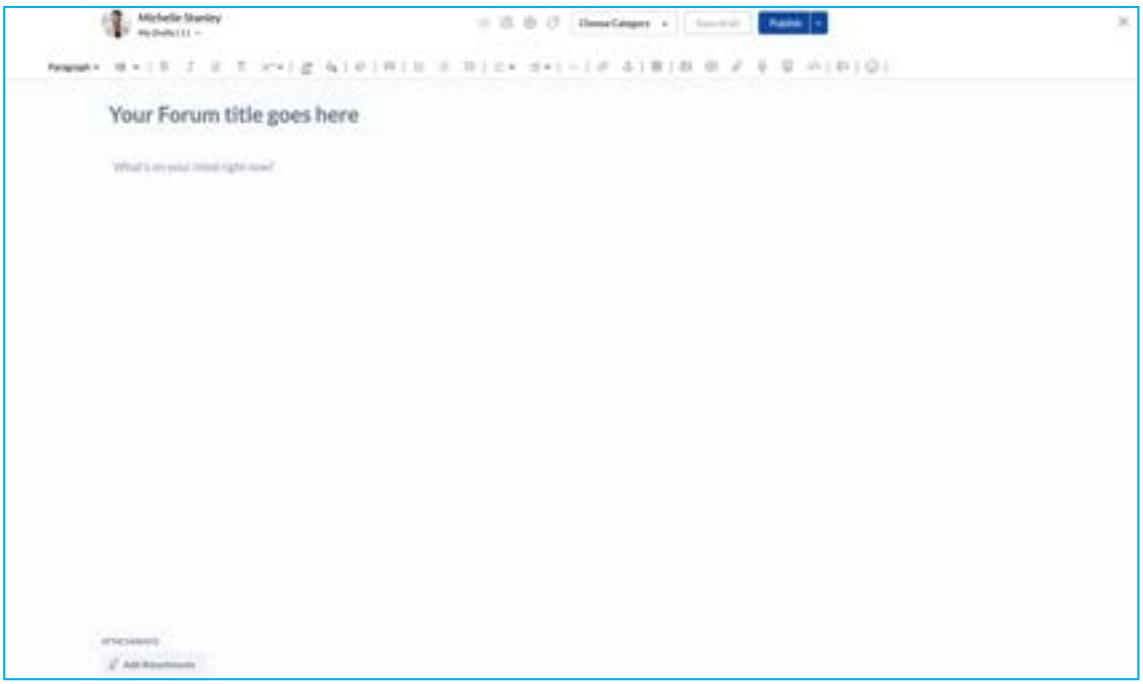
Overall, Zoho Connect delivers a clean and well-structured employee experience with intuitive navigation and strong built-in features, like multilingual support and video conferencing. Although the navigation bars offer many shortcuts by default, it may feel cluttered for new users, and moving some items into the settings menu would help simplify it. Luckily, some aspects of the navigation can be customised to make it simpler (covered in Scenario 8).



Language settings allow users to select their preferred language, translating the interface and enabling automatic content translation.



Native video conferencing lets users start video meetings directly within Zoho Connect.



Forum posts are created using a rich text editor that supports formatting, images, and embedded videos.

There are three main content types that organisations could use for internal communications purposes: 'Feeds' (within 'Groups' – see Scenario 3), 'Forums' and 'Manuals'. Feeds are used for post publishing and quick announcements to keep employees informed and are displayed as activity feeds, while Forums provide a space for topic-based discussions. Manuals serve as a central repository for organisational knowledge. To ensure content reaches the right audience, Feeds, Forums, and Manuals can be assigned to a specific Group, so only members of that Group can see the published content.

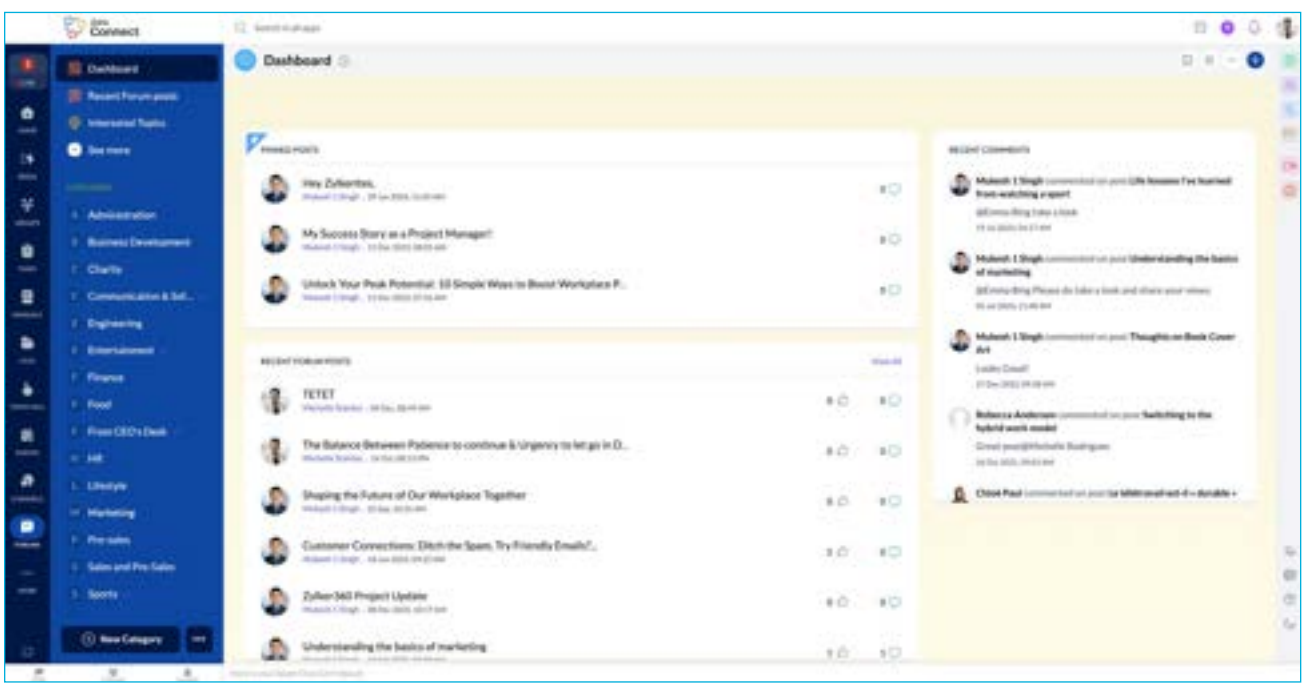
Feed post creation is simple and similar to social media post publishing, making it intuitive even for infrequent publishers. We like that when posts are shared between Feeds, users can easily access the original post through a "view full post" link. Along with announcements, Feed posts can also include polls and employee advocacy functionality (see below), overall making it a more social approach to communications than traditional methods of articles or longer-form posts. While there are no templates that can be used for publishing feed posts, drafts can be created and saved for later publishing.

Forum and Manual creation both include a clean, user-friendly rich text editor with formatting and media options (see Scenario 5 for more on Manuals). When creating new Manuals, templates such as 'Employee Onboarding' or 'Product Planning' are available, making it easier to create knowledge content without starting from scratch each time. Unfortunately, templates are not available for Forums, but users can create drafts for later publishing. Zoho's AI assistant, Zia, is available to provide writing assistance for Forums and Manuals. Zia generates new content based on a prompt, suggesting a title, checking grammar or rephrasing the content. We think it's a shame Zia isn't available for Feed posts.

While Zoho does not include a dedicated campaigns feature, Forum categories can be used to group related communications. Unfortunately, there are no AI-driven recommendations for boosting underperforming posts, but admins can mark important updates as sticky or mandatory reads to increase visibility.

Forum posts can be scheduled for later publishing, although there is no option to set an unpublish date. Instead, admins must manually remove them once they are no longer needed. Manuals can also be scheduled for later publishing or saved as drafts for further editing. Moderation workflows for Forums can be enabled from global settings, requiring admin approval before content goes live. While there isn't a central dashboard for content creators to see all of their scheduled content, users can rely on the Events calendar to view tasks assigned to them alongside any scheduled events. This provides a single place to keep track of any upcoming activities, but is less sophisticated than other tools we've seen.

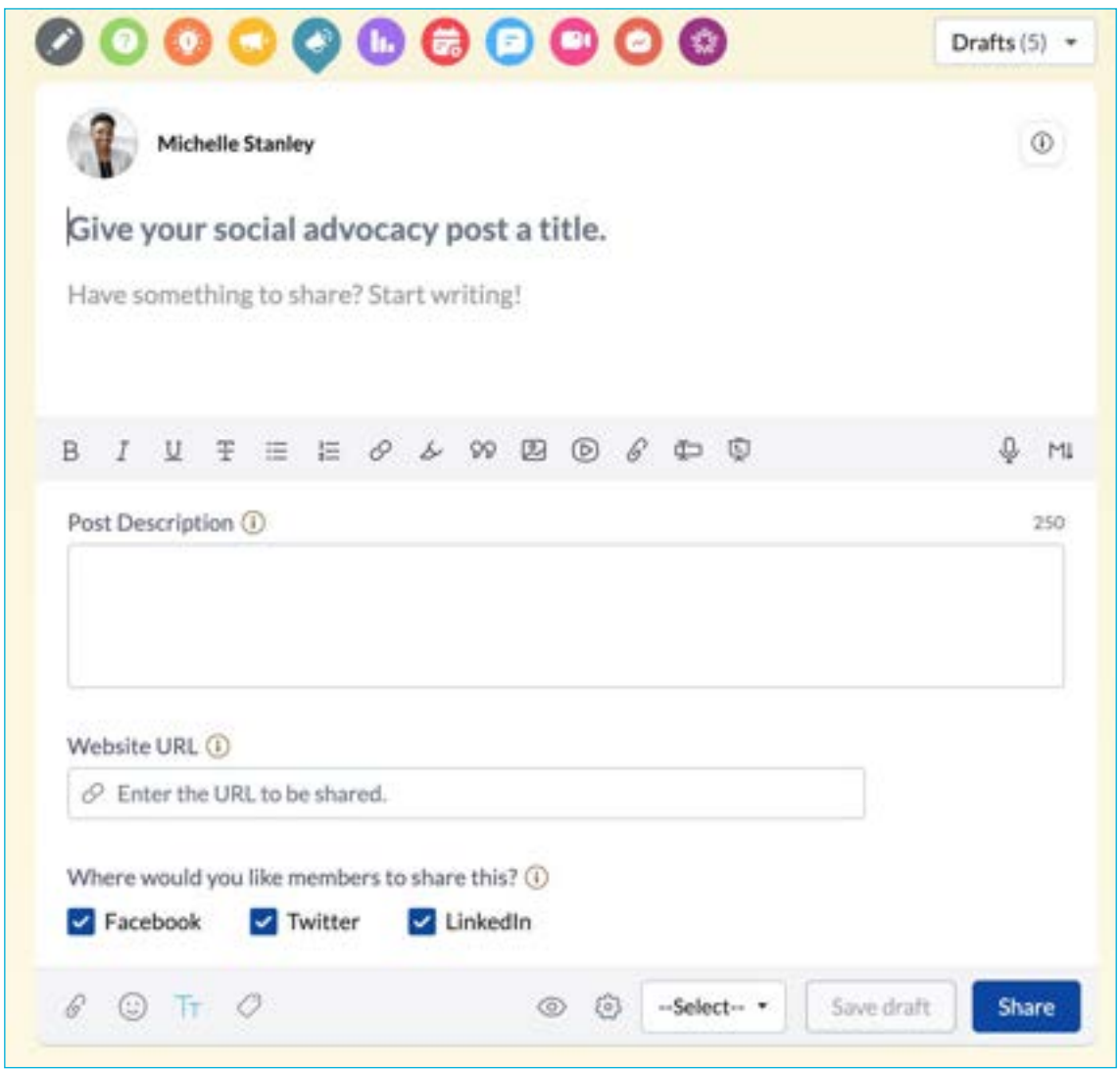
Multichannel publishing is not supported out-of-the-box, as pushing internal content to external sources like Microsoft Teams requires a custom API integration. There is also no built-in newsletter builder or digital signage feature which is a shame. However, a 'Social Advocacy' feature lets users share specific Feed content to their personal social media accounts (Facebook, LinkedIn, X). We particularly liked this feature, as it allows organisations to share important updates externally through their employees. For example, it can be especially useful when announcing a new product or service and the organisation wants to help spread the word publicly. Once admins publish a Social Advocacy post on the feed, which must include a public-facing link, end users can easily share it by clicking on the social media icons at the bottom of the post.



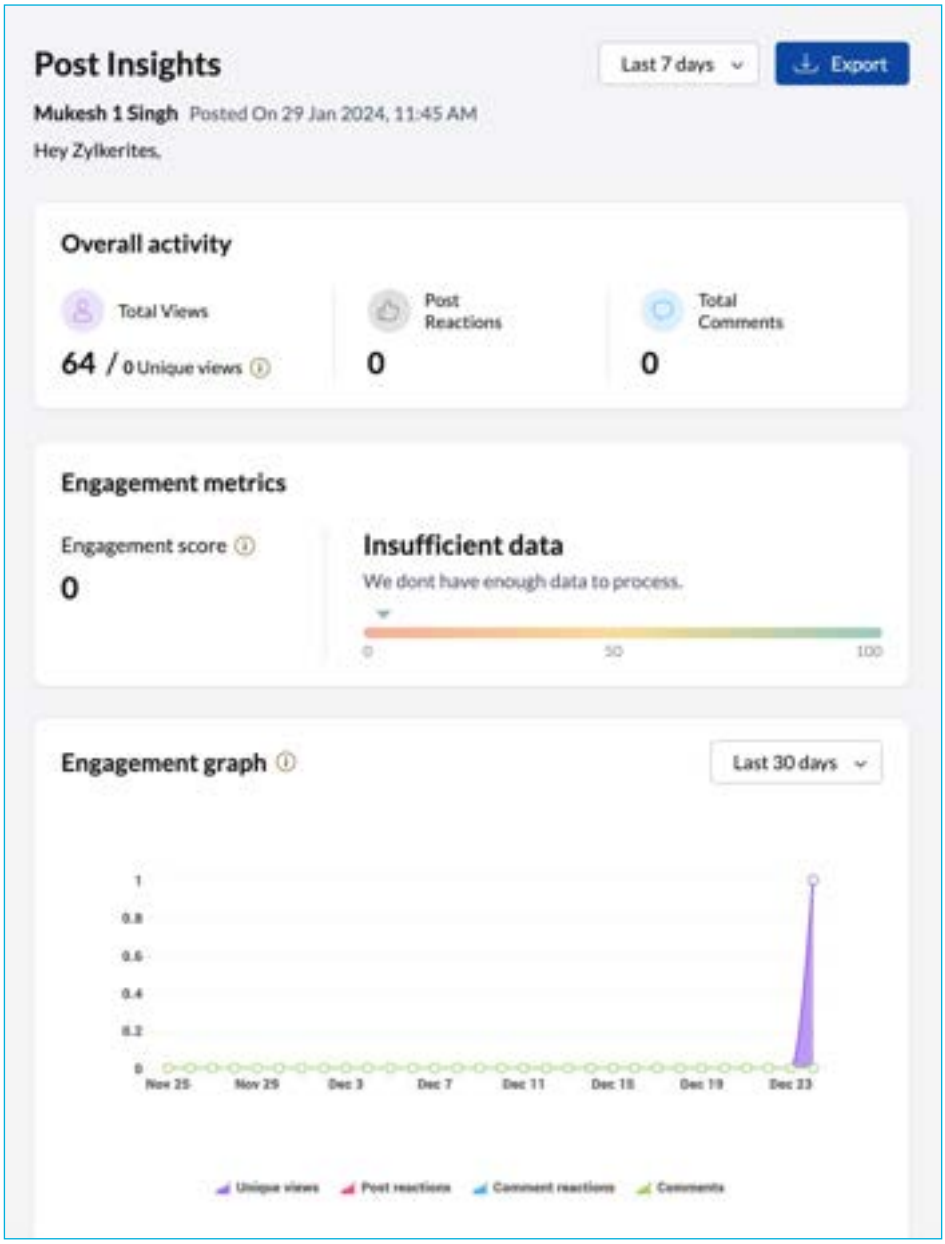
Forum categories are used to group related forum topics for easier navigation.

Analytics are available for each Feed or Forum post via a small icon, offering quick insights through metrics like total views, reactions, engagement score, and sentiment meter. This provides a fast, helpful snapshot of post-performance, although it does not offer improvement suggestions. Broader analytics are available in the global analytics section within the settings, where admins can view insights such as the most discussed Forum posts to understand which topics are generating interest. However, topic-based analytics, such as identifying the most frequently used hashtags, are not currently available. We feel this would be a useful addition for content creators, as it would help them better understand which themes resonate most with employees, and plan future content accordingly.

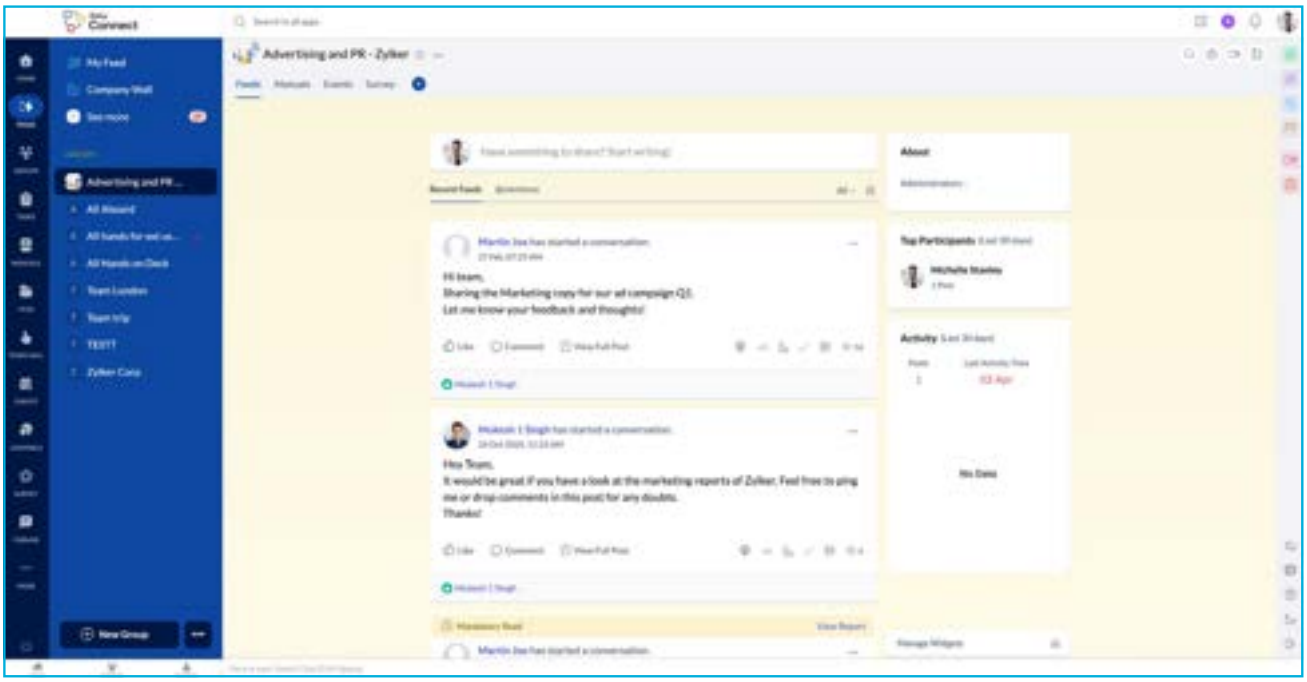
Overall, Zoho provides an approach to internal communications that's more reminiscent of social platforms. While effective, communicators may miss having a traditional 'news centre'. Those with requirements around campaigns, managing the flow of news, and multi-channel communications may find Zoho simple compared to others we've reviewed. Zoho's approach does encourage employee engagement, however, and a social approach may suit organisations wishing for a more transparent or two-way approach to communications.



Social Advocacy posts enable users to share company updates directly to external social media channels such as Facebook, X, and LinkedIn.



Post Insights provide quick access to performance analytics such as views, reactions, and engagement metrics.



Groups help target audiences effectively, with options for public, private, or all-hands groups.

Community spaces in Zoho Connect are organised through 'Groups', for more formal use cases, such as department-based communities, as well as project or interest-based collaboration. Public groups are open for anyone to join, while private groups can either allow membership requests or restrict access only to users manually added by the admin. 'All-hands' groups automatically include every user in the organisation. If a group needs to include users with specific characteristics, such as a department, location, or interest, admins must first set up a dynamic membership rule in the settings. This ensures that users who match the rule (for example, a particular interest listed on their profile) are automatically added to the appropriate group.

Each Group can include its own Feed, 'Events' and Manuals for sharing content relevant to that community, and permissions for publishing each of these are configured by the Group admin. Posting on Group Feeds is the same as covered in Scenario 2 and is simple for employees to do. Admins can enable moderation for specific Groups or Forums, requiring approval before posts or comments go live.

There are familiar social features such as likes, shares, hashtags, emoji reactions, and comments on Feed posts and Forum articles. Emoji reactions are available for Feed posts and within the video conferencing feature. For Feed posts, users can choose from six reaction options, covering familiar responses such as like, love, and angry. During video conferencing, users can choose from a much wider selection of emoji reactions.

A notable feature is 'Gamification', which awards employees points for actions such as posting content or receiving likes. Admins can also set up badges to publicly recognise achievements, helping encourage participation and engagement across the platform.

Polls can be created directly within Feeds, with flexible settings that let creators decide whether users can choose multiple options, view votes, or change their answers. Once published, an 'Insights' icon is visible to track the poll's performance, as with other Feed posts. Polls are also available within the video conferencing feature, allowing meeting hosts to gather quick feedback during meetings.

A Survey module offers a drag-and-drop builder with a range of pre-built fields such as contact details, email, and digital signatures. Theme options are available, allowing creators to customise surveys by applying different fonts, colours, shadows and form size. When reviewing survey responses, creators see a dashboard that summarises key metrics such as survey visits, total responses, completed responses, and partial responses. Each question also includes a graphical breakdown of the answers. Creators can drill down into individual responses to view how each participant answered, and survey results can be exported as a PDF or an Excel file for further analysis. We particularly liked how comprehensive this tool is, giving admins an effective way to collect feedback and insights from employees.

Features to mark employee lifecycle moments largely revolve around dedicated tools like 'Town Hall' and 'Events'. It is easy to set up an onboarding Group for new employees, however. Beyond onboarding, features like Tasks and Manuals play a key role in ongoing engagement. The Tasks module allows assigning and tracking responsibilities, while Manuals serve as a central hub for knowledge and training materials throughout the employee lifecycle.

An 'Ideas' module provides a dedicated space for sharing suggestions across the organisation, where ideas can be categorised and assigned a status such as 'New', 'In Progress', or 'Completed'. Once an idea is published, other users can comment on it and vote it up or vote it down, similar to Reddit posts. There isn't any formal idea management behind the scenes, but this is likely to meet most organisations' needs.

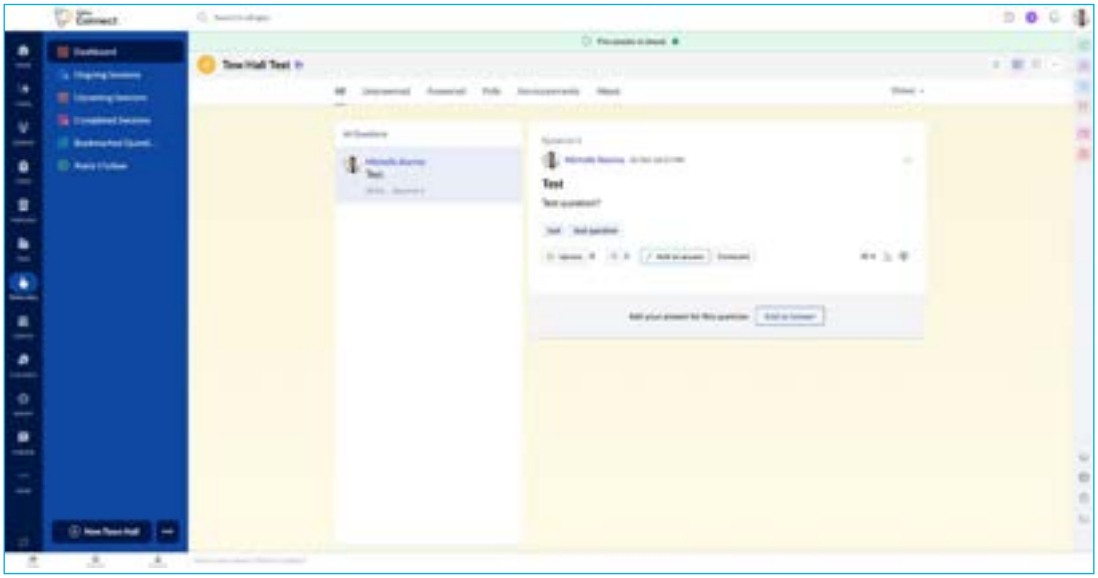
A 'Town Hall' capability supports Q&A sessions and live broadcasts for all employees or specific Groups. The Zia AI assistant automatically generates tags for Town Hall discussions to improve discoverability. After the Town Hall session, Zia analyses questions from live discussions and generates a report highlighting key topics, helping organisers to prioritise follow-ups on the most important issues and improve engagement. We think this is an unusual and valuable feature.

Gamification rewards employees with points and badges for completing key activities, encouraging participation and interaction.

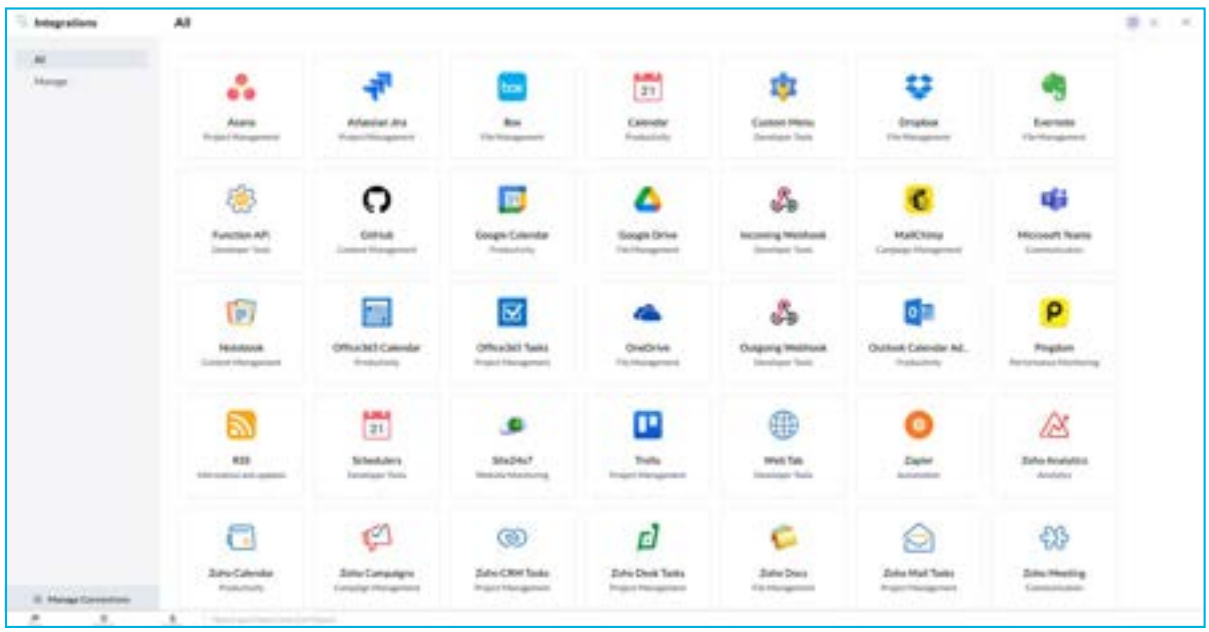
An 'Events' calendar is accessible from the left-hand menu and gives users quick visibility of all events relevant to them. New events can also be created directly from this view. When setting up an event, publishers add relevant details, including a description, start and end time, all-day status, location, RSVP options, invitees, and email notifications. There is currently no option to set a maximum number of attendees, which would be a helpful addition. For the audience, users can choose to invite the whole organisation, members of specific Groups, or select individual attendees. Helpfully, external events from other calendar services can be imported to Zoho via CSV file.

Overall, Zoho offers a comprehensive set of tools that support collaboration and engagement across the organisation. The Survey and Gamification features stand out as particular strengths.

The Survey Builder allows admins to create detailed surveys using drag-and-drop functionality and pre-built components including contact fields and digital signatures.



The Town Hall feature supports Q&A sessions and live broadcasts for all employees or specific Groups.



Zoho Connect integrations include out-of-the-box connections with tools such as Jira, Asana, Box, Dropbox and others.

Zoho provides a selection of out-of-the-box integrations that display information from external systems. These include popular project management tools such as Asana and Jira, document management systems like Google Drive, OneDrive, Box, and Dropbox, as well as various calendar and workflow tools such as Zapier. Other apps from the Zoho suite are also available and easy to integrate. For more advanced integrations, APIs are available, with documentation provided in Zoho's online knowledge base.

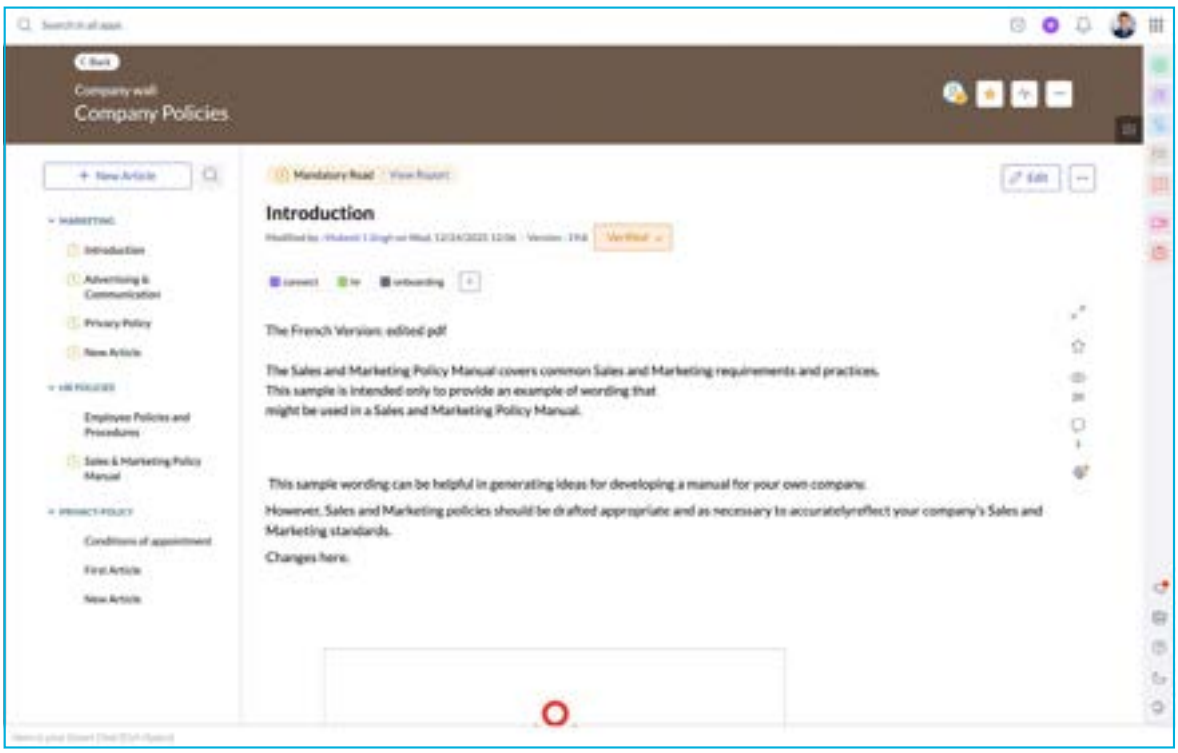
For Microsoft tools, Zoho supports direct integration with MS Teams, allowing users to schedule and host meetings from within the platform. Additionally, OneDrive files can be attached to posts published in Zoho, Outlook calendar events can sync with Zoho's event calendar, and tasks can display in widgets. However, there is no integration with SharePoint, which would be a valuable addition.

Admins can add a 'Quick Links' widget to the homepage for easy access to external apps, either managing it centrally or allowing users to customise their own links. Notifications from third-party systems can be set up through API connections.

When it comes to completing tasks from external systems, integrations with MS Teams and Zoom allow users to schedule and host meetings directly from Zoho. File management integrations with tools like Google Drive make it easy for users to attach files to Posts or upload new documents directly to their connected drives from within Zoho.

Integrations with Trello and Asana ensure tasks from these platforms are seamlessly displayed within the 'Task' module, keeping everything centralised. It also enables users to set deadlines and assign tasks in Asana or Trello without leaving the Zoho platform. Within the Tasks module, admins can create multiple 'Boards' to keep work organised. When creating a task, they choose which Board it belongs to and add key details such as the task name, description, assignee, start and due date, priority, and any relevant attachments.

Overall, Zoho offers a good range of integrations although these are largely display-only where employees will be taken to source systems to complete activities. This is a simpler approach than many other solutions we've seen, although the Task module works well.



Manuals serve as the main feature for publishing and organising knowledge content, with chapters that make navigation simple and intuitive.

Groups serve as the main spaces for storing content targeted at specific audiences. Within Groups, Manuals are the primary feature for knowledge sharing, ideal for hosting company policies, guidelines, and other reference materials. They can be tagged for easier categorisation and assigned to Groups for collaboration.

A Manual is organised into 'Chapters' and 'Articles'. Articles are created to cover key internal resources such as an annual leave policy, a training guide, or a workplace guideline. Chapters group related Articles together. For example, articles on hiring and training could sit under a chapter called 'Recruitment'. This structure improves readability and makes it easier for users to find the information they need. The Zia AI assistant supports content creation by helping publishers draft Articles, rephrase or refine existing text, check grammar, and suggest suitable titles. End users can choose to 'follow' specific Manuals to receive email notifications and push notifications for all updates related to that Manual.

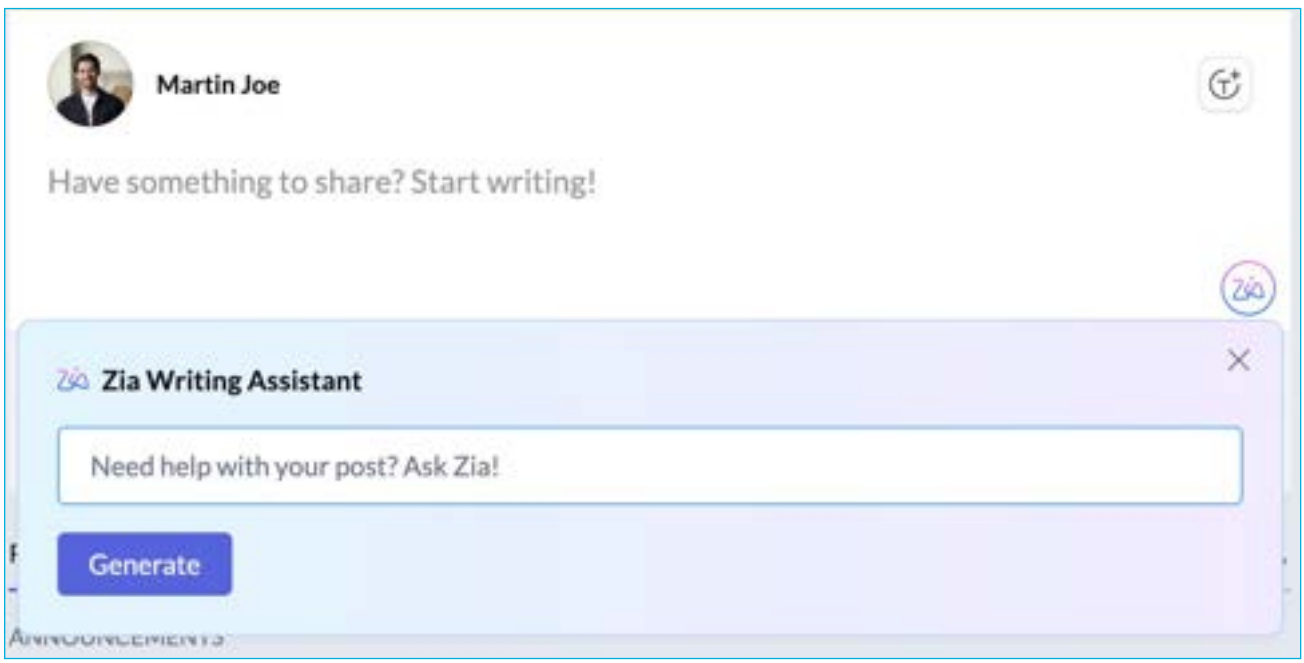
Additionally, documents are stored in a central library called 'Files', accessible from the left-hand navigation. When creating new File folders, admins can grant access for specific users or entire audience groups. A Files tab can also be added to a Group's navigation so members can quickly access documents relevant to that Group. Files are uploaded from local storage or imported from cloud services such as Google Drive. Once uploaded from the cloud, users have an option to download it or view it within the cloud location. Admins can determine whether everyone or just selected users have permission to download attached files, ensuring data security and compliance. Users can also create documents directly within Zoho using 'Zoho Writer' and 'Zoho Sheet', Zoho's own equivalents to Word and Excel, which integrate seamlessly with the platform. As a whole, document management in Zoho Connect is simple and practical, making it easy for employees to upload, create, and access the files they need.

For important communications, Feed posts can be pinned or marked as a mandatory read, with the option to set deadlines and automated reminders. Post creators can also select which Group Feed to target, ensuring messages reach the right audience. Once published, they can use the 'view report' option to see who has confirmed reading the post and who still needs to do so. Mandatory read posts are highlighted on the feed with a yellow banner for clear visibility, and users are automatically notified if they don't acknowledge a mandatory read item. Results can be exported for reporting purposes. This works well and we think it's a shame that other content types can't be marked as mandatory.

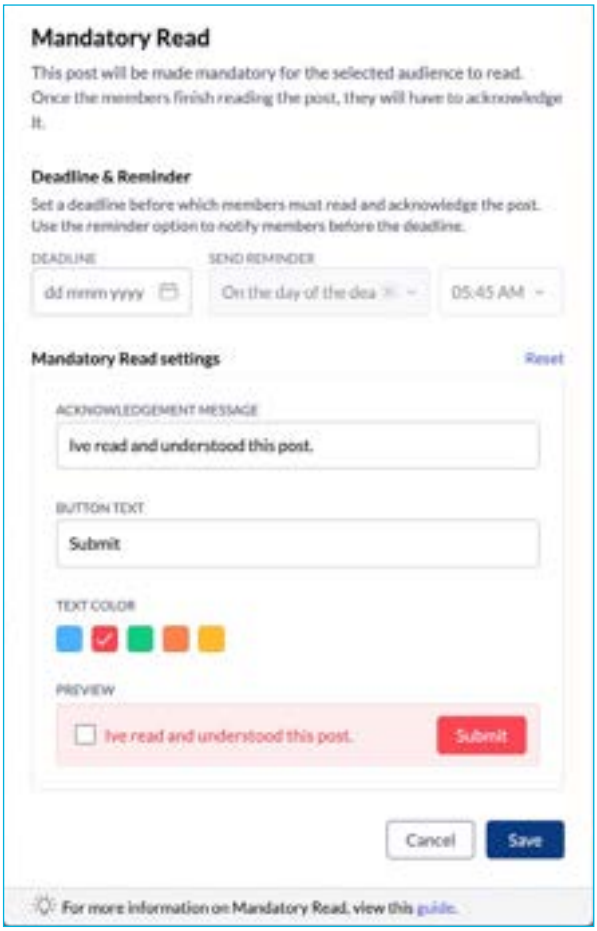
Manual activity is tracked through a 'Manual Activity' icon, showing who made edits and when. However, Manuals can only be unpublished manually by an admin and cannot be scheduled for unpublishing. Bulk editing options are also not available, which may slow down larger content management tasks. There aren't other governance and lifecycle tools, beyond unpublishing dates.

When it comes to analytics, each Feed post includes an 'Insights' icon providing quick metrics such as total views, reactions, comments, engagement scores, and sentiment analysis. Forum discussions have a similar Insights feature, while Manuals only display the number of readers and comments. Group Insights are available directly from the Group's navigation bar. They provide useful metrics such as the total number of posts, reactions, and members, as well as engagement levels and top participants. These Insights give Group admins helpful visibility into how their group is performing. However, Zoho does not yet provide AI-driven recommendations or improvement suggestions based on these analytics which would be a useful addition. Broader analytics can be accessed from the global 'Analytics' section in settings, where admins can see which Manuals have the most Articles published within them, and which Manuals were recently updated.

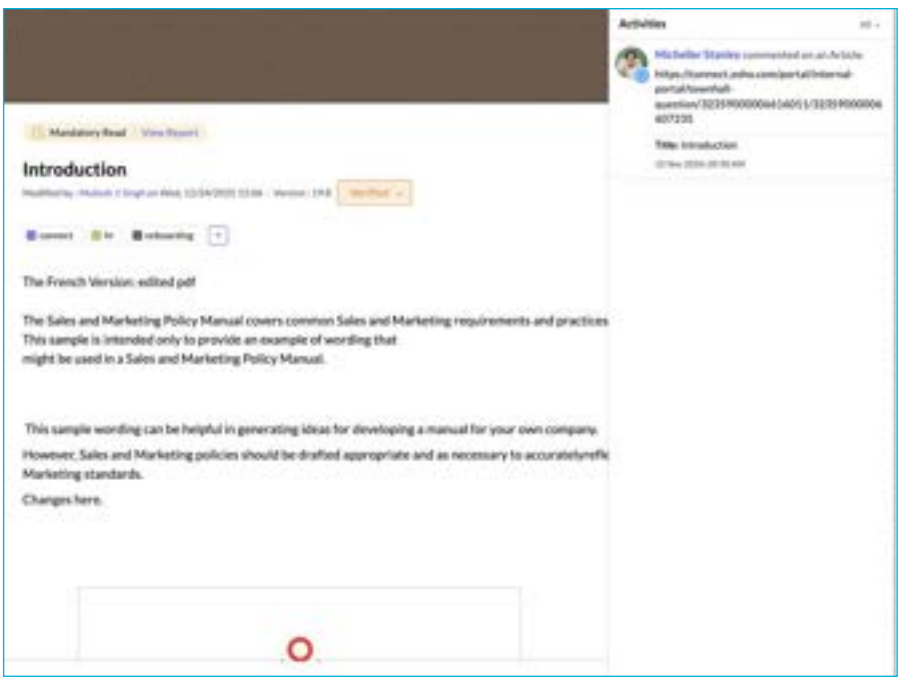
Overall, Zoho Connect provides decent tools for organising, publishing, and tracking content, with helpful analytics and AI-assisted writing. It's a simple approach however and for those organisations that need sophisticated governance features, or those that have a lot of knowledge materials, may not find everything they need.



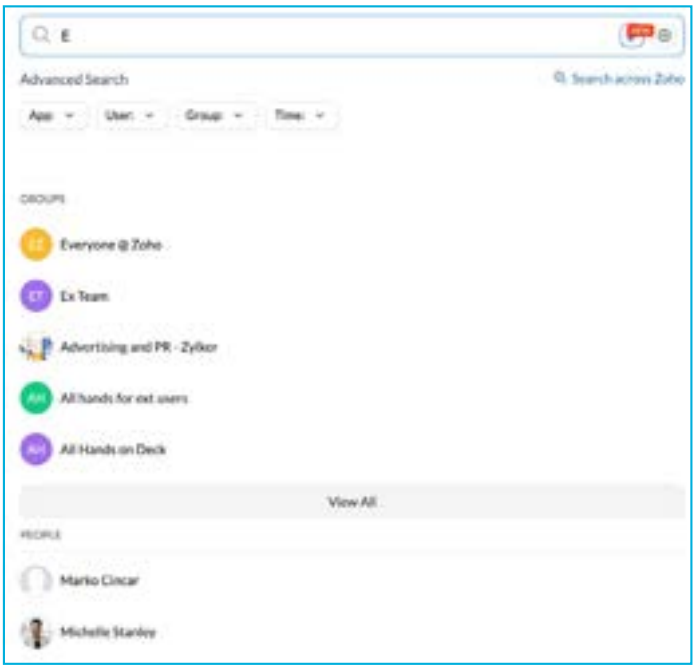
Zia, the AI-powered writing assistant, helps users generate content, suggests titles and improves grammatical errors.



Mandatory Read posts ensure important announcements are seen and acknowledged by all users.



The Manual Activity view displays recent updates, including member additions and newly published articles.



Search results in Zoho Connect are organised by category, and an external app search can be enabled for broader coverage.

When users type keywords into Zoho Connect's search bar, results are automatically grouped into categories such as Feeds, Articles, and Attachments for easier navigation. Natural language search is supported, and there are some pre-defined example prompts to help narrow down a search by author or category. While spelling correction is not currently available, users can refine their search through advanced filters, narrowing results by app type, user, group, or time period.

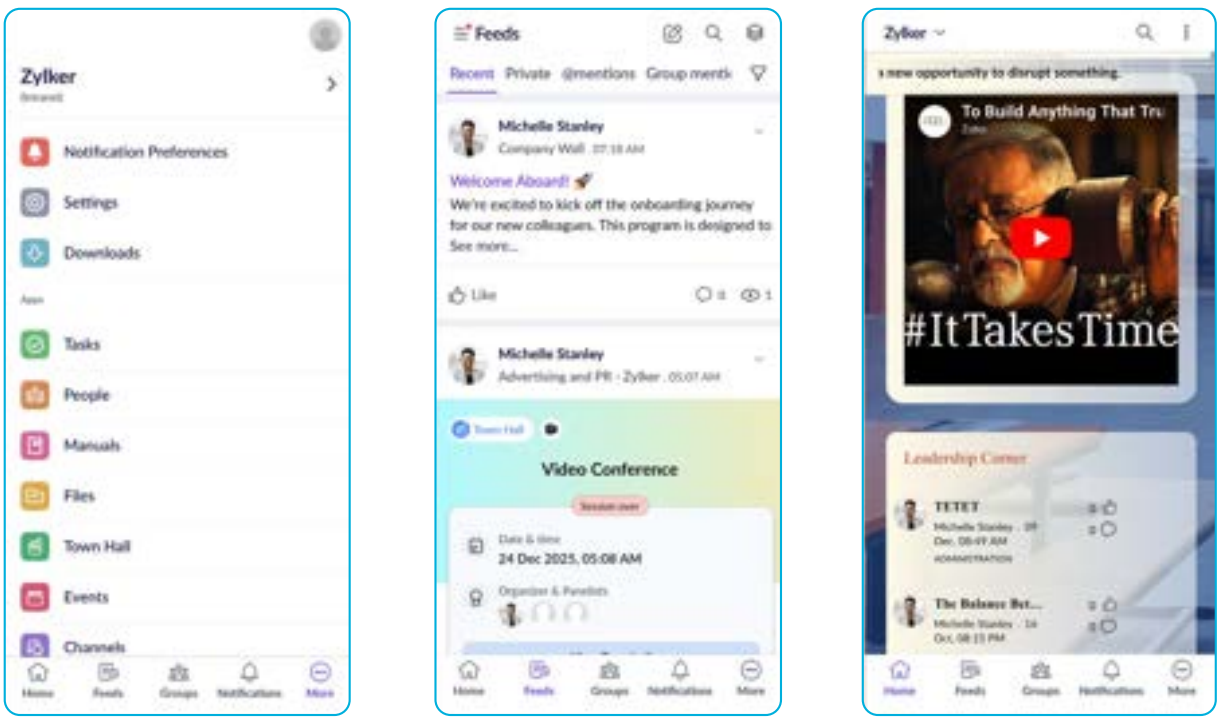
Admins can easily enable external systems to be included in search results, such as Google Drive, Box, Dropbox, Asana, or Outlook. Results from these sources appear in a dedicated 'External' tab beside native results, keeping the two clearly separated. Another useful option is the 'Search across Zoho' feature, which allows enterprise-wide searches across other Zoho applications, a strong advantage for organisations already using the Zoho suite.

Finding people is straightforward and can be done either through the main search bar, where results appear under a 'People' tab, or via the 'People' icon on the right-hand navigation bar. This opens the User Directory, where users can browse profiles and search for colleagues. User profiles themselves are simple and well-organised, displaying key details across four tabs: profile info, activity, followers, and following. Profiles can be edited directly by users to add details like skills, or interests. There is an org chart, which can be imported from an external system or created manually within the platform.

Sponsored search results or admin prioritisation are not supported, meaning all results are displayed organically. There is also no built-in option for users to leave feedback on search results. However, the search does index document contents such as PDFs, which improves the discoverability of embedded information.

Unfortunately, search analytics are not currently available. Features, such as tracking the most common search terms or identifying queries with no results, would provide valuable insights to help admins and content creators refine the platform's knowledge resources.

Overall, the search capabilities are clean, efficient, and easy to use. Its integration with external apps and ability to index document content make information discovery smooth and convenient, though adding search analytics and more advanced filtering would make the experience even better.



The Zoho Connect mobile app is available via app stores or MDM distribution, with all key features optimised for mobile use.

Zoho Connect offers a mobile app, available through app stores or via MDM distribution, with the option to provision users through CSV upload if required. Employees can log in using company SSO credentials such as Entra ID, Google Workspace or Okta. Unfortunately, the mobile app currently does not support biometrics login options such as face recognition or fingerprint.

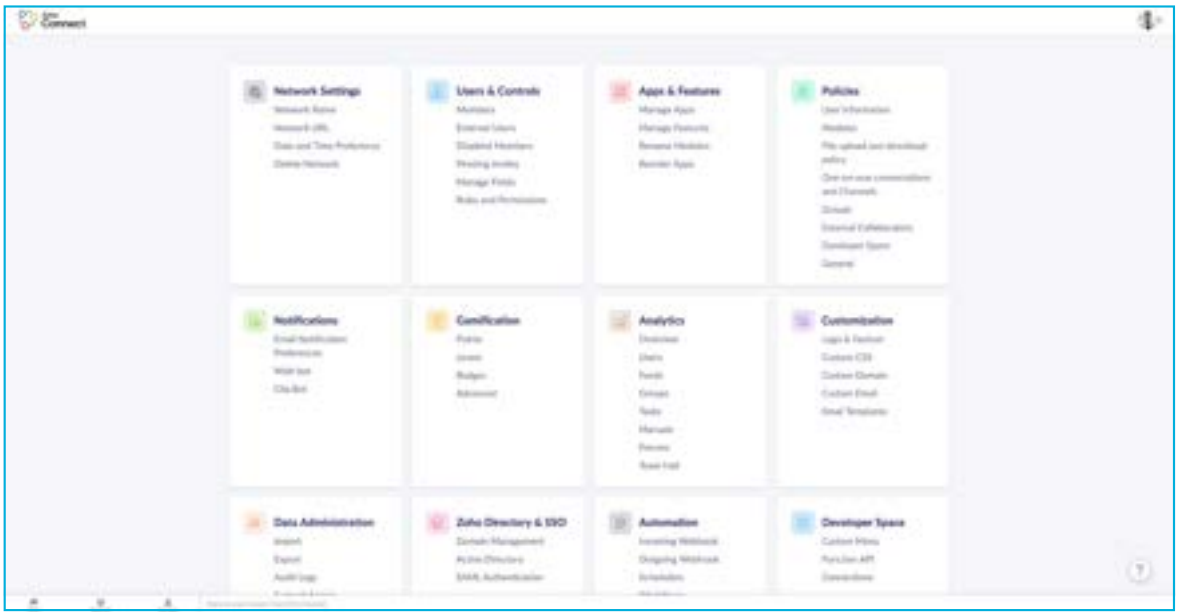
Dynamic widgets, timelines, and other key features are well optimised for smaller screens. The bottom navigation bar provides quick access to the homepage, Feeds, Groups, and notifications, while additional options are neatly organised under the 'More' icon. This layout makes the mobile experience intuitive and user-friendly. Most desktop features are available in the mobile app, although chat is handled through a messenger app that must be downloaded separately.

It's important to note that desktop branding settings do not carry over to the mobile app. However, if mobile branding is required, a white labelled app option is available at additional cost. The search experience on the mobile app is consistent with desktop, apart from external-source search results which are available exclusively on desktop

While there are no dedicated features specifically designed for frontline workers, the modules discussed in other Scenarios, like Feeds and Articles, keep employees informed and connected wherever they are. There is currently no offline mode for the mobile app, which may be challenging for frontline workers who do not always have reliable internet access. The app also lacks a "Do not disturb" status option, which would be a helpful addition for users who want to minimise interruptions.

When it comes to tailoring the mobile experience, the mobile app mirrors the desktop experience. There are currently no configuration or customisation options specifically for mobile.

Overall, Zoho Connect's mobile experience is clean and functional, providing a strong extension of the desktop platform. However, integrating biometrics and more frontline-specific features could make it even more valuable for a wider range of users.



Admin settings in Zoho Connect are intuitive and easy to manage, even for users without technical expertise.

Roles and permissions are flexible and allow for a good level of platform configuration. From the settings menu, admins can create and manage roles, assigning permissions to manage, create, or delete Groups, Forums, Manuals, and more.

Setting up home and landing page 'Dashboards' is also simple. Admins can choose from custom or over 30 pre-built system widgets, which can be added, resized, and rearranged with simple drag and drop. This flexibility provides creative freedom when building Dashboards and is a strong point for the platform. If an end user doesn't have permission to view content in a specific widget, the widget will appear empty, and the Dashboard will not rearrange accordingly.

Navigation includes a main menu on the left, a smaller one on the right, and a fixed top bar with the search function. A footer menu provides quick access to chats, channels, and contacts. While this layout ensures that everything is easy to reach, it can feel slightly cluttered, and some features might benefit from being grouped within the settings section. Some customisation options are available in settings, allowing admins to update the left-hand side menu by rearranging or removing unused items, but this doesn't offer the same flexibility as other solutions we've reviewed.

Branding options include adding a company logo, favicon, and custom email templates. Applying brand colours, however, requires CSS coding, which may be a barrier for less technical users. Additionally, only one branding setup can be applied platform-wide, meaning organisations with multiple divisions or locations cannot customise branding for each. While the available branding tools cover the essentials, companies looking for extensive brand configuration may find them somewhat limited.

Admins can access platform analytics from global settings, categorised under Overview, Users, Feeds, Groups, Tasks, and Manuals. Reports can be filtered by time and location and exported with a single click. However, there's no option to create custom analytics dashboards, and AI-powered insights or recommendations are not yet available.

Overall, Zoho Connect provides a solid administrative experience with good flexibility, ease of use, and customization potential. While advanced analytics and richer branding options could enhance the offering, the platform remains dependable, easy to configure, and well-suited for organisations seeking straightforward administration and governance.

THINGS TO BEAR IN MIND

While Zoho Connect offers a broad feature set and a clean user experience, overall, it provides a relatively simple solution when compared to other platforms we've reviewed. For example, those with sophisticated internal communications or knowledge management requirements may find the range of options on offer a little basic. This is a conscious design choice by the vendor to make the platform lightweight and easy to manage.

Similarly, the general approach to the platform's architecture is to offer links to content types, spaces, or tools. This is simple and effective, yet doesn't offer administrators much control, which some might be looking for. It does help with creating parity between the mobile and desktop environments, however.

From a technical perspective, it's worth noting that Zoho offers vendor hosted deployments only. Additionally, the pricing for organisations over 5,000 users is on the higher side of our brackets. Overall, for organisations already using Zoho's suite of business tools, Zoho Connect's native integrations, familiar design, and cohesive ecosystem offer significant value without overwhelming complexity. Other organisations looking for a simple user experience and a more social approach to their chosen platform will find Zoho Connect a good choice.

Why choose this product

Zoho Connect is an intuitive and modern employee engagement platform that unites communication, knowledge sharing, and engagement in one place. Its clean interface, social-style interactions, and strong integrations with other Zoho tools make it a good choice for organisations seeking a central hub for news and information. It's well suited for businesses that value simplicity, structure, and connectivity.

You may also be interested in...

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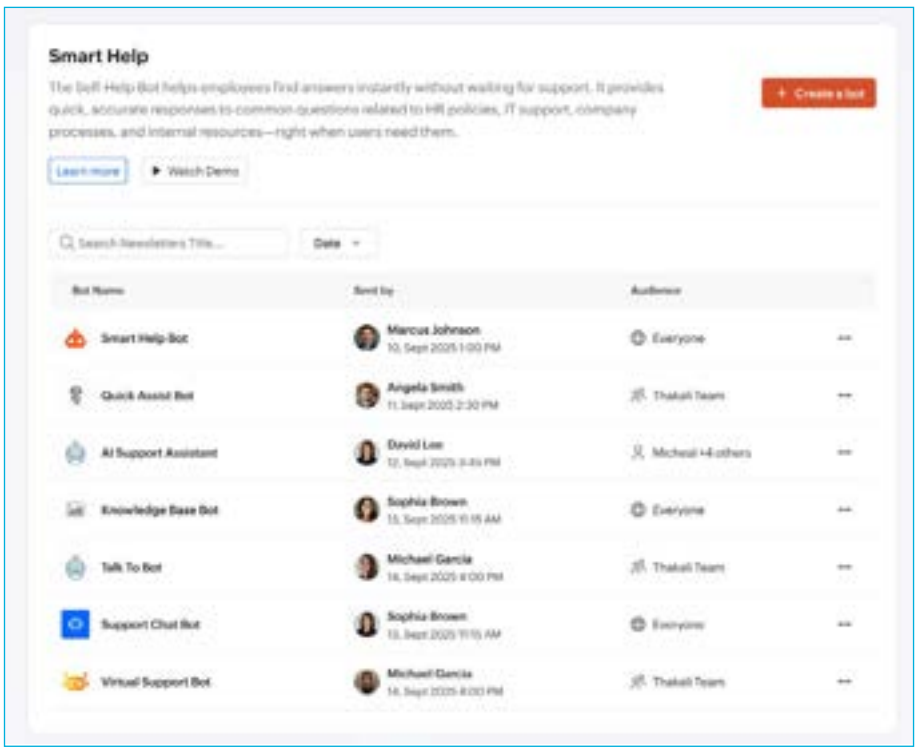
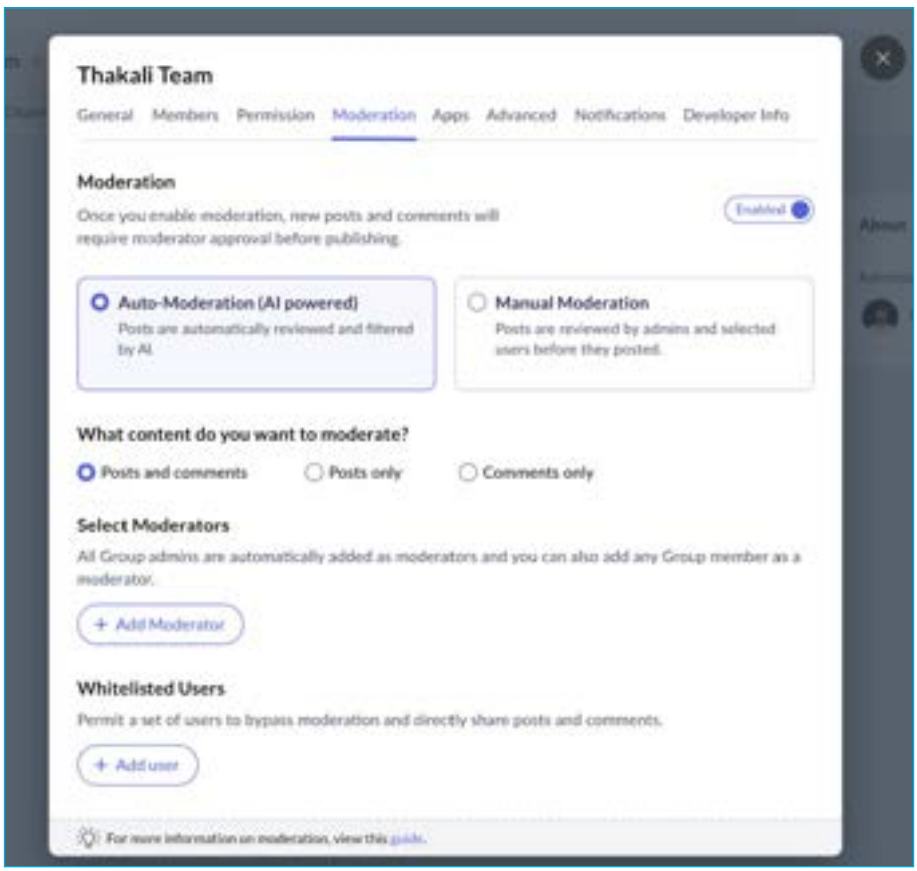
Vendor roadmap





Roadmap images provided by Zoho.

COMPANY AND PRODUCT

Company
Zoho

Company founded
1996

Product launched
2013

ISO 27001 certified
Yes

Data residency
US, Europe, India, Australia, Japan, Canada, Saudi Arabia, China, USA, Middle East, Europe (including UK), Canada, Australia, Asia

Typical client size
Not disclosed.

Company locations
Chennai, Tamil Nadu, India (HQ), China, Japan, Singapore, Indonesia, Malaysia, Vietnam, Netherlands, United Kingdom, Germany, UAE, Saudi Arabia, Egypt, South Africa, Kenya, Nigeria, USA, Mexico, Canada, Brazil, Colombia, Australia. Please see their website for more information.

Partner locations
Please see their website for details.

Customers
Please see their website for details.

Largest deployment so far
Not disclosed.

Environmental / sustainability certifications
None

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Product and technical details

Name of product

Zoho Connect

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	**Vendor-hosted**	Microsoft 365 tenant	Google Cloud	Other

Authentication supported

Entra ID	**ADFS**	Okta	Open ID	**Oauth**	**Google Workspace**	**SAML 2.0**	Other

App deployment

Google Play store	**Apple store**	**MDM**	MAM	Other

Accessibility

The vendor says their timeline to achieve WCAG 2.1 AA compliance is Q3 2026.

Document library sources integrated

Box	**Dropbox**	**Google Drive**	SharePoint	**OneDrive**	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	Microsoft	Sinequa	Open API available	Other

User interface multi-language

Machine translation	Pre-configured	Editable	**Right to left script supported**	Other

Content multi-language

Machine translation for publishers	**Machine translation for end users**	Editable machine translation for publishers	**Manual creation for publishers**	**Right to left script**	Other

Set-up and support

Set-up process for new clients

New Zoho Connect customers can sign up and start using the platform right away, with 24/7 support and optional onboarding assistance available if needed.

Product updates

Minor updates weekly, major updates every month.

Product update process

All customers are updated at once.

Reverse-out options

When a Zoho Connect contract ends, customers can request data deletion via support. If not deleted by the customer, the network is downgraded to 'Free', and data is scheduled for deletion within 30 days. Inactive networks on Free plans are flagged after 120 days, with reminder emails sent at 120, 135, and 143 days. At 150 days, the network is marked 'Deleted', and data is permanently removed after 30 days. Deletion occurs in stages: integrated service data first, then Zoho Connect database, account details via IAM, and finally, database space is unreserved. Meta information is logged for audit.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only

User community

Users can engage through the Zoho Community platform, where they share best practices, product tips, and feedback. There is also a user conference (Zoholics) and partner summits, which include dedicated sessions for Connect customers to interact directly with product experts. Additionally, customers connect via webinars, regional events, and online discussions to exchange ideas and learn from one another.

Voice of the vendor

Zoho says: "Zoho is a global technology company that has been building world-class software for over 25 years. With more than 55+ applications spanning business, productivity, and collaboration, Zoho empowers over 130 million users worldwide to run their entire business from a single, unified ecosystem. Privately held and profitable, Zoho is known for its long-term vision, customer-first approach, and commitment to delivering reliable, affordable, and scalable solutions.

One of Zoho's offering is Zoho Connect, our Modern Intranet and Employee Experience platform designed to simplify internal communication, foster engagement, and bring people together within organisations. Connect helps companies replace scattered tools and fragmented communication with a single platform where employees can collaborate, share knowledge, and stay aligned. We excel at enabling organisations to:

- Centralise communication: With feeds, forums, chats, and announcements, teams can stay updated without depending on external apps or endless email chains.
- Boost engagement: Polls, surveys, town halls, and recognition tools make it easier to capture employee voice and keep morale high.
- Streamline collaboration: From task boards to file sharing to team spaces, Connect provides the tools to work together efficiently.
- Customise workflows: Our no-code/low-code apps and automation features let businesses tailor the platform to their processes without relying on IT heavy-lifting.
- Integrate seamlessly: Single sign-on and integrations with other Zoho and third-party apps make Connect fit into an organisation's existing ecosystem.

The business challenges Zoho Connect addresses are core to modern workplaces:

- Fragmented communication where employees rely on multiple apps, leading to missed updates and inefficiency.
- Low employee engagement in distributed or hybrid environments, where employees feel disconnected from the larger company culture.
- Knowledge silos that make it hard to share resources, updates, and insights across departments or locations.
- Complex, rigid systems that are expensive to maintain and difficult for employees to adopt.

By bringing everything together in one intuitive, mobile-friendly platform, Zoho Connect helps organisations create a connected workplace that scales with their needs. Whether it's a startup building culture or a large enterprise managing engagement across geographies, Connect enables employees to collaborate smarter, communicate openly, and stay engaged, ultimately leading to stronger alignment, productivity, and organisational success."

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SECTION THREE

PRODUCT OVERVIEW REVIEWS

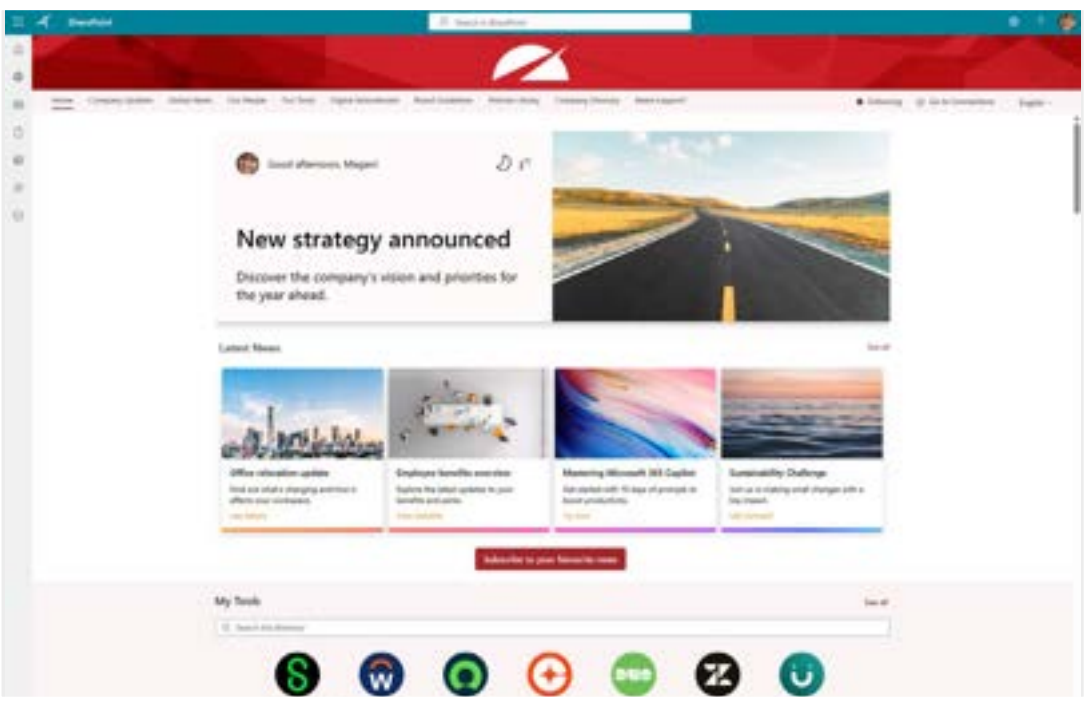
ACCELERATOR 365

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

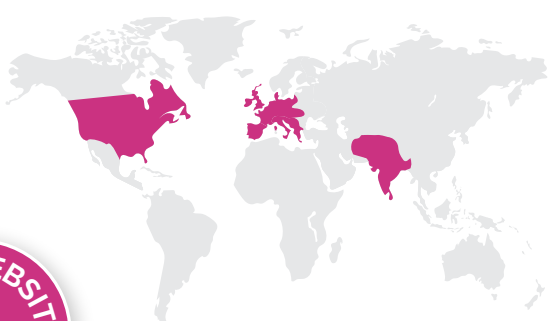
OTHER



Typical deployment:

5,000 to 10,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Accelerator 365 offers a suite of well-designed web parts and modules dedicated to filling the gaps within SharePoint.

CLEARBOX VIEW

Accelerator 365, a product from the consultancy Reply, offers over thirty 'Apps' (web parts) and two 'Solutions' to improve the SharePoint experience. The vendor's philosophy is to enhance SharePoint, without duplicating what Microsoft already offers, and we think they address this philosophy well overall. It's worth noting Reply have accessibility enhancements planned as part of their ongoing development, to make their products inclusive for all users.

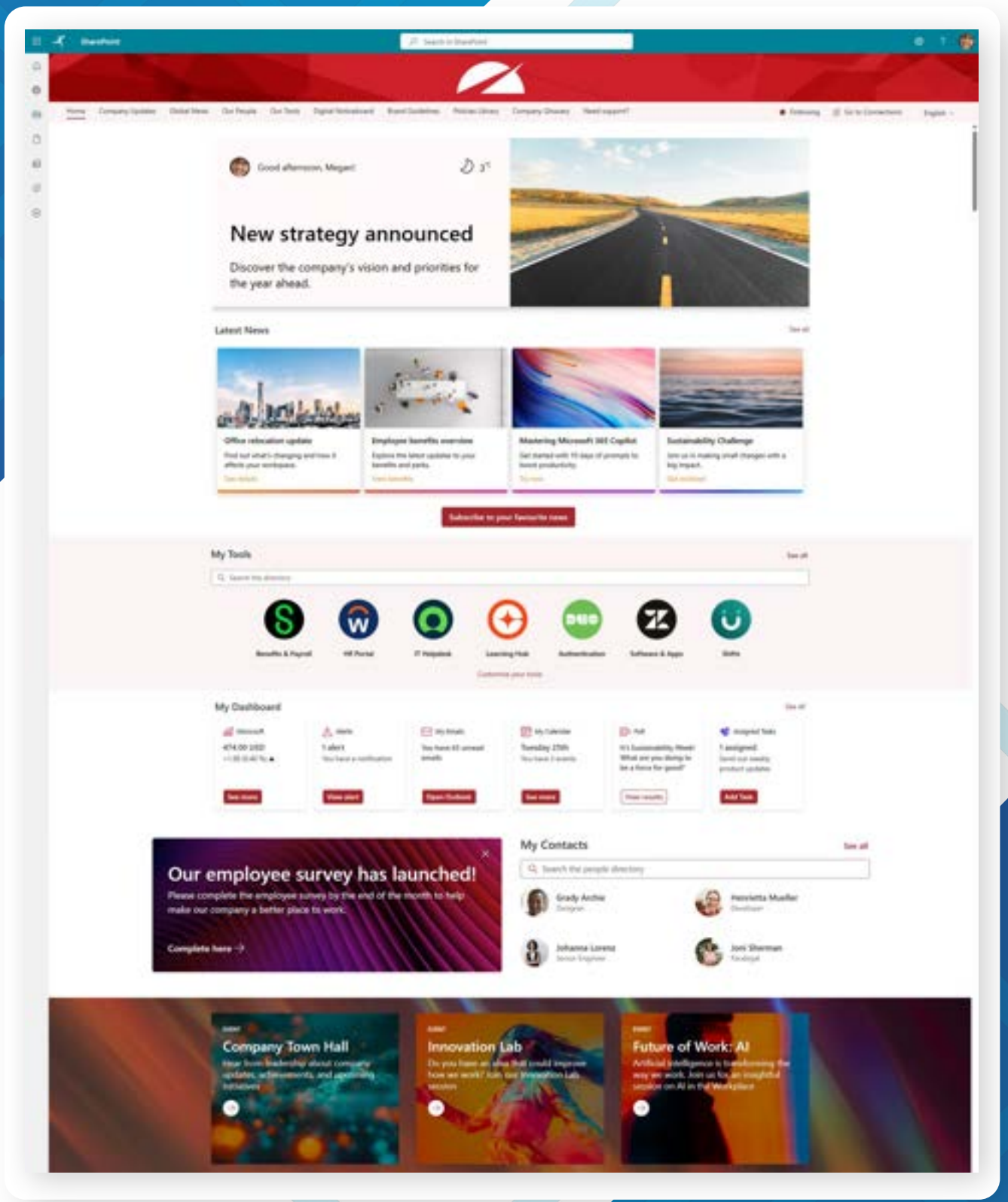
The Accelerator 365 Apps seamlessly integrate with the SharePoint editor. Some Apps improve user experience and page design; for example, the 'Welcome' App delivers personal greetings, highlights important news posts, and supports default or custom layouts. Other Apps address communications needs, such as 'Audience Subscription' that grants employees control over some audience groups they are part of, or 'Alerts' that display urgent messages in various places.

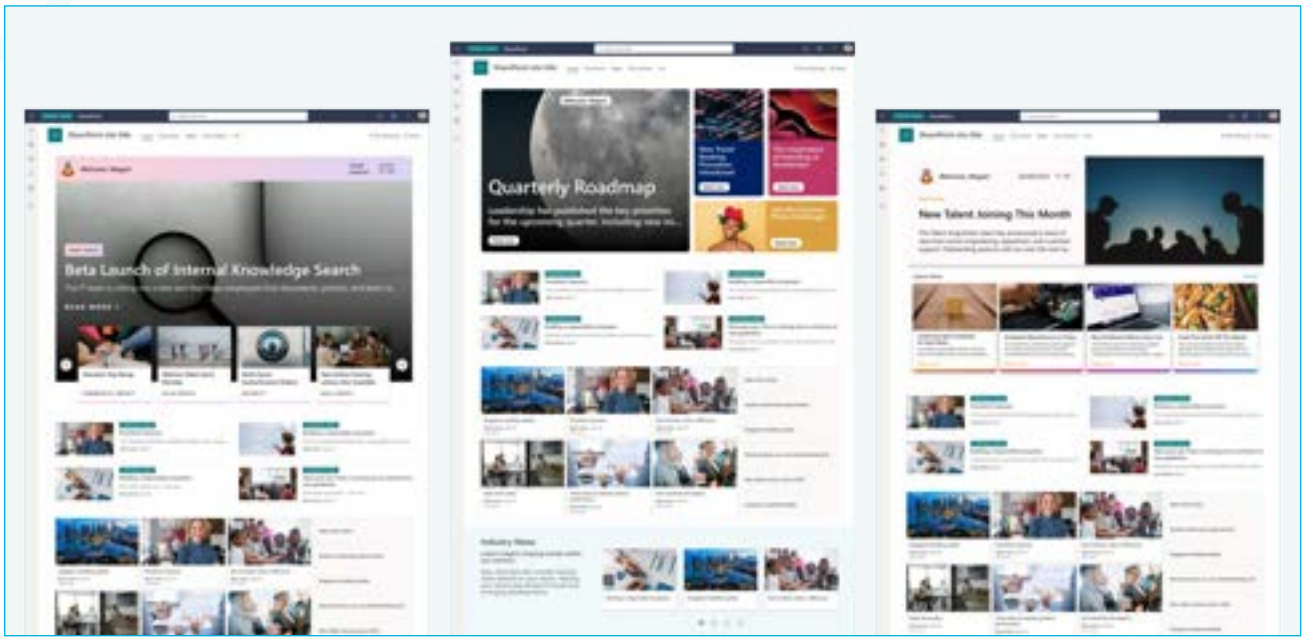
Some Apps helpfully supplement information-finding needs, such as 'Accordion' that displays substantial content into collapsible sections, 'Image Map' for an interactive image with tooltips and links, or the 'People Directory'. Others like 'Table of Contents' and 'Back to Top' help with navigating long articles and pages. We found the 'Launchpad' App more sophisticated than others we've seen, providing quick access to targeted and personalised links, although Reply have plans for even more improvements. While Accelerator 365 provides additional contextual search, it relies entirely on the SharePoint search and does not offer other significant enhancements in this area.

Accelerator 365 offers two 'Solutions' that help contributors better manage their content. We like the 'Content Management Dashboard' which offers a centralised place to track the status and key analytics of pages, gathering the content from multiple SharePoint sites into a single view. 'Content by status' shows what content is in draft mode or checked out, which can be difficult to spot otherwise. The Dashboard also displays standard but useful metrics, such as view counts or unique users. While organisations can go beyond the SharePoint 90 days threshold for data, at least one contributor in the organisation needs to regularly connect to the Dashboard in order for this data to be collected. Soon to be released is the capacity for companies to add bespoke rules into their 'Content Management Dashboard', for example to enforce specific approval steps for selected content types or assign page owners for accountability. We think this will be a useful addition.

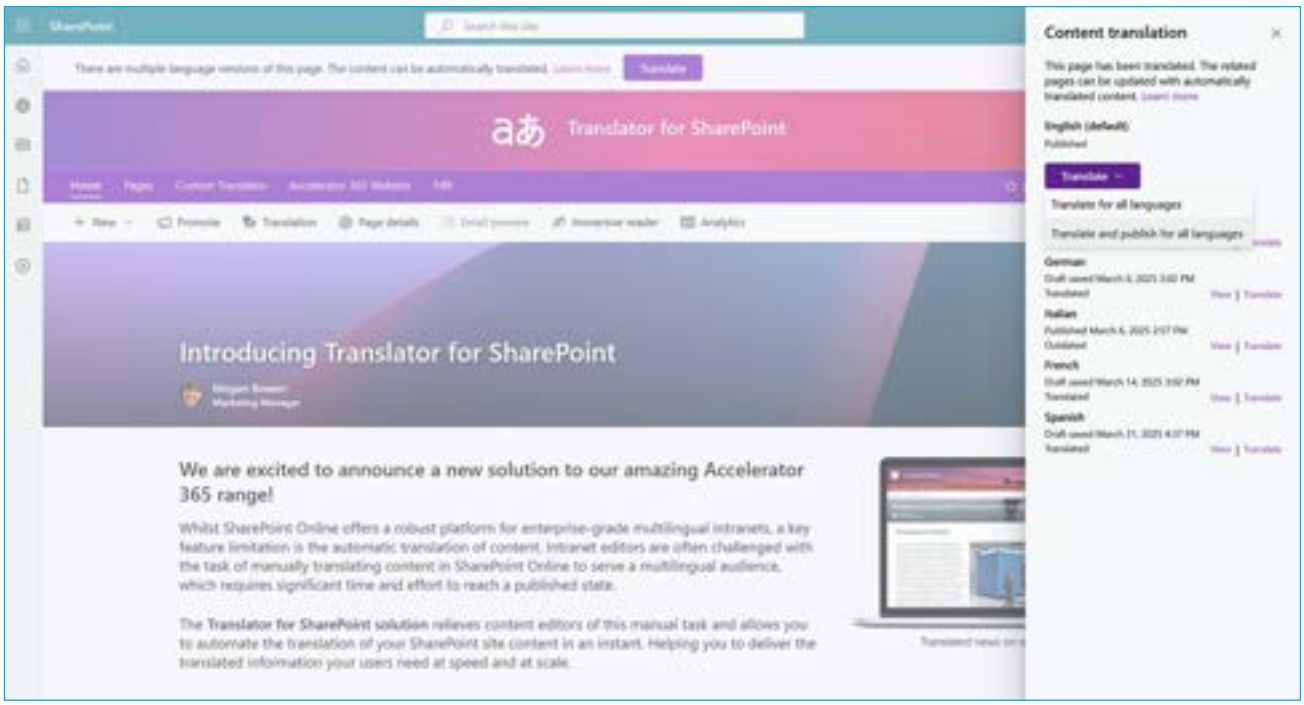
The 'Translator for SharePoint' Solution helps international organisations accelerate the content translation process by auto-translating an existing page to multiple languages at the same time. This process is faster than standard manual translation in SharePoint and provides a custom organisation dictionary for specific words and phrases. Publishers can easily see language variants, edit them, and see when they were last edited. Employees can easily jump between language versions, and we like the message that flags where auto-translate has been used but not edited. Translation capabilities are also being added to apps that rely on list elements (like 'Alerts' or 'Launchpad'), progressively enabling broader multilingual support.

We like the vendor's transparent pricing, offering Apps separately or as a package, and overall, the cost is very competitive. The installation process is straightforward; each App and Solution is available in the Microsoft SharePoint Store, so any tenant administrator will be able to install them autonomously. 'Lookbooks' are available to help customers easily deploy preset pages with associated Apps. We also appreciate the easily accessible online documentation with text and video tutorials on how to make best use of the Apps and Solutions. The roadmap is evolutive and the product team is constantly improving their solution. Overall, Accelerator 365 will appeal to organisations of any size looking to address gaps in SharePoint functionality without detracting from the power of the Microsoft platform.

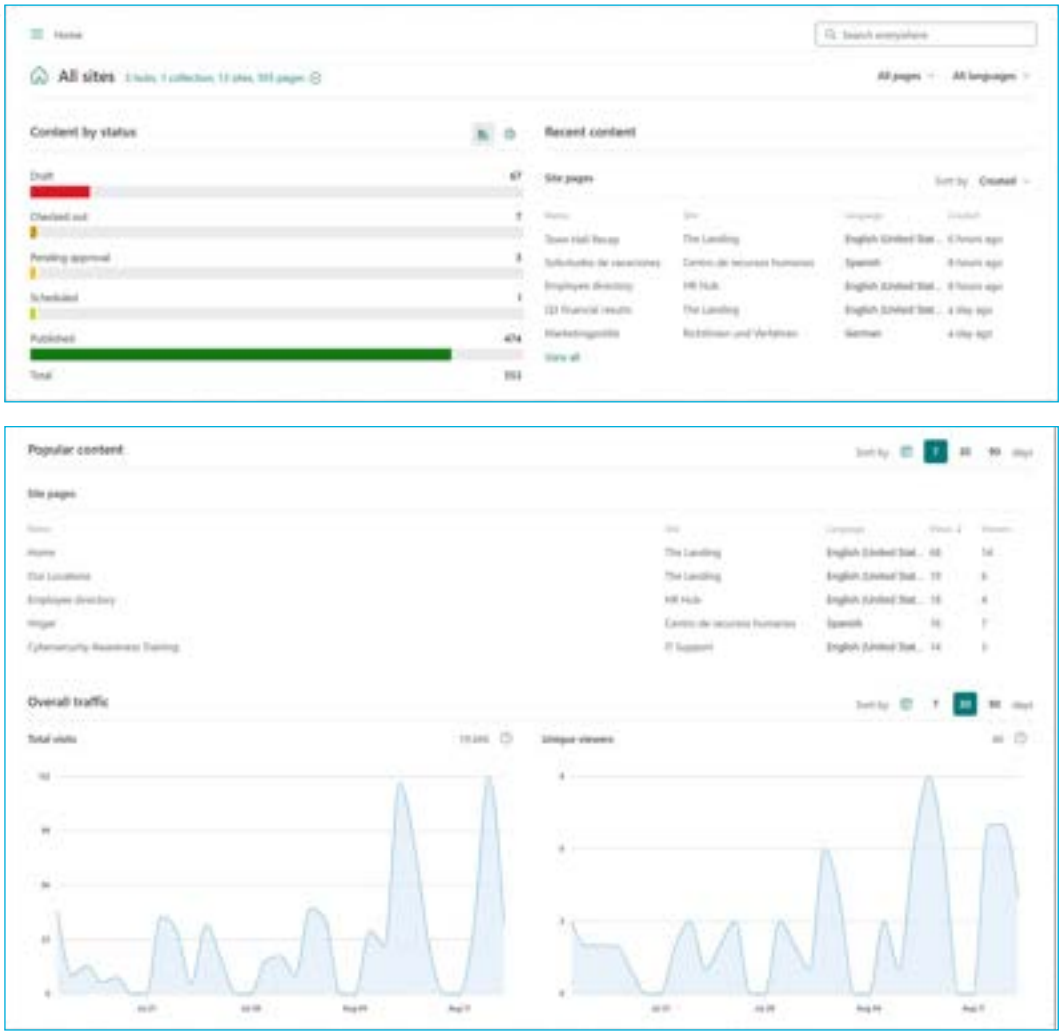

New strategy announced
Discover the company's vision and priorities for the year ahead.
Latest News
My Tools
My Dashboard
Our employee survey has launched!
My Contacts
Company Town Hall
Innovation Lab
Future of Work: AI



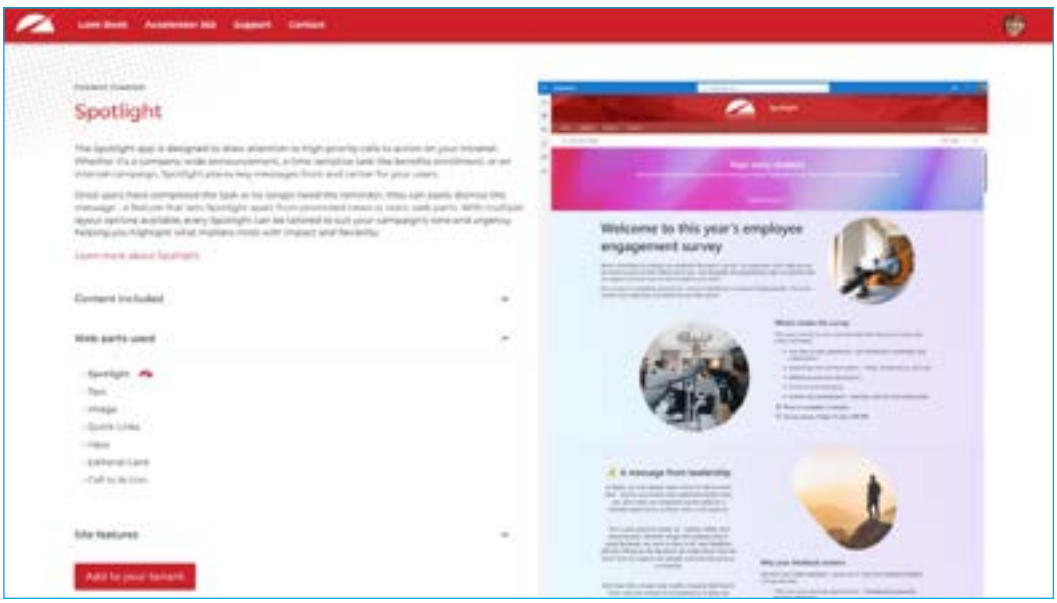
The 'Welcome' App provides personalised news and updates, with support for custom-branded layouts tailored to your organisation.



The 'Translator for SharePoint' Solution helps with auto-translating existing pages to multiple languages at the same time, facilitating the management of multilingual intranets.



The 'Content Manager Dashboard' Solution offers a centralised and visual place to track the status and key analytics of pages. We particularly like that administrator can see the content from multiple SharePoint sites in a single view.



'Lookbooks' are available online to help customers easily deploy preset pages with associated Apps.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users or one-off payment.

DISCOUNTS

Charities and non-profit organisations, multi-year commitments.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Product updates, such as feature enhancements, fixes and maintenance releases, are delivered to customers at no extra cost provided customers have an active license. All pricing options are visible on the vendor's website.

Product type

Ready-to-run, installed in hours

Branding opportunities

Good branding, single choice

Base systems

Fully standalone	**Requires SharePoint**	Other

Sectors

- Manufacturing
- Utilities provision, management and remediation
- Wholesale and retail trade
- Financial and insurance activities
- Arts, entertainment and recreation

COMPANY AND PRODUCT

Company
Reply

Company founded
1996

Product launched
2019

ISO 27001 certified
No, but ISO 9001 certified

Data residency
N/A

Typical client size
5,000 to 10,000

Company locations
Turin, Italy (HQ), UK, USA, Germany, Poland, France, Benelux, India

Partner locations
UK, USA, Italy, Germany, Poland, Australia, New Zealand, Sweden, Switzerland, Kenya

Customers
Clients include: Transport for London, Computacenter, Sky, AECOM, Sage, Specsavers, Christie's, Foot Locker, Nationwide, Southern Company

Largest deployment so far
Global company with 80,000+ employees and operating in 180 markets

Environmental / sustainability certifications
As part of the Reply Group, the vendor has engaged with the United Nations Global Compact, aligning their objectives with the UN's principles and supporting the UN Sustainable Development Goals. Reply's Consolidated Sustainability Statement, now integrated into the Group's Annual Report, details their environmental, social, and governance (ESG) commitments, achievements, and goals, ensuring continuous progress in managing non-financial impacts. Reply actively measures and benchmarks their environmental performance, in the 2024 CDP Score Report, Reply S.p.A achieved a "B" rating. EcoVadis ranks Reply in the top 8% of companies in our industry, awarding the vendor a Silver rating for their sustainability performance.

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Product and technical details

Name of product

Accelerator 365

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	**Microsoft 365 tenant**	Google Cloud	Other

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	Apple store	MDM	MAM	Other

Accessibility

Contrast can be set by the individual user, Individual users can change the font size of what they're seeing, Alt text is in use for images, Keyboards can be used for navigation, Screen reader compatibility. Reply says accessibility certification is currently underway.

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	**OneDrive**	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	Open API available	Other

User interface multi-language

Machine translation	**Pre-configured**	Editable	Right to left script supported	Other

Content multi-language

Machine translation for publishers	Machine translation for end users	**Editable machine translation for publishers**	Manual creation for publishers	Right to left script	Other

Set-up and support

Set-up process for new clients

All Apps and Solutions can be deployed in a matter of minutes via the Microsoft SharePoint Store - no additional setup or configuration outside of the SharePoint environment is required. Organisations may choose to run a free trial, then enter a paid license key to activate the product(s). Timeboxed installation support is provided at no additional cost.

Product updates

Minor updates weekly, major updates every six months.

Product update process

All product updates are distributed via the Microsoft SharePoint Store. This provides customers the control over their environment, with a self-serve approach enabling them to schedule the updates at a convenient time for their organisation. Customers are notified of any relevant updates via email at the close of each month, detailing which Accelerator 365 apps have had a release. This includes links to release notes and detailed upgrade instructions.

Reverse-out options

Content and data remain entirely within the customer's environment. Since Accelerator 365 products are individually architected, an expired license only affects the specific product, ensuring the rest of the intranet remains unaffected. Customers are notified in advance of license expiration for the renewal process. If renewal is not desired, enough time is therefore given for content to be transferred out of the Accelerator 365 products. Products can then be uninstalled from the SharePoint environment as per Microsoft best practice, which is also documented on the Accelerator 365 knowledge base.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only*

*Monday to Friday 09:00 – 17:00 UK time

User community

The vendor has an active feedback loop with customers, ensuring real world insights shape their products. Additionally, the vendor involves customers in new product development - validating functionality, user experience, and design via real-world testing.

You may also be interested in...

BEACON

ichicraft boards
Your digital happy place

junglemail™

Voice of the vendor

Reply says: "Accelerator 365 by Reply is a powerful suite of products built to enhance Microsoft SharePoint, seamlessly integrating with its native functionality to help organizations create a world-class intranet experience.

Developed from Reply's deep intranet consultancy expertise, Accelerator 365 follows a 'Microsoft-first' approach, extending SharePoint's native strengths rather than reinventing them. The result is a scalable set of solutions that fill the functional gaps organizations face when creating an engaging and effective intranet.

With a suite of over 30 Apps and Solutions, Accelerator 365 tackles the most common intranet challenges, from personalization and content discovery to user engagement. Designed to empower communicators, our products provide full control over one of the most essential aspects of the digital workplace - the intranet - without the need for complex custom development or advanced technical expertise.

Accelerator 365 products can be installed in minutes directly from the Microsoft SharePoint Store, where we are proud to be recognized as the leading vendor. Every download includes a free, full-featured 60-day trial, allowing customers to experience our products with no commitment. Installation via the SharePoint Store ensures seamless access to continuous improvements and updates at no extra cost, so customers always have the latest and most advanced version of our products.

Our transparent and flexible pricing model gives customers the freedom to purchase products individually or choose our comprehensive Intranet Apps Package, which includes both current and future App additions. With options for annual subscription or lifetime license, Accelerator 365 adapts to every budget and scales with business needs.

Today, Accelerator 365 supports hundreds of organizations across industries, helping them streamline communication, boost engagement, and unlock more value from Microsoft 365. At its core, Accelerator 365 is designed to make the intranet work harder for everyone - enabling communicators, engaging employees, and delivering a better employee experience."

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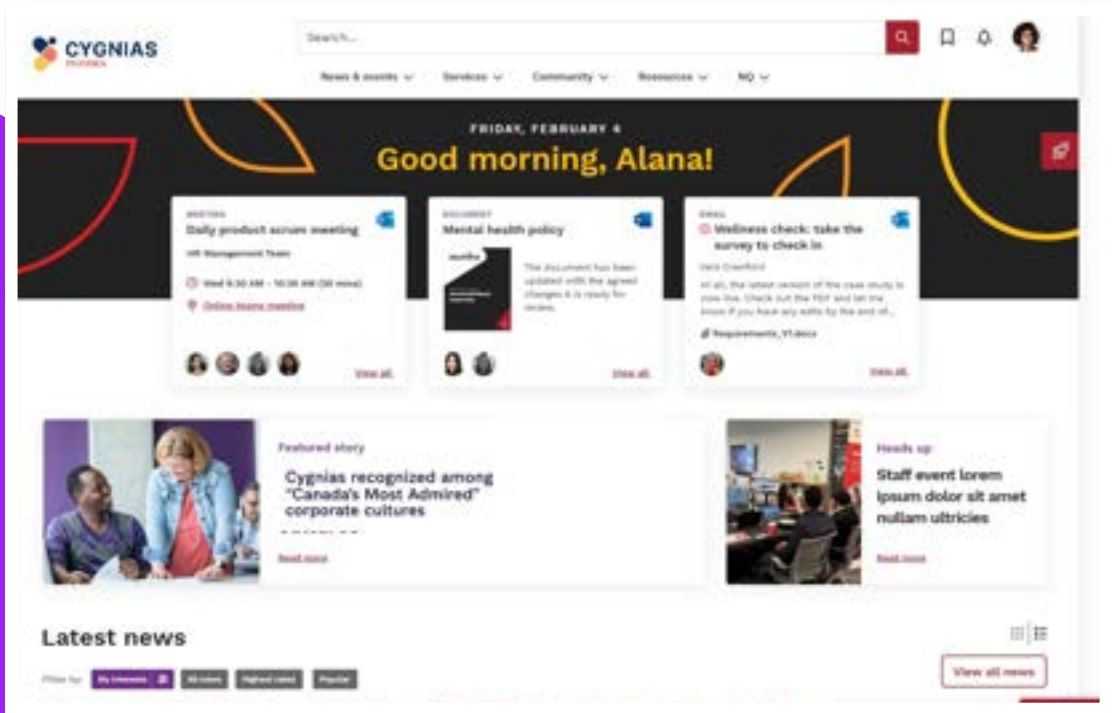
akumina®

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

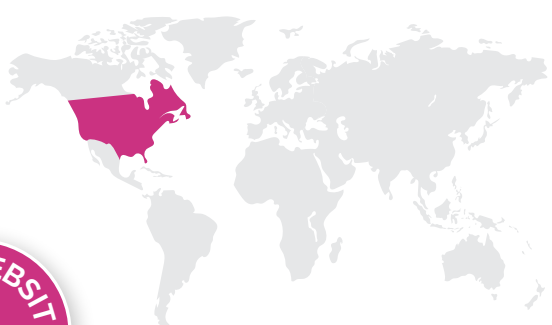
OTHER



Typical deployment:

20,000 to 50,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Akumina's flexible platform empowers businesses to create beautiful, brand-aligned intranets with powerful personalisation and excellent AI experiences.

CLEARBOX VIEW

Akumina, based in the US and launched in 2011, is a flexible and sophisticated intranet product that extends the power of SharePoint. Akumina relies on SharePoint for its content and data layer, preserving underlying governance and any permissions. However, Akumina's UI is completely different to SharePoint, with the potential to apply a range of attractive or completely custom themes. The tight integration with Microsoft 365, granular personalisation and targeting, customisable interfaces and thoughtful use of AI can be combined to create a compelling digital employee experience. Note there is a native mobile app although this may come at additional cost.

Communicators are well served with different news options, an editorial calendar and a newsletter tool. The 'Broadcast Center' enables urgent messages to be sent via different channels. While commenting, surveys, forms and a nice peer-to-peer recognition feature are supported, Akumina is lighter on social tools by design, assuming the use of platforms such as Viva Engage, Teams or Slack. Akumina has strong personalisation and highly granular targeting; news, navigation items, page sections, AI prompts and beyond can be targeted. Admins set up 'Personas' that incorporate data from Entra ID, HR systems and dynamic groups defined with Akumina. Elements can then be targeted to Personas, such as a 'Christmas promotions' section for 'frontline workers'.

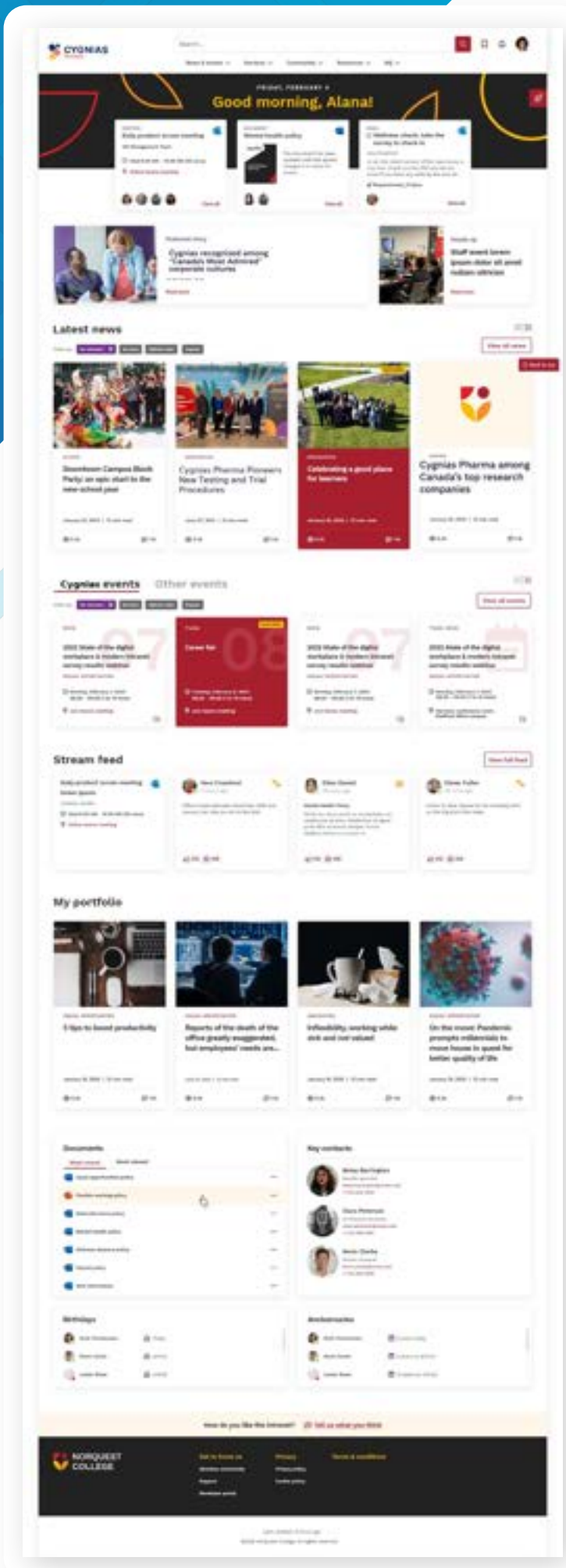
'Max AI', Akumina's AI assistant, is impressive. Based on Microsoft's underlying AI development kit, Max combines natural language understanding with contextual awareness of the user to find items, answer questions and generate text. Robust governance can be applied to the AI; admins create different 'knowledge buckets' on topics such as 'HR Policies' or 'Company Strategy', establishing the documents and sources for each. Individual prompts can be defined for each Bucket, provided with additional context and rules, and targeted to different Personas. For example, answers relating to HR policies could be based on a user's location and length of tenure.

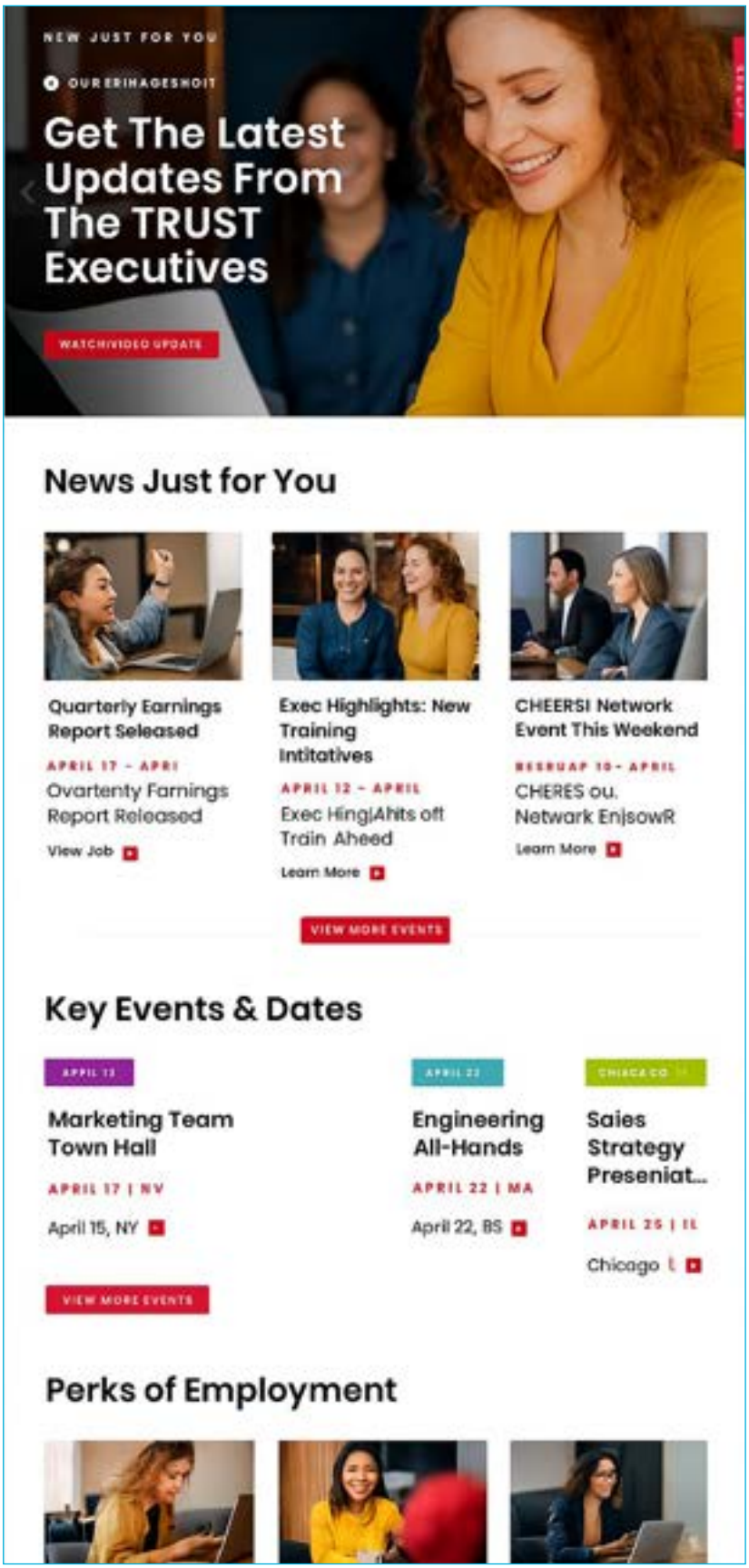
Publishers may use AI imaginatively for content creation. Admins can create pages with sections which dynamically update based on targeted prompts contextual to the user. For example, a page could have an AI-generated section such as FAQs which are generated based on the latest documents and relate to the user's location. This approach is potentially impactful but will require upfront content governance to succeed.

Akumina also has advanced support for integrations. Combining Max and a set of in-built connectors, admins can build 'Micro-Apps' from AI prompts that sit within a page as adaptive cards. For example, integrations might display information about tickets in ServiceNow or allow users to raise a new one. There are further opportunities to integrate with Microsoft 365 and Teams. Search leverages the Microsoft Graph and is enhanced with AI-powered summaries, as well as other features including custom filters; federated search involving other platforms or M365 elements such as Teams chats is also possible. Analytics within Akumina are comprehensive, delivered through a set of dashboards with suggested improvements.

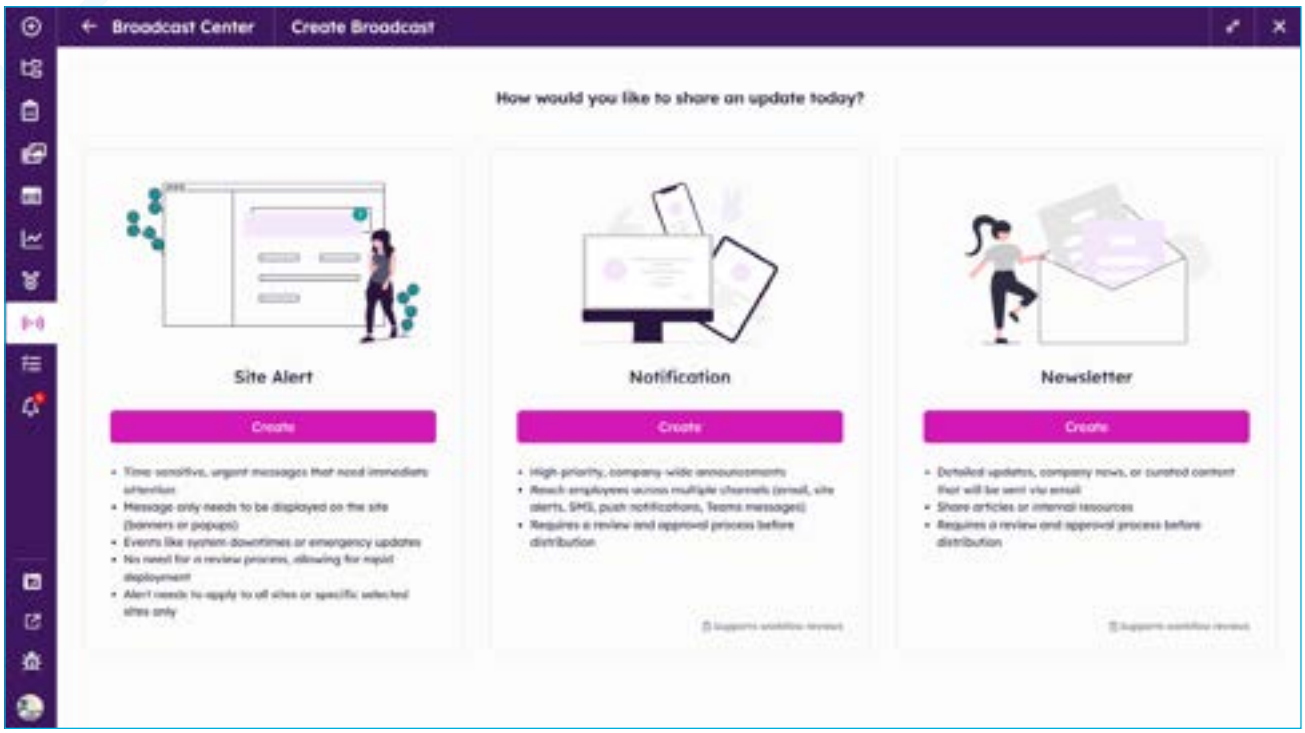
One of Akumina's strengths is its customisability; the flip side is that set-up can be complex, and the learning curve can be steep. In practice, Microsoft 365 administration may also need to be applied, and internal technical expertise or assistance from the vendor may be necessary. However, everyday tasks are straightforward with a well-designed CMS and the extensive use of AI prompts in the admin experience reduces barriers. There is a templated intranet solution which includes in-built features and templates, which can also simplify things.

Akumina will interest organisations looking to create an engaging, custom intranet with targeted experiences and advanced integrations that goes beyond SharePoint. The vendor is also integrating AI deep into the product and it appears robust for the agentic era. Akumina is powerful, but technical expertise and assistance from the vendor may be required to take full advantage.

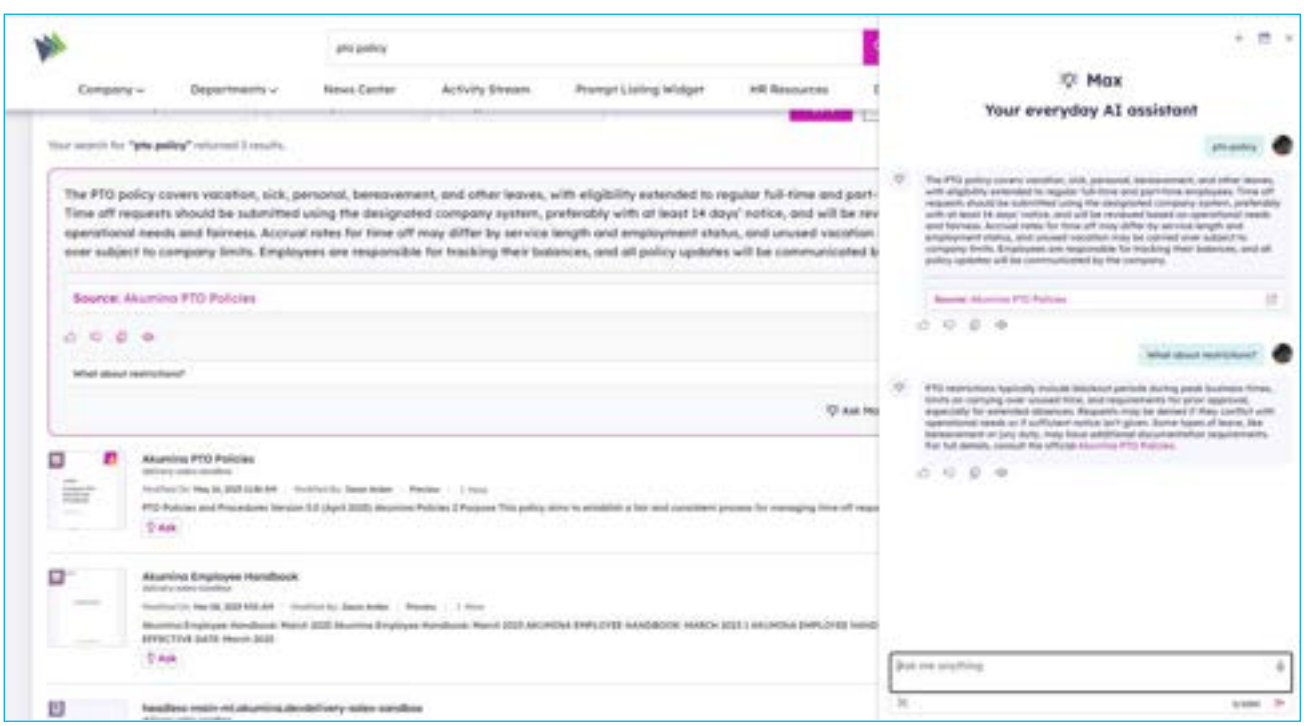

CYGNIAS
Good morning, Alana!
Latest news
Cygnias Pharma among Canada's top research companies
Cygnias events
Other events
Stream feed
My portfolio
NORQUEST COLLEGE



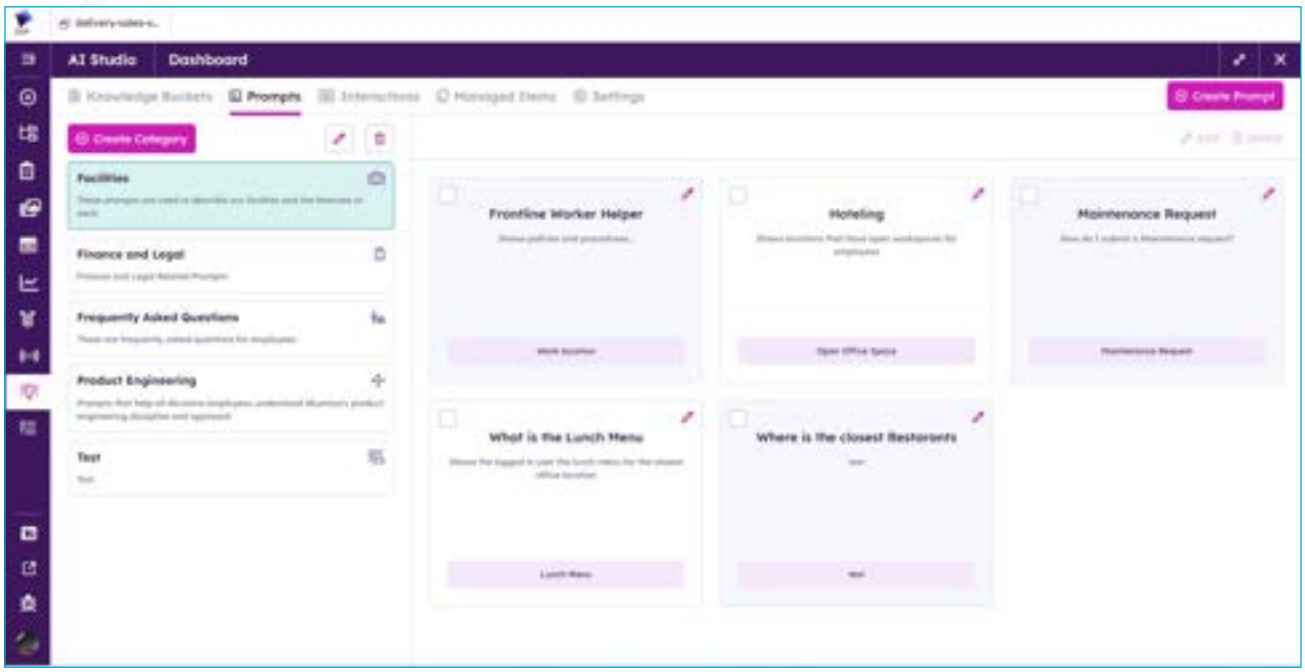
Akumina is a flexible platform that can produce a range of different homepages.



The Broadcast Centre provides opportunities for communicators to send critical messages across different channels including Microsoft Teams, SMS and even on-screen pop-ups that need to be dismissed.



Employees can use both the AI-powered search and the Max AI assistant to find items and get answers to questions that understand user context. They can also view suggestions for related prompts.



The AI Studio provides a single place for admins to define AI governance, knowledge buckets, different prompts and more.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes, government / public sector, healthcare, frontline users, multi-year commitments.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Training for both business and technical users throughout the year (to help onboard new users and introduce new features), technical support, Customer Success Team (including an Executive Sponsor, Customer Success Manager, and Technical Account Manager) to help manage day-to-day operations and guide the customer's future strategic vision.

Product type

Majority ready-to-run

Branding opportunities

All branding, complex options

Base systems

Fully standalone	**Requires SharePoint**	Other

Sectors

Information and communication	Manufacturing	Financial and insurance activities	Professional, scientific and technical activities	Health and social work activities

COMPANY AND PRODUCT

Company
Akumina

Company founded
2011

Product launched
2015

ISO 27001 certified
Akumina is hosted in M365 and Azure and inherits ISO 27001 standards from those environments.

Data residency
Global – at the client's discretion

Typical client size
20,000 to 50,000

Company locations
Nashua, New Hampshire, USA (HQ)

Partner locations
USA, UK, Ireland, India, Canada, Netherlands, Singapore, Mexico, Australia, Japan, Germany

Customers
Clients include: GSK, MassMutual, Boston Red Sox, Banner Healthcare, ING, ConocoPhillips, CDPQ, BP, Schneider Electric

Largest deployment so far
200,000+ employees, 118 countries

Environmental / sustainability certifications
Akumina is hosted entirely within Microsoft 365 and Microsoft Azure, both of which maintain robust global sustainability commitments and certifications.

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Product and technical details

Name of product

Akumina

Deployment

Client on-premises	Client private cloud	**Microsoft Azure**	Amazon Web Services	Vendor-hosted	**Microsoft 365 tenant**	Google Cloud	Other

Authentication supported

Entra ID	ADFS	**Okta**	Open ID	**Oauth**	Google Workspace	**SAML 2.0**	Other

App deployment

Google Play store	**Apple store**	**MDM**	**MAM**	Other

Accessibility

WCAG 2.1 AA conformant.

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	**OneDrive**	**ServiceNow**	Other

Optional integrated enterprise search engines

Coveo	Elastic	Microsoft	Sinequa	Open API available	Other

User interface multi-language

Machine translation	Pre-configured	Editable	Right to left script supported	Other*

*Akumina ships with its interface fully translated into English, Spanish, German and French and additional languages can be added on a per customer basis.

Content multi-language

Machine translation for publishers	Machine translation for end users	Editable machine translation for publishers	Manual creation for publishers	Right to left script	Other*

*Double byte languages

Set-up and support

Set-up process for new clients

Akumina follows a structured implementation approach for Hive (foundational site) including project kick off, configuration, branding, PeopleSync setup, and training. A dedicated PM oversees the phases from discovery through to QA and launch, typically over 10–16 weeks, depending on scope. No data migration from M365 is needed, and Microsoft 365 tenant alignment is established early. For more tailored deployment, Akumina provides clients with a network of certified partners to utilise for their unique business needs.

Product updates

Major updates every quarter, but minor enhancements and hotfixes may be deployed between quarterly releases as needed.

Product update process

Product updates are rolled out centrally by Akumina as a SaaS platform. Updates are version-controlled and tested in staging environments prior to release. Clients are notified in advance and can coordinate timing within defined windows. Mission-critical clients may schedule deployments based on their internal readiness.

Reverse-out options

All customer business data remains within the client's Microsoft 365 tenant (e.g. SharePoint, OneDrive). Data stored in Akumina-managed services, such as likes or comments in CosmosDB, can be extracted via API or custom integration. No customer business data is collected by Akumina.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only*

*Monday–Friday, 8:00 AM to 8:00 PM ET. Optional 24/7 support packages are available for critical issues.

User community

Akumina maintains a customer community with access to documentation, a knowledge base, webinars, and best practices. Direct customer engagement includes quarterly roadmap reviews and customer success planning. Periodic user group sessions and virtual conferences also support client collaboration.

You may also be interested in...

ATLAS by ClearPeople

omnia

opentext™ OneSource Digital Communication Suite

Voice of the vendor

Akumina says: "Akumina is a leading provider of digital workplace and modern intranet solutions, helping global enterprises transform how employees connect, communicate, and thrive at work. With deep Microsoft roots, Akumina delivers a seamless digital workplace experience that integrates natively with Microsoft 365 and Teams, while being easy for IT teams to manage, govern, and scale.

At the center of our offering is Hive, Akumina's pre-packaged intranet solution powered by a world-class content management system (CMS). Hive enables Internal Communications teams to deliver targeted, multilingual, and personalized content to every employee—ensuring that messages reach the right audiences, in the right context, across devices. The result is a more connected, engaged, and informed workforce.

We excel at creating solutions that meet the needs of Internal Communications leaders and IT departments alike. For communicators, Akumina provides intuitive tools to publish and measure impact without relying on developers or complex processes. For IT, Akumina reduces overhead through subscription-based delivery, built-in governance controls, and flexible integration with Microsoft and third-party systems. This combination ensures strong adoption, lower total cost of ownership, and easier long-term governance.

The business problems we address reflect today's digital workplace challenges:

- Communications Impact: Internal Comms teams often struggle to cut through noise. Akumina delivers personalized and targeted experiences that drive higher engagement.
- Ease of Management: IT teams need solutions that don't create extra burden. Akumina provides governance, scalability, and automation out-of-the-box.
- Employee Connection: In hybrid and distributed environments, employees can feel disconnected. Akumina helps maintain culture, collaboration, and access to knowledge anywhere.
- Information Discovery: Our intelligent search ensures employees quickly find content, people, and resources without frustration.

Looking ahead, Akumina's AI roadmap is a true differentiator. We are embedding AI across the platform to empower communicators with smarter content targeting, automated insights, and predictive analytics. For employees, AI-driven search and personalization will surface the right information at the right time, further reducing friction and enhancing productivity. Trusted by some of the world's most recognized brands, Akumina delivers measurable value through increased employee engagement, streamlined governance for IT, and the flexibility to evolve with business needs. Our mission is simple: empower organizations to put employees first by delivering an intelligent, connected, and modern digital workplace."

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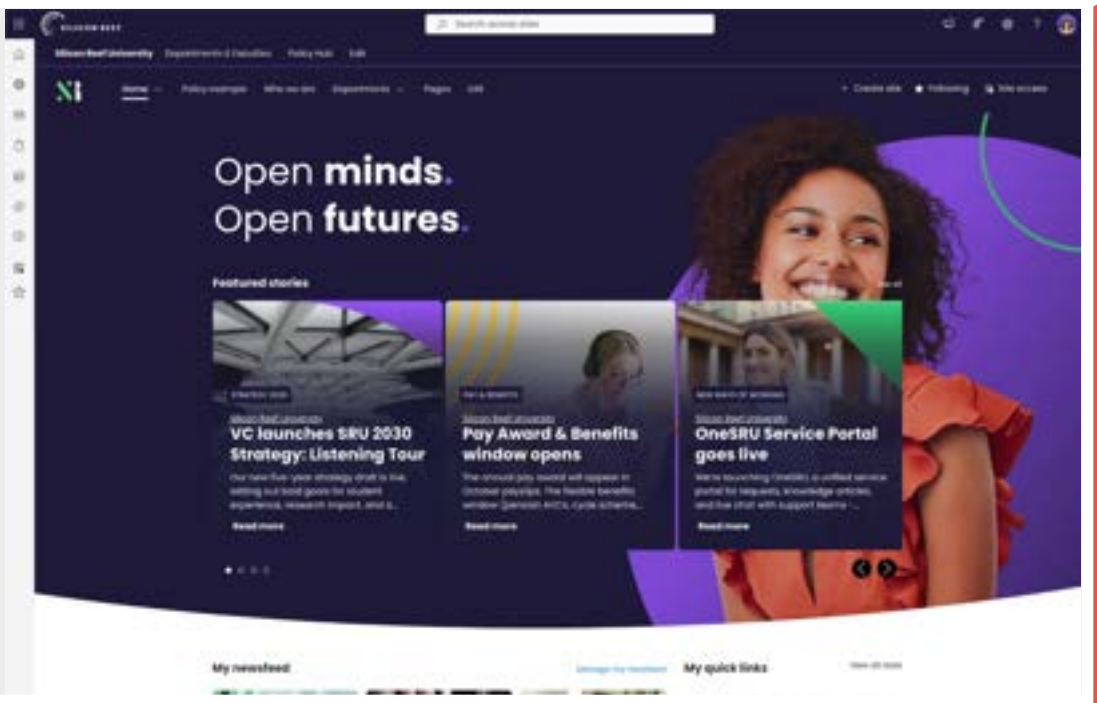
BEACON

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

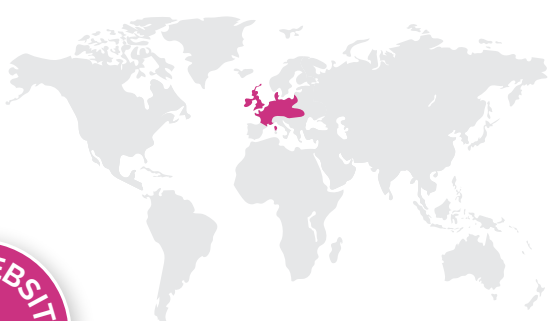
OTHER



Typical deployment:

5,000 to 10,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Beacon offers slick functionality to help visually led organisations provide targeted communications, with features for users to customise their own experience too.

CLEARBOX VIEW

Beacon sits on top of SharePoint and offers beneficial enhancements to improve the user experience. Beacon includes thoughtful improvements to layouts, branding, and news management. In turn, users will appreciate the polished look and feel, with options to personalise their experience.

The design features include options to apply attractive shaped borders around page elements, and background images that stay in place while content scrolls over them. As another example, in the showcase image you can see a 'clip path' curved web part. The branding tool helpfully shows which colour combinations will be readable for all users at different text sizes. Currently you can set one overall brand design, with plans to support multiple brands in future. These visual touches still give it an edge over standard SharePoint, although Microsoft is starting to catch up with their flexible sections.

For those who want more visual ways to guide users around content, there's a 'Hot Spot' feature that adds clickable areas onto images, which open cards with text and links to further information. Used carefully, this adds value - particularly for illustrating a strategic roadmap or onboarding process - though it could cause confusion for users relying on screen readers or keyboard navigation. The media web parts make light work of displaying videos, podcasts and even TikTok in a way that looks polished and professional. There's also a collapsible accordion web part which can provide for often-requested FAQs without needing to dedicate an entire section to it.

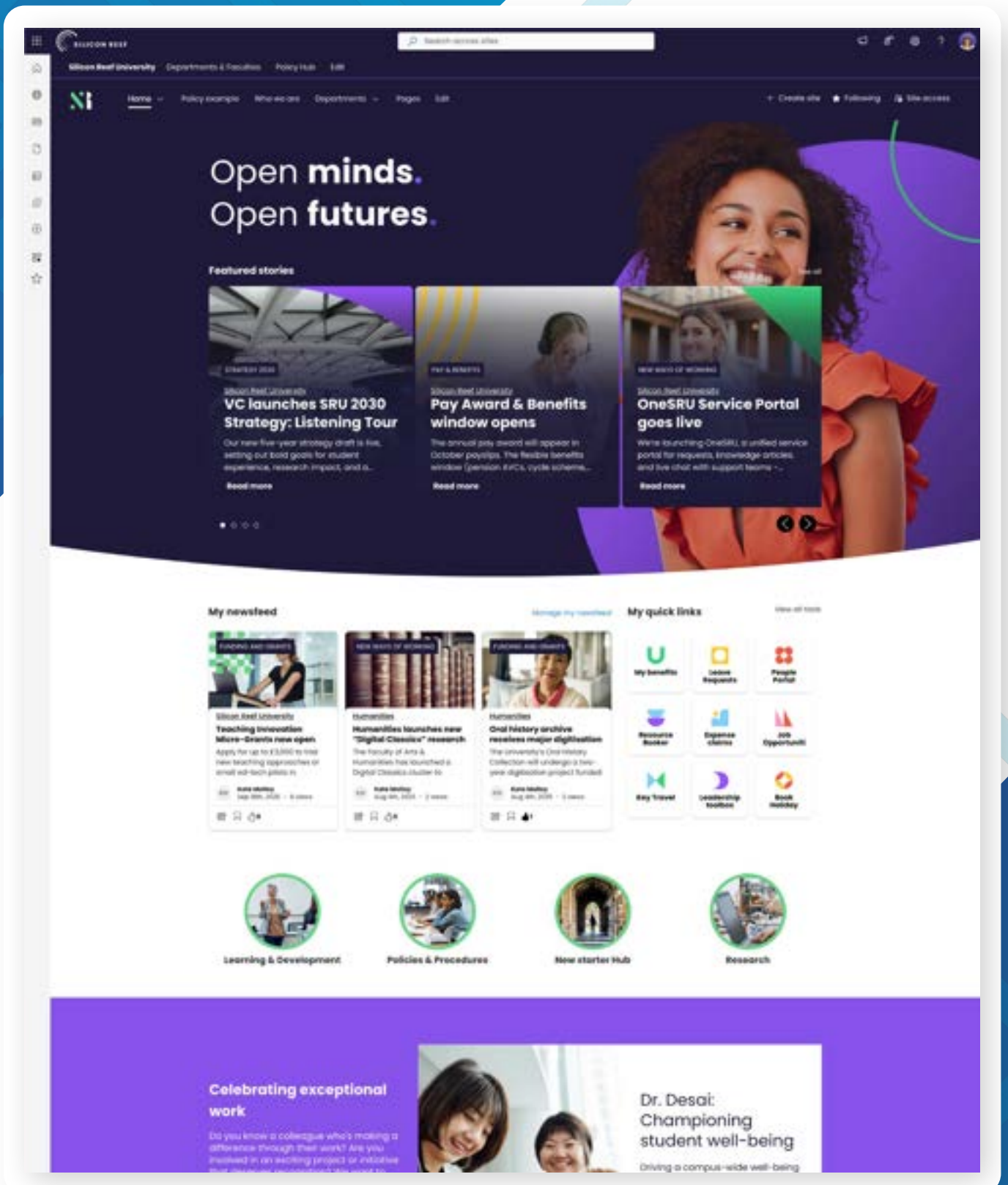
Beacon's enhanced quick links functionality is available across M365 apps, offering custom images and categorisation by topic, and users can add their own links to their list. There's also an option for users to request additional links for the panel via a built-in flow; we can see that could also be handy for IT teams to review if any links to shadow IT functionality are being requested.

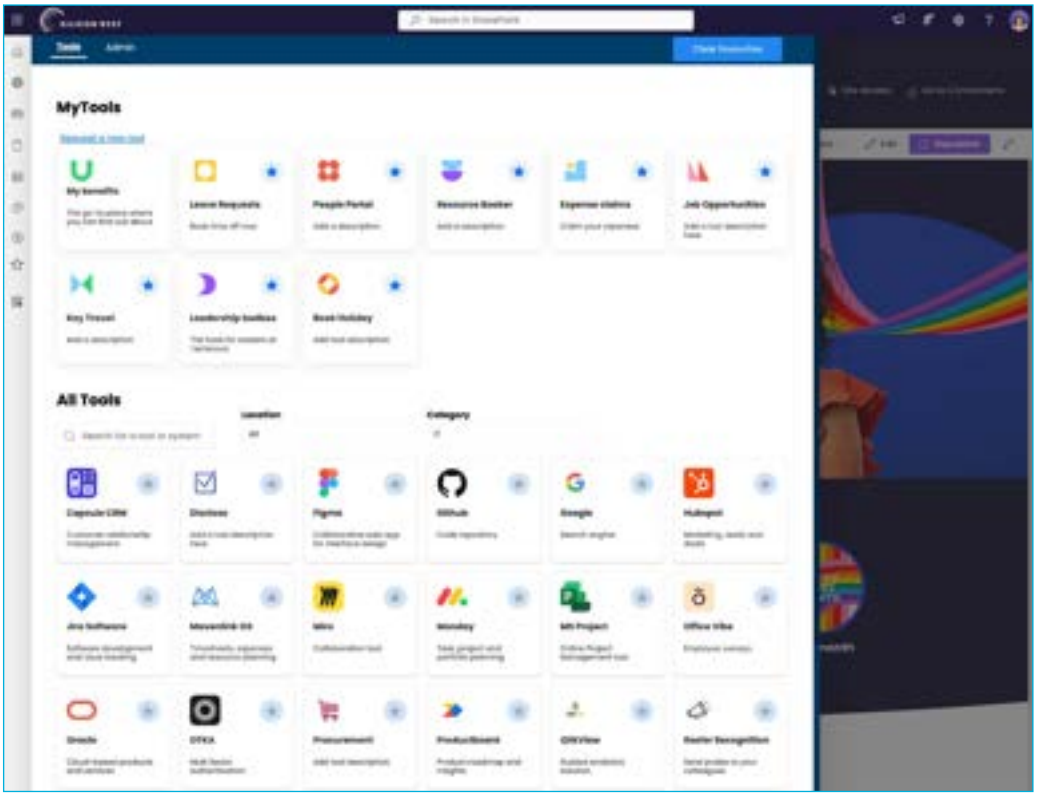
There are some useful enhancements for publishers too. The publishing look-ahead view, with the ability to add custom events into the editorial calendar, will be of use to teams with busy news schedules. It's easy to drag and drop upcoming articles to make sure users aren't bombarded and comms follow a logical order.

Beacon offers 'Topic' functionality which enables targeting and personalisation of content. Employees can follow those they're interested in and it's possible to set Topics to be mandatory, too. Topics are permissions trimmed so readers will only see what they have access to. This could be particularly useful if there's a sensitive communication, or something targeted to employees in one office or jurisdiction.

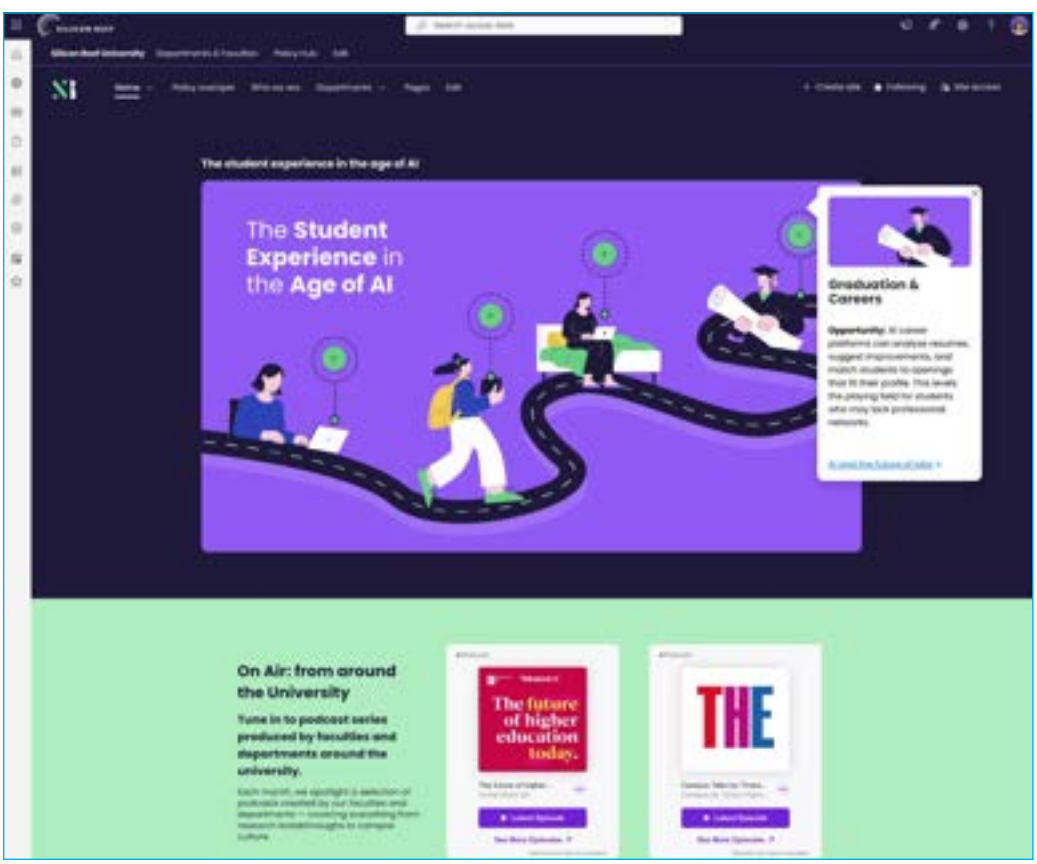
Content updates trigger notifications, which users can configure to choose the frequency and channel (email or Microsoft Teams). The default content notification frequency is weekly, and updates wrap into a newsletter that includes custom branding and promoted content set by the communications team, along with followed Topics and sites. We could see Beacon being used as a replacement for lightweight email marketing tools internally. Whilst there aren't built-in analytics, Silicon Reef has provided custom integrations with tools like SendGrid and Campaign Monitor, although this is likely to be at additional cost.

Silicon Reef say their approach is consultative; they usually work with clients to enable a seamless implementation of their product, including support on brand colours etc., which makes sense as there's some HTML knowledge required for customers if they wanted to go it alone. We appreciate how Silicon Reef have streamlined some of their functionality as they closely monitor Microsoft's developments. We can see Beacon being of interest to visually led organisations who want to give their intranets a slick look and feel, plus enhance some of the default communications options, and it comes at a good price point too.

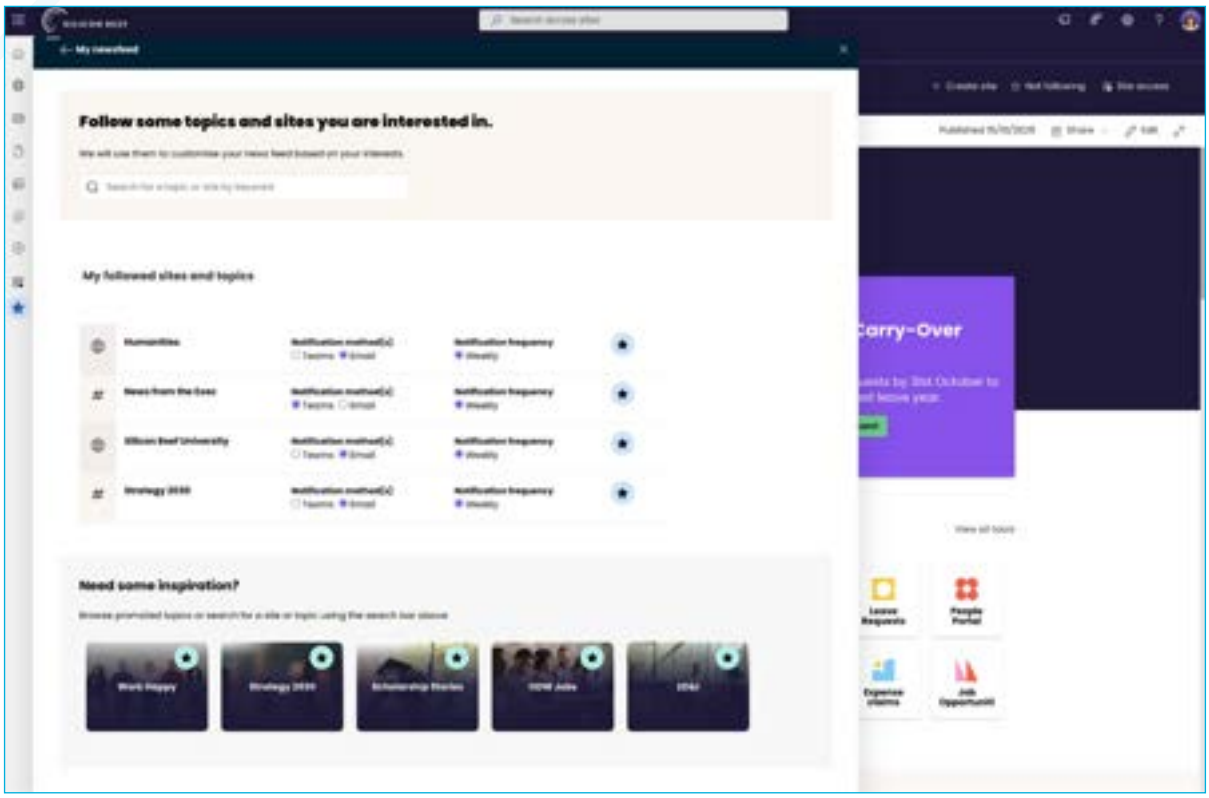

Open minds.
Open futures.
Featured stories
VC launches SRU 2030 Strategy: Listening Tour
Pay Award & Benefits window opens
OneSRU Service Portal goes live
My newsfeed
My quick links
Learning & Development
Policies & Procedures
New starter Hub
Research
Celebrating exceptional work
Dr. Desai: Championing student well-being



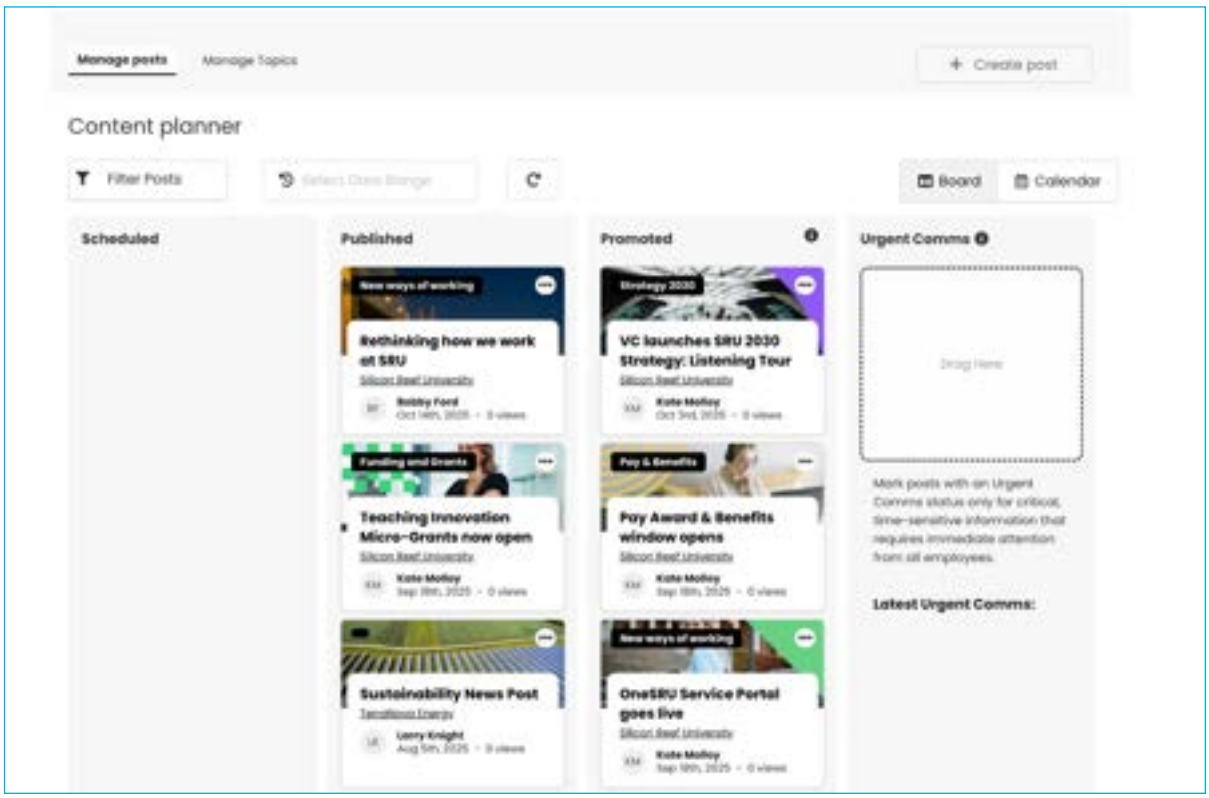
Quick links can be customised and categorised, with a 'request a new tool' option available to employees too.



'Hot Spot' functionality introduces clickable links to images. Also shown, the media embed web part has a professional style.



Employees can tailor their own newsfeed and notifications based on each topic or site they follow.



The content planner board helps communicators schedule and arrange their upcoming news with drag-and-drop functionality that changes the publishing date with ease.

Pricing

PRICE BAND	
1,000 users	$$$
5,000 users	$$
20,000 users	$
50,000 users	$$

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes, government / public sector; multi-year commitments.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Training for administrators is a standard part of onboarding. Maintenance, support, updates and upgrades of code are included within the subscription fees. Customer success services are included as part of Silicon Reef's ongoing account management for clients too.

Product type

Branding opportunities

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Education	Mining and quarrying	Manufacturing	Financial and insurance activities	Public administration and defence

COMPANY AND PRODUCT

Company
Silicon Reef

Company founded
2016

Product launched
2021

ISO 27001 certified
No

Data residency
N/A

Typical client size
5,000 to 10,000

Company locations
London, UK (HQ)

Partner locations
UK

Customers
Clients include: University of Leeds, TP ICAP, Met Office, Willmott Dixon, Santen, Argent, SOAS University of London, Warner Brothers, Anglo American

Largest deployment so far
96,000 users across 56 sites in 15 countries

Environmental / sustainability certifications
None

Back to index

Product and technical details

Name of product

Beacon (Design, News, Links)

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	**Microsoft 365 tenant**	Google Cloud	Other

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	Apple store	MDM	MAM	Other

Accessibility

WCAG 2.1 AA conformant.

Background colours can be set by the individual user, Alt text is in use for images, Contrast can be set by the individual user.

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	OneDrive	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	Open API available	Other

User interface multi-language

Machine translation	Pre-configured	Editable	Right to left script supported	**Other***

*Browser translations handle most (if not all) areas of the tools for admins in their chosen browser language.

Content multi-language

Machine translation for publishers	Machine translation for end users	Editable machine translation for publishers	Manual creation for publishers	Right to left script	**Other***

*Use of the SharePoint translations pages with the Ripple AI helper to provide natural language translations.

Set-up and support

Set-up process for new clients

The deployment and configuration are done through a largely automated process into the client's tenant. Setup of initial pages and layout designs to support the onboarding to the new intranet can be provided as a separate consulting engagement if needed, including comms support for launch.

Product updates

Major update once a year.

Product update process

Customers are invited to update and may then schedule the update when they are ready. It is always advised that the update is taken. Silicon Reef's Support and Product teams and Customer Success or Account Managers will work with customers to make sure they are happy, ready and supported during and after the update.

Reverse-out options

All data is held in the client environment. If the contract ends users will have a transition period to move the data into a new system before access to the web parts is removed.

Technical support

Email support	Phone support	Chat support	**Online portal**	24/7 support	Office hours only

User community

Currently Silicon Reef's customers are the community that inform their roadmap, but they do not have an official user community. They are considering setting one up as they serve nearly 1,000,000 end users across all their services.

You may also be interested in...

ACCELERATOR 365

ichicraft boards
Your digital happy place

Injio
by WebVine

Voice of the vendor

Silicon Reef says: "Beacon was born out of our wealth of knowledge and experience delivering complex SharePoint intranets, portals and comms sites to enable a more engaging employee experience by providing the most valuable solutions for clients. Those key challenges Beacon answers for all internal communicators, digital channel managers and SharePoint engineers are to design standout SharePoint sites, simplify news management across global organisations, and offer news personalisation tools, as well as manage business mandated tools while customising favourite links and apps for employees. This is all experienced through Beacon's modules - Design, Links and News. Through the comprehensive suite of features it serves as a core tool, integrating various functionalities across the Microsoft 365 stack to address multiple challenges."

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BEEKEEPER

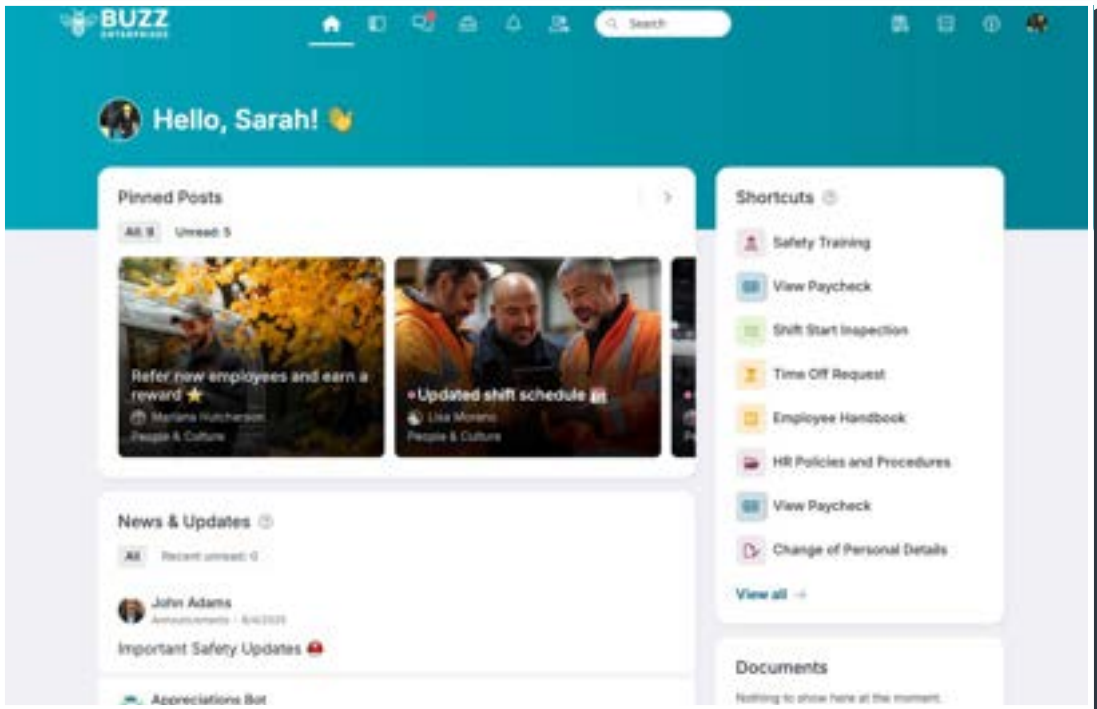
by lumapps

FULLY STANDALONE

REQUIRES SHAREPOINT

MOBILE FIRST

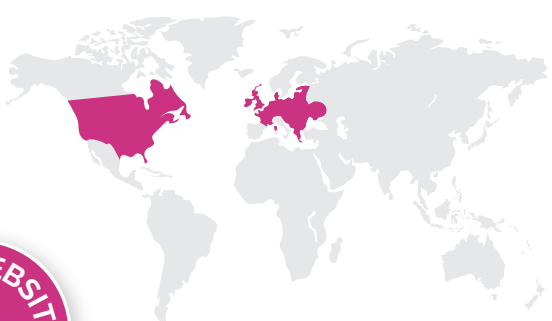
OTHER



Typical deployment:

1,000 to 5,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Beekeeper by LumApps is a mobile-first, feature-rich platform that supports frontline engagement and productivity and will appeal to larger organisations with a significant frontline workforce.

CLEARBOX VIEW

Beekeeper by LumApps is a mobile-first platform supporting engagement and productivity for a frontline workforce. Launched in 2012, Beekeeper is a mature and feature-rich solution covering communication, task management, operational workflows and more. It is a compelling choice for organisations with a high proportion of frontline employees, but it is currently less suited to delivering a desktop-based intranet. However, Beekeeper was acquired by LumApps in 2025 and there is clear evidence of a move towards a combined mobile and desktop solution.

Beekeeper is primarily accessed via a mobile app and onboarding options include personalised QR codes. On entering the app, the experience is personalised. The configurable homepage includes widgets such as shortcuts, while features such as 'Chat' are accessed via the app footer. Notifications can be accessed separately but also roll up to a 'To Do' homepage widget, which includes urgent announcements and tasks requiring attention.

'Streams' are targeted feeds on topics such as location and are aggregated on the homepage alongside pinned posts covering major news items. We like the stripped-down editing interface for Stream posts, which may be submitted via mobile. Handy options for internal communicators including auto scheduling, and personalised digest emails featuring items not yet read. 'Campaigns' are single posts that target locations, groups and segments to issue important updates, where it is also possible to track mandatory reads. Beekeeper supports frontline communication well, but some internal communicators may want further formatting options for messaging.

Beekeeper supports over 200 languages; users set their preferences and receive everything machine translated, lowering barriers to adoption and facilitating multi-lingual discussions. Translation also covers reference material presented through Pages and document libraries. Overall, the options for presenting reference and knowledge content are relatively basic while search is also less sophisticated than other solutions; although this may change with the combined LumApps offering.

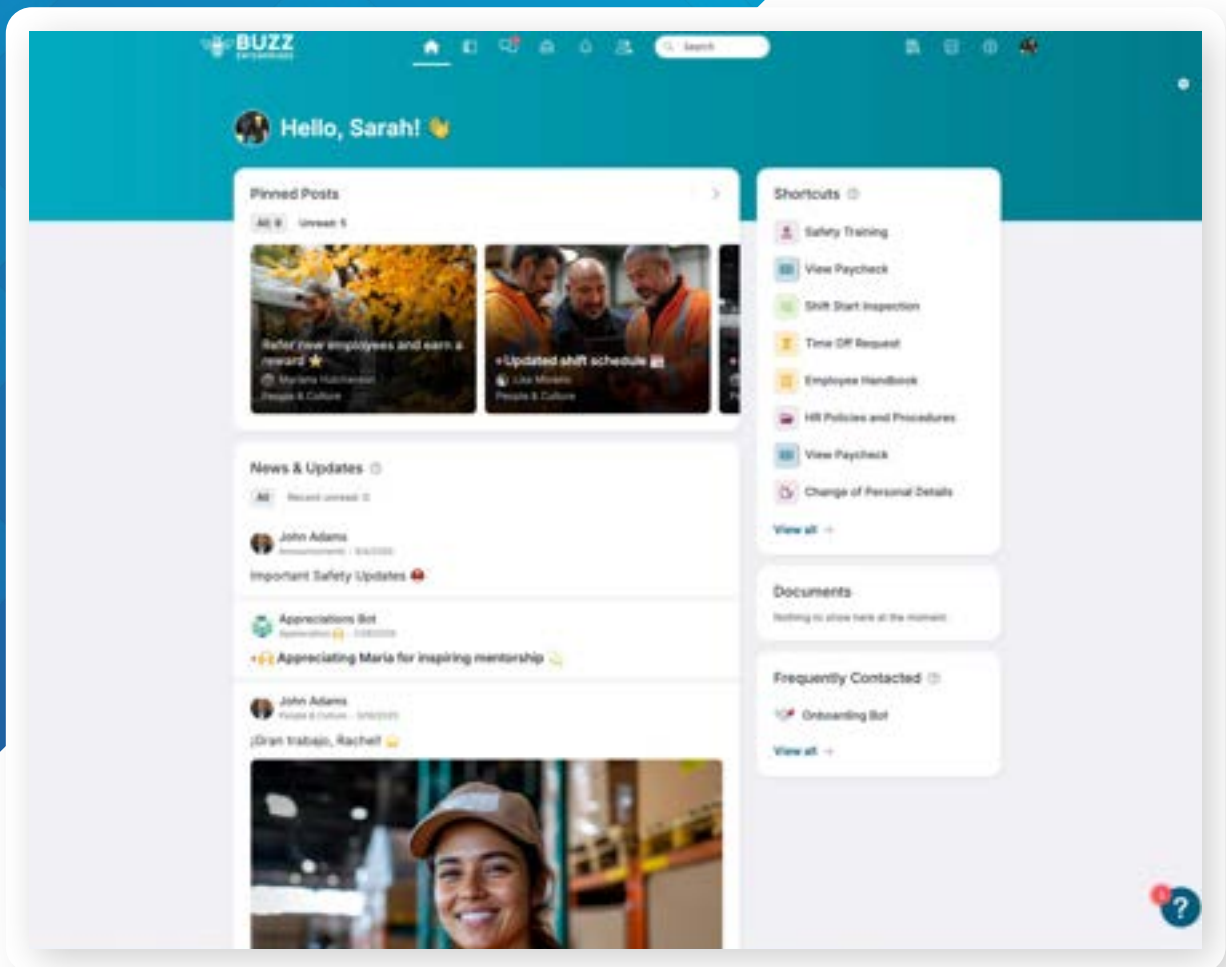
There are multiple engagement options: commenting and likes on content, polls, forms, an advanced survey tool, and an employee recognition feature. Events include user registration and may cover both online training and in-person events. Beekeeper's Chat is also comprehensive, providing an effective WhatsApp alternative.

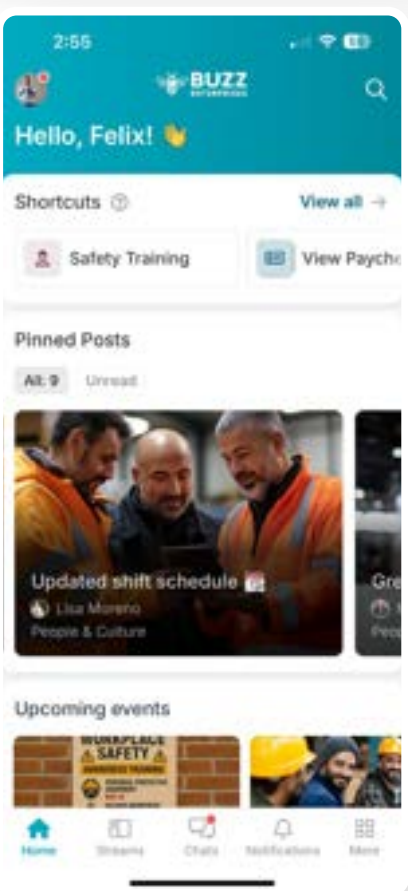
Beekeeper's various options to support frontline tasks and processes truly elevates the product and underpins adoption. For example, a native 'Shifts' feature allows employees to access rotas and apply for open shifts – or you can also integrate third-party solutions like Kronos / UKG. Integrations are extensive with a large library of pre-built connectors. These enable single sign-on links, viewing third-party data, and simple transactions such as raising a ServiceNow ticket. Microsoft 365 integrations include access to SharePoint folders and viewing Teams messages in Streams.

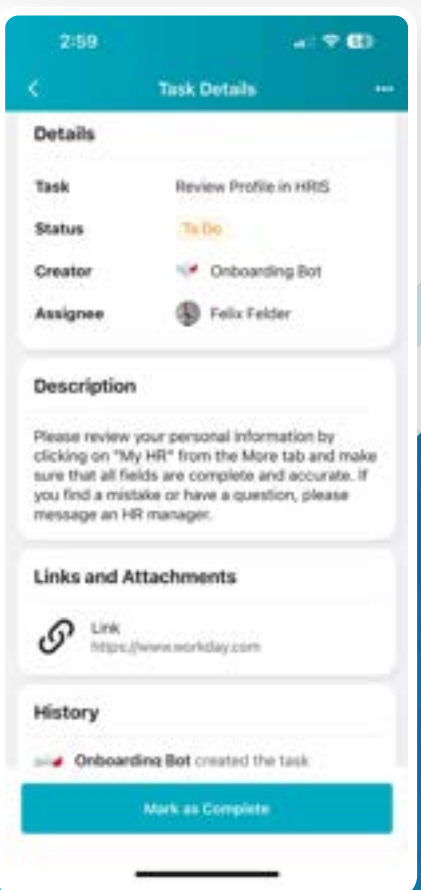
Beekeeper's workflow capability is particularly impressive, allowing admins to connect Beekeeper's features such as forms, Tasks, Chat and integrations to streamline quite complex processes. During the demo we saw a 'Machine Checklist' process where an operative completes a form, adds a digital signature, triggers a workflow if the equipment is faulty, issues updates via Chat, seeks manager approval, and even generates a PDF which is uploaded to a document library. Workflow set-up is supported through an extensive library of pre-built templates and a nicely designed authoring canvas.

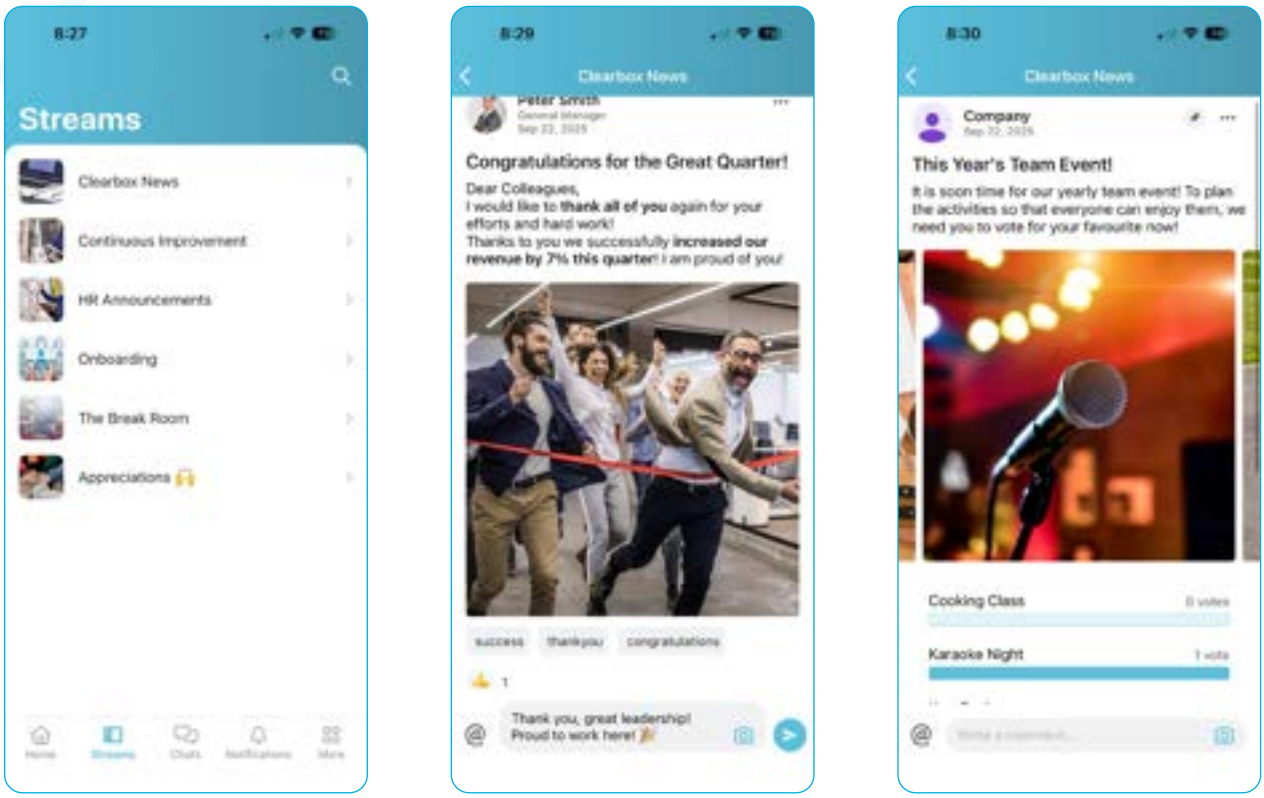
The experience for admins is straightforward; control over aspects of the site including styling is all found within the admin centre. Analytics covers various aspects of the platform, although we would like to see more in-built suggestions for action to drive improvement.

Beekeeper will appeal to organisations with a significant frontline workforce who want to improve engagement but also streamline processes at scale. It is a premium product so is a significant investment, but the depth of features and potential to drive efficiency are impressive. Beekeeper's future evolution also looks very promising, with a product roadmap centred on rapid integration with the LumApps employee experience platform as well as the infusion of additional AI capabilities.

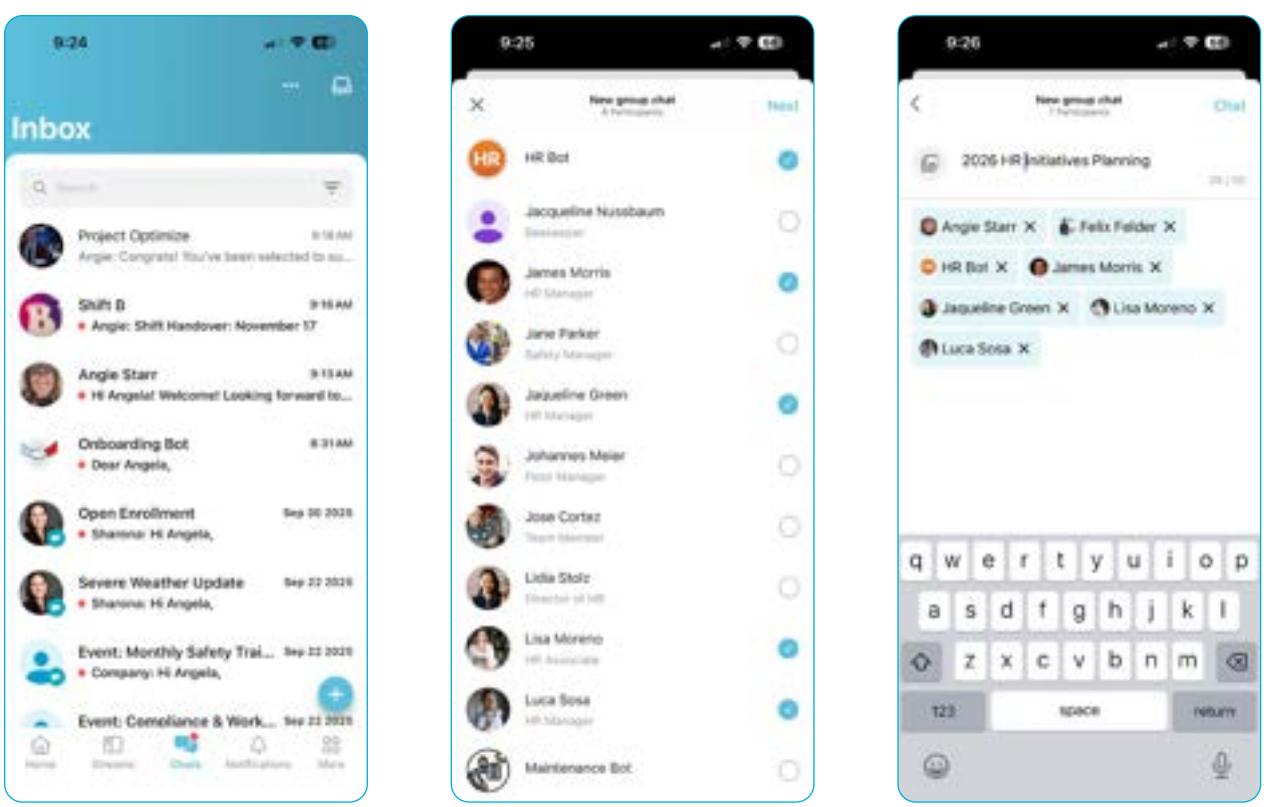

BUZZ
Hello, Sarah!
Pinned Posts
Updated shift schedule
Shortcuts
Safety Training
View Paycheck
Shift Start Inspection
Time Off Request
Employee Handbook
HR Policies and Procedures
View Paycheck
Change of Personal Details
View all
News & Updates
John Adams
Important Safety Updates
Appreciations Bot
Appreciating Maria for inspiring mentorship
John Adams
¡Gran trabajo, Rachel!
Documents
Frequently Contacted
Onboarding Bot
View all


2:55
BUZZ
Hello, Felix!
Shortcuts
View all
Safety Training
Pinned Posts
All: 9
Unread
Updated shift schedule
Lisa Moreno
People & Culture
Upcoming events
Home

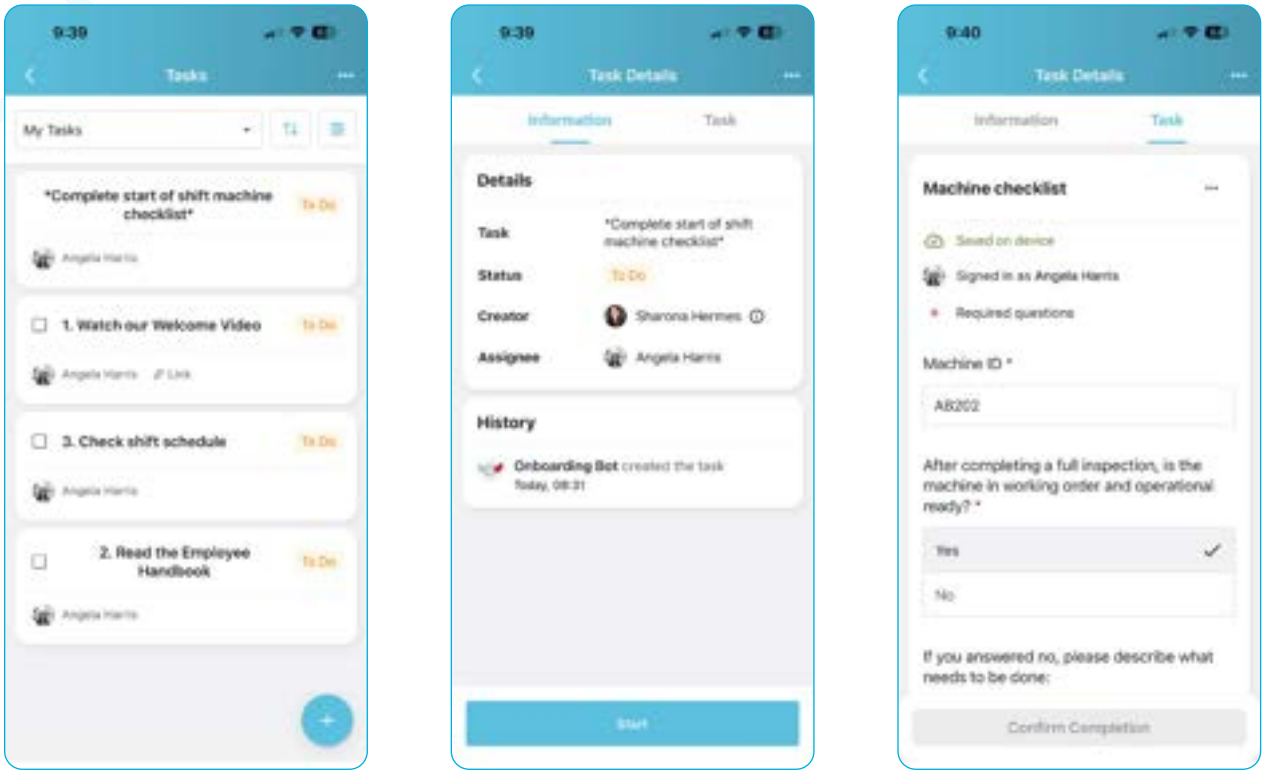

2:59
Task Details
Details
Task
Review Profile in HRIS
Status
To Do
Creator
Onboarding Bot
Assignee
Felix Felder
Description
Please review your personal information by clicking on "My HR" from the More tab and make sure that all fields are complete and accurate. If you find a mistake or have a question, please message an HR manager.
Links and Attachments
Link
History
Onboarding Bot created the task
Mark as Complete



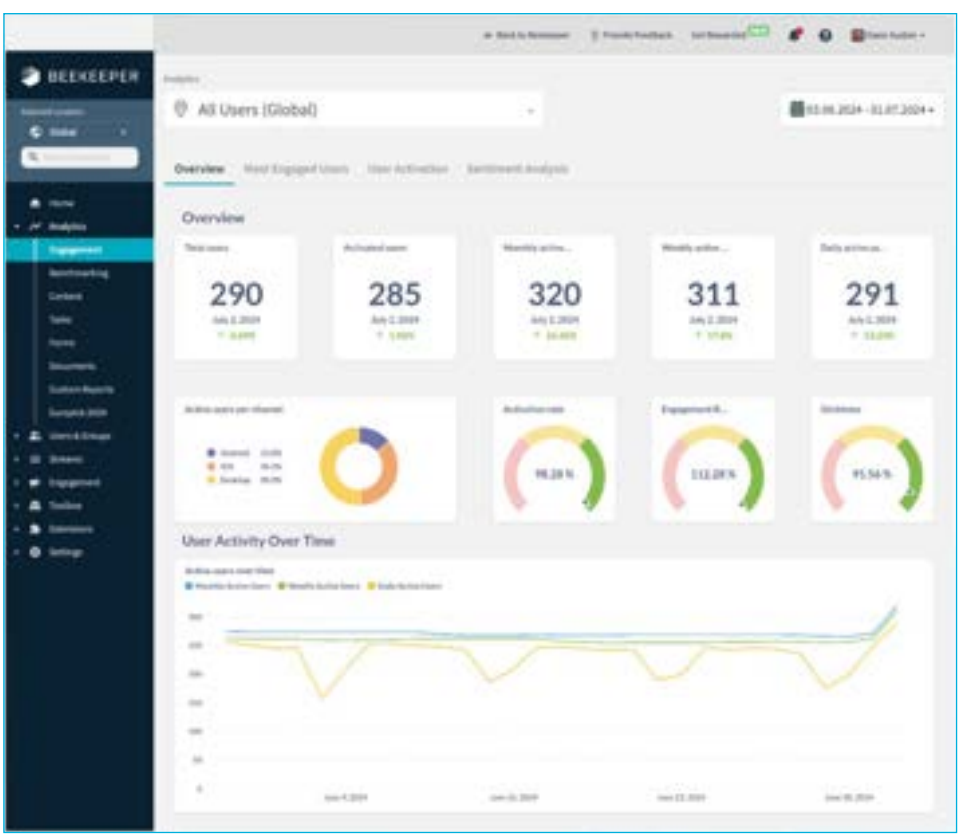
Employees can navigate to the list of Streams (left) and then view and interact with items within the Stream (centre and right).



Chat and messaging features in Beekeeper provide an alternative to WhatsApp with an inbox for latest messages both from people and bots (left), a user directory (centre) and support for groups (right).



Tasks and workflows streamline and automate frontline processes. In this example, a user can see a personalised task list including to complete a shift machine checklist (left), view details of the task (centre) and complete the checklist within the app (right).



The analytics in Beekeeper cover multiple features of the platform. This screenshot shows the engagement dashboard where it is possible to drill down into more detail.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price per user per month; 'Freemium' - limited base functionality for under 30 users.

DISCOUNTS

Multi-year commitments; customers only pay for active users; seasonal workers.

COSTS TYPICALLY

Slightly higher at the start but generally evenly spread across the duration of the term.

PRICE INCLUDES

Services (and onboarding) are included for all contracts >$15k and above 100 employees (appropriate for the plan/ size, etc.). Additionally, customers have the option of "upgrading" to Premium Services, but must qualify in volume of seats and company size. However, services are not required for 30-99 seats processed via the self-checkout, although the customer does have the option to purchase services separately.

Product type

Ready-to-run, installed in days

Branding opportunities

Good branding, single choice

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Hospitality	Wholesale and retail trade	Health and social work activities	Manufacturing	Construction

COMPANY AND PRODUCT

Company
Beekeeper by LumApps

Company founded
2012

Product launched
2012

ISO 27001 certified
Yes

Data residency
N/A

Typical client size
1,000 to 5,000

Company locations
Zurich, Switzerland (HQ), Poland, United States, Germany

Partner locations
Switzerland, Germany, Austria, France, United Kingdom

Customers
Clients include: Coop, Cache Creek Casino Resort, Heathrow Airport, Flagger Force, Life Time Fitness, Mortenson Construction, Stadler Rail, ABB, Royal Farms, German Red Cross

Largest deployment so far
Tyson Foods (121k total users, currently 72k activated users in the USA with an ongoing pilot with Thailand facilities).

Environmental / sustainability certifications
None

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Product and technical details

Name of product

Beekeeper by LumApps

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	Microsoft 365 tenant	Google Cloud	Other
			✓				

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other
✓	✓	✓	✓	✓	✓	✓	

App deployment

Google Play store	Apple store	MDM	MAM	Other
✓	✓	✓		

Accessibility

The product includes several design elements that promote accessibility and usability: readability & visual design consistent; readable text sizes across interfaces; high-contrast colour schemes to support visibility and readability; spacious, touch-friendly component sizing for ease of interaction; mobile experience user interface supports standard screen zoom; interfaces are designed with clear structure and predictable navigation.

While the product uses limited visual-only elements, alternative text (alt text) for images is not currently enforced or system-generated, due to the dynamic nature of user-created content.

Keyboard-only navigation and use is supported, though not yet optimised across every interaction or screen. Text scaling system font size changes are supported.

Document library sources integrated

Box	Dropbox	Google Drive	SharePoint	OneDrive	ServiceNow	Other
✓	✓	✓	✓	✓	✓	

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	**Open API available**	Other

User interface multi-language

Machine translation	**Pre-configured**	Editable	Right to left script supported	**Other***

*The Beekeeper Admin Dashboard is available in the following languages: English, German, French, Spanish

Content multi-language

Machine translation for publishers	**Machine translation for end users**	Editable machine translation for publishers	Manual creation for publishers	Right to left script	**Other***

*The Beekeeper platform is optimised for languages written horizontally left to right. However, there are no restrictions on the language or type of alphabet that you can use to write posts and messages in Beekeeper.

Set-up and support

Set-up process for new clients

The duration is dependent on the number of employees in the customer's organisation and amount of time spent on the rollout phase. Implementation includes four phases: managing the overall implementation project; ensuring that people with the right skill set are involved in each phase; finding creative ways to motivate stakeholder employees; identifying and removing any technical or operational blockers.

Product updates

Continuous release - minor and / or major updates as needed daily. Phased rollouts may be applicable for more major updates.

Product update process

This is dependent on the update – whether push updates or phased rollouts for more technical updates. Customers cannot opt out; however the vendor will work with them on timing as necessary, especially for larger customers with more technical complexity to their tenants.

Reverse-out options

Beekeeper may destroy or otherwise dispose of any client data in Beekeeper's possession, except where Beekeeper is required by law to retain a copy of the data in accordance with applicable laws.

Upon termination of an agreement, Beekeeper will proceed with the permanent deletion from its systems of customer data and, if requested, return a copy of the data to the customer. Should the customer have specific requests deviating from Beekeeper's standard approach in returning or deleting data, Beekeeper shall consider them in good faith. The customer will bear any costs caused by such specific requests.

Technical support

Email support	**Phone support**	Chat support	**Online portal**	24/7 support	Office hours only

User community

The vendor facilitates a customer community through a mix of global, regional, and online programs. The annual Frontline Success Summit in North America and EMEA brings customers together to share best practices and strategies. The vendor also hosts traveling 'Frontline Success Workshops' for in-person peer exchange, plus ongoing online workshops and webinars for continuous learning. Customers engage directly with the vendor and each other through executive roundtables, customer dinners, and references, while a Customer Advisory Board meets quarterly to guide product direction.

You may also be interested in...

Blink. Flip workvivo by zoom

Voice of the vendor

Beekeeper by LumApps: "Beekeeper by LumApps is transforming the way frontline businesses work. Our mobile-first, multilingual platform connects the people, processes, and systems that frontline teams rely on every day—giving them everything they need to excel in one secure, easy-to-use app.

Founded in 2012 in Zurich, Switzerland, Beekeeper was designed and built specifically for the frontline workforce—an 80% majority of the global workforce that has been chronically underserved by workplace technology. Today, more than 1,200 organizations in over 160 countries use Beekeeper to connect over 500,000 weekly active users, achieving adoption rates as high as 87%. Customers span industries such as hospitality, manufacturing, retail, construction, transportation, and healthcare.

Beekeeper serves as the one-stop-shop digital front door for frontline workers, integrating communications, employee services, and operational workflows into a single platform. This eliminates the need for multiple point solutions, reduces complexity, and accelerates technology adoption. Key capabilities include:

- Real-time communications: Company news streams, secure 1:1 and group messaging, and targeted campaigns with read receipts. Operational workflows: Digital forms, checklists, shift scheduling, task management, and automated workflows that replace paper-based processes.
- Employee experience tools: Recognition programs, surveys, onboarding, and easy access to policies, training, and HR services.
- Integrations: Connects with core systems such as HRIS, payroll, learning platforms, and scheduling tools, enabling single sign-on and streamlined access within Beekeeper.

By combining communication, engagement, and productivity in one place, Beekeeper empowers organizations to:

- Engage and retain employees through timely, inclusive communication.
- Increase productivity by automating manual processes and centralizing resources.
- Improve safety and compliance with reliable delivery of critical updates.
- Reduce costs and tech sprawl by consolidating tools into one platform.

Business Impact: Beekeeper customers report measurable business outcomes, such as reduced turnover, faster onboarding, improved operational efficiency, and higher employee satisfaction. For example, customers have cut administrative time by 50%, reduced paper use by over 75%, and improved engagement scores by double digits.

Recognition and Market Position: Beekeeper by LumApps is publicly recognized for innovation and leadership in frontline workforce technology. With a deep understanding of frontline industries and a focus on user adoption, we continue to expand our platform to meet evolving customer needs—including AI-driven insights, advanced automation, and a unified employee experience that bridges frontline and desk-based workforces.

Our mission is simple: Make frontline work easier, more connected, and more productive—so frontline businesses can thrive."

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Debble.

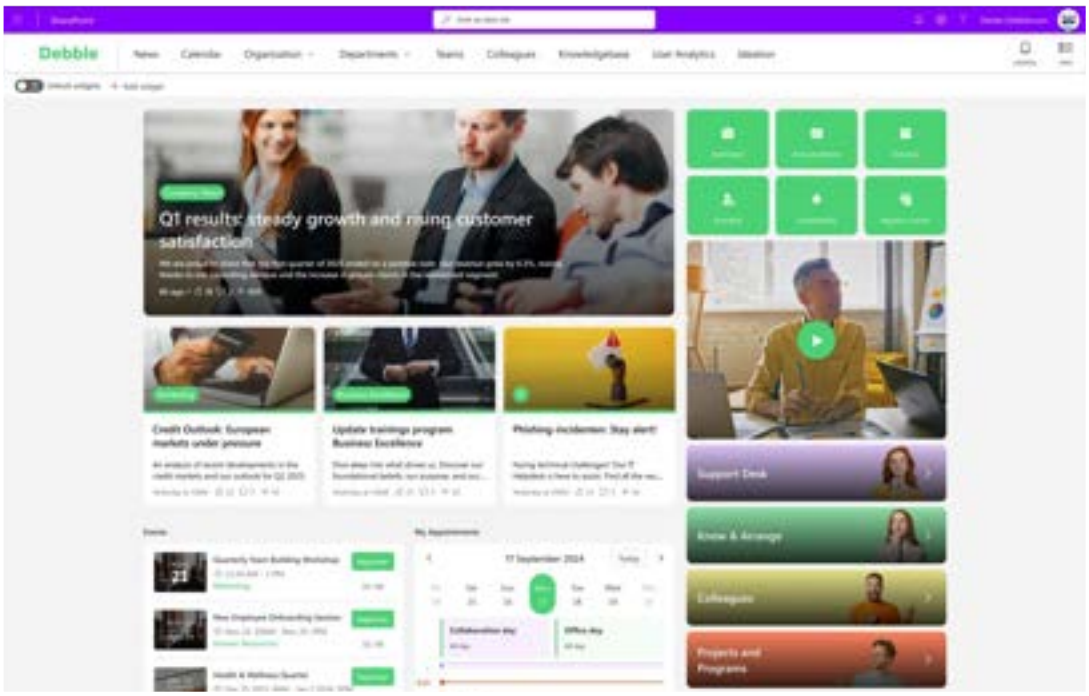
wortell

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

OTHER



Typical deployment:

1,000 to 5,000

Company locations:

VISIT THE WEBSITE

The product in a nutshell

Debble is a flexible and pleasing SharePoint intranet solution that adds granular targeting, strong Teams integration, and a range of additional useful features.

CLEARBOX VIEW

Debble, from Netherlands-based Wortell, will appeal to smaller and medium-sized organisations looking for a flexible SharePoint intranet with tight Microsoft 365 integrations. The product extends SharePoint capabilities through the 'Workplace' module that delivers core intranet features and 'Knowledgebase' which presents structured knowledge such as policies. There is no dedicated Debble mobile app; instead access is provided through a responsive browser view or via the Teams app. It's worth noting that most of Debble's clients are in the Netherlands and Belgium.

Debble may be accessed through Teams, but the seamless integration is also reflected in several features. Communicators can publish news stories into Teams channels and users can initiate Teams chats from employee profiles. We especially like the browsable directory of Teams spaces and the in-built wizard for automated Teams provisioning with approval workflow.

Debble is highly flexible. Pages are configured with both SharePoint web parts and additional native Debble widgets; it is easy to configure the homepage and different hub sites. Debble also adds additional targeting based on Entra ID data; admins may define groups but also add custom terms to the SharePoint term store, which can then be associated with audiences for targeting. It is possible to set up different homepage templates and target these to different personas, while different profiles can also be set up for mobile, tablet and desktop views.

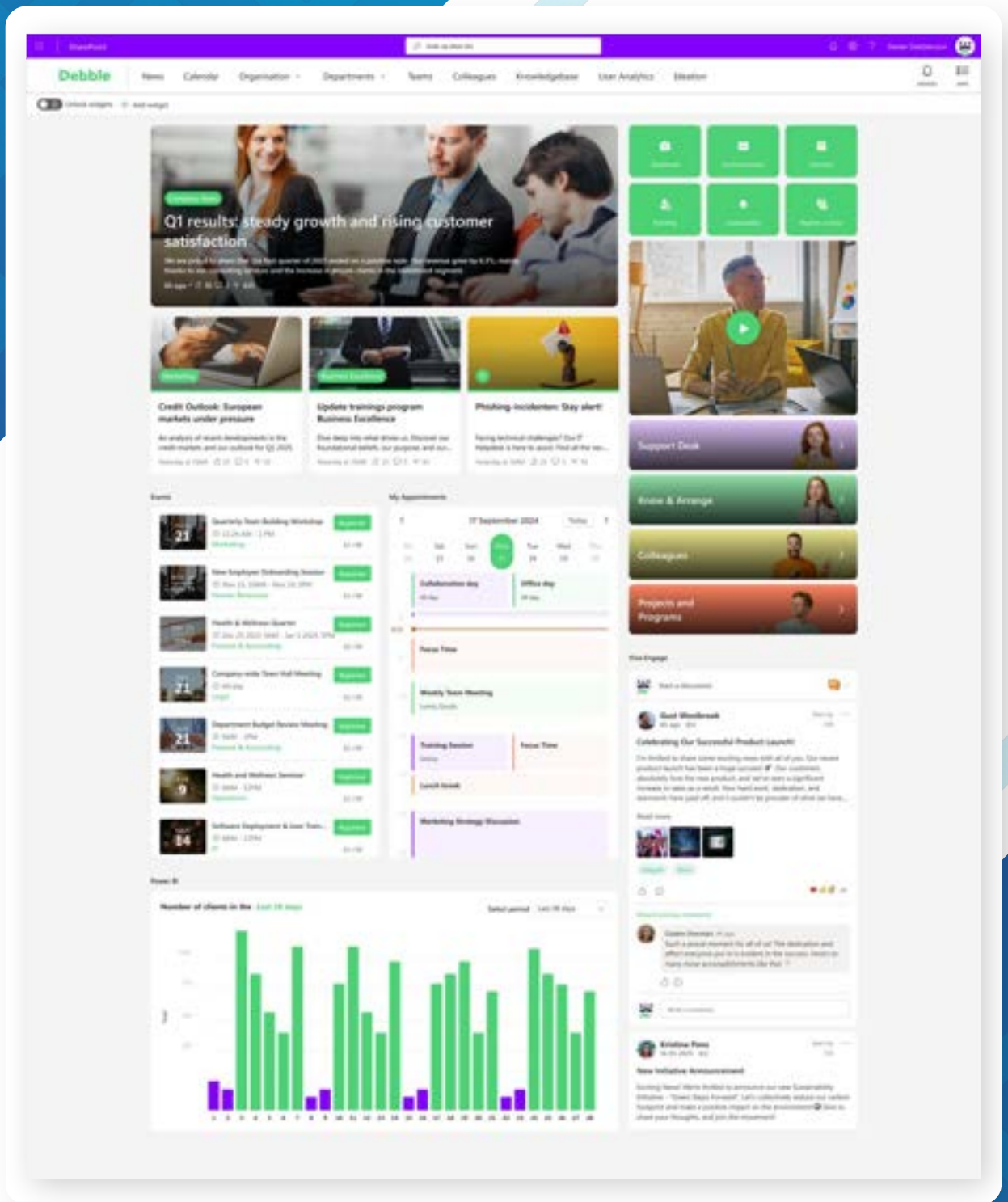
News is presented pleasantly on the homepage, with Debble providing additional options including a rolling news format and a fixed news widget. News appears on the homepage but can also be added to different hub sites such as HR; all items then roll up to a global news centre where stories can be filtered by custom labels. We like that employees may follow different labels to get content updates, effectively enabling news subscriptions.

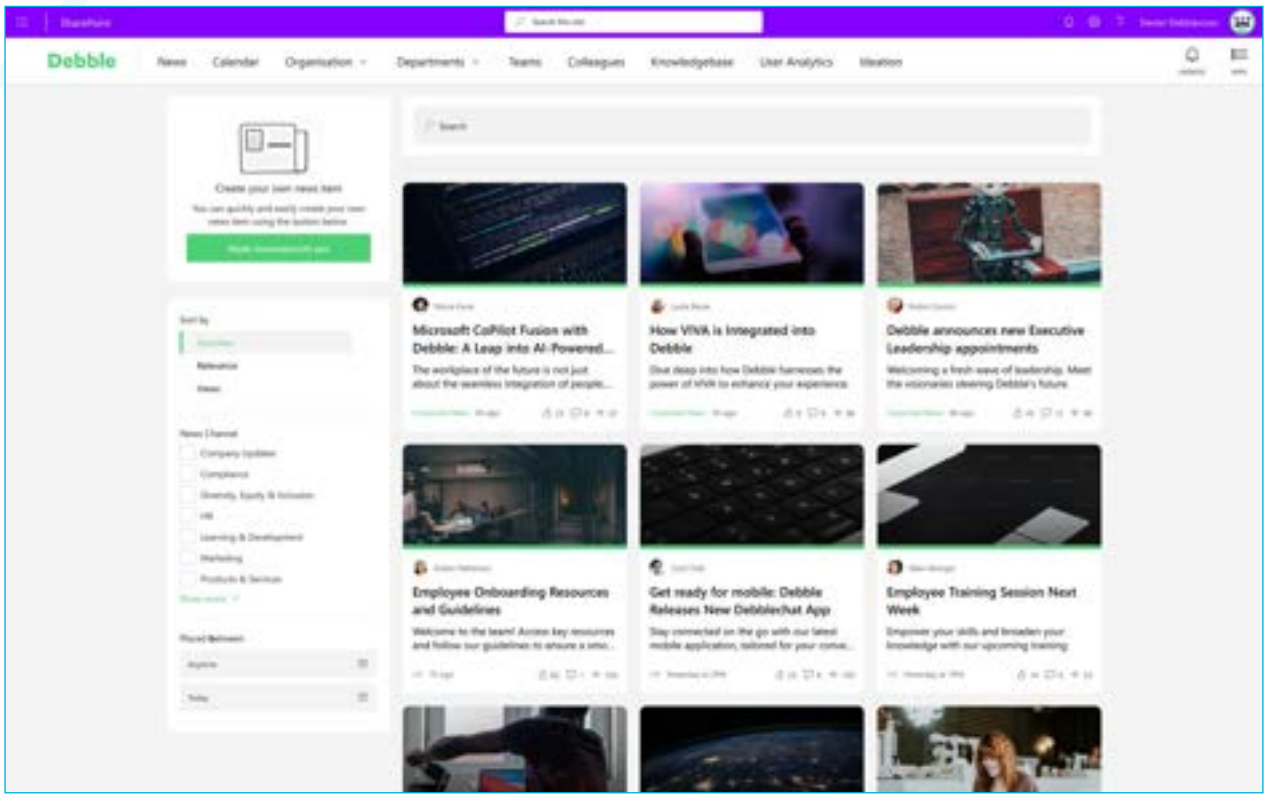
Debble is light on social tools by design and assumes the use of Viva Engage. However, there are some useful engagement features including a walk-through tour to support employee onboarding and an internal vacancies board. 'Events' include a configurable email invitation which participants can request from the intranet. A well-designed ideation module means ideas can be submitted through a configurable form; users can vote for their favourites and add comments. We'd like to see this developed further, for example adding workflow for leaders to review popular ideas.

The 'Knowledgebase' site is designed to present structured content such as policy documents or procedural information. Users navigate through tiles organised into topics and sub-topics, reaching tabbed knowledge pages that can also include document libraries, contacts and more. Knowledgebase content includes automated revision dates; items due for review are displayed on a dashboard where reminders can be sent and actions taken.

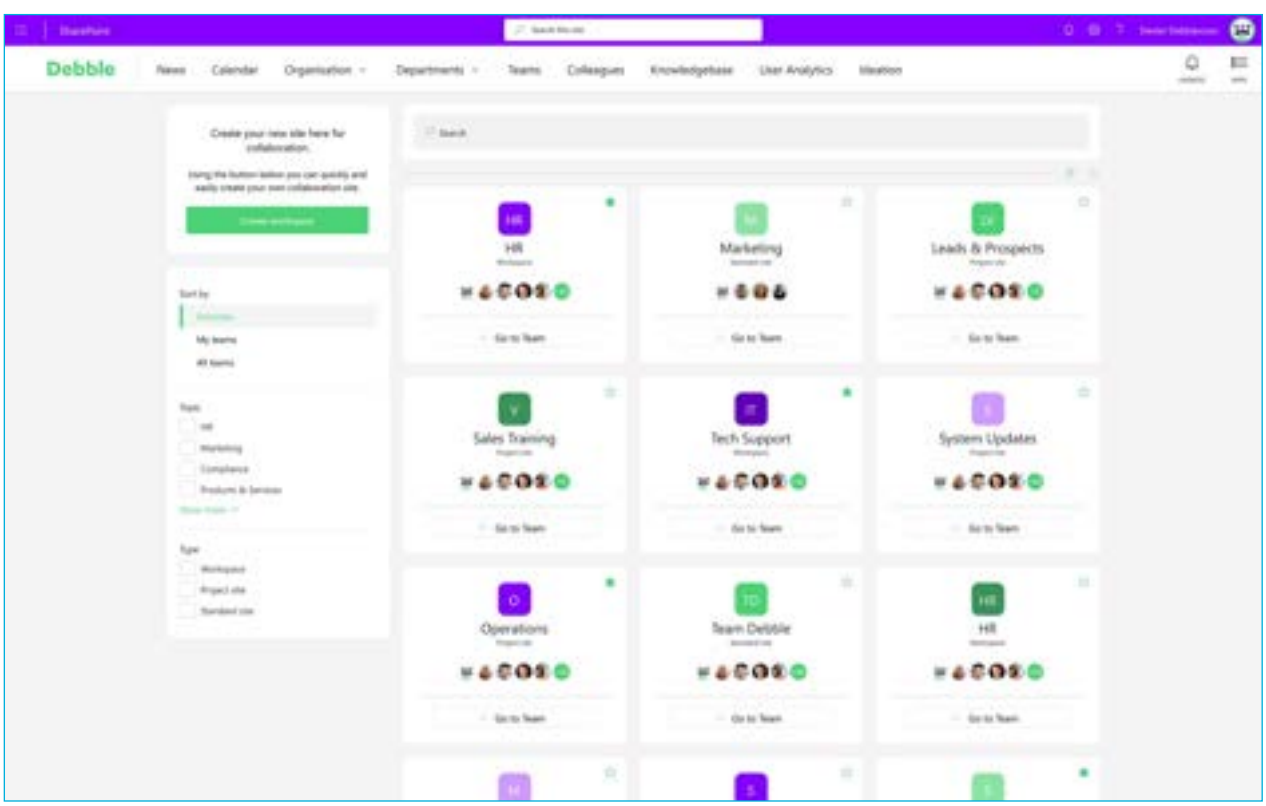
Debble largely relies on existing SharePoint search capabilities, but an additional widget enables scoped searches. People search is enhanced by custom filters based on Entra ID profile data such as location and division. Debble has successfully integrated Copilot into the product with an AI-powered chatbot available for users that can also perform tasks such as provide AI-generated summaries, but more is on the roadmap which will add AI capabilities and should extend the search experience. Analytics are delivered through nine PowerBI dashboards covering areas such as users, content and search; data extends beyond SharePoint's standard 90 days and are reasonably comprehensive.

Overall, Debble is a well-thought-through product. It is worth investigating for organisations that are looking for a robust and attractive SharePoint intranet with additional features, more complex targeting, and deeper integration with Microsoft 365.

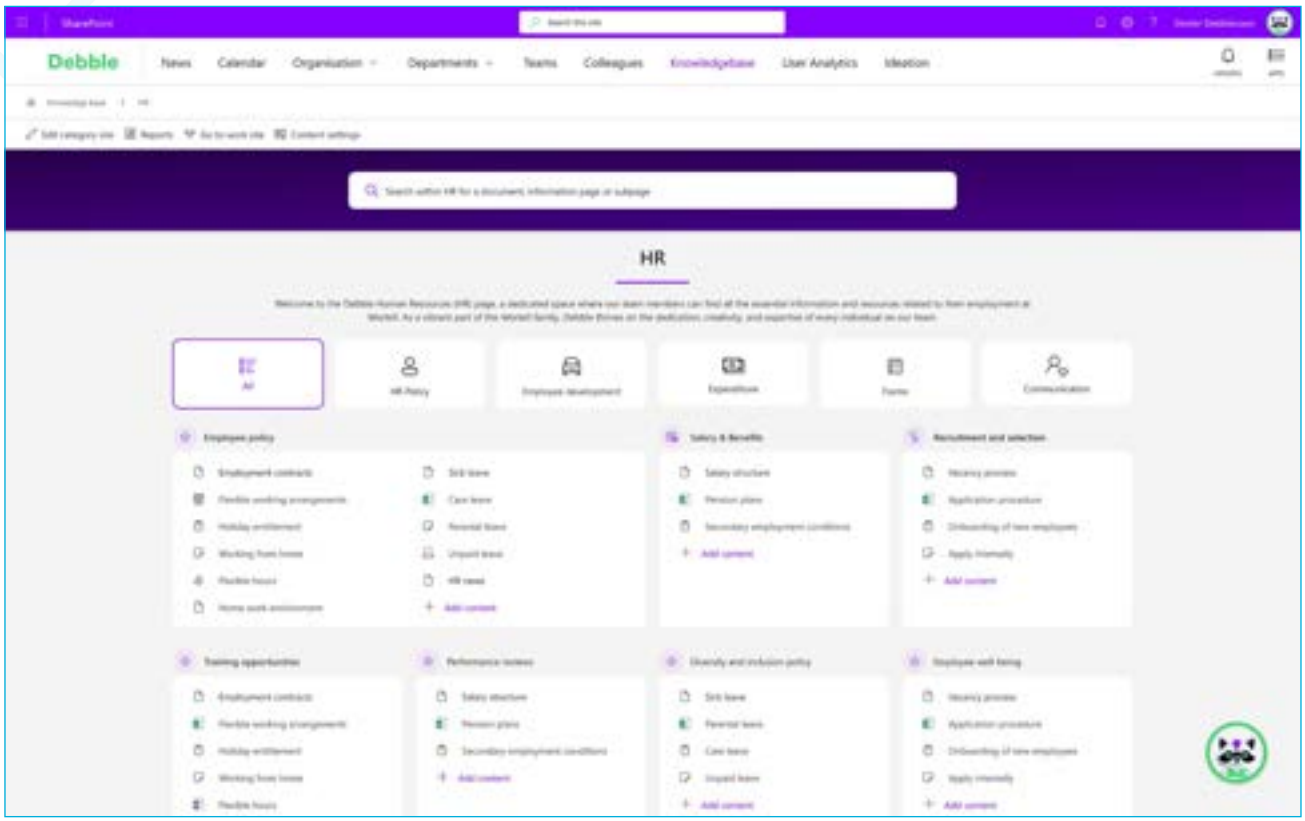

Debble
News
Calendar
Organization
Departments
Teams
Colleagues
Knowledgebase
User Analytics
Ideation
Q1 results: steady growth and rising customer satisfaction
Credit Outlook: European markets under pressure
Update trainings program Business Excellence
Phishing incidenten: Stay alert!
Support Desk
Know & Arrange
Colleagues
Projects and Programs
Events
My Appointments
Celebrating Our Successful Product Launch!
New Initiative Announcement



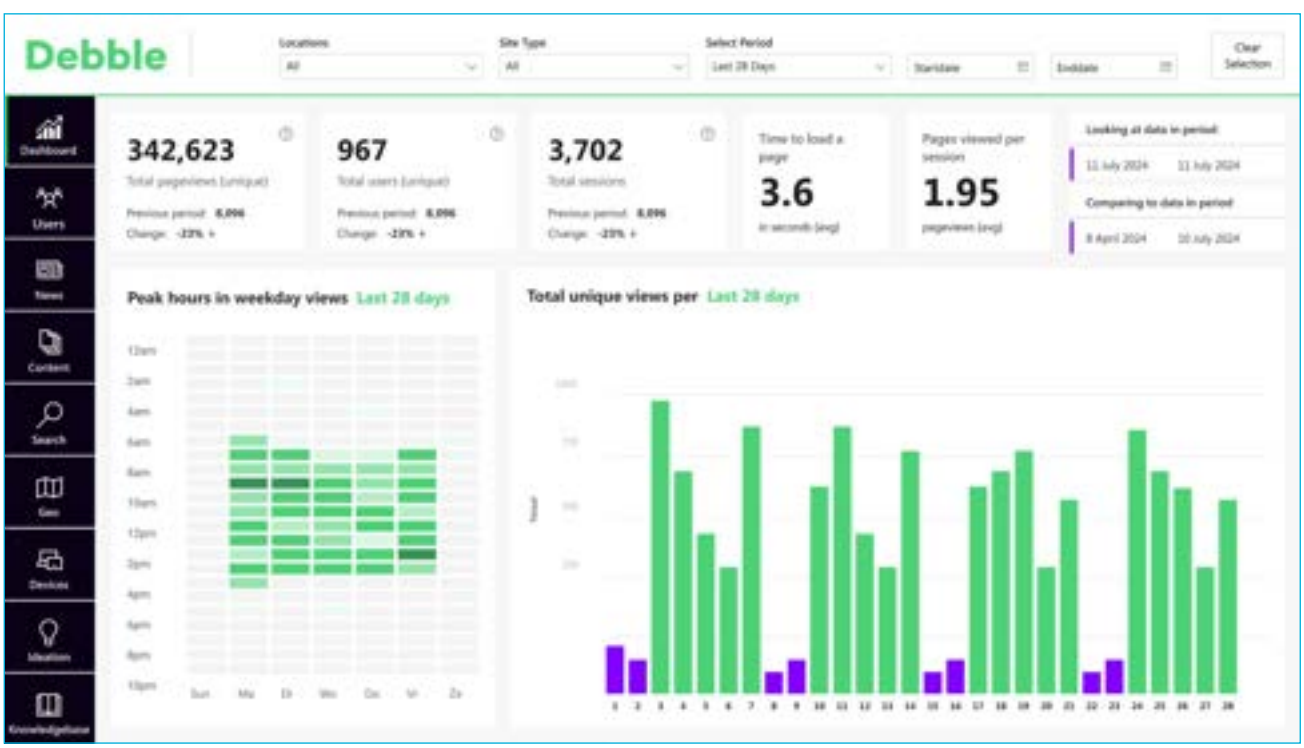
The global news page is available from the top navigation and rolls up news from hub sites. Custom search filters are available to the left.



Debbie's tight integration with Microsoft Teams includes a browsable directory of Teams spaces.



The 'Knowledgebase' presents structured content such as policies and HR information as a single source of truth. Employees can navigate to different topics areas via a Knowledgebase landing page (above).



Debble provides analytics through a set of PowerBI dashboards reflecting different aspects of the site including users (above).

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users.

DISCOUNTS

Charities and non-profit organisations, healthcare, frontline users, multi-year contracts and active users.

COSTS TYPICALLY

Weighted towards the start (during the 'project phase'), then much lower for the remaining term.

PRICE INCLUDES

In addition to installation, configuration, and licenses, the Debble subscription typically includes: standard support (e.g., via email or service desk during business hours); regular platform updates; access to a knowledge base and documentation for both administrators and end users; minor configuration changes during the subscription term (depending on the agreement).

Product type

Ready-to-run, installed in days

Branding opportunities

Good branding, complex options

Base systems

Fully standalone	**Requires SharePoint**	Other

Sectors

Education	Public administration and defence	Financial and insurance activities	Health and social work activities	Administrative and support service activities

COMPANY AND PRODUCT

Company
Wortell

Company founded
1997

Product launched
2015

ISO 27001 certified
Yes

Data residency
N/A

Typical client size
1,000 to 5,000

Company locations
Lijnden, Netherlands (HQ)

Partner locations
None – all implementations are carried out directly by Wortell.

Customers
Clients include: Arcadis, Boskalis, BDO, BN Hero, Greenchoice, OLVG, NOC*NSF, BKR, Gemeente Leiden, Cliniclowns

Largest deployment so far
Arcadis – approximately 35,000 users, implemented across multiple countries.

Environmental / sustainability certifications
Wortell has an EcoVadis score, which recognises a commitment to sustainability and corporate social responsibility. Wortell says, "This assessment emphasises our commitment to minimising the environmental impact of our activities, including IT solutions such as AI and digital workplaces, as much as possible."

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Product and technical details

Name of product

Debble

Deployment

Client on-premises	Client private cloud	**Microsoft Azure**	Amazon Web Services	Vendor-hosted	**Microsoft 365 tenant**	Google Cloud	Other

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	Apple store	MDM	MAM	Other

Accessibility

WCAG 2.1 AAA conformant

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	**OneDrive**	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	**Open API available**	Other

User interface multi-language

Machine translation	**Pre-configured**	**Editable**	Right to left script supported	Other

Content multi-language

Machine translation for publishers	**Machine translation for end users**	Editable machine translation for publishers	**Manual creation for publishers**	Right to left script	Other

Set-up and support

Set-up process for new clients

The onboarding process for Debble typically starts with a discovery and planning phase to align the intranet with the customer's needs. This is followed by configuration within the customer's Microsoft 365 environment, applying branding, setting up core modules, and integrating with existing systems. User roles and permissions are defined, and content structure is established. Training sessions are provided for administrators and key users to ensure smooth adoption. From kick-off to go-live, the process usually takes 6–12 weeks, depending on the organisation's size and complexity. Post-launch, standard support and regular updates are included.

Product updates

Weekly and monthly updates.

Product update process

Product updates for Debble are rolled out centrally to all customers at the same time. Minor updates, such as bug fixes and optimisations, are applied automatically without disrupting users. Major updates and new features are announced in advance, with release notes and guidance for administrators. Customers can choose to activate certain new features at a later time, allowing them to control the rollout within their organisation. Opting out of security or stability updates is not possible, ensuring all environments remain secure, stable, and up to date.

Reverse-out options

If an update unexpectedly causes issues, Debble can roll back changes or apply temporary workarounds in consultation with the customer. When a contract ends, customer data remains available for a pre-agreed retention period (typically 30 to 90 days) to allow for transfer or export. Data is provided in a standard format so it can be migrated to another system. After this period, all customer data is securely and permanently deleted from the environment, in accordance with ISO 27001 and GDPR guidelines.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only*

*08:00 to 19:00 CET

User community

Debble maintains an active user community. Customers have access to an online environment with documentation, tips, best practices, and a forum to ask questions and share experiences. In addition, Wortell regularly organises user events such as the annual Debble User Day, interactive roundtable sessions, and webinars showcasing new features, use cases, and customer stories. These activities are designed to promote knowledge sharing, provide inspiration, and strengthen the connection between users and the Debble team.

You may also be interested in...

Injio by WebVine

intranet.ai

opentext OneSource Digital Communication Suite

Voice of the vendor

Wortell says: "In today's world, where employees often work in hybrid settings and information is scattered across multiple platforms, having a clear overview is essential. Debble, the smart intranet solution from Wortell, delivers exactly that. Built on Microsoft 365, it creates one central, well-structured digital workplace where people, processes and information come together. Internal news, documents, knowledge bases and tools are instantly available, fully tailored to the needs of teams and departments.

"Debble stands out through the way it brings structure and logic to the often-complex Microsoft 365 environment. Endless searches through Teams channels or getting lost in SharePoint folders become a thing of the past. Instead, employees have one intuitive space where everything is easy to find. With smart integrations, AI capabilities and automation such as the Debble Copilot Bot, repetitive tasks are reduced, giving people more time to focus on meaningful work.

"Many organisations face similar challenges: fragmented communication, a lack of clear structure and inefficient workflows. This is particularly true in sectors where teams are dispersed or work around the clock, making it easy for crucial information to be lost or duplicated. Debble solves these problems by offering a single, central environment for news, documents, ideas and collaboration. This prevents duplicated work, keeps everyone informed and measurably increases productivity.

"Beyond its core features, Debble offers powerful extensions that make the digital workplace even stronger. Debble Ideation supports the collection and development of ideas, Insights delivers valuable analytics, Teams Governance ensures structure and security, and adoption programmes help employees fully embrace and use the platform. Its flexibility makes Debble suitable for a wide range of sectors, including healthcare, government, education, financial services and commercial organisations.

"The results speak for themselves. An IT project manager at Movares describes the platform as "logically designed, without becoming overly complex," while a communications specialist at Greenchoice highlights that it "provides an instant overview, including a people directory that helps colleagues get to know each other and stay well informed." In summary, Debble is more than just an intranet. It is a future-proof platform that fully leverages the power of Microsoft 365, solves communication challenges and encourages efficient working practices. By bringing structure to chaos, it creates a workplace employees genuinely enjoy using and helps organisations become more connected, productive and adaptable."

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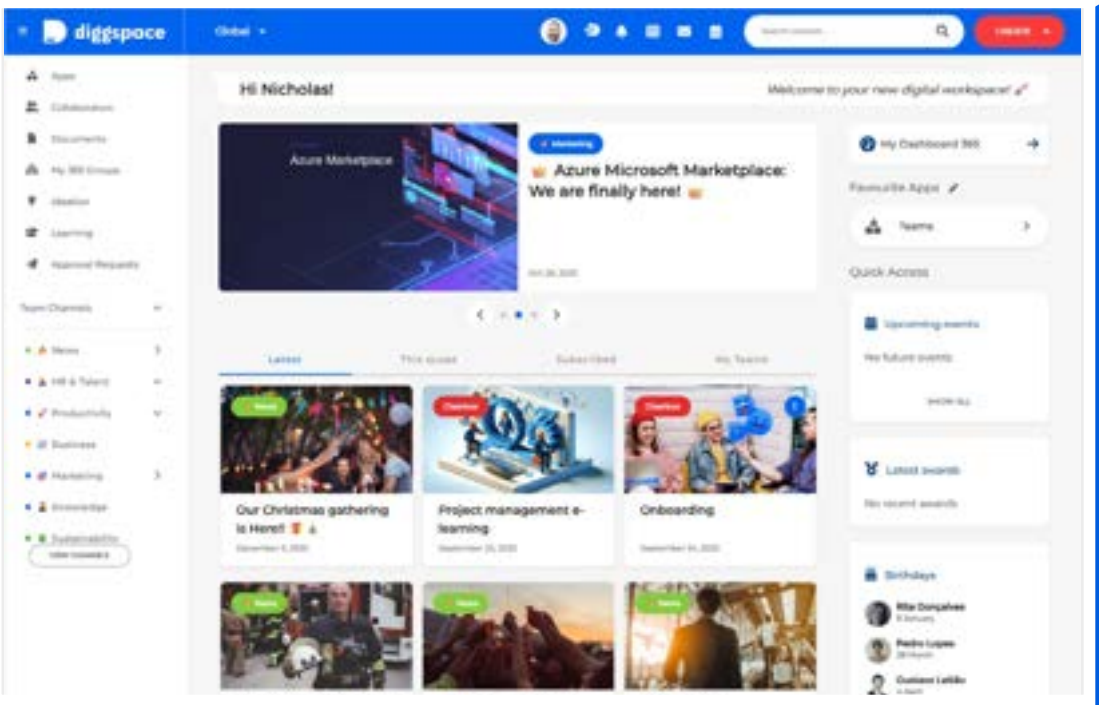
diggspace

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

OTHER



Typical deployment:

1,000 to 5,000

Company locations:

VISIT THE WEBSITE

The product in a nutshell

Diggspace is a clean and intuitive intranet solution with a solid set of features, making it particularly appealing to small and mid-sized organisations looking for a straightforward yet engaging digital workplace.

CLEARBOX VIEW

Diggspace, developed by Portuguese company Create IT, is a well-rounded intranet solution that combines a modern interface with intuitive navigation, enabling employees to access information and resources with ease. Its Progressive Web App (PWA), combined with easy access through mobile browsers, offers a solid option for frontline workers and serves as a good alternative to a native mobile app.

The landing page can be tailored by admins, while employees may personalise their experience by adding favourite apps for quick access. Notifications are neatly organised under the bell icon, with customisable preferences available in settings. While auto-translations aren't live yet they are on the imminent roadmap and users can already set their preferred interface language.

Content in Diggspace is organised into 'Channels', where articles are published and targeted to subscribers. 'Diggy', the useful built-in AI assistant, allows content creators to enter a short prompt, choose the tone, and Diggy will generate an editable draft. For critical updates, an 'Alerts' feature enables pushing content by email for maximum visibility, while read confirmations let admins track engagement and follow up with unread users. Audience creation in Diggspace is flexible, allowing groups to be set up manually or dynamically with rules, and then employees may subscribe to relevant Channels too.

Within Channels, content is organised hierarchically under a 'Pages' tab, with the content structure appearing on the right side of the screen. It can be arranged into categories for easier navigation, with each category supporting up to five levels of subcategories. Approval workflows support content governance where needed, and the ability to set publishing and expiry dates helps to manage the content lifecycle. Analytics are available to platform admins and divided into three categories: articles, channels, and authors. With built-in filtering and export options, the tool makes it easy for admins to track and manage performance where needed, and the ability to set publishing and expiry dates helps to manage the content lifecycle.

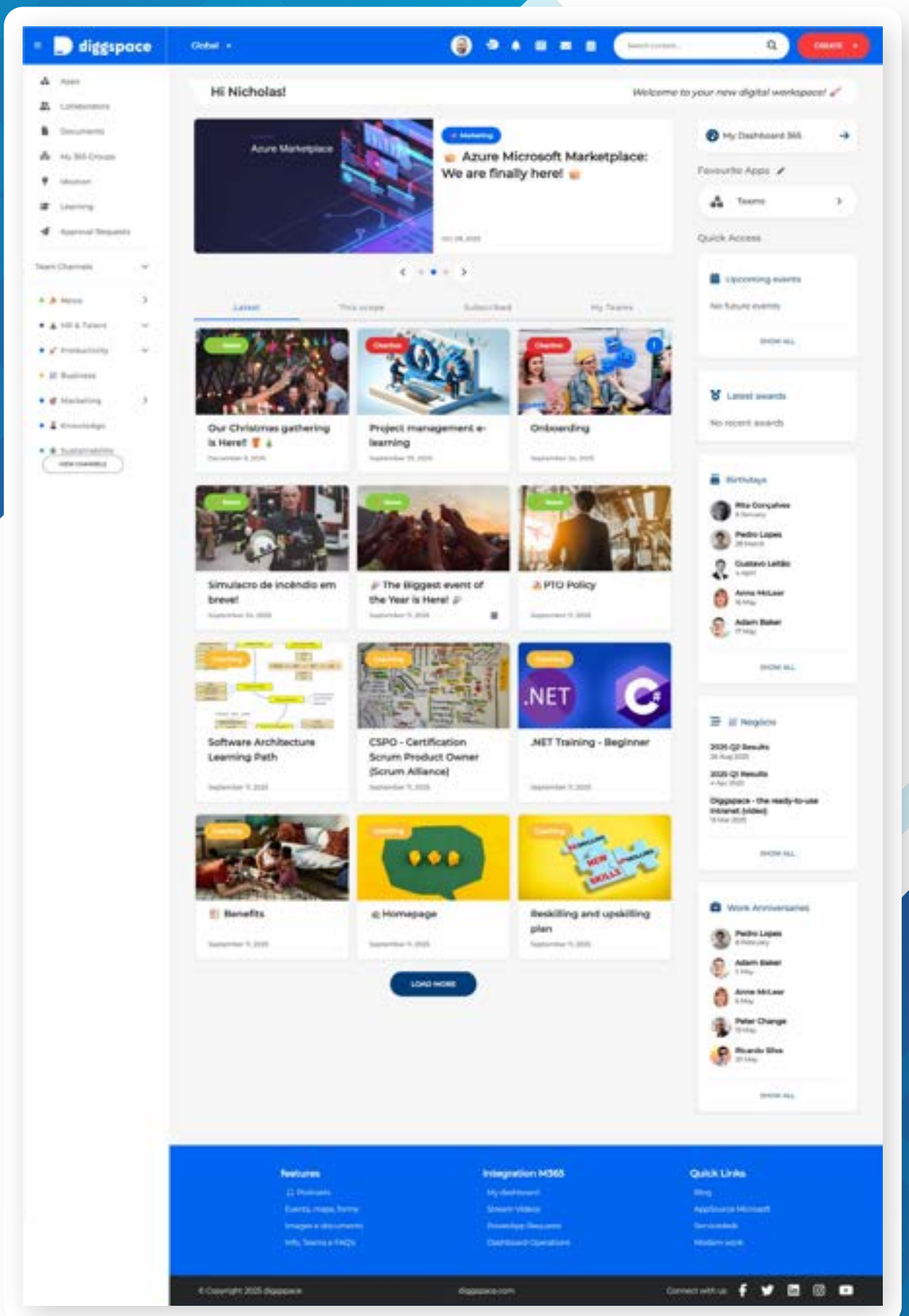
Employee engagement is supported through features like 'Ideation', which makes it easy to gather feedback or crowdsource ideas, and a 'Recognition Dashboard' that highlights peer-to-peer recognition on user profiles. User profiles themselves are clean and editable (if enabled by admins), while Channels can also support informal groups like communities of interest. A Forms tool is available for simple surveys.

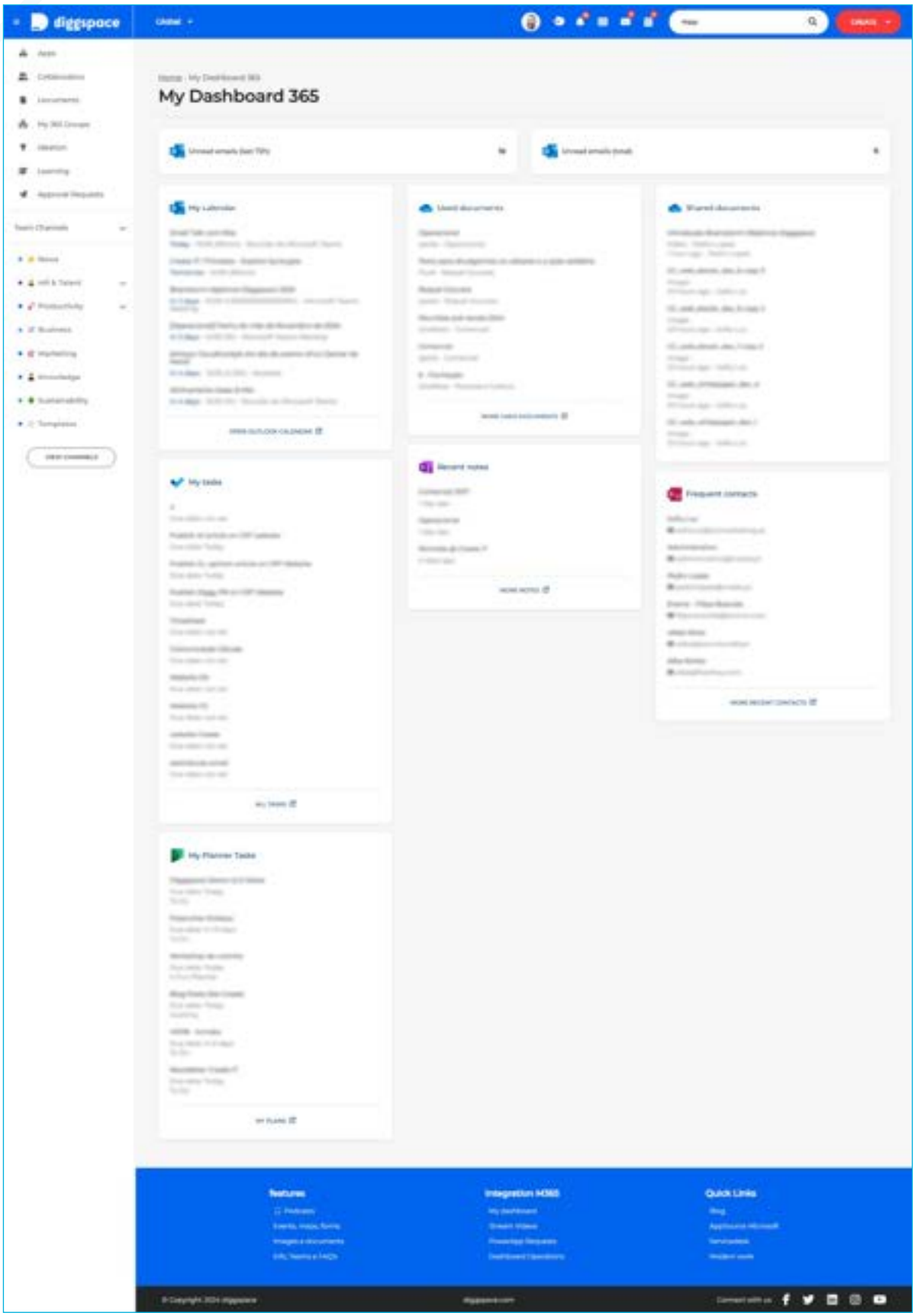
A standout feature is the 'Learning Module', which lets admins build quick e-learning courses consisting of different chapters. Each course includes elements such as text, video, and quizzes. Courses can also be assigned to specific audiences, adding real flexibility. Progress made by employees is tracked and can be exported to an Excel sheet. This feature is especially useful for onboarding and ongoing training, and we believe that small and medium-sized organisations will value this as a practical alternative to a fully featured LMS.

When it comes to integrations, there is an M365 dashboard, giving users a single place to preview and access tools like Outlook and SharePoint. When integrated, search results from M365 can be surfaced directly within Diggspace, while its integration with Microsoft Copilot helpfully brings Diggspace content into Copilot results. Microsoft Teams integration allows content sharing into Teams channels. Other out-of-the-box integrations include Google Maps, Google Analytics, Pixabay and Slack.

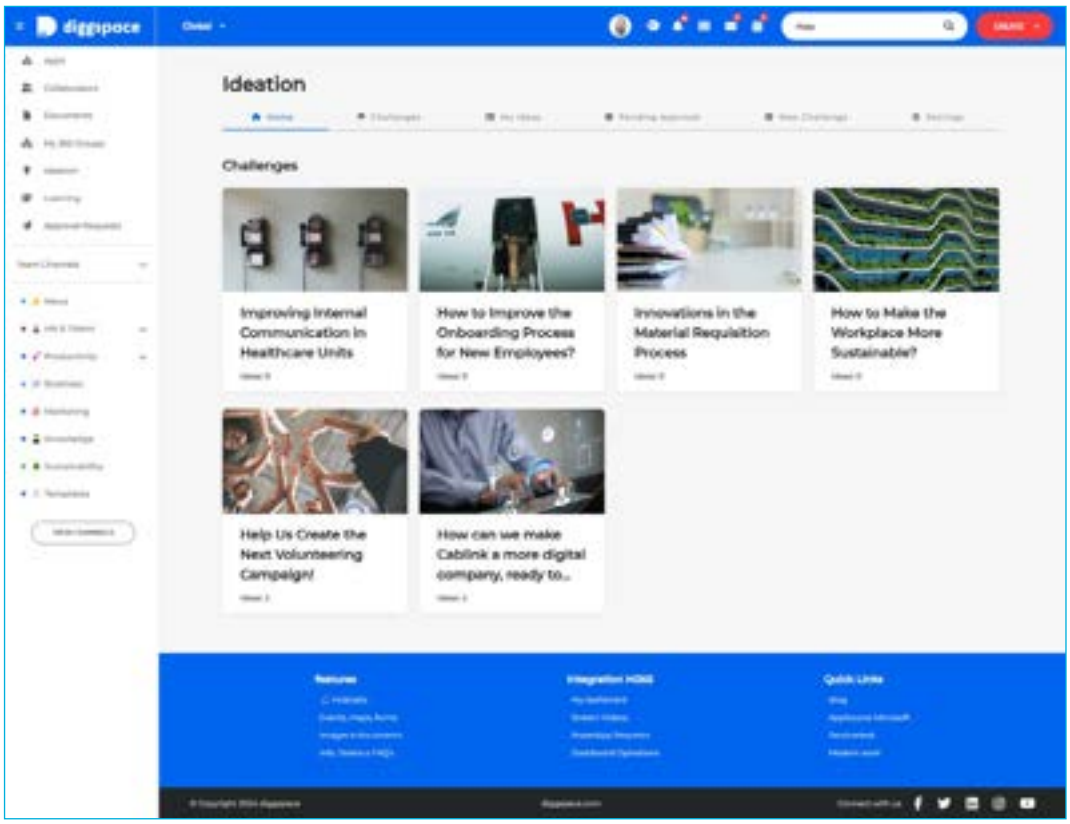
The search is effective, with results split into 'My Portal' (Diggspace content) and 'M365' (if integrated), along with filters by content type. Natural questions are supported in Diggy, which provides clear generated answers along with content sources, while the search also indexes text within documents. An Org Chart is available for a clear view of the organisation's hierarchy.

Overall, we found Diggspace to be a practical solution with a simple, intuitive design that covers all the key features needed to support internal communications and community engagement. In our view, it is particularly well-suited for smaller and medium sized organisations and comes at an attractive price point for the range of functionality on offer.

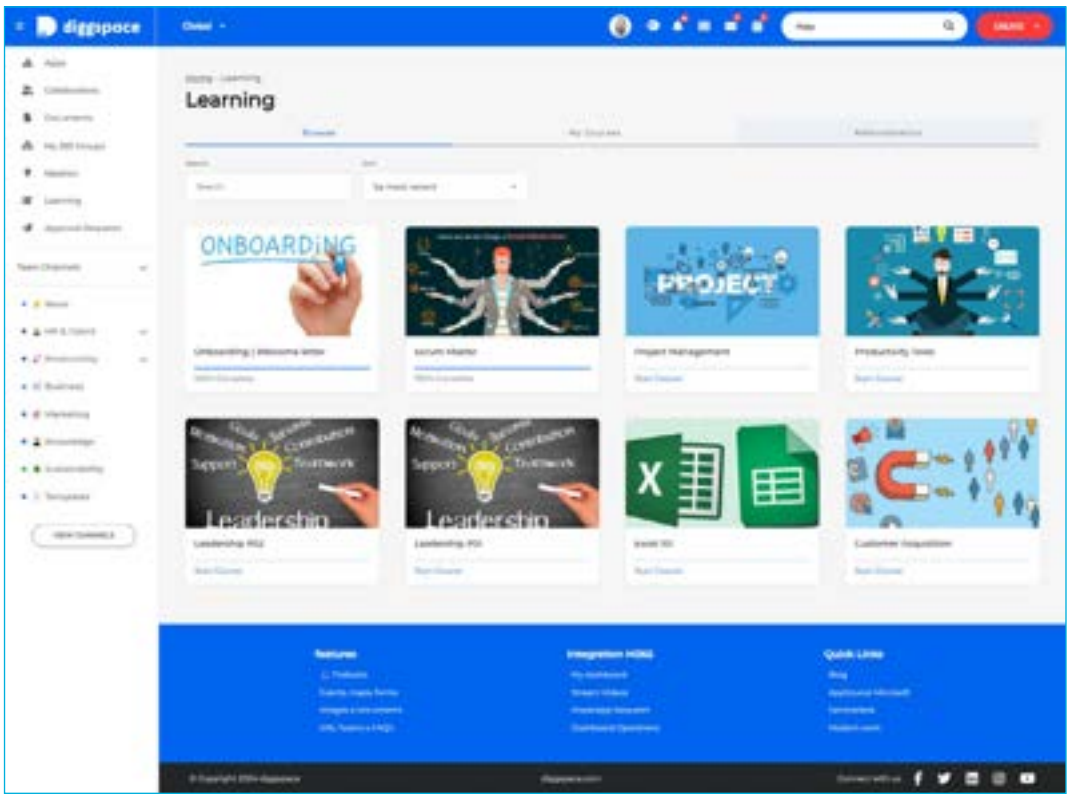

diggspace
Global
Hi Nicholas!
Welcome to your new digital workspace!
Azure Marketplace
Azure Microsoft Marketplace: We are finally here!
My Dashboard 365
Favourite Apps
Teams
Quick Access
Upcoming events
No future events
Latest awards
No recent awards
Birthdays
Our Christmas gathering is Here!
Project management e-learning
Onboarding
Simulacro de incêndio em breve!
The Biggest event of the Year is Here!
PTO Policy
Software Architecture Learning Path
CSPO - Certification Scrum Product Owner (Scrum Alliance)
.NET Training - Beginner
Benefits
Homepage
Reskilling and upskilling plan
Work Anniversaries
LOAD MORE
Features
Integration M365
Quick Links



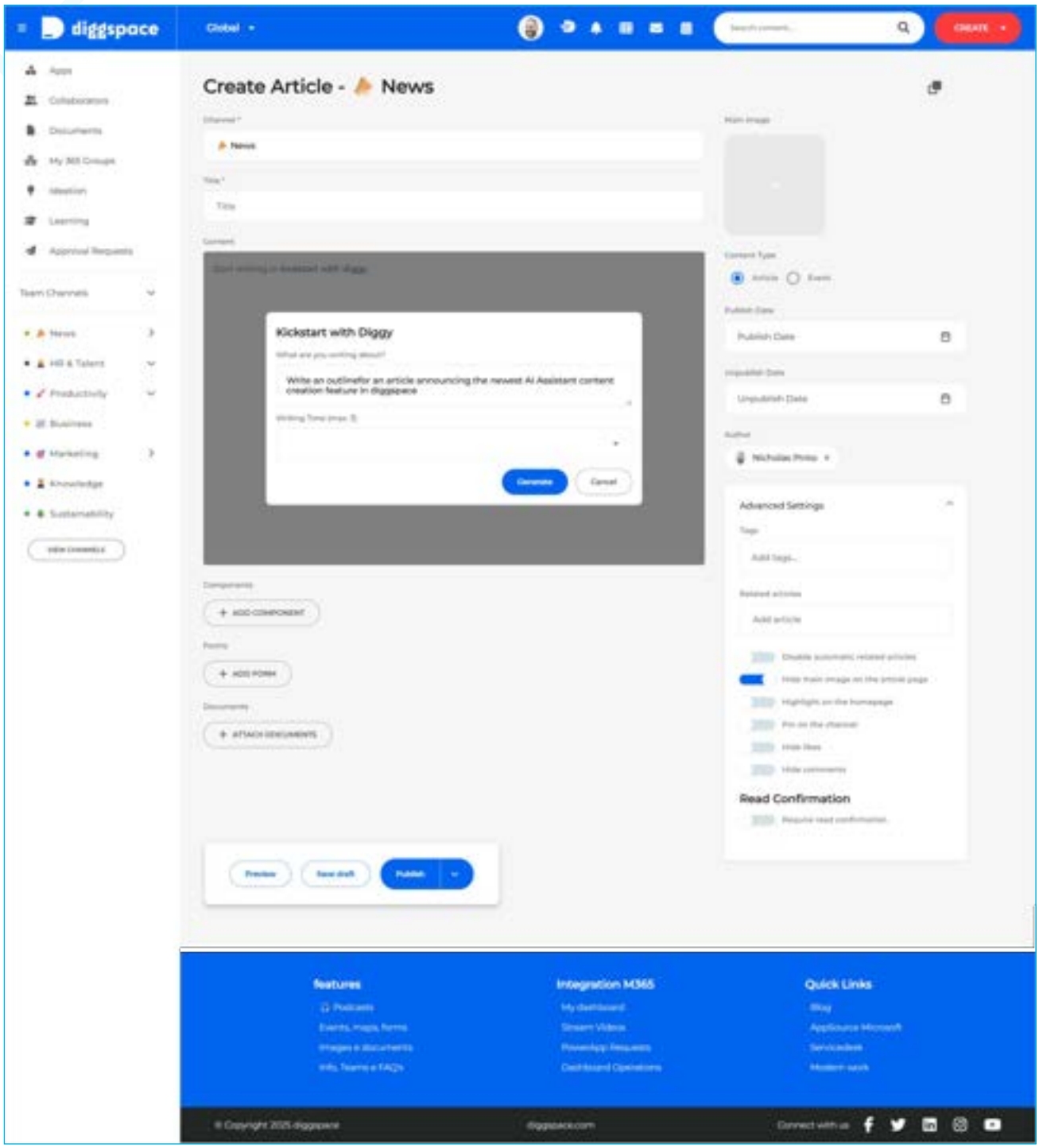
The M365 dashboard gives users a single place to preview and access tools like Outlook and SharePoint.



The 'Ideation' module encourages employee engagement and makes it easy to collect feedback or crowdsource ideas.



The Learning Module allows admins to build short e-learning courses with chapters that include text, videos, and quizzes.



'Diggy', the built-in AI assistant, helps content creators generate drafts from short prompts and adjust the tone before publishing.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

PRICING MODEL

Subscription – price band based on number of users, adoption workshops are one-off payments.

DISCOUNTS

Multi-year commitments, charities and non-profit organisations.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

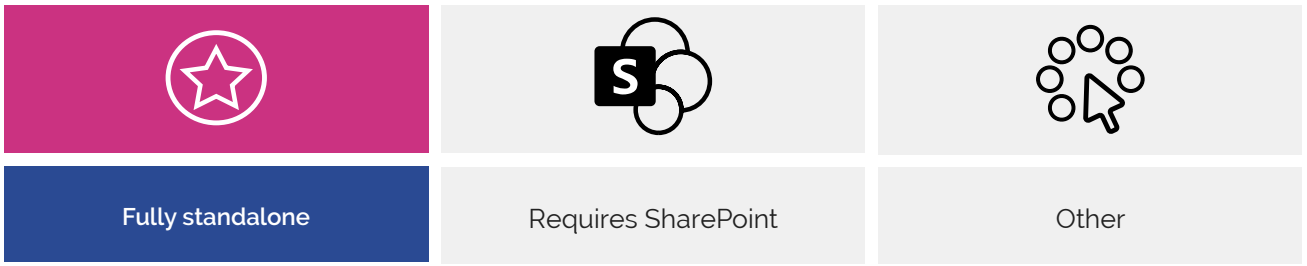
Nothing additional.

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

Product type

Branding opportunities

Base systems



Sectors

COMPANY AND PRODUCT

Company
Create IT

Company founded
2001

Product launched
2017

ISO 27001 certified
No, but the process is underway.

Data residency
Europe (including UK). Other regions may be available on request.

Typical client size
1,000 to 5,000

Company locations
Lisbon, Portugal (HQ)

Partner locations
N/A

Customers
Clients include: ULS Coimbra, Victoria Seguros, Medway/MSC, Banco Comercial do Atlântico

Largest deployment so far
10,000 users for a Public Healthcare Institution

Environmental / sustainability certifications
None.

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Product and technical details

Name of product

Diggspace

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	**Vendor-hosted**	Microsoft 365 tenant	Google Cloud	Other

Authentication supported

Entra ID	ADFS	Okta	Open ID	**Oauth**	Google Workspace	SAML 2.0	**Other***

*Support custom Oauth providers

App deployment

Google Play store	Apple store	MDM	MAM	**Other***

*Diggspace can be installed as a PWA (progressive web app)

Accessibility

WCAG 2.1 AA conformant

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	**OneDrive**	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	Open API available	Other

User interface multi-language

Machine translation	**Pre-configured**	Editable	Right to left script supported	Other

Content multi-language

Machine translation for publishers	Machine translation for end users	Editable machine translation for publishers	**Manual creation for publishers**	Right to left script	Other

Set-up and support

Set-up process for new clients

The process for creating a new client portal is handled by Diggspace team and generally takes a few hours. Create IT will configure the portal with some basic branding and information structure and can provide consulting to help clients set up their portal as they desire.

Product updates

Minor updates weekly, major updates every 2 months.

Product update process

Updates are rolled out to all customers at once. Bigger feature releases can usually be enabled or disabled as requested by the customer, but the feature is always updated.

Reverse-out options

Diggspace currently do not have a process for exporting data but will make an effort to fulfil if it is requested by the client.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only*

*Portuguese office hours

User community

None

You may also be interested in...

Haiilo JALIOS Zoho Connect

Voice of the vendor

Create IT says: "Diggspace is a modern digital workplace platform built to transform how organizations connect, collaborate, and engage with their employees. Developed by Create IT, a Portuguese technology company with over 20 years of experience delivering innovative software solutions, Diggspace is trusted across industries to create intranets that are dynamic, easy to use, and deeply integrated with the Microsoft ecosystem.

At its core, Diggspace is an intranet-as-a-service that brings people, knowledge, and tools together in a single, engaging environment. Unlike traditional intranets, often static and underused, Diggspace provides a living platform that adapts to organizational needs. Its intuitive design empowers business users—not just IT—to configure and update content, ensuring communication is always relevant and impactful.

Diggspace stands out for its integrations with Microsoft 365, Teams, SharePoint, and OneDrive, becoming a natural extension of tools employees already use daily. It also leverages enterprise-grade security and single sign-on to ensure compliance and trust at scale. Beyond integration, Diggspace focuses on employee engagement. Features include targeted and role-based communication, an Ideation lab for innovation, recognition hubs to celebrate achievements, learning modules, internal newsletters, and more. Built-in analytics provide real-time insights into adoption and impact, helping HR, Communications, and leadership teams continuously improve.

A unique differentiator is Diggy, the AI-powered assistant. Diggy enhances the employee experience by making information retrieval faster and smarter—answering questions, surfacing relevant content, and guiding users to resources across the platform. It also helps kickstart content creation by suggesting structures, drafting initial text, and recommending relevant resources. This reduces time wasted searching for information or starting from scratch and creates a more natural, interactive way for employees to engage with their workplace.

The business challenges Diggspace addresses are clear: fragmented communication, low intranet adoption, disengaged employees, and leadership blind spots. By centralizing knowledge, simplifying communication, and enabling smarter access to information, Diggspace ensures employees feel informed, connected, and recognized—whether they are part of a multinational workforce or a fast-growing mid-sized business. With Diggspace and Diggy, organizations move beyond intranets as static repositories. They gain a strategic platform for engagement and collaboration—one that empowers people, fuels innovation, and builds stronger companies."

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ichicraft boards

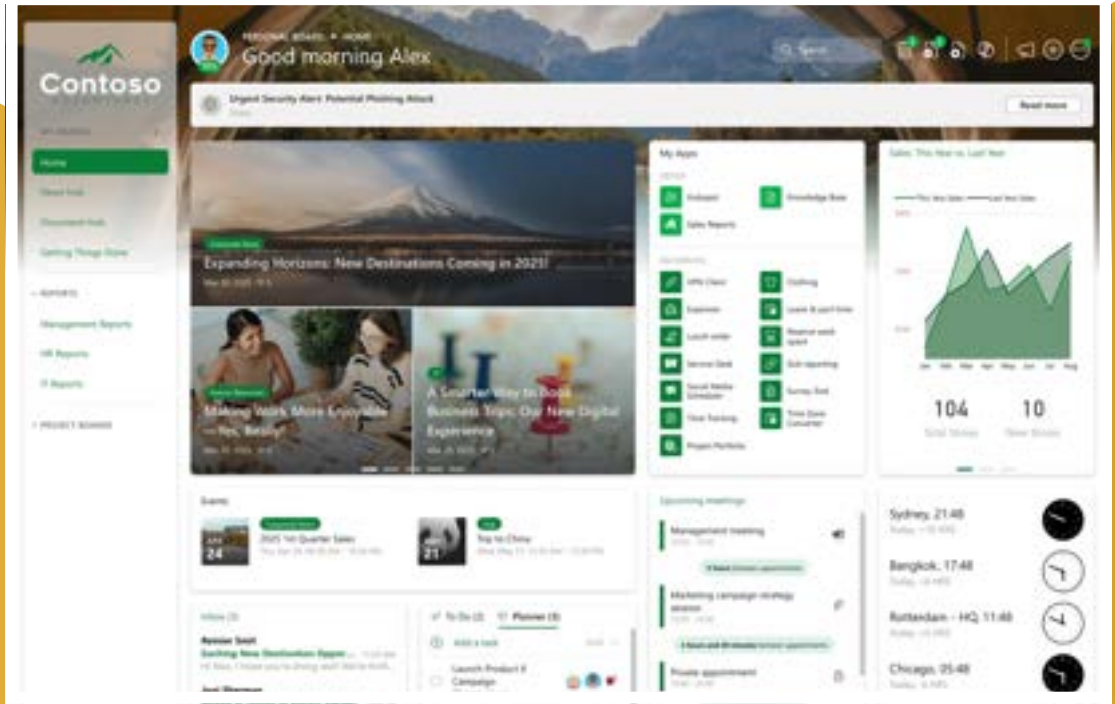
Your digital happy place

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

OTHER



Typical deployment:

5,000 to 10,000

Company locations:

VISIT THE WEBSITE

The product in a nutshell

Ichicraft Boards transforms SharePoint and Teams into a personalised access point to employees' work tasks and information needs.

CLEARBOX VIEW

Ichicraft Boards, from Netherlands-based Ichicraft, offers a friendly overview and access point to work essentials. It presents a dashboard of various integration widgets within a SharePoint web part that is also accessible via Teams. There is great flexibility in audience and device targeting, personalisation and branding, making it a good choice for organisations of all sizes. On mobile devices, Ichicraft's Teams app offers a solid experience and facilitates push notifications. Targeting content with Microsoft Entra groups and configuring boards based on screen size enables tailored experiences for diverse users.

Boards can be corporate, shared with colleagues, or personal. They are all highly configurable, including the extent to which widgets can be edited by users. There are widgets to bring content from SharePoint and other sources, interact with Microsoft 365 apps, link to corporate applications, and much more. Ichicraft values ease of use, with an intuitive interface and helpful tooltips for both administrators and end users. Helpful templates can kick-start new dashboards, then widgets are easily drag-and-dropped, resized and even copied between boards.

Widget content opens in a modal window with page headers removed for a cleaner display. The board remains visible underneath, thus reinforcing the use of the dashboard as the central workspace.

To maximise visibility of important information, publishers can create 'Urgent Messages', which appear as a banner at the top of the board, and notifications that are flagged in the 'Buddy Bar'. The Buddy Bar also shows badge counts from other sources (e.g. pending Planner tasks) and quick links to content or common tasks. For example, creating a Word document takes users through selecting a library destination, filling in metadata, and optionally choosing a company template.

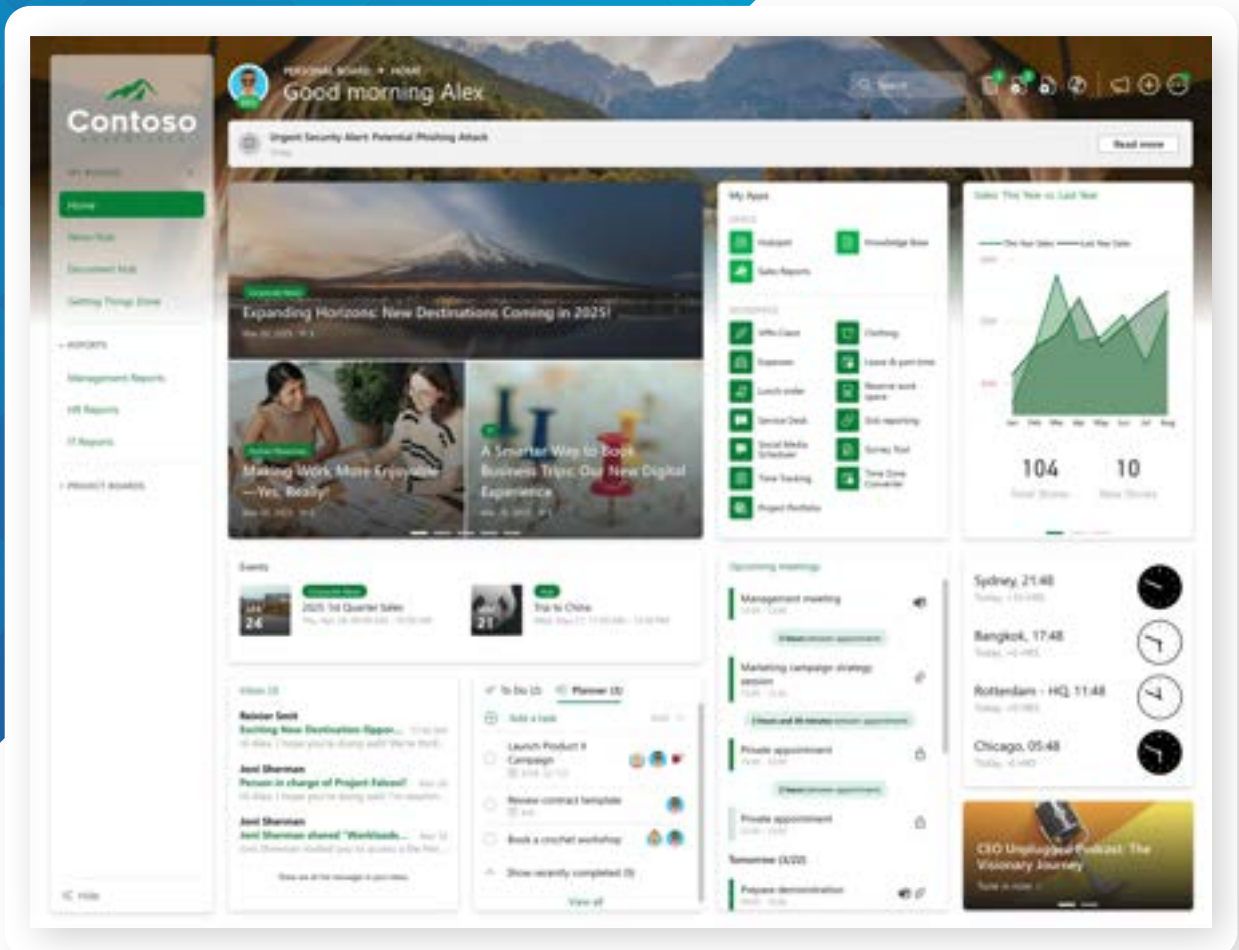
As a dashboard solution for SharePoint intranets, Ichicraft Boards integrates well with M365 apps through its widgets. To integrate with third-party solutions, clients can leverage examples from partners and their clients. In addition, the supported Copilot Connectors help bring external systems into the experience. There is a network of partners for development work, but the combination of user-friendly interfaces, available guides, and a shared framework enables some customers to handle configuration autonomously.

Ichicraft builds on SharePoint search, respecting existing settings while providing a friendlier interface for users and administrators. Search results can be filtered by metadata and source plus ordered by different criteria. Administrators can override SharePoint's interface for consistency, although, in complex scenarios, this may require recreating refiners that SharePoint provides out of the box. Saved searches are particularly useful and can be added to widgets.

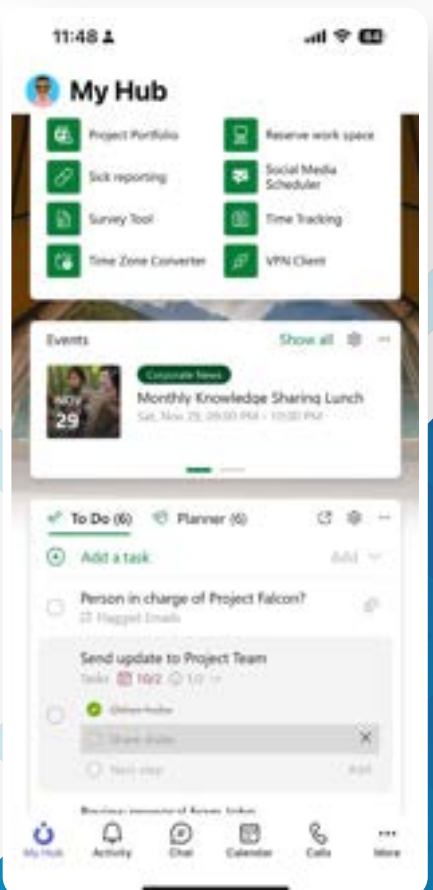
We like the effective Copilot widget that can be set up in two ways; first as a menu of likely prompts that users can choose from, lowering the barrier for those less familiar with AI. Second, set to automatically display responses to predefined prompts, surfacing time-sensitive or contextual information (see screenshot below).

Ichicraft Boards does not store any customer data, with everything staying securely in the organisation's own Microsoft 365 tenant, fully governed by their compliance and security policies. This extends to usage data. For analytics, Ichicraft connects to tools like Google Analytics or HubSpot via ready-to-use plugins. The Admin Center allows administrators to select the events to track, e.g. boards created, widgets deleted, articles clicked, terms searched, and more.

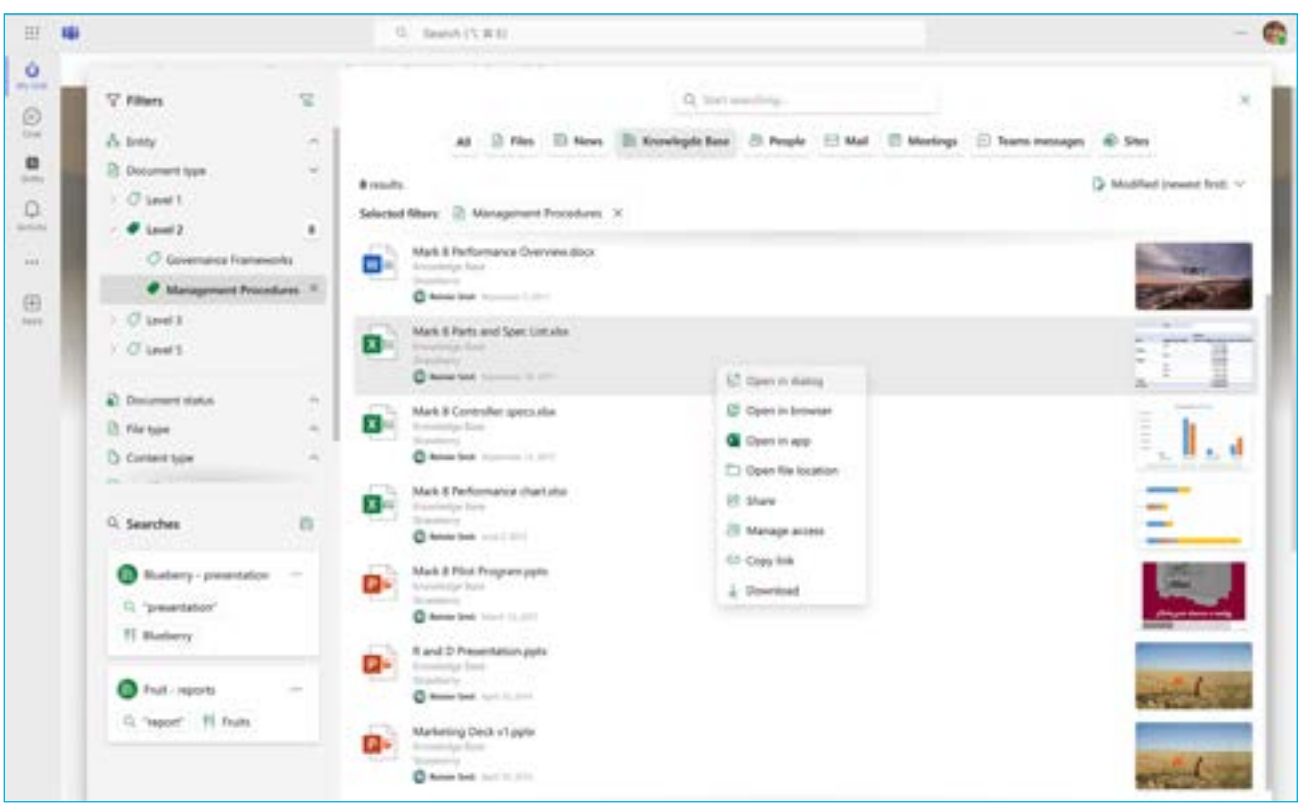
Overall, Ichicraft Boards is a versatile solution that brings together content from SharePoint and other sources, thus reducing the need for users to think where to go for what.


Contoso
Good morning Alex
Expanding Horizons: New Destinations Coming in 2025!
104
10
Sydney, 21:48
Bangkok, 17:48
Rotterdam - HQ, 11:48
Chicago, 05:48

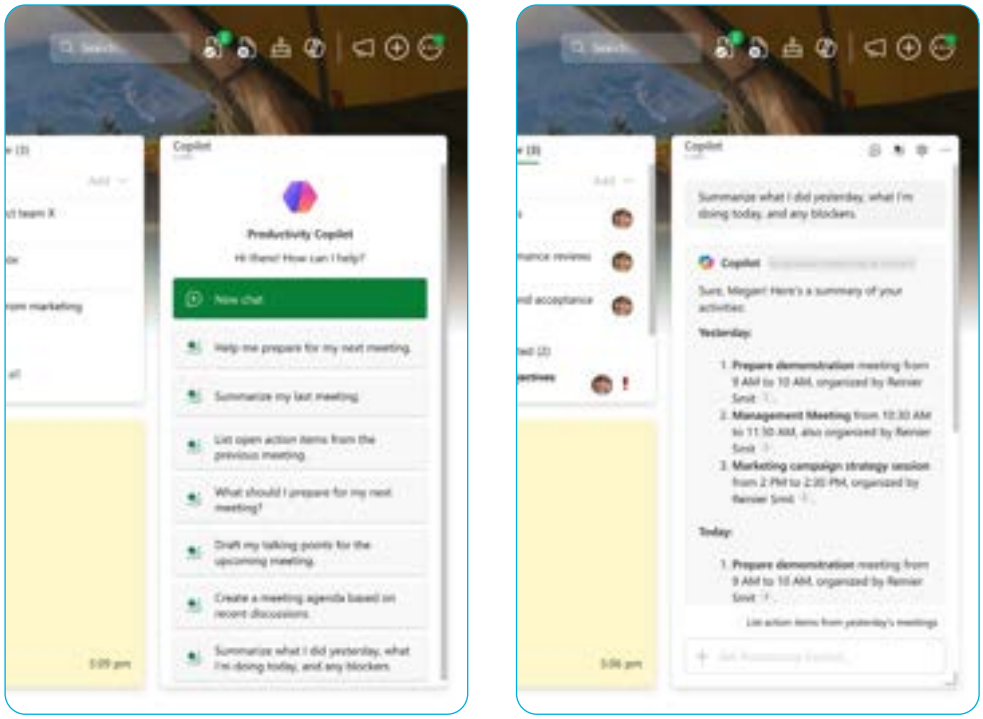
11:43
My Hub
Hi Alex
Expanding Horizons: New Destinations Coming in 2025!
My Apps
Declarations
IT/Facility Helpdesk
Leave & part-time
Lunch order
My Hub
Activity
Chat
Calendar
Calls
More


11:48
My Hub
Project Portfolio
Reserve work space
Sick reporting
Social Media Scheduler
Survey Tool
Time Tracking
Time Zone Converter
VPN Client
Events
Show all
Monthly Knowledge Sharing Lunch
To Do (6)
Planner (6)
Add a task
Person in charge of Project Falcon?
Send update to Project Team
My Hub
Activity
Chat
Calendar
Calls
More

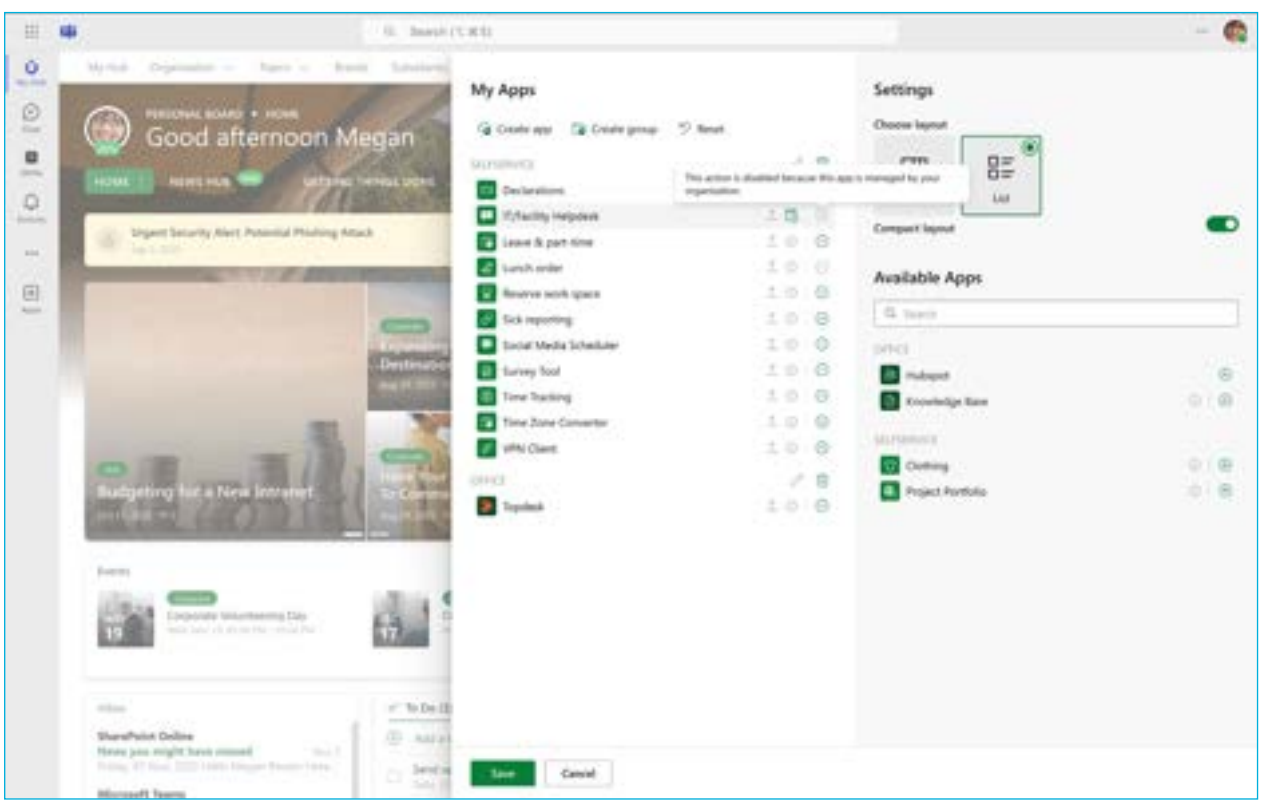
The Ichicraft Boards web part includes these visible elements. Note the helpful profile completion percentage is displayed over the user's photo as an incentive to add missing information.



Search offers a friendly interface to filter and order results, including a hierarchical selection for taxonomy-based filters. The possibility to save searches is a nice feature to save time on those frequent queries.



The AI prompt menu (left) can ease less experienced users into leveraging Copilot, while the launcher (right) automatically runs a given prompt every time the board is loaded. Each Copilot agent can be set to behave differently according to the board's purpose.



Users can easily edit widget settings where they have permissions. For example, in the My Apps widget, they can choose the layout, adding, removing, reordering or even grouping apps.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

PRICING MODEL

Subscription – price per user per year.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes, multi-year commitments, customers only pay for active users.

COSTS TYPICALLY

Slightly higher at the start of the term, but generally spread.

PRICE INCLUDES

Implementation and technical support.

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

Product type

Branding opportunities

Base systems

Fully standalone	**Requires SharePoint**	Other

Sectors

Financial and insurance activities	Health and social work activities	Manufacturing	Information and communication	Wholesale and retail trade

COMPANY AND PRODUCT

Company
Ichicraft

Company founded
2019

Product launched
2019

ISO 27001 certified
Yes

Data residency
Europe (excluding UK)

Typical client size
5,000 to 10,000

Company locations
Rotterdam, The Netherlands (HQ)

Partner locations
The Netherlands, Belgium, Germany, Austria, Switzerland, Canada, US, Lithuania, Norway

Customers
Clients include: Red Bull, Cargill, Odido, Michelin, Baker Tilly, Rabobank, BEKB, VIRO, Enza Zaden, Sevagram. Please see their website for more.

Largest deployment so far
The largest deployment is with Michelin, where a rollout to 130,000 users worldwide is currently ongoing.

Environmental / sustainability certifications
None.

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Product and technical details

Name of product

Ichicraft Boards

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	**Microsoft 365 tenant**	Google Cloud	Other

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	Apple store	MDM	MAM	Other

Accessibility

Background colours can be set by the individual user, individual users can change the font size of what they're seeing.

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	**OneDrive**	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	Open API available	Other

User interface multi-language

Machine translation	Pre-configured	**Editable**	Right to left script supported	Other

Content multi-language

Machine translation for publishers	Machine translation for end users	Editable machine translation for publishers	**Manual creation for publishers**	Right to left script	Other

Set-up and support

Set-up process for new clients

Ichicraft Boards is deployed in the customer's SharePoint tenant. From there they can choose a ready-made setup: Complete (full demo content), Essentials (key widgets for productivity), or Clean Slate (an empty canvas to build from scratch). The setup can then be tailored to the customer's needs, and if requirements are clear, the vendor says it can be done very quickly.

Product updates

Major updates every month, minor updates weekly.

Product update process

All customers receive product updates at the same time. Updates are rolled out centrally, ensuring everyone benefits from the latest features, improvements, and security enhancements right away. Customers cannot opt out or delay the timing, which keeps all environments consistent and up to date.

Reverse-out options

If the contract ends, Ichicraft Boards can be removed easily by deleting it from the customer's App Catalogue in Microsoft 365. All data already resides within the customer's own tenant and never leaves their environment. This means that when the solution is removed, the customer retains full control of their data without any transfer or deletion required by Ichicraft.

Technical support

Email support	Phone support	**Chat support**	Online portal	24/7 support	**Office hours only***

*Enhanced Service Levels can be acquired at additional cost. Details are provided in the vendor's terms.

User community

A partner portal is planned to be launched in the first half of 2026.

You may also be interested in...

ACCELERATOR 365

BEACON

opentext OneSource Digital Communication Suite

Voice of the vendor

Ichicraft says: "At Ichicraft, we craft digital experiences with precision, personality, and purpose. We're a boutique software company on a mission to make the Microsoft 365 workplace feel more human. Rooted in the Netherlands and driven by detail, we design intuitive tools that simplify complexity without sacrificing security or individuality.

Ichicraft Boards is your digital happy place: a personalized dashboard that brings order to Microsoft 365. Whether you're in IT, HR, or Comms, our smart widgets put everything you need in one place — from Outlook and Power BI to team news and tasks. Built on SharePoint, fully secure, and ISO-certified, it helps teams reclaim time, boost engagement, and feel in control of their digital workspace."

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Injio

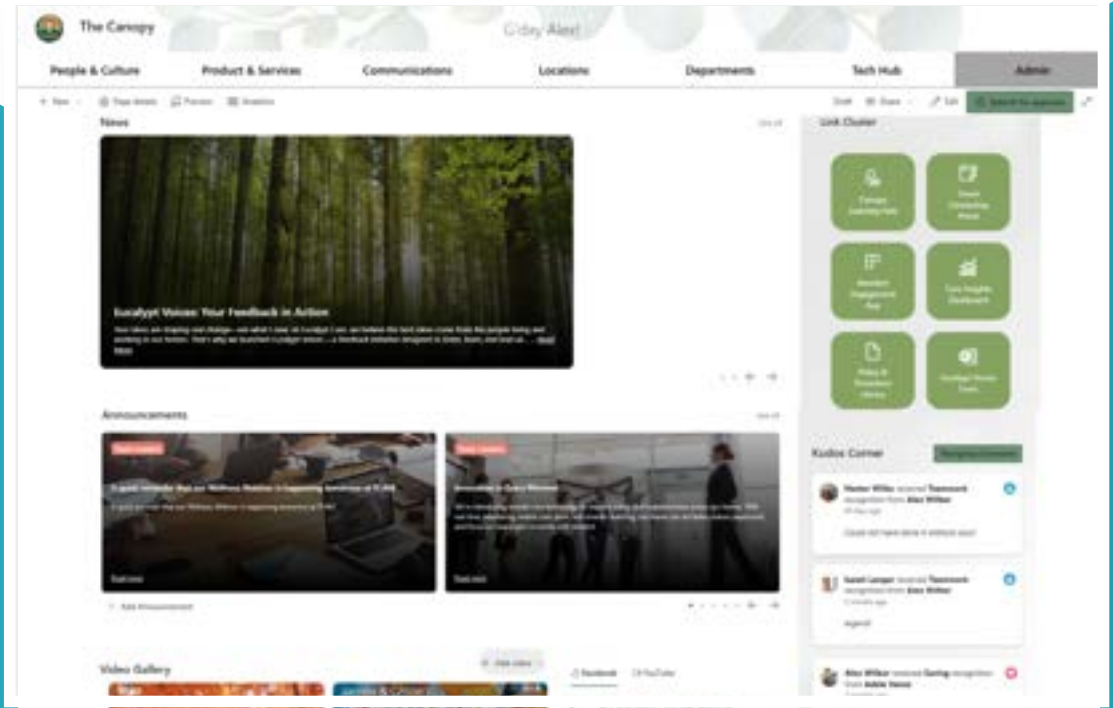
by WebVine

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

OTHER



Typical deployment:

1,000 to 5,000

Company locations:

VISIT THE WEBSITE

The product in a nutshell

Injio enhances SharePoint's intranet functionality with customisable design, engagement features, and controlled document management, supported by ongoing partnership and tailored client support.

CLEARBOX VIEW

Injio, from Australia-based WebVine, is a SharePoint intranet-in-a-box product launched in 2015. Injio is primarily aimed at organisations using SharePoint as their intranet, but needing additional personalisation and engagement features. Those wanting to have more control over document management, without needing technical skills or having to rely on IT to make functional changes, will also be well-served. Injio is designed to extend and enhance the capabilities of SharePoint intranets, offering over 20 features and dozens of web parts and extensions, known as 'Modules'.

The homepage can be configured to be more visually appealing and accessible than standard SharePoint, including videos and pagination of web parts. Administrators also have more control over design and layouts, for example changing the shape of web parts. Links can be audience targeted, directing users depending on segment. Some degree of personalisation can also be gained through the 'Magic Suite', see the below screenshot for details.

A core strength of Injio is the greater number of engagement and communication features than standard SharePoint. Commenting and likes are supported via a Module, rather than only on a page, providing a more social feel across the intranet without needing to use Viva Engage. User segmentation is supported, allowing posts to be targeted to specific groups based on Entra ID attributes.

A calendar module makes scheduling events simple and effective. Calendars can be created without requiring a user account, meaning that admins can create and manage general calendars not linked to their own. In turn, users can easily add any event into their own calendar. There are simple tools for providing employee recognition, such as giving 'Kudos' and recognising birthdays, and aggregating these on homepages. 'Quick Polls' is an included web part that allows for pulse check-style surveys.

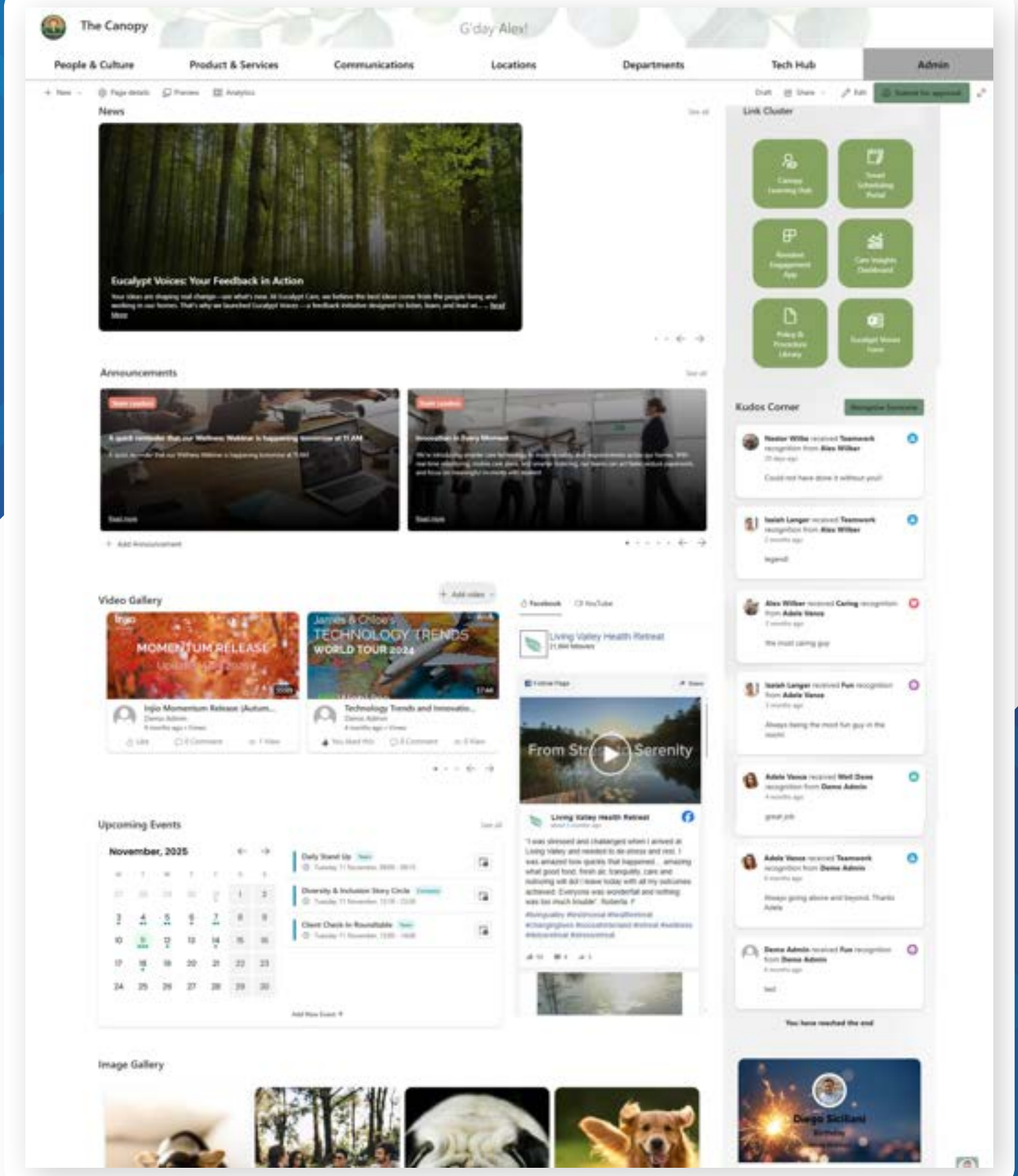
The 'People Finder' Module provides a rich means of finding colleagues, with customisable views, such as an organisation chart. Type-ahead search offers a quicker way of finding colleagues without having to open the full results page and hovercards show profile information without having to click through. Injio also makes it easier to manage who appears in employee directories without having to make changes in Entra ID, for example being able to create filtered list only showing contractors, or excluding certain roles or locations

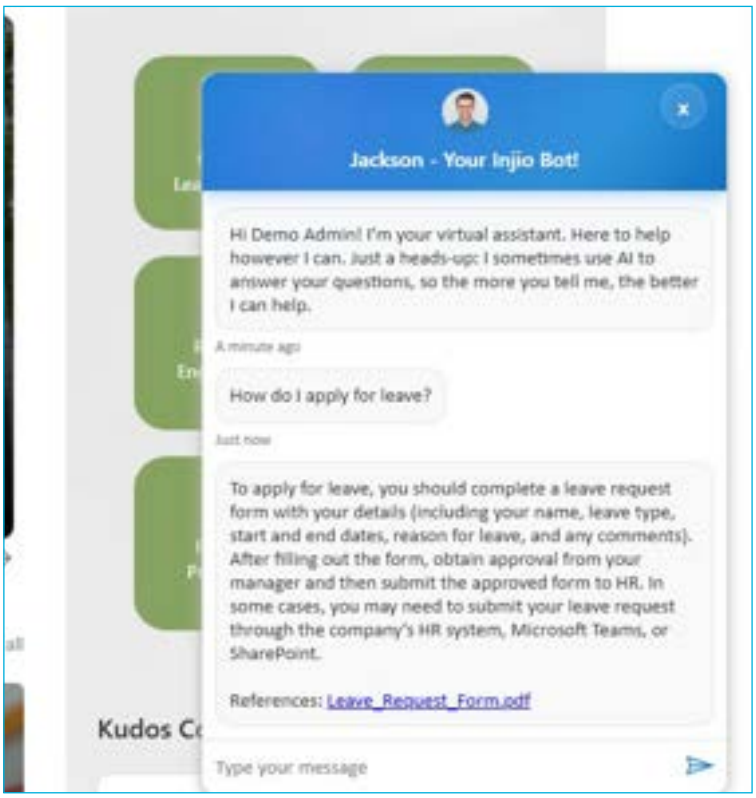
'Injio Docs' is a dedicated Module for controlled document management by introducing structured workflows for reviewing, approving, publishing, and archiving documents. This includes multi-level approvals, automated notifications, expiry reviews, and audit trails. Injio Docs simplifies permission handling (for example, temporary access for reviewers), enforces naming conventions, and helps auditability without manual intervention. Its queue-based workflow ensures stability by avoiding common Power Automate failures, such as when documents are open or quotes are exceeded, while features like organisational templates, naming conventions, and integration with Microsoft Purview support compliance needs.

AI interaction with content is provided through the 'Jackson Chatbot', offering a simple chat experience to help find relevant content on SharePoint. This Chatbot is built from within the customer's Copilot Studio, with expertise from WebVine to guide the experience and knowledge sources.

Analytics rely on SharePoint's native capabilities, requiring tools like Google Analytics and Microsoft Clarity to get deeper insights into reach and engagement. WebVine does, however, offer health checks as an additional consulting service to identify performance issues such as missing links and reporting on content changes.

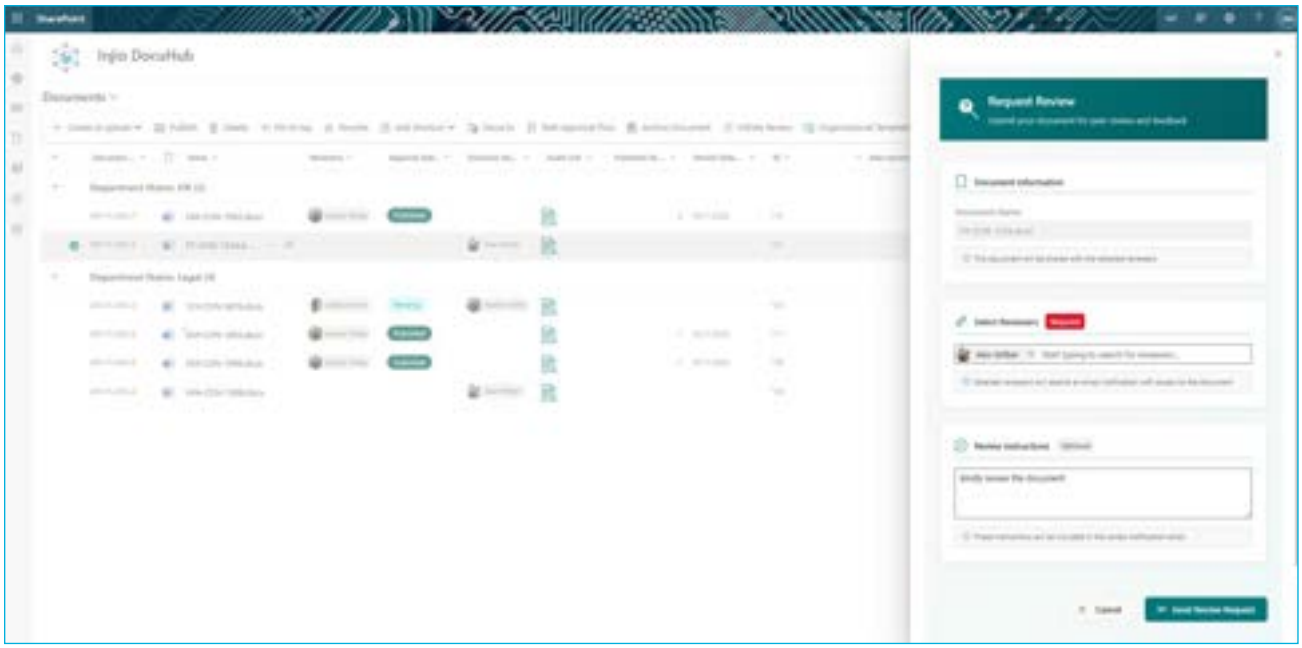
Injio is available as an out-of-the-box solution, but most organisations opt for support with deployment and ongoing services. Pricing reflects the level of involvement, with associated tiers available. Injio is best suited to mid-sized organisations seeking to enhance their SharePoint intranet with richer engagement, flexible design, and robust document control without having to rely on technical expertise to make changes to layouts and functions.


The Canopy
G'day Alex!
People & Culture
Product & Services
Communications
Locations
Departments
Tech Hub
Admin
News
Eucalypt Voices: Your Feedback in Action
Link Cluster
Announcements
Kudos Corner
Video Gallery
MOMENTUM RELEASE
TECHNOLOGY TRENDS
WORLD TOUR 2024
Living Valley Health Retreat
Upcoming Events
November, 2025
Image Gallery

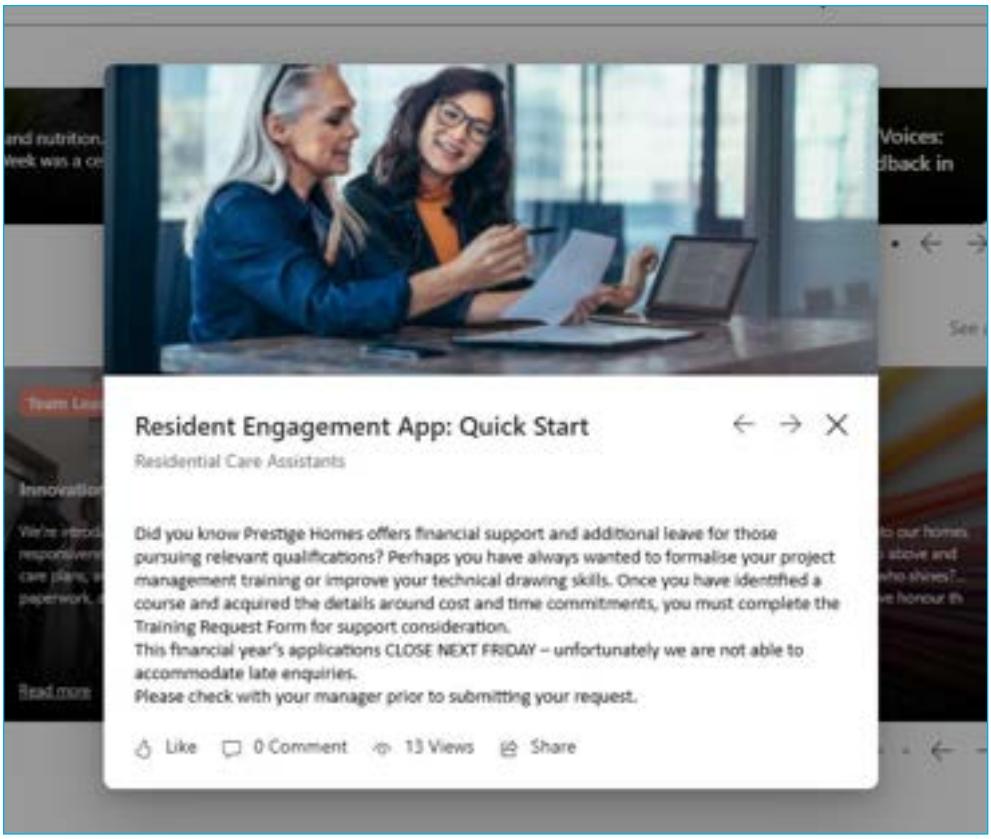


The 'Jackson' AI is a chatbot interface provided via the customer's Copilot Studio.

The 'Magic Suite' allows users to save and organise their own shortcuts, favourite links, contacts and documents.



'Injio Docs' includes document workflows and management.



Pagination of a web part, allowing users to click through news posts as wanted.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users.

COSTS TYPICALLY

Weighted towards the start (during the 'project phase'), then much lower for the remaining term.

DISCOUNTS

Charities and non-profit organisations.

PRICE INCLUDES

Comprehensive "Support & Value Assurance", Customer Success program, including monthly success meetings and an annual strategy workshop, monthly analytics & health checks reporting, 'Customer Portal' access for user guides, support requests, upgrade scheduling, enhancement submissions, and essential documentation, ongoing 'Learning & Engagement' webinars and best practice, biannual Injio updates plus bug fix releases.

Product type

Branding opportunities

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Health and social work activities	Education	Public administration and defence	Professional, scientific and technical activities	Construction

COMPANY AND PRODUCT

Company
Webvine

Company founded
2010

Product launched
2015

ISO 27001 certified
ISO 27001 in progress

Data residency
N/A

Typical client size
1,000 to 5,000

Company locations
Sydney, Australia (HQ)

Partner locations
Singapore, USA

Customers
Clients include: City of Ryde, University of Waikato, Komatsu, Grace Group, Kennards Self Storage, Richard Crookes Construction, Bundaberg Regional Council, Auckland University of Technology, Waverley Council, Community Living Australia

Largest deployment so far
Multinational energy sector organisation with over 7,500 employees and contractors operating across Australia and Asia.

Environmental / sustainability certifications
WebVine is powered by 100% green power.

Back to index

Product and technical details

Name of product

Injio

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	**Microsoft 365 tenant**	Google Cloud	Other

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	Apple store	MDM	MAM	Other

Accessibility

WCAG 2.2 conformant; Alt text is in use for images, Keyboards can be used for navigation, Accessible UI components provided by Microsoft.

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	OneDrive	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	**Open API available**	Other

User interface multi-language

Machine translation	Pre-configured	**Editable**	Right to left script supported	**Other***

*Bilingual mega menu feature

Content multi-language

Machine translation for publishers	**Machine translation for end users**	**Editable machine translation for publishers**	**Manual creation for publishers**	**Right to left script**	Other

Set-up and support

Set-up process for new clients

Injio and Injio Docs are deployed within the client's Microsoft 365 environment and typically go live within 6–10 weeks. The setup includes one-click technical installation, and consulting engagement of discovery workshops, branding, configuration, content migration, and training. Injio Docs adds document lifecycle workflows and compliance features. Post-launch, clients enter a structured onboarding and support program with regular check-ins and access to a support portal.

Product updates

Major updates every six months.

Product update process

Injio and Injio Docs updates are delivered through a structured, six-monthly release cycle, with advance notice provided to all clients.

Updates are never forced, clients retain full control over when to migrate, ensuring alignment with internal priorities and change readiness.

Release information is available through the vendor's Customer Success Program, and access to a sandbox testing environment is provided, where clients can explore new features before deployment.

Reverse-out options

In the event of contract ending, clients retain complete control and ownership of their data. As Injio is deployed directly within the client's Microsoft 365 tenant, all content, libraries, and configurations remain securely in place. Webvine does not store any data externally. Injio-specific components can be cleanly removed without disrupting core SharePoint functionality, ensuring a smooth and risk-free transition.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only*

*AEST (Sydney) with coverage typically available Monday – Friday 9am – 5pm

User community

WebVine cultivates an Injio user community through webinars, live demos, and a Customer Success Program — offering expert guidance on intranet design, SharePoint optimisation, employee experience, and Microsoft 365 innovations like Power Platform and Copilot. Clients benefit from tailored onboarding, regular check-ins, and sandbox access to explore new features.

You may also be interested in...

Debble. wortell

intranet.ai

Jint

Voice of the vendor

Webvine says: "WebVine is an Australia-based digital transformation consultancy and Microsoft Solutions Partner. Since 2010, we've delivered hundreds of hugely successful intranets across industries including professional services, education, non-profit, engineering, and government. Our mission is to energise organisations by delivering exceptional, innovative technology solutions that drive measurable business outcomes.

Our flagship product, Injio, is a customisable SharePoint Online intranet accelerator designed for rapid deployment and real-world usability. Built on Microsoft 365 and deployed within the client's SharePoint Online environment, Injio combines enterprise-grade security with a user-friendly, branded experience. It includes priority modules, workflows, and integrations tailored to our client's needs, making it ideal for organisations with 200–5,000 employees seeking to maximise their Microsoft investment without deep internal expertise.

Injio is extended with Injio Docs, a document management capability, addressing critical compliance and governance needs. It provides structured document libraries, approval workflows, and read-and-acknowledge functionality. Ideal for managing policies, procedures, and contracts from your intranet. WebVine and Injio stand apart through a powerful combination of product innovation, boutique delivery, and people-first service. Injio is a feature-rich intranet solution built for real-world usability—intuitive, fast to deploy, and designed to deliver value from day one.

As both the product developer and implementation partner, WebVine brings deep SharePoint expertise and an agile, client-first approach that simplifies complexity and accelerates transformation. Our proven implementation frameworks ensure clarity and confidence throughout the journey. It consists of consulting engagement of discovery workshops, branding, configuration, content migration, adoption and training. Above all, we prioritise authentic relationships and long-term success, working closely with clients to drive adoption, evolve with their needs, and continue to deliver outcomes that matter.

We excel at solving problems like:

- Disconnected or underused SharePoint environments
- Poor intranet adoption and engagement
- Inefficient document and policy management
- Lack of internal Microsoft 365 expertise

Whether you're launching your first intranet, modernising an outdated platform, or unlocking deeper value from Microsoft 365, WebVine is your trusted partner to deliver your Injio intranet for intuitive, impactful digital experiences."

Back to index

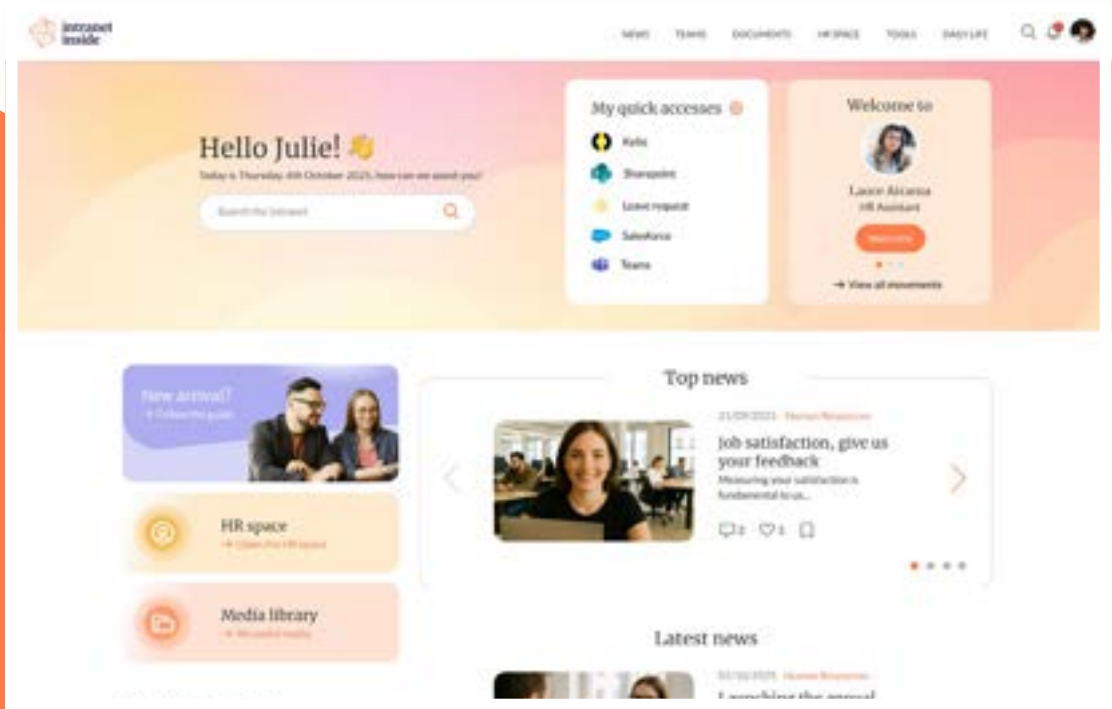
intranet inside

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

OTHER



Typical deployment:

1,000 to 5,000

Company locations:

VISIT THE WEBSITE

The product in a nutshell

Intranet Inside is a flexible, standalone intranet solution with a comprehensive set of features likely to appeal to small and medium-sized businesses.

CLEARBOX VIEW

Intranet Inside, from Maecia Group, is a flexible independent intranet that will appeal to small to medium-sized organisations; most Intranet Inside customers are based in France and Belgium. The product delivers most "classic" intranet features well, all within an attractive experience with custom branding defined during implementation. There are currently no integrations with Microsoft 365 or digital workplace tools, beyond some authentication systems and analytics packages, but custom integrations can be created at additional cost.

Flexible homepages combine a range of available widgets, most of which can be targeted, including a personalised welcome message and quick links to apps. A homepage news feed is also targeted and can leverage profile data, including from Entra ID. Intranet Inside's editing experience is straightforward; it's easy to add a range of content blocks and configure individual web parts, while page settings are consistent across each content type. Admins can only create content templates by duplicating existing pages, which is not ideal, but the templated approach within page widgets helps bring some consistency to design approaches.

News options for internal communicators are less sophisticated than some products but will meet the needs of many. News articles are assigned configurable topic categories which users may subscribe to. These are display in the homepage news feed, but users also receive notifications via a bell icon, mobile app or desktop. Admins can control notifications to avoid overwhelm. News can be scheduled and archived, but there is no calendar or similar management. Internal communicators will like the newsletter builder, as well as a digital signage integration available at extra cost (although included in the pricing provided to us).

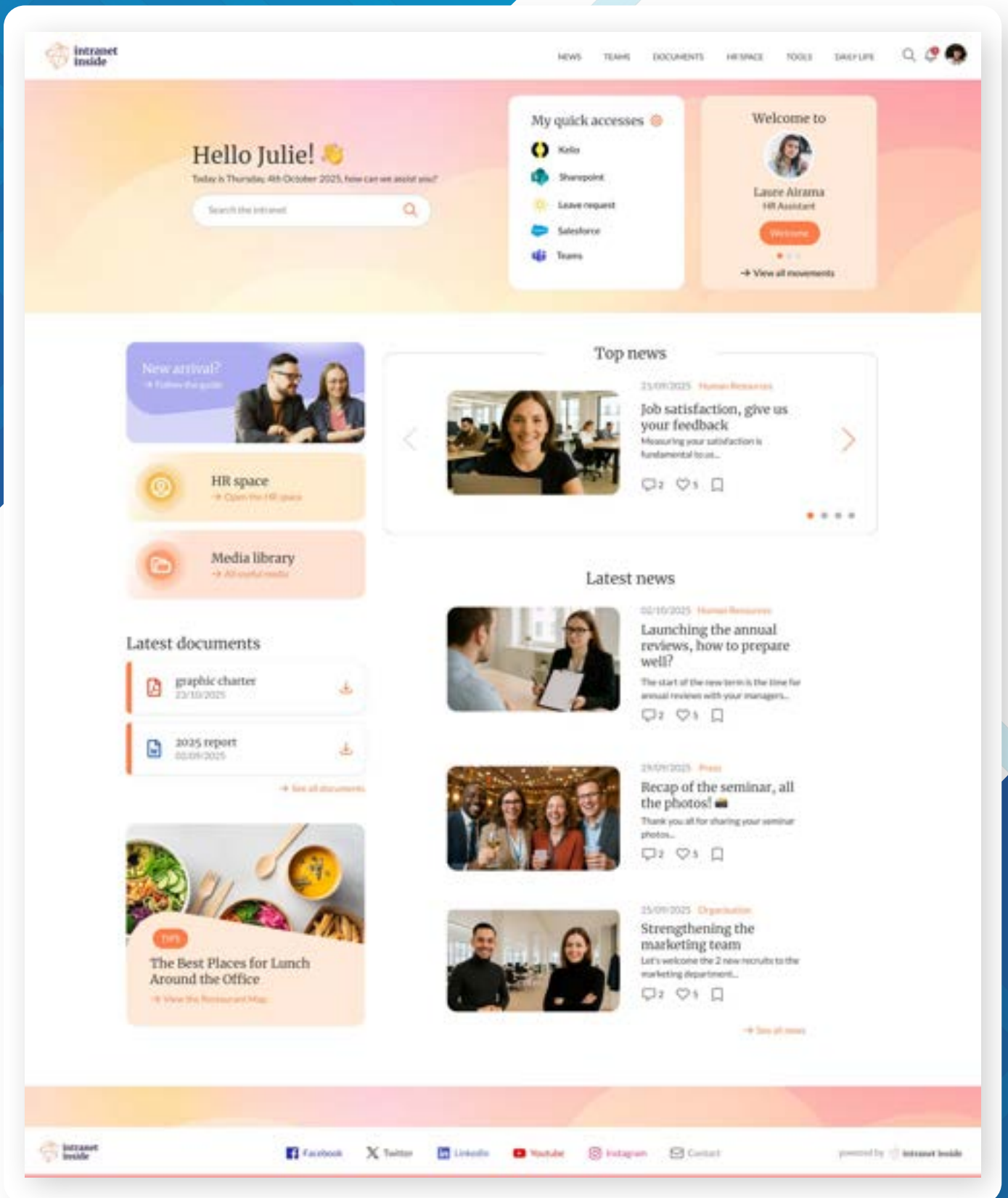
Intranet Inside supports engagement well. Comments and likes are available on all content, and users can also submit feedback to intranet admins. Well-thought-through features include a 'Welcome' widget listing new starters and a classified ads module. Collaboration groups with discussion threads are open or private, offering a simple Viva Engage alternative. A well-developed events feature provides a calendar view and user registration. Event organisers can export registrant lists and stipulate a maximum number of attendees.

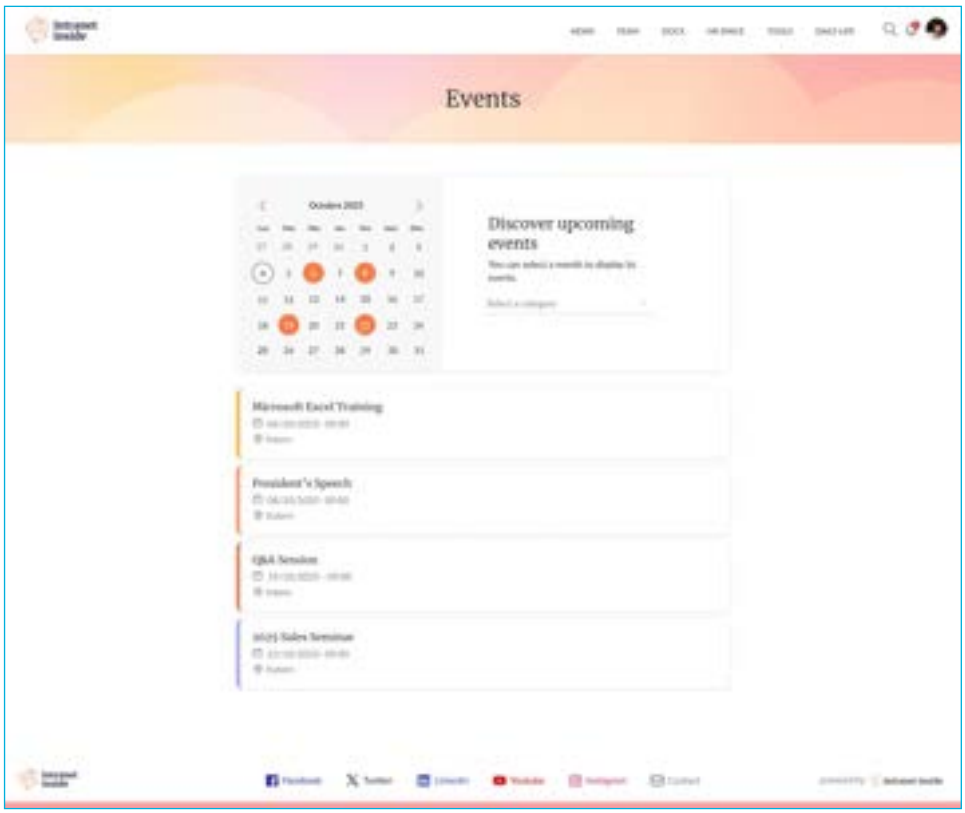
Reference content is presented in 'Spaces', which are topic-based sites that can be targeted and permission-trimmed, for example for managers, and feature a left-hand menu to additional pages. A Space can also include a collection of documents, pages, and even links built into a browsable folder structure. We like that admins can add document preview text to provide context without an employee having to open it. Integration with SharePoint or Google Drive document libraries would be a bonus, with the former on the roadmap.

Type ahead search is available from the quick search box, but displayed results offer no preview and limited metadata, although can be filtered by content type. While currently the search experience is basic and there are no native search management tools, an LLM-powered search is on the roadmap which may significantly improve findability. However, we like the highly configurable people search and accompanying employee directory. Admins choose the individual fields to include in profiles with options to display data from Entra ID and define those editable by admins or individual users. The directory display is also configurable, and admins can add search filters for particular fields.

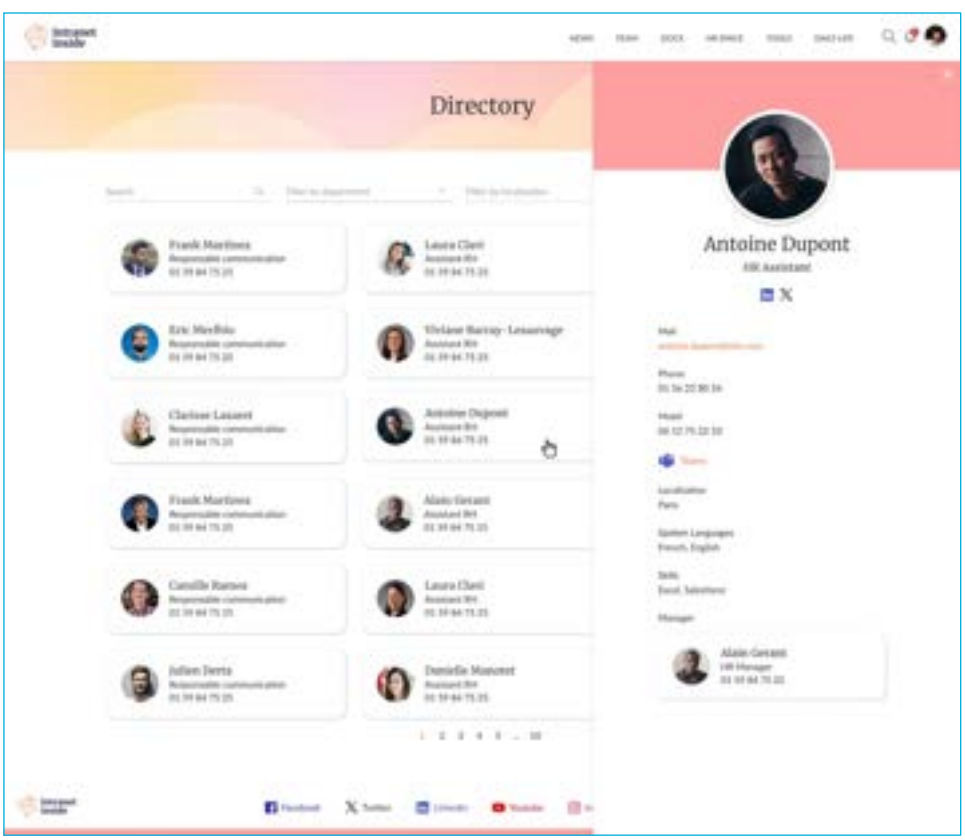
The platform's admin experience is comprehensive and provides granular controls, with everything from navigation set up to defining roles in one place. Intranet Inside's native analytics can be supplemented with Google Analytics and Matomo integrations. A fully responsive mobile app provides access to all intranet content and handles push notifications.

Overall, Intranet Inside is a strong and highly configurable product worth considering by small to medium businesses wanting a fully featured intranet but not requiring SharePoint integration. With AI and more on the roadmap, we look forward to what the future has in store.

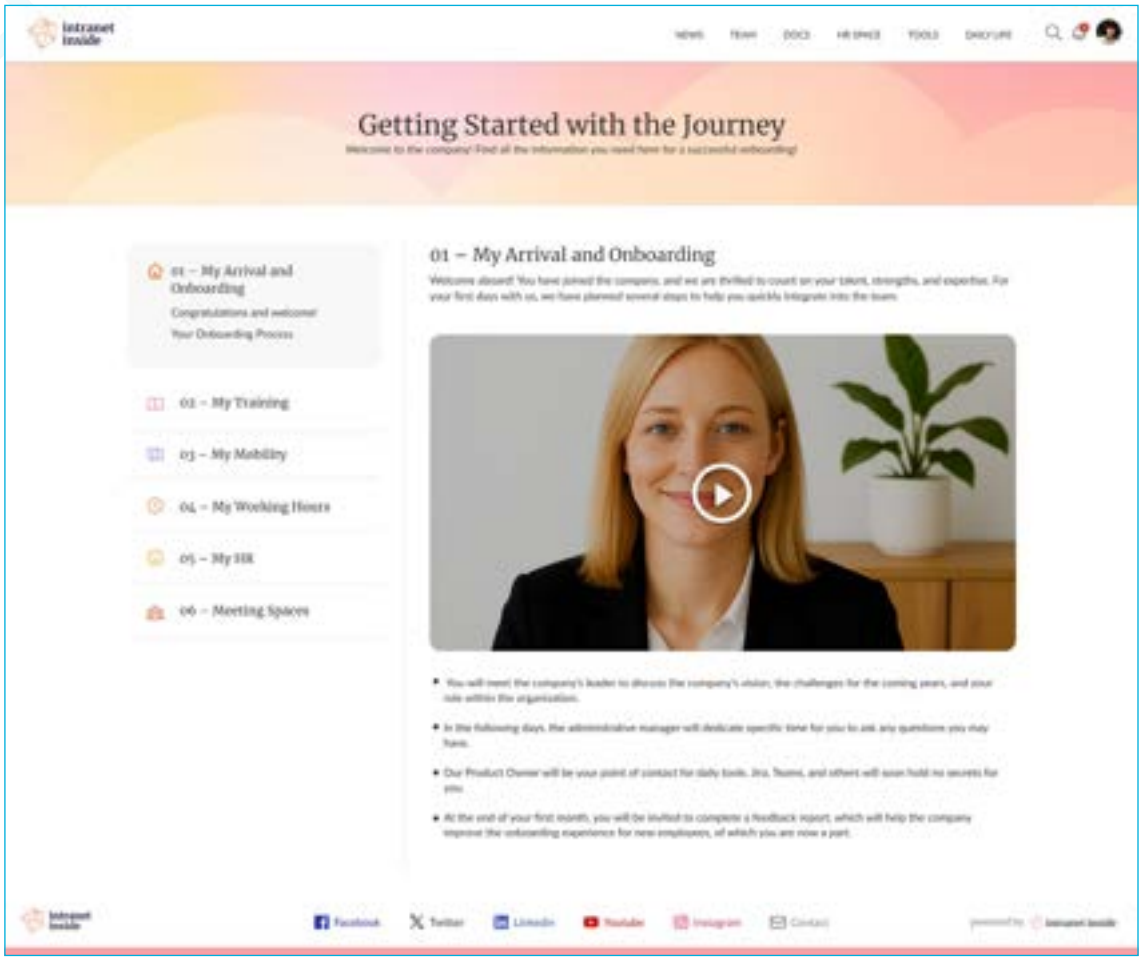

intranet inside
NEWS
TEAMS
DOCUMENTS
HR SPACE
TOOLS
DAILY LIFE
Hello Julie!
Today is Thursday, 4th October 2025, how can we assist you?
Search the intranet
My quick accesses
Kelio
Sharepoint
Leave request
Salesforce
Teams
Welcome to
Laure Airama
HR Assistant
Welcome
View all movements
New arrival?
HR space
Media library
Latest documents
graphic charter
23/10/2025
2025 report
02/09/2025
TIPS
The Best Places for Lunch Around the Office
Top news
25/09/2025 Human Resources
Job satisfaction, give us your feedback
Measuring your satisfaction is fundamental to us...
Latest news
02/10/2025 Human Resources
Launching the annual reviews, how to prepare well?
The start of the new term is the time for annual reviews with your managers...
29/09/2025 Press
Recap of the seminar, all the photos!
Thank you all for sharing your seminar photos...
25/09/2025 Organization
Strengthening the marketing team
Let's welcome the 2 new recruits to the marketing department...
intranet inside
Facebook
Twitter
LinkedIn
Youtube
Instagram
Contact
powered by intranet inside



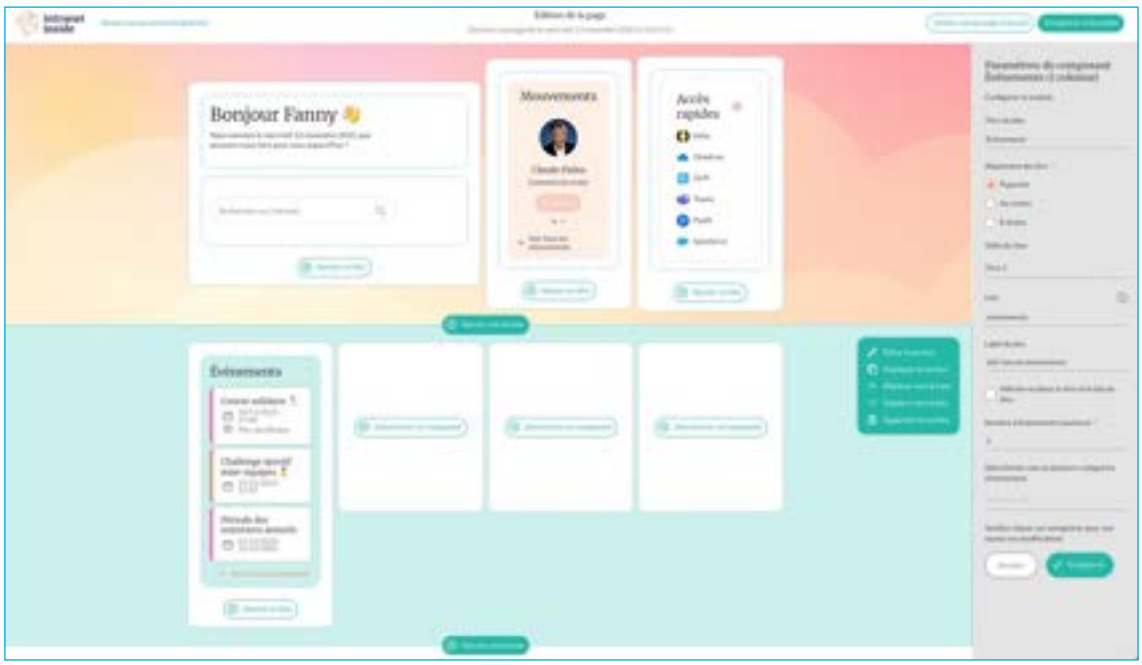
The events lading page features a calendar view where users can register for different events.



The employee directory is configurable and the people search is strong, with simple but attractive profile cards displayed on click-through.



'Spaces' are flexible, in this example the Space is being used as a dedicated onboarding site for new starters.



The editing interface for admins is designed to be easy to use. In this case, the homepage is shown and offers opportunities to edit individual widgets, access previous versions and more.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	N/A

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users, one-off payment; one-off payment and ongoing maintenance fee. Note Intranet Inside say their platform isn't suitable for organisations of 50,000 employees or more.

COSTS TYPICALLY

Weighted towards the start (during the 'project phase'), then much lower for the remaining term.

DISCOUNTS

None offered.

PRICE INCLUDES

Administrator training as well as a training manual, access to the Intranet Inside Client Club and all its content (advice, updates, best practices, etc.), a dedicated project manager throughout the project with a direct line.

Product type

Ready-to-run, installed in days

Branding opportunities

Good branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Professional, scientific and technical activities	Public administration and defence	Health and social work activities	Financial and insurance activities	Construction

COMPANY AND PRODUCT

Company
Intranet Inside

Company founded
2007

Product launched
2014

ISO 27001 certified
No

Data residency
Europe (excluding UK)

Typical client size
1,000 to 5,000

Company locations
Paris, France (HQ)

Partner locations
France

Customers
Clients include: Agence France-Presse, Louvre Hotels Group, the General Secretariat of the French Government, the Eiffel Tower, Fareva, Tikehau Capital, Ariane Group, Nickel bank, Azura, Ecosystem

Largest deployment so far
13,000 users across 70 countries

Environmental / sustainability certifications
ORKI Certification (carbon audit).

Back to index

Product and technical details

Name of product

Intranet Inside

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	Microsoft 365 tenant	Google Cloud	Other

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	Apple store	MDM	MAM	Other

Accessibility

WCAG 2.1 AA conformant

Document library sources integrated

Box	Dropbox	Google Drive	SharePoint	OneDrive	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	Microsoft	Sinequa	Open API available	Other

User interface multi-language

Machine translation	**Pre-configured**	Editable	Right to left script supported	Other

Content multi-language

Machine translation for publishers	**Machine translation for end users**	**Editable machine translation for publishers**	**Manual creation for publishers**	**Right to left script**	Other

Set-up and support

Set-up process for new clients

The vendor offers support and guidance on the intranet deployment, development of the intranet and provision of all elements defined during the scoping phase, delivery of the intranet to the client for testing and integrating content prior to launch, training and assistance with content integration, and support for the launch.

Product updates

Minor updates weekly, major updates every month.

Product update process

Customers can request deployments to fix issues or add new features. Every two weeks, the vendor allocates a deployment window and all clients who wish to be updated are included.

Reverse-out options

If a contract termination is planned, the client can request to retrieve all their data, and the vendor commits to providing it in a usable format. If the client requests data deletion, the vendor says they are committed to deleting the data immediately.

Technical support

Email support	**Phone support**	Chat support	**Online portal**	24/7 support	Office hours only

User community

All clients have membership to a "Client Club". The vendor also provides documentation and intranet training, offers training conducted by partners specialising in online communication, and provides the presentation of release notes and all new features, as well as an annual webinar.

You may also be interested in...

diggspace JALIOS workai.

Voice of the vendor

Intranet Inside says: "Intranet Inside is the 100% French intranet solution that delivers maximum impact for your internal messages. We transform your communication into a powerful and engaging media platform.

Our promise: to ensure 100% of your essential messages are read by the right people. And our clients say it best: we have the best open rates on the market, with an average content engagement of over 70%. Even better: with the mobile app, read rates climb by an additional 20%! Already trusted by over 150 clients and 400,000 users worldwide (including Agence France-Presse, Louvre Hotels Group, the General Secretariat of the French Government, and the Eiffel Tower), our intranet is praised for its modern interface, its flexibility, and its ability to adapt to all organizations, regardless of their size or sector.

In a world of ever-increasing tools (emails, chats, scattered documents...), Intranet Inside becomes your single point entry. It centralizes everything essential: news, documents, directories, events, communities, business tools, and more. With over 40 available modules and new ones developed every year, the platform evoles with you.

Our 3 greatest strengths:

1. Communication that hits its target every time Our real strength is targeting. Thanks to detailed user profiles and smart notifications (email, mobile push, desktop push...), we guarantee that EVERY employee receives the right info, at the right time, on the right channel. No more information overload, just impact. Our clients also use it as a powerful lever for cohesion to energize communities and build connections, even with remote or mobile teams.

2. A 100% customised design that reflects you Our greatest asset: Total customization. The platform adapts 100% to your brand identity. We create a tailor-made homepage and site structure, aligned with your challenges and priorities. Your intranet becomes not just effective, but above all, a reflection of your culture.

3. Easy integration and total flexibility Responsive, multilingual, and compatible with ALL your tools (Microsoft 365, Google, SSO...), Intranet Inside integrates seamlessly into your environment. Deployment is fast, onboarding is intuitive, and security is built-in by design. Available as SaaS or On-Premises, via subscription or purchase: the solution completely adapts to your technical and budgetary needs.

Your key benefits:

- Improved productivity: fast, centralized access to all tools and content.
- Enhanced engagement: a user experience that encourages participation.
- Reliable information: everyone is finally aligned with the company's strategy."

Back to index

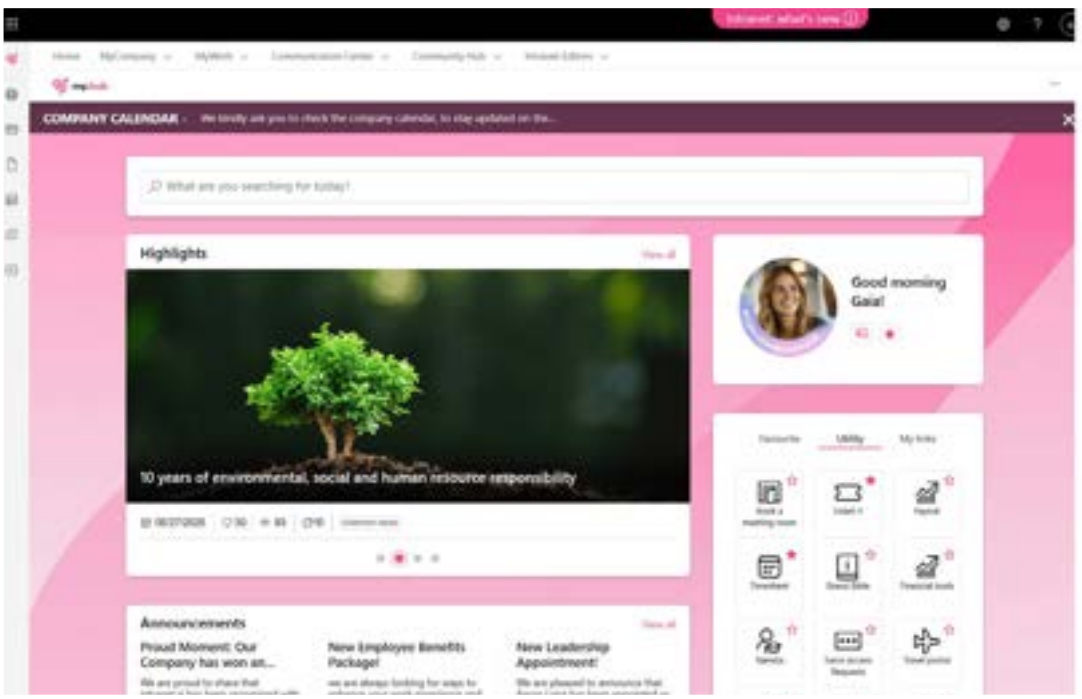
intranet.ai

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

OTHER



Typical deployment:

5,000 to 10,000

Company locations:

VISIT THE WEBSITE

The product in a nutshell

intranet.ai is an attractive and innovative intranet product that adds many ready-to-use features to standard SharePoint. It will appeal to companies looking to leverage their investment in Microsoft 365 and Copilot.

CLEARBOX VIEW

intranet.ai, owned by the Italian company of the same name, is a SharePoint-based intranet product that offers a wide range of components and features – 60+ according to the vendor – to improve the standard SharePoint experience. The user interface looks contemporary and comes with rich functionality for admins to customise layout and branding well beyond standard SharePoint. The user experience can also be personalised, for instance by bringing an employee's most useful content together in a widget called 'My Favourites'. The product includes a mobile app with the same content as the desktop version, plus the ability to receive push notifications.

Creation of news articles and content pages relies on the standard SharePoint functionality. There are additional components to present news though, such as a 'Highlights' widget with a carrousel of stories, and there are other widgets with a more sober layout for announcements and additional news articles. We like the video gallery, and a similar audio gallery for podcasts, where content from across the intranet is brought together in an attractive layout. There is no editorial calendar or similar functionality to help internal communications manage the flow of news, which would be a nice addition.

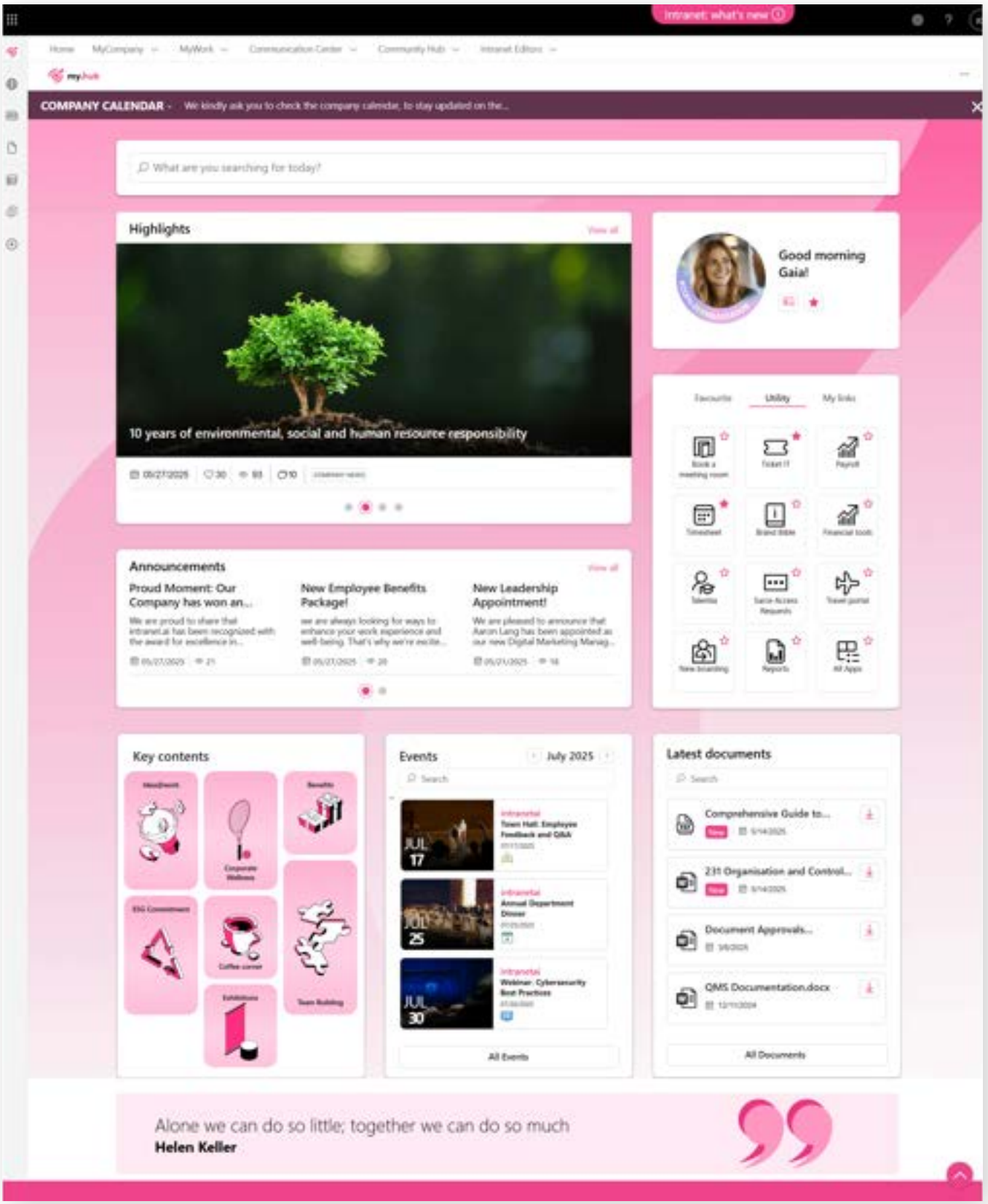
Communities and collaboration groups are supported through the 'Digital Board', an area where employees can post content and reply to each other. The functionality is very simple and intuitive, and will serve use cases such as a bulletin board well. We believe it can be an appealing lightweight alternative to Viva Engage. Features around employee engagement are strong: there are useful components for managing events, creating a quick survey or capturing the mood of all employees. The most comprehensive feature in this area is an idea generation tool where employees can submit ideas around a specific topic or as part of a broader campaign. Their colleagues can review all approved ideas and vote for the best ones, plus there is a leaderboard showing the people that submitted the most popular ideas.

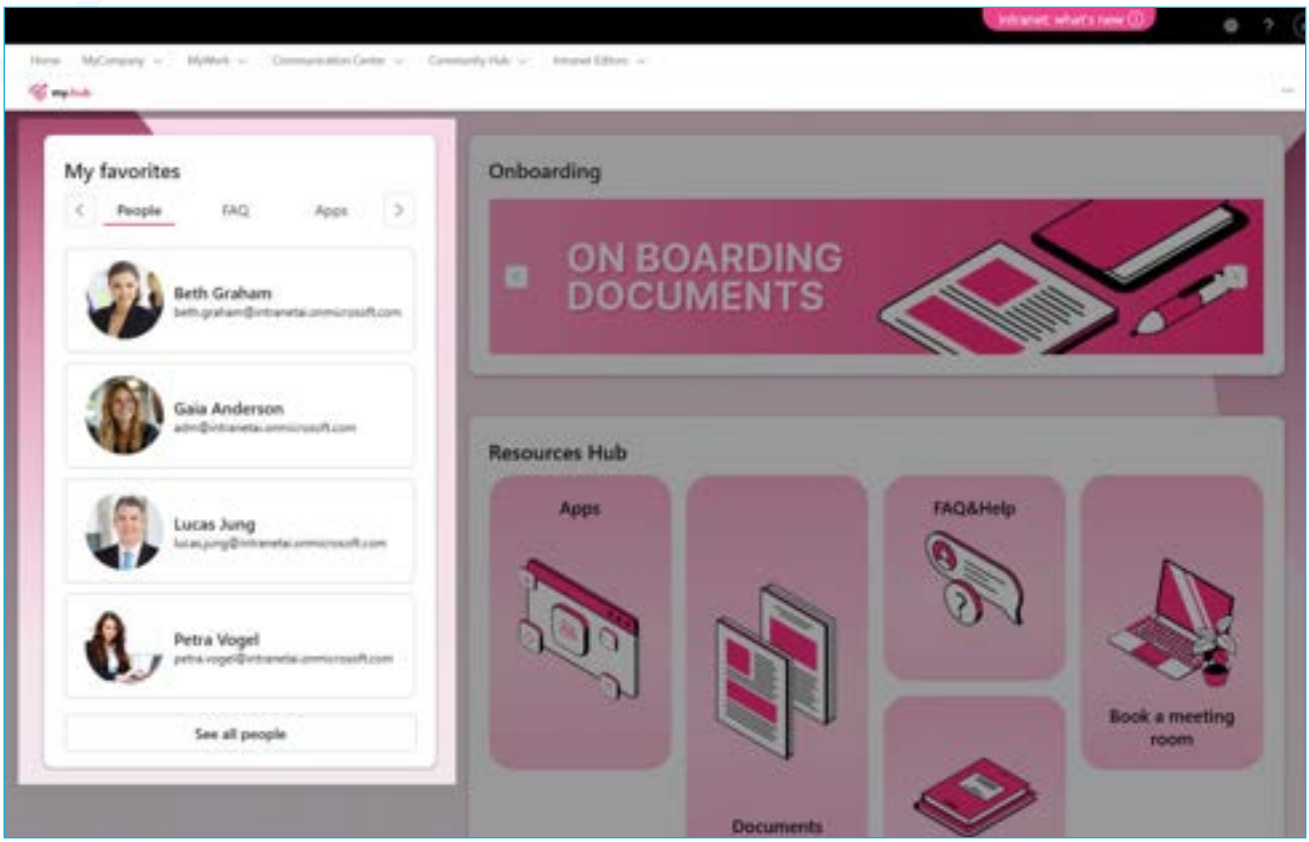
Searching within intranet.ai is based on the SharePoint search engine, but the search results are presented in a custom-built and somewhat unusual layout, with results grouped by category into tabs and presented in a lightbox. Alternatively, admins can configure an 'Intelligent' search that uses Microsoft Azure OpenAI to generate answers to employees' natural language questions. We think that the Intelligent search works especially well when applied to a knowledge area or document centre, where it combines input from multiple sources, even across multiple languages.

The people directory is another area that offers comprehensive functionality. Information coming from Microsoft 365 or from a separate HR system can easily be imported, while employees have control over a range of additional fields such as language skills, project experience and education. There is also a well-designed interactive organisation chart, with the option to zoom in and out.

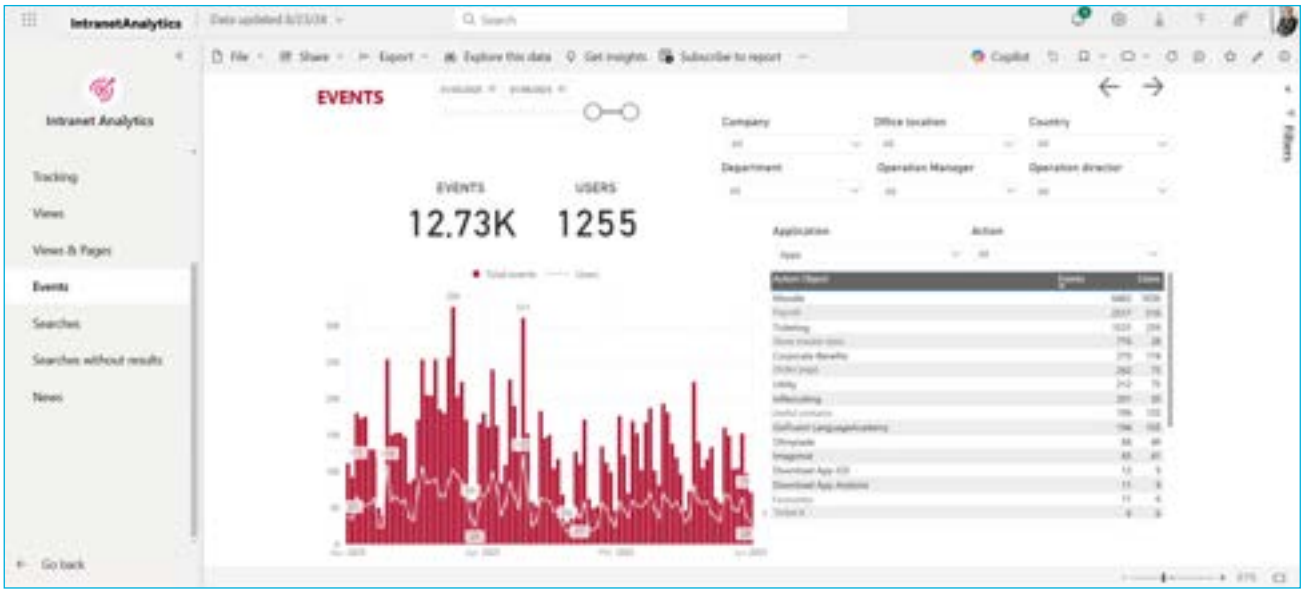
Analytics is often an afterthought in intranet products, but not so for intranet.ai. We were impressed by the breadth and depth of the data collected and the various analytics reports built in PowerBI. Every action that employees can take across intranet.ai features, such as clicking a 'call to action' button, is logged and reported. The same data can also be accessed through a Copilot-based AI agent, which comes with a set of predefined prompts, but also allows chat-style interaction to generate and fine-tune custom reports. We think this is an exciting innovation that has the potential to expand into other areas of governance and content management.

Overall, intranet.ai is a solid SharePoint-based intranet product that covers many use cases well and is very attractively priced. It may may not yet offer some of the sophisticated features that more mature products in this report include, but it makes up with strong analytics and an innovative use of AI. Partner locations are limited to Italy and neighbouring countries, so that will be a consideration, although intranet.ai say that their multicultural team is capable of conducting projects in many languages and geographies. We believe that intranet.ai will appeal to many companies wanting to enhance their existing Microsoft 365 environment with an attractive and innovative add-on product.

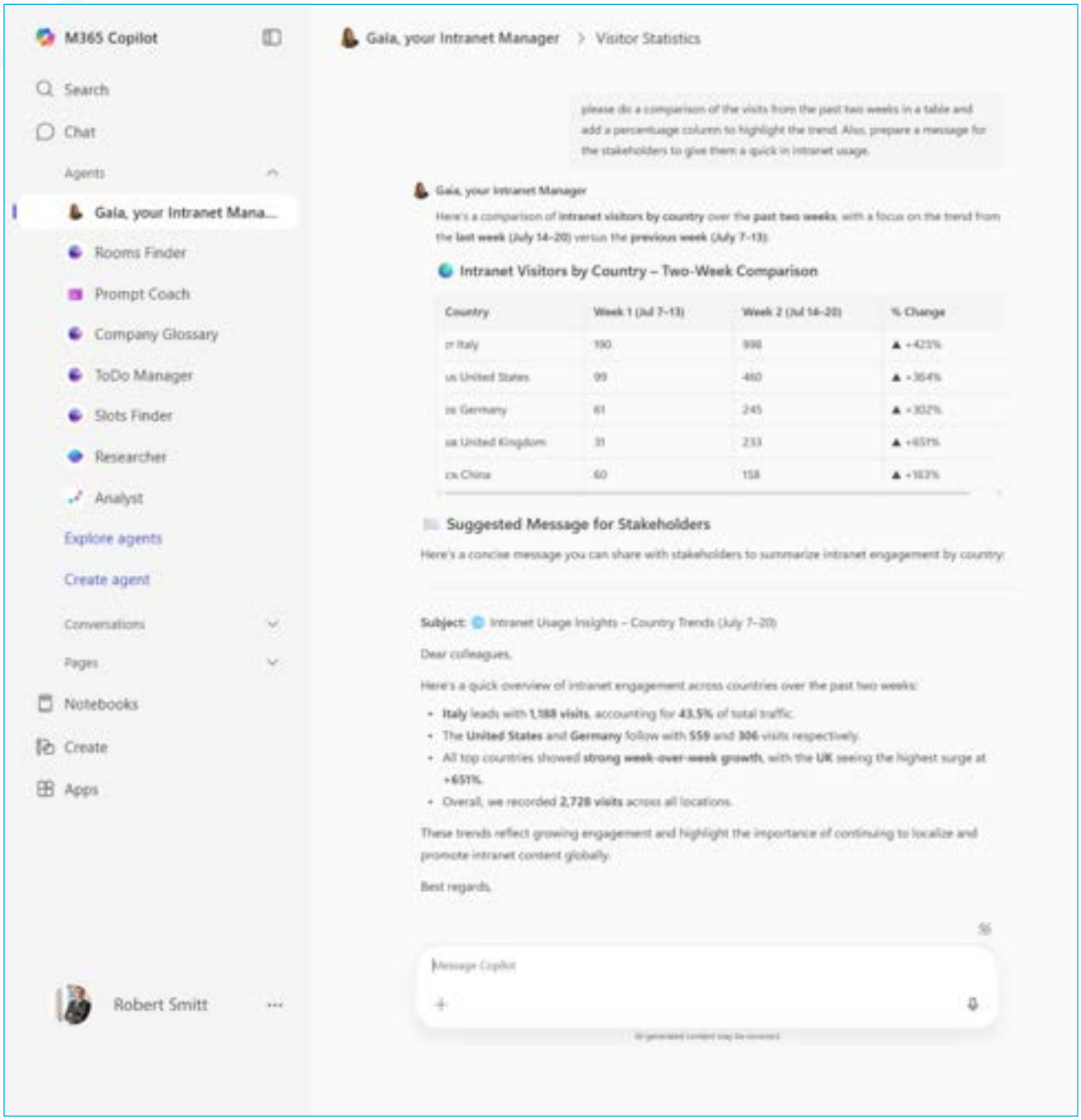

Intranet: what's new
Home
MyCompany
MyWork
Communication Center
Community Hub
Intranet Editors
myhub
COMPANY CALENDAR
We kindly ask you to check the company calendar, to stay updated on the...
What are you searching for today?
Highlights
View all
10 years of environmental, social and human resource responsibility
Good morning Gaia!
Favourite
Utility
My links
Book a meeting room
Ticket IT
Payroll
Timesheet
Brand Bible
Financial tools
Talentia
Same-Access Requests
Travel portal
New boarding
Reports
All Apps
Announcements
View all
Proud Moment: Our Company has won an...
We are proud to share that intranet.ai has been recognized with the award for excellence in...
New Employee Benefits Package!
we are always looking for ways to enhance your work experience and well-being. That's why we're excite...
New Leadership Appointment!
We are pleased to announce that Aaron Lang has been appointed as our new Digital Marketing Manag...
Key contents
Corporate Wellness
Benefits
ESG Commitment
Coffee corner
Team Building
Exhibitions
Events
July 2025
Search
JUL 17
intranet.ai
Town Hall: Employee Feedback and Q&A
JUL 25
intranet.ai
Annual Department Dinner
JUL 30
intranet.ai
Webinar: Cybersecurity Best Practices
All Events
Latest documents
Search
Comprehensive Guide to...
New
231 Organisation and Control...
New
Document Approvals...
QMS Documentation.docx
All Documents
Alone we can do so little; together we can do so much
Helen Keller



The "My favourites" widget offers employees a convenient overview of all intranet content they have marked as favourites. The overview is presented in an intuitive tabbed interface, divided into contacts, news, documents, applications, and FAQs.



Analytics reports are comprehensive and offer detailed insights into the usage of every component within intranet.ai.



The product includes an innovative AI agent built with Microsoft Copilot. Through a conversational interface, the agent can generate custom reports from the analytics data.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes.

COSTS TYPICALLY

Weighted towards the start (during the 'project phase'), then much lower for the remaining term.

PRICE INCLUDES

Subscriptions cover corrective maintenance (bug fixes or upgrades needed after SharePoint changes) and evolutive maintenance (new components).

Product type

Ready-to-run, installed in hours

Branding opportunities

All branding, complex options

Base systems

Fully standalone	**Requires SharePoint**	Other

Sectors

- Utilities provision, management and remediation
- Transportation and storage
- Manufacturing
- Public administration and defence
- Wholesale and retail trade

COMPANY AND PRODUCT

Company
Intranet.ai

Company founded
2020

Product launched
2020

ISO 27001 certified
No

Data residency
N/A

Typical client size
5,000 to 10,000

Company locations
Milan, Italy (HQ)

Partner locations
Italy, Switzerland, France

Customers
Clients include: Bracco, Recordati, MSC Cruises, Bulgari, D&G, Europ Assistance, Scavolini, Ariston, Expert, KDC/One

Largest deployment so far
25,000 employees, with employees all over the world.

Environmental / sustainability certifications
None.

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Product and technical details

Name of product

Intranet.ai

Deployment

Client on-premises	Client private cloud	**Microsoft Azure**	Amazon Web Services	Vendor-hosted	**Microsoft 365 tenant**	Google Cloud	Other

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	**Apple store**	**MDM**	**MAM**	Other

Accessibility

WCAG 2.1 AA conformant

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	OneDrive	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	Open API available	Other

User interface multi-language

Machine translation	Pre-configured	**Editable**	Right to left script supported	Other

Content multi-language

Machine translation for publishers	Machine translation for end users	**Editable machine translation for publishers**	**Manual creation for publishers**	Right to left script	Other

Set-up and support

Set-up process for new clients

Explained via a vendor-hosted document.

Product updates

Minor updates weekly, major updates every quarter.

Product update process

intranet.ai will inform clients about new features every 3 months, and customers can choose the timing for installation or can opt out.

Reverse-out options

If the contract ends, intranet.ai will remove its custom solutions from the customer's SharePoint Online instance and leave all data to the customer.

Technical support

Email support	Phone support	Chat support	**Online portal**	24/7 support	Office hours only

User community

intranet.ai delivers one webinar every month to all their customers, about best practices of the digital workplace.

The CEO of intranet.ai is a Microsoft MVP for 15 years, and he creates content on YouTube for Italian, French, Spanish, and English-speaking audiences about Microsoft collaboration and productivity platforms.

You may also be interested in...

Debble. wortell

Jint

Powell

Voice of the vendor

Intranet.ai says: "intranet.ai helps worldwide customers create their digital workplace, offering ready-to-go and AI-ready solutions that cover needs related to internal communication, employee engagement, document management, and e-learning."

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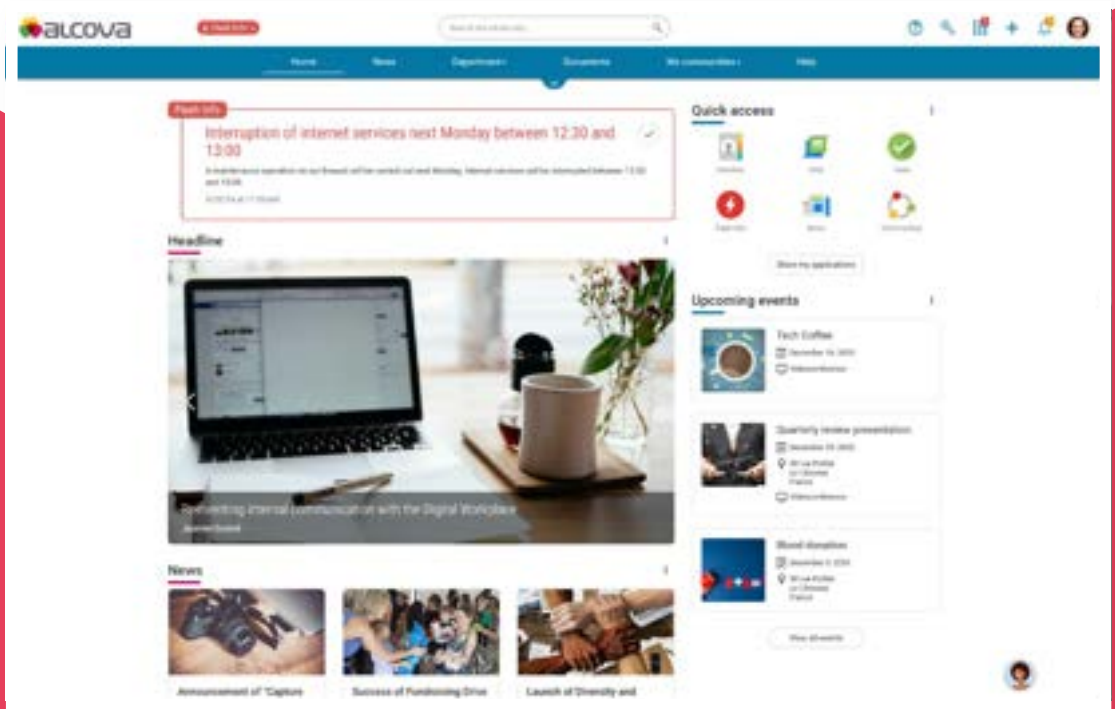
Jalios

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

OTHER



Typical deployment:

1,000 to 5,000

Company locations:

VISIT THE WEBSITE

The product in a nutshell

Jalios Workplace is a versatile, AI-enhanced digital workplace platform that strengthens communication, collaboration, and knowledge sharing, making it ideal for medium to large organisations seeking a customisable and multilingual solution.

CLEARBOX VIEW

Jalios Workplace was launched in 2012 by the French vendor Jalios, who have been a presence in the industry since the early 2000s. Jalios Workplace offers an intuitive, news-centred interface that feels immediately familiar to users. There is also a PWA version of the platform for mobile use that mirrors most desktop features, including articles, feeds, widgets, and chat, making it a solid option for frontline or hybrid workers.

The landing page is built around customisable widgets that surface relevant content, events, or links to external systems, either configured by admins or personalised by end users. A 'Flash Info' area at the top highlights critical announcements or alerts, while the 'My Area' section ensures the right content reaches the right audiences, for example, by location. Notifications appear in a central bell icon with colour coding to indicate importance and employees can easily adjust their notification preferences. Multilingual needs are well supported with over twenty available languages and automatic translation for both articles and feed posts.

Articles are created in a simple text editor, and the 'Article Management' section gives editors a full overview of published and scheduled articles, including unpublish dates to manage the content lifecycle. The 'News Journal' news centre helps end users filter articles by category, author, or date, while the built-in newsletter tool strengthens outreach across teams. Together, these tools make it easy to distribute timely, targeted updates and maintain an active flow of internal news.

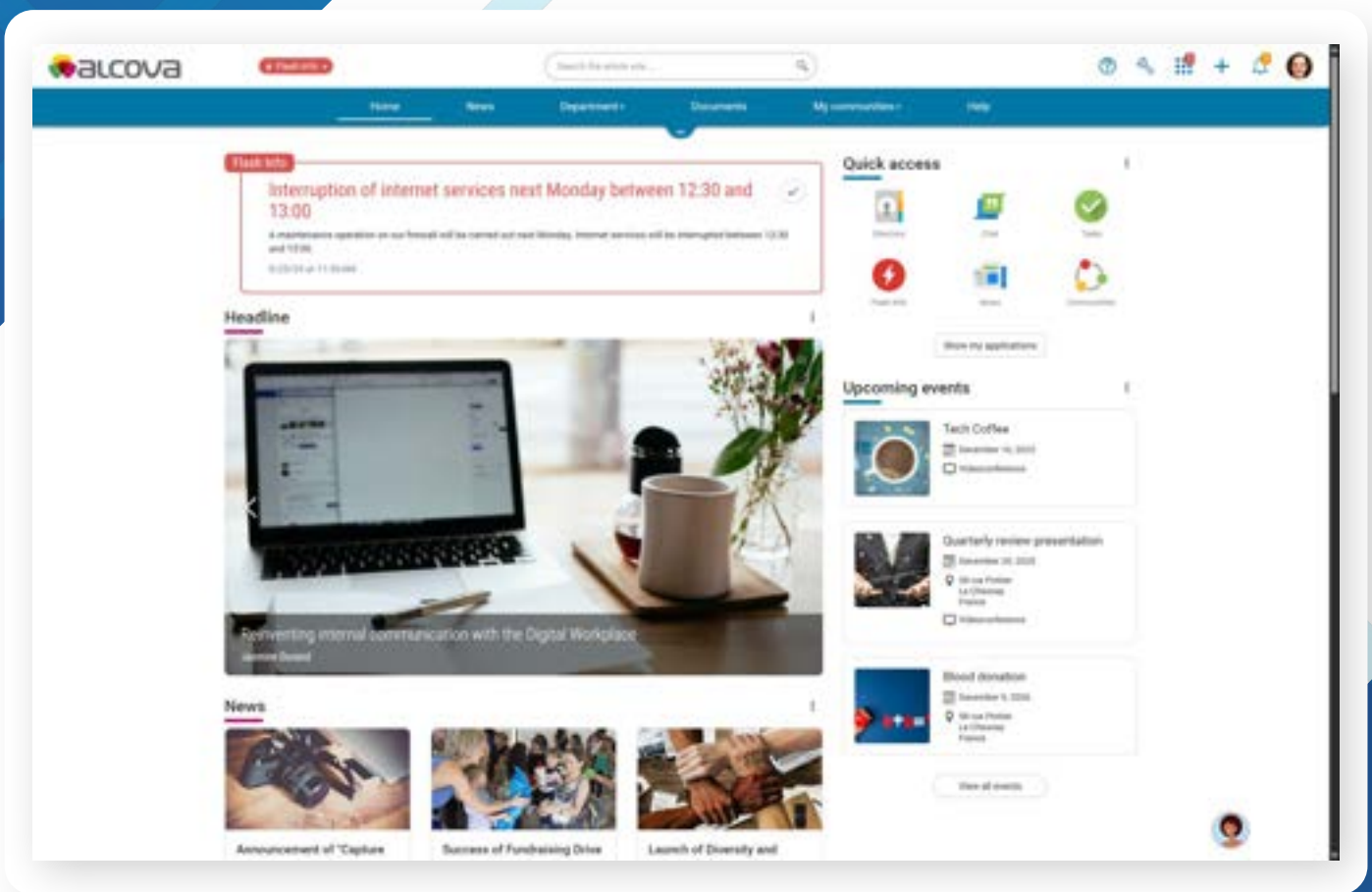
Collaboration and engagement are also well covered. Users can like, share, comment, and tag colleagues in a way similar to social media platforms. 'Communities' act as dedicated collaboration spaces, created around topics such as location or interest. Features like blog posts, events, surveys, and chat rooms support active participation, while 'Challenges', Jalios's gamification tool, encourages engagement by rewarding actions with points or trophies. External guests can be invited to join specific Communities, a practical feature for partners or contractors. Events can also be streamed live within the platform or saved to a 'Read It Later' list, a small but particularly useful function that helps employees manage information overload.

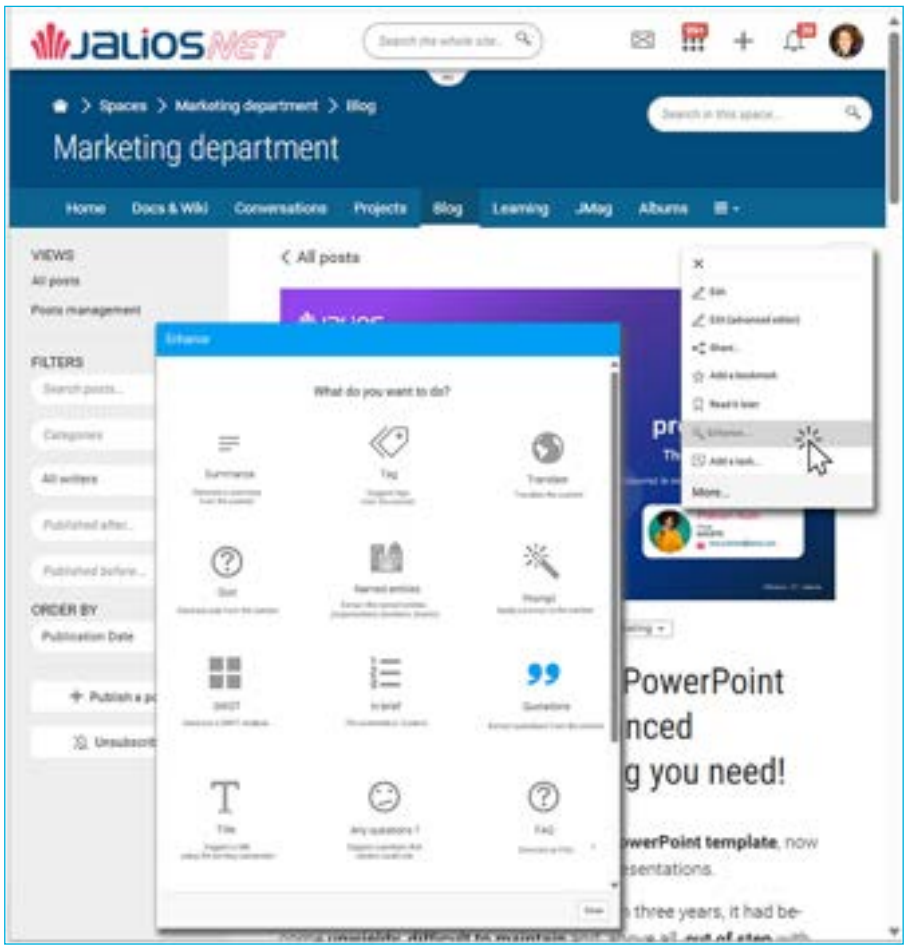
Jalios integrates with external systems through its 'Plug-Ins' to tools like Microsoft 365 applications, and Google Workspace among others. 'Quick Apps' provides shortcuts to frequently used external applications. Knowledge management is supported through a Wiki feature, integrated document creation and storage, a 'Conversation Spaces' plugin and FAQs, helping teams consolidate internal knowledge in one place. Jalios's search function offers filtering, categorisation, and natural language questions supported by AI. The 'User Directory' and org chart make it easy to find people by profile fields set up by the HR team or users themselves, encouraging collaboration across teams.

From an administrative standpoint, Jalios offers a high level of control. Admins can configure dashboards, manage widgets, define global or space-specific settings, and access the Back Office for a full overview of published content. Detailed analytics are available and can be filtered or exported, supporting performance tracking and decision-making.

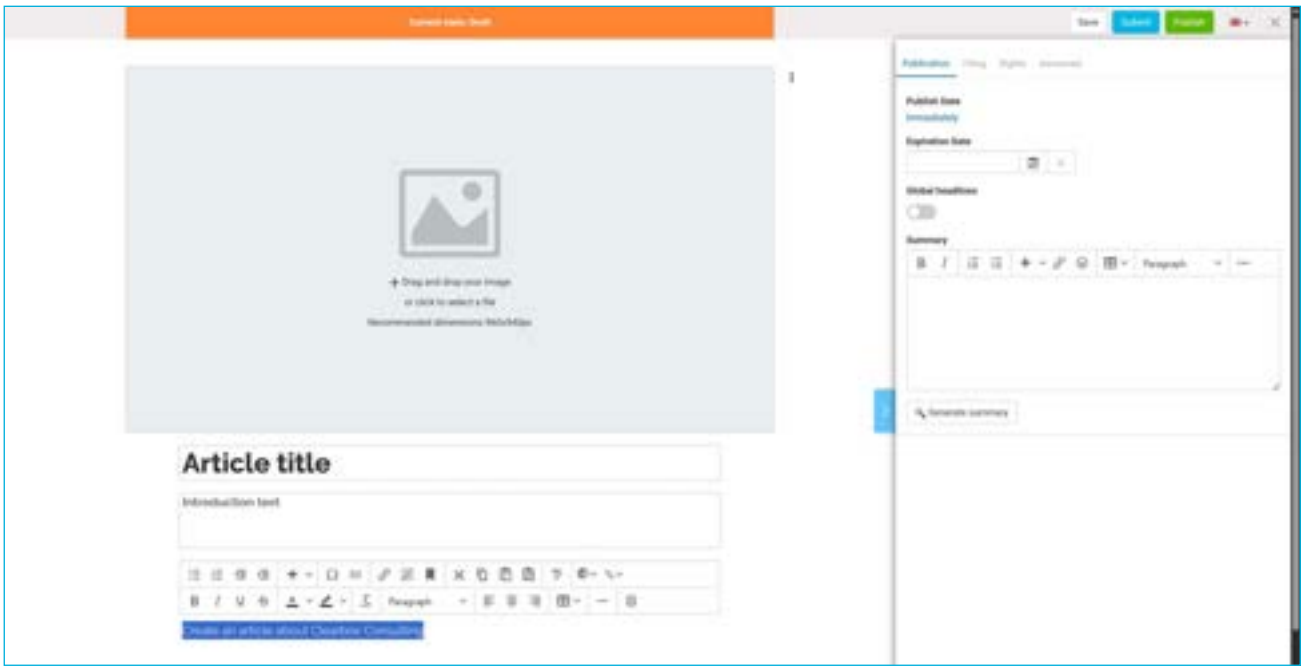
One of Jalios's standout qualities is its thoughtful use of AI, with an assistant that appears across many areas, from content creation and search to document comparison, summarisation, and even group chat. These features reduce manual effort and make everyday tasks significantly faster, making AI a powerful asset within the platform. Please see the screenshots for an example.

Overall, Jalios is a comprehensive platform for internal communication, employee engagement, and collaboration. Its combination of strong AI support, flexible configuration, and multilingual capability make it particularly suited to medium and large organisations with diverse teams and complex collaboration needs. While its broad feature set may feel extensive for smaller companies, plus with a price in the upper end of our brackets, those seeking an all-in-one digital workplace will find Jalios both powerful and adaptable.

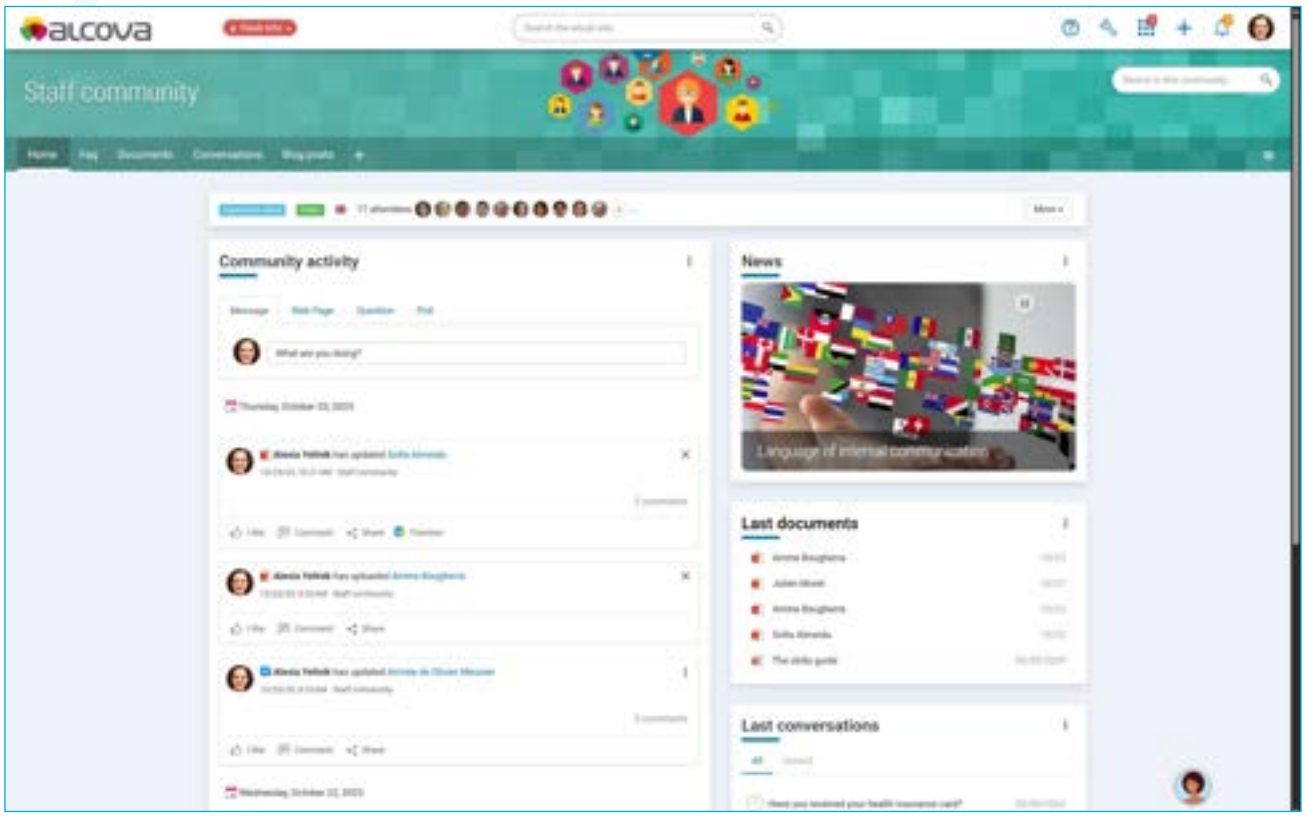

alcova
Home
News
Department
Documents
My communities
Help
Flash info
Interruption of internet services next Monday between 12:30 and 13:00
Quick access
Headline
Reinventing internal communication with the Digital Workplace
Upcoming events
Tech Coffee
Quarterly review presentation
Blood donation
News
Announcement of "Capture
Success of Fundraising Drive
Launch of Diversity and



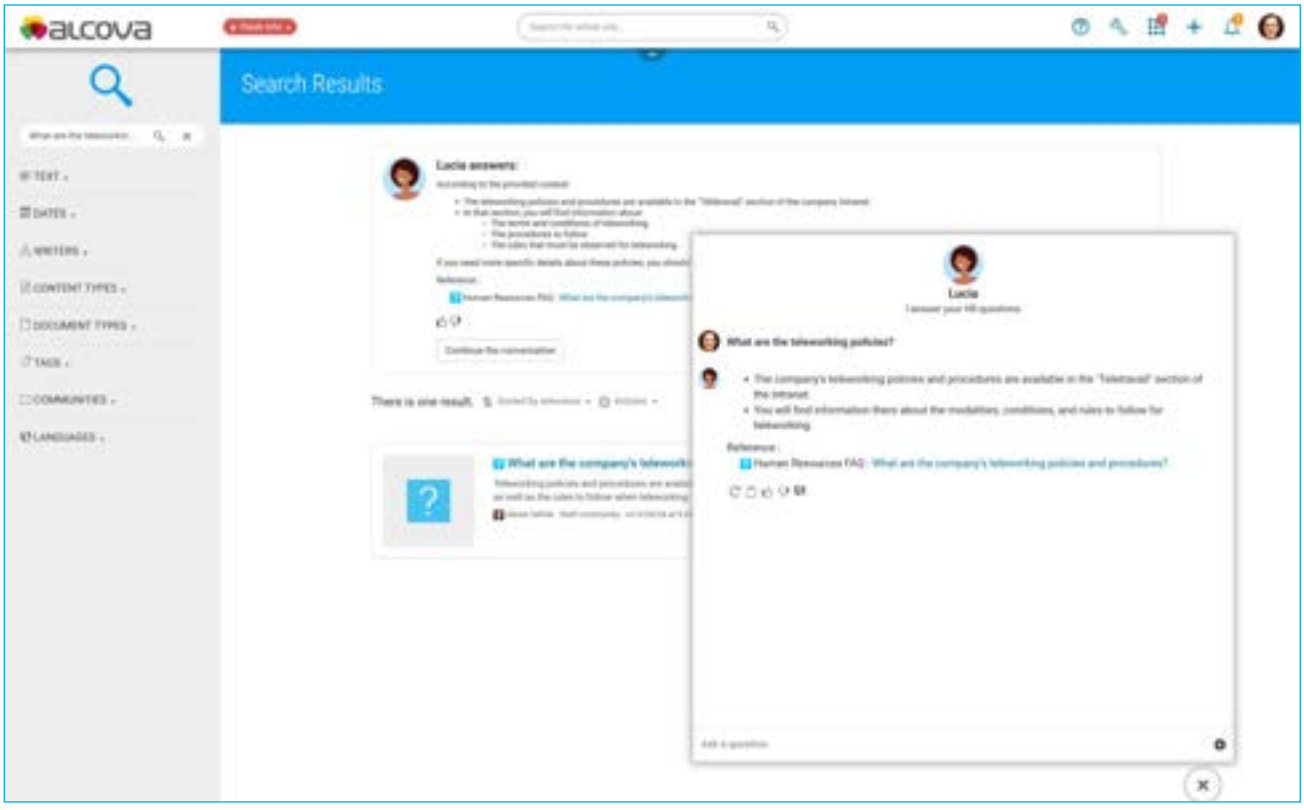
The "Enhance" option gives users access to AI features such as content summaries, automatic tags, and translations.



Articles can be written using a simple text editor, with AI available to assist during the writing process.



Jalios Communities are dedicated spaces for collaboration, organised by topics, locations, or shared interests.



AI assistance supports many areas in Jalios, from natural language search and content creation to document comparison and group chats.

Pricing

PRICE BAND	
1,000 users	$$$$$
5,000 users	$$$$$
20,000 users	$$$$$
50,000 users	$$$$$

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price per user per month, Subscription – price band based on number of users, One-off payment and ongoing maintenance fee, One-off payment.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes, government / public sector, healthcare, frontline users, multi-year commitments, customers only pay for active users.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Three days of onboarding support are included.

Product type

Ready-to-run, installed in hours

Branding opportunities

All branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Wholesale and retail trade	Financial and insurance activities	Public administration and defence	Education	Health and social work activities

COMPANY AND PRODUCT

Company
Jalios

Company founded
2001

Product launched
2012

ISO 27001 certified
Yes

Data residency
Europe (including UK)

Typical client size
1,000 to 5,000

Company locations
Le Chesnay-Rocquencourt, France (HQ), Germany

Partner locations
France, Germany, Switzerland, Belgium, Morocco, Cameroun, French Polynesia, Australia

Customers
Clients include: La Redoute, System U, Yves Rocher, DGFIP (French Finance Ministry), MGEN, CACF, Groupe Mutuel, Leipzig Town, Intersport, Abda (German pharmacy union)

Largest deployment so far
300,000 users, all based in France.

Environmental / sustainability certifications
Since 2022 Jalios has been awarded the Sustainable IT Level 2 Label, which includes sustainable management of digital resources and eco-conception of products and services. Customers have the choice of explicit and non-systematic AI features; they can choose from a high level of customisation options to fit end-users' real needs; and they can also choose among various LLM providers to optimise their environmental impact depending on the functional use case, typically promoting smaller models for less-demanding features. Jalios also adheres to the French chapter of the United Nations Global Compact, and provides annual reports on their CSR policy and progress.

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Product and technical details

Name of product

Jalios Workplace

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	Microsoft 365 tenant	Google Cloud	Other*

*OVHCloud and SecNumCloud 3DS Outscale

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	Google Workspace	SAML 2.0	Other*

*LDAP, Kerberos SPNego, CAS

App deployment

Google Play store	Apple store	MDM	MAM	Other*

*The mobile application is a PWA (Progressive Web App). Users only need to access the URL via a mobile browser (a QR code is available to simplify this access) and the PWA installs itself on the phone in 2 clicks.

Accessibility

Alt text is in use for images, Keyboards can be used for navigation, Motion animation triggered by interaction can be disabled.

Document library sources integrated

Box	Dropbox	Google Drive	SharePoint	OneDrive	ServiceNow	Other*

*Nextcloud, Alfresco, Nuxeo

Optional integrated enterprise search engines

Coveo	**Elastic**	**Microsoft**	Sinequa	**Open API available**	Other

User interface multi-language

Machine translation	**Pre-configured**	**Editable**	Right to left script supported	Other

Content multi-language

Machine translation for publishers	**Machine translation for end users**	**Editable machine translation for publishers**	**Manual creation for publishers**	**Right to left script**	Other

Set-up and support

Set-up process for new clients

For standard deployments that require no specific development, new clients have their SaaS instance ready within a few hours. Clients are assigned a personal Customer Success Manager who takes them through an on-boarding process. If further consulting services are needed, additional services from Jalios's Professional Service team or from a solution partner can be purchased upon request. For customers who require on-premises setup, Jalios follows the agreed-upon project plan, depending on the customer's environment and constraints.

Product updates

Major updates every month.

Product update process

Product updates are made on a rolling schedule, so not all customers receive the update at the exact same time.

Reverse-out options

At the end of a contract, customers can receive their data for download via a secure Jalios website, or on an external drive. Jalios provides the following elements as part of its standard reversibility services:

- An SQL database containing data relating to the use of their services
- A file tree containing all documents submitted by contributors
- An XML database for essential structural elements such as members, categories, and spaces.

Technical support

Email support	Phone support	Chat support	**Online portal**	24/7 support	**Office hours only***

*Time zones depend on customer location

User community

Jalios customers and partners can access online Communities on their extranet. These communities promote communication through a forum and welcome people from the same industry (e.g public sector, finance), or those with the same usage (eg.g learning, project management) or interest (e.g. green IT, cybersecurity, user experience). In addition, Jalios organises online events such as webinars and DW Days, to share news, and recurring 'JClubs', which are in-person user events, for customers and partners. The largest club is hosted in June, where we highlight customer and partner successes, share Jalios news and roadmap updates.

You may also be interested in...

Debble.
intranet inside
lumapps

Voice of the vendor

Jalios says: "Jalios is an independent software vendor of over 100 people, based near Paris, France. We have been developing Digital Workplace collaboration solutions for over 20 years. Our mission is to make organisations more efficient and employees' work more fulfilling, in the most sustainable way possible. We have developed a unique, high-performance technical stack that provides a full range of efficient, modular products such as intranet, professional social networks, collaboration and project management and knowledge management, that can be used alone or combined to form the Jalios Digital Workplace.

Our customers choose Jalios for the consistent end-user experience that our products offer, and for their wide range of functionalities which address all communication and collaboration needs. Customers also appreciate our pragmatic approach to innovation: we only propose solutions that can be used to solve real-life problems. The main pain point that Jalios solves is to give customers access to the right information, the right people and the right tools when they need it and on the device they choose – desktop, laptop or mobile.

Jalios provides several different ways to consume information, adapting to the collaboration culture of our customers. Some may prefer information flows of a social network, while others may prefer a more structured intranet portal approach. We also integrate a time component, allowing both synchronous and asynchronous collaboration with the same information. Both small teams and larger communities can work together effectively on the same platform.

Jalios' key strength is our capacity to adapt to the environment of our clients. Our out-of-the-box products can be customised and enhanced at any time with modules and connectors, such as video conferencing, email, translation…. Jalios can also provide optional development to meet customer needs. Our open technical architecture enables the Jalios solution to be integrated seamlessly within a customer's information system, leading to the most fluid user experience.

One of the major benefits of this architecture is that it allows for innovation, which leads to continuous product improvements. For example, we implement generative AI for useful features such as summary, writing assistant, chat assistant, augmented search and retrieval augmented generation (RAG), among others. Our customers have the option to choose between various Large Language Models (LLMs) and AI providers. Jalios' solutions are well known and respected by a broad network of integration, technology and consulting partners who have been working with Jalios since day one, offering proximity, expertise and industry-specific support to our customers."

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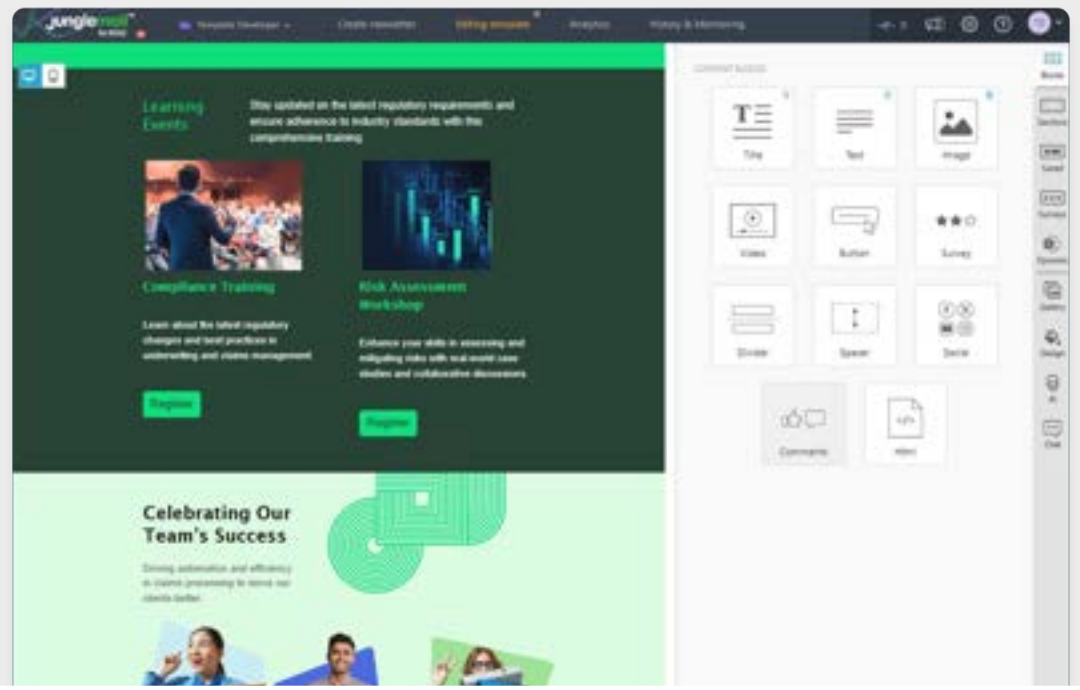
junglemail™

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

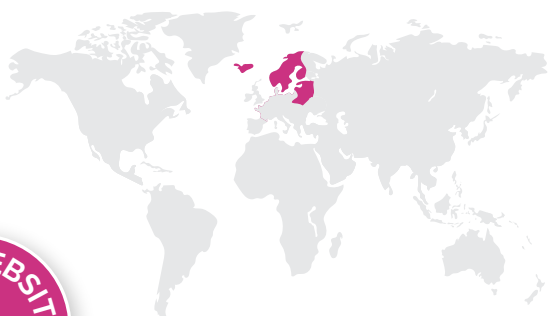
OTHER



Typical deployment:

1,000 to 5,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

JungleMail is an enterprise email marketing tool that offers communicators an attractive range of templates with easy drag-and-drop functionality, planning calendar, translations, and built-in analytics to manage their campaigns.

CLEARBOX VIEW

JungleMail is an enterprise-level email newsletter and marketing tool that gives communicators flexible templates plus control of their internal and external campaigns. It comes with an ever-expanding range of designs that enhance what's possible in SharePoint. It includes built-in analytics, translation services, and an easy-to-use drag and drop interface to make building engaging emails easy.

JungleMail offers communicators centrally controlled branding options, with a comprehensive range of templates. A site-based architecture called 'Workspaces' gives teams access to only the templates they are allowed to use. This permission also extends to controlling who can send emails on behalf of individuals and mailboxes; so, for example, only a central team could send an email on behalf of the Chief Executive. Content approval workflows can also be set up via Power Automate.

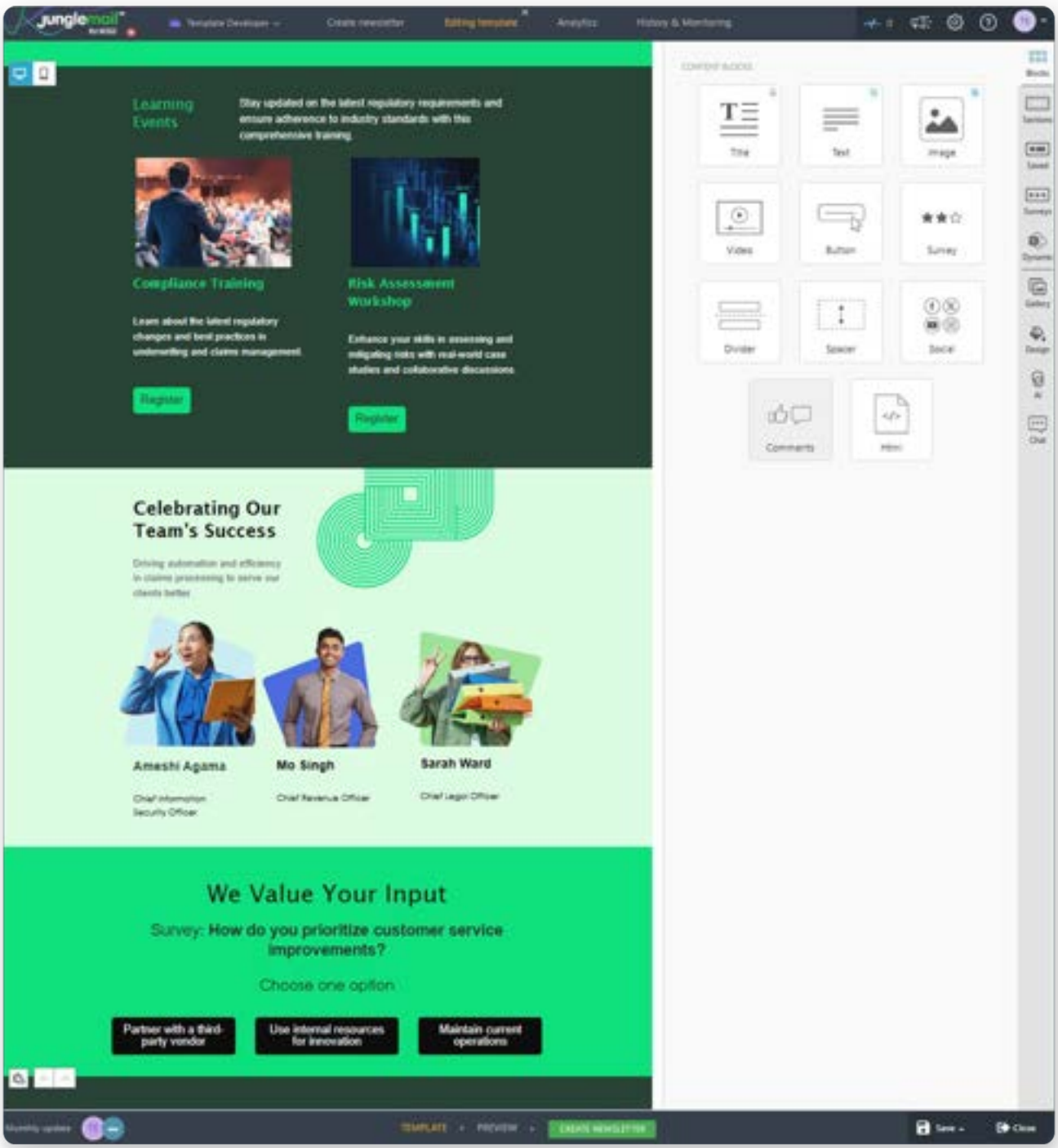
Creating emails follows a straightforward process and communicators can pick from the range of templates, create content based on previous emails, or start from scratch. When creating a new email, there's an option to automatically fill text based on previous newsletters, as well as ChatGPT-generated suggestions for text, which has an improved interface since the demo we saw last year. JungleMail also offers access to a stock library of images which we can see would offer value for teams, as well as generated AI options using Dall-E 2. There's a nice lightweight visual 'Survey' option to gauge views on a multiple-choice question, which also takes advantage of the image-led interface.

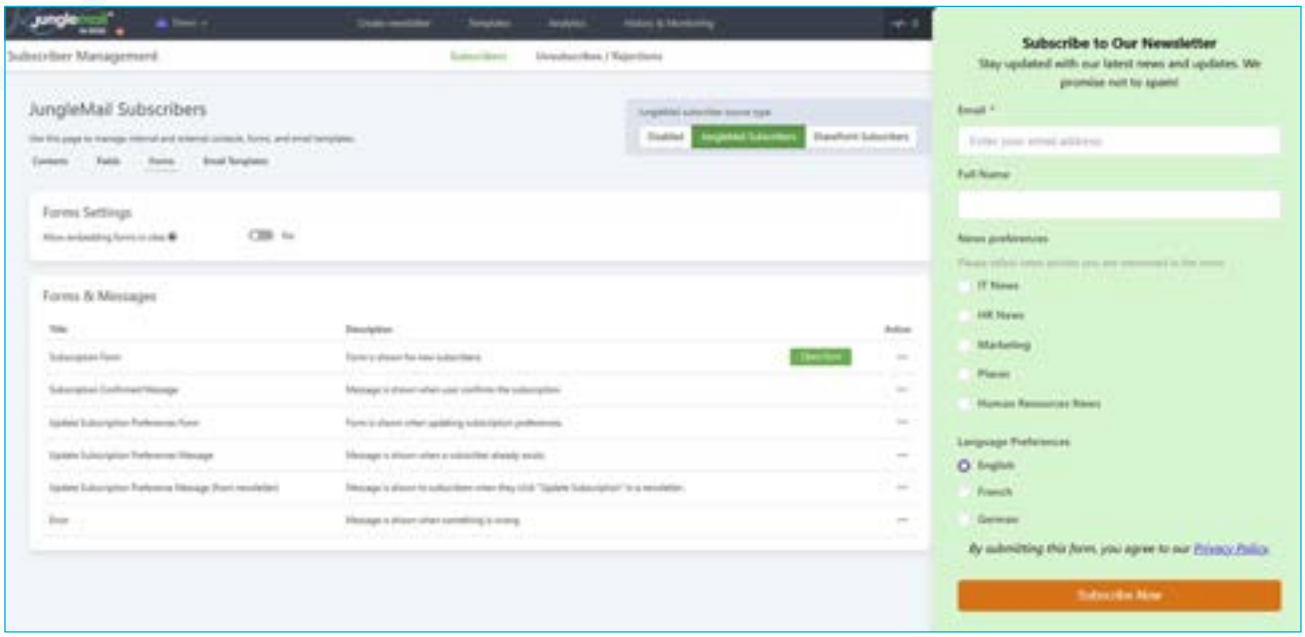
The 'Communication Calendar' offers a clean and attractive interface to help plan the future news schedule, and it's possible to create a newsletter from the calendar so it launches on the right day. When creating roundup newsletters that show content from SharePoint, JungleMail can pull in articles via a file-explorer style picklist, or selected via a dynamic query, like 'created within the last 7 days'. Emails can also be automatically created and scheduled using the dynamic queries; if there was nothing created within that period, it would not be triggered.

Targeted emails can be created based on known data and user preferences, with that targeting extending to email sections too. Content can be targeted dynamically based on known recipient info, as well as via preferences users can set themselves via a JungleMail SharePoint web part. Users select their preferred language in their settings, along with setting their newsletter subscription preferences via a webpart in SharePoint, meaning no data leaves your environment. New translation functionality offers the option to translate sections of an email or provide alternative language options, which we can see being particularly useful for international organisations.

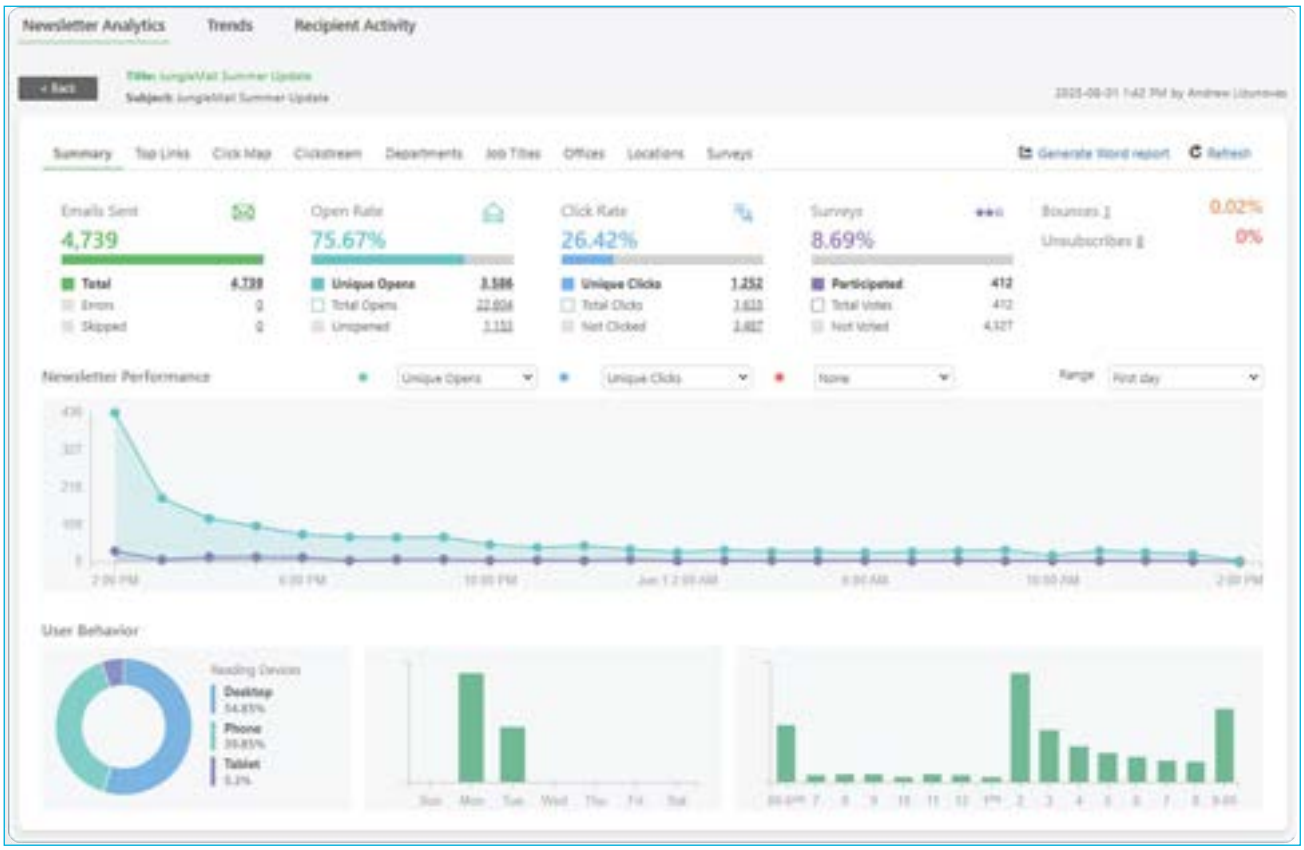
Note that JungleMail was initially developed for Microsoft365 users and supports different MS tenants on the same subscription. It also offers integration with Google Workspace, but the integrations aren't as deep and there aren't equivalent web parts for setting preferences. Also, while it's primarily aimed at internal campaigns, it's possible to use JungleMail to send emails to any address including for external audiences. We can see it being a valuable tool for communicators where email is an important channel.

Our experience of JungleMail is that they're responsive to customer needs, making improvements and fixes quickly if and when they're flagged, and they're keen to work with customers to make sure their functionality meets the needs of the modern communicator. Although Microsoft's own built-in newsletter functionality continues to evolve at pace, we still see there being value in using a tool like JungleMail, particularly if organisations are communicating to audiences in multiple tenants and organisations. The simplicity of the interface, and the multi-tenant functionality, helps navigate the complexity of international businesses, as well as universities where students and partners may not have an organisation email account. It comes at a good price point too.

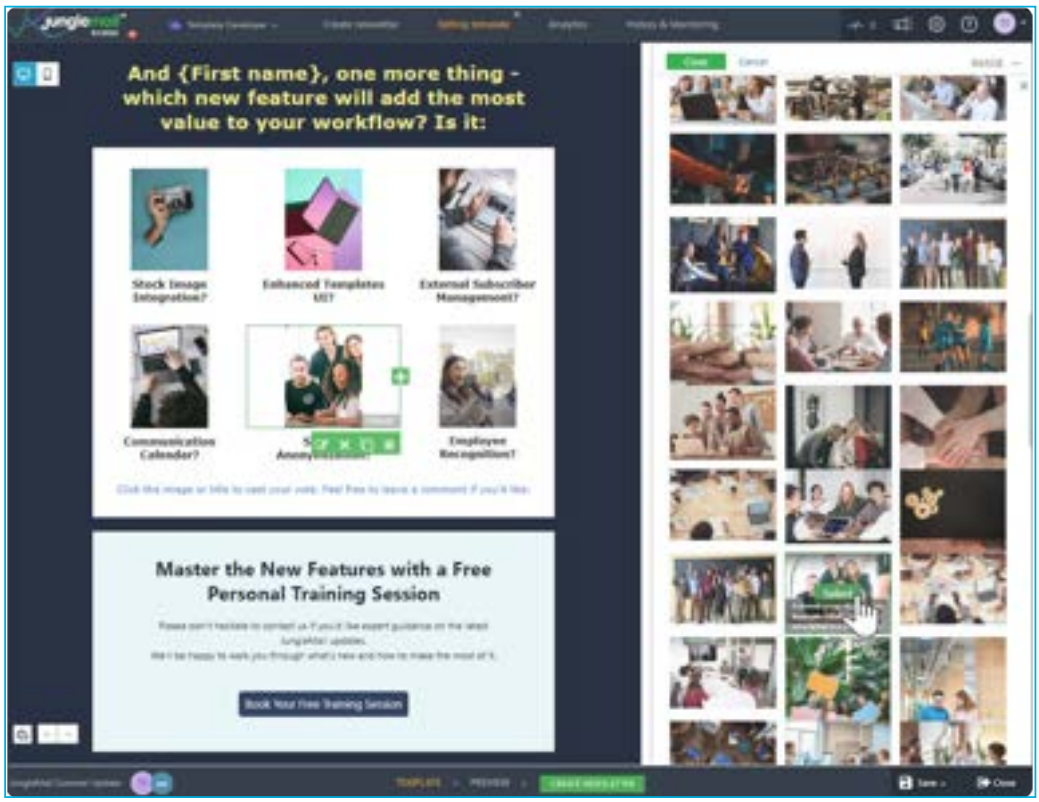

Learning Events
Stay updated on the latest regulatory requirements and ensure adherence to industry standards with this comprehensive training.
Compliance Training
Learn about the latest regulatory changes and best practices in underwriting and claims management.
Register
Risk Assessment Workshop
Enhance your skills in assessing and mitigating risks with real-world case studies and collaborative discussions.
Register
Celebrating Our Team's Success
Ameshi Agama
Chief Information Security Officer
Mo Singh
Chief Revenue Officer
Sarah Ward
Chief Legal Officer
We Value Your Input
Survey: How do you prioritize customer service improvements?
Choose one option
Partner with a third-party vendor
Use internal resources for innovation
Maintain current operations
Title
Text
Image
Video
Button
Survey
Divider
Spacer
Comments



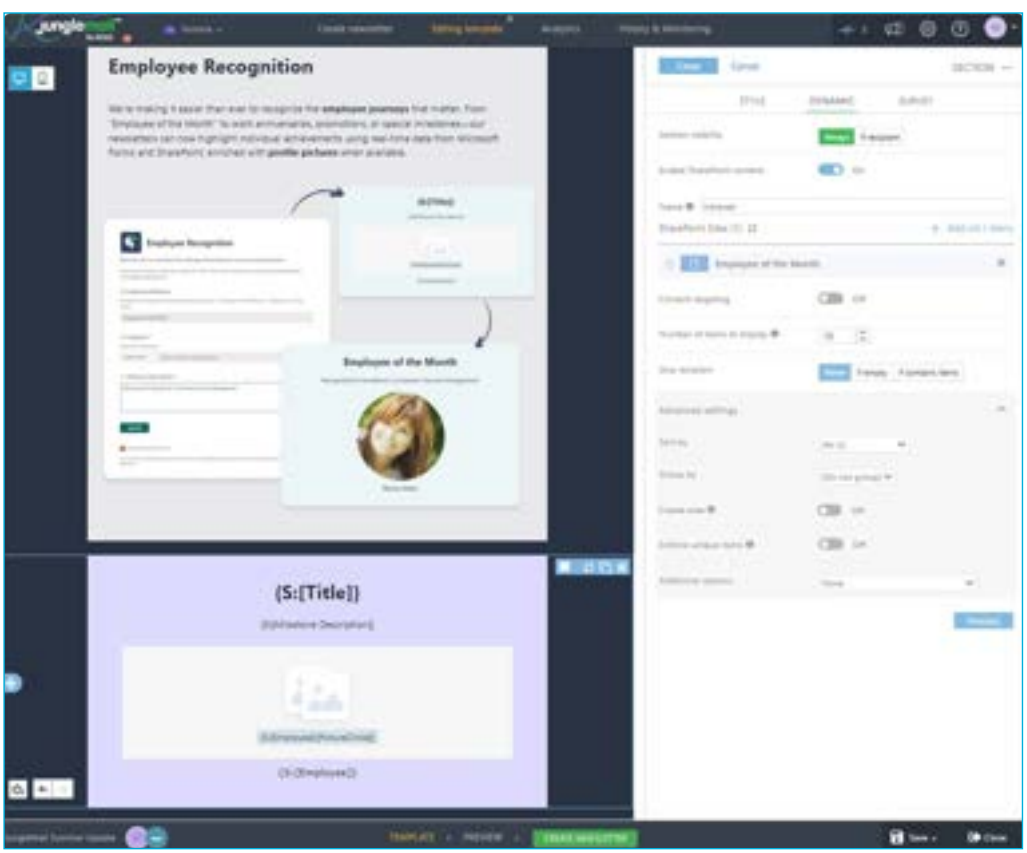
The SharePoint web part means users can subscribe and update their preferences, including languages.



The built-in analytics offer an attractive interface for communicators to measure the effectiveness of their communications.



JungleMail offers a lightweight visual survey / quiz option, with a stock library of images available.



Dynamic content functionality offers communicators options to tailor specific sections of the email.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Yearly subscription based on recipients.

DISCOUNTS

Charities and non-profit organisations, multi-year commitments, schools and educational institutes, volume discounts.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Includes onboarding, template assistance, user training, and ongoing customer support.

Product type

Ready-to-run, installed in hours

Branding opportunities

Good branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Education	Financial and insurance activities	Health and social work activities	Public administration and defence	Professional, scientific and technical activities

COMPANY AND PRODUCT

Company
JSC EnovaPoint

Company founded
2011

Product launched
2015

ISO 27001 certified
Yes

Data residency
Australia, Canada, Europe (including UK), USA, Middle East

Typical client size
1,000 to 5,000

Company locations
Vilnius, Lithuania (HQ)

Partner locations
France, USA, UK, Canada, Australia, Belgium, Hungary, UAE

Customers
Clients include: Spar, Milwaukee, Systa, Marriott, NYU Langone Health, IU International University, SYNLAB, Julius Baer, Korn Ferry, and Deakin University

Largest deployment so far
100,000 employees / 400 JungleMail users

Environmental / sustainability certifications
None

Back to index

Product and technical details

Name of product

JungleMail

Deployment

Client on-premises	**Client private cloud**	**Microsoft Azure**	**Amazon Web Services**	**Vendor-hosted**	**Microsoft 365 tenant**	**Google Cloud**	Other

Authentication supported

Entra ID	**ADFS**	Okta	Open ID	**Oauth**	**Google Workspace**	SAML 2.0	Other

App deployment

Google Play store	Apple store	MDM	MAM	Other

Accessibility

WCAG 2.1AA conformant

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	OneDrive	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	Open API available	Other

User interface multi-language

Machine translation	**Pre-configured**	Editable	**Right to left script supported**	Other

Content multi-language

Machine translation for publishers	Machine translation for end users	**Editable machine translation for publishers**	**Manual creation for publishers**	**Right to left script**	Other

Set-up and support

Set-up process for new clients

Initial meeting with client's JungleMail product owner to establish the requirements. Client's IT administrators deploy the solution based on the requirements according to instructions provided. This can be done with or without vendor's help. Lastly, onboarding for users and training sessions are organised.

Product updates

Major updates every quarter, minor updates weekly

Product update process

Product updates are rolled out to all separate cloud (SaaS) customers at once, ensuring consistency and stability across environments. Updates are managed by EnovaPoint and do not require customer action. Free training sessions later are offered.

Reverse-out options

Client has a 3-month period to export any data before the data is marked for deletion. Once it is marked for deletion, the data is no longer accessible by the customer and it is deleted by an automated monthly process.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only*

*Monday to Friday 7:00 am to 11:00 pm (CET), US & Canada: 6:00 AM - 5:00 PM (EST)

User community

None.

You may also be interested in...

poppulo Sociabble Staffbase

Voice of the vendor

EnovaPoint says: "JungleMail by EnovaPoint is an internal communication software, purpose-built for organizations running on Microsoft 365, and now also available for teams using Google Workspace, offering integration with Google Groups and Google Contacts. Whether you're sending company-wide announcements, personalized HR updates, or segmented regional news, JungleMail gives you the tools to plan, create, send, and measure communications that resonate.

JungleMail integrates deeply and natively with your Microsoft ecosystem. Hosted securely in Microsoft Azure (AU, UK, EU, CA, US, UAE) and authenticated via Microsoft 365 sign-in, it connects with Entra ID for dynamic audience segmentation, SharePoint for content and archiving, Exchange for secure delivery, and Power Automate for workflow-based journeys.

Built for speed and impact, JungleMail empowers communicators with an intuitive drag-and-drop builder, a versatile template library, and real-time co-authoring and chat that bring team collaboration into a single space. Design stays consistent with your company identity through full branding controls, including locked fonts, colours, and logo presets. Creative support is never far away. JungleMail's AI assistant, powered by OpenAI, helps you generate attention-grabbing subject lines, clear and engaging translations, and visually driven summaries. It also connects with DALL·E to suggest fitting images and illustrations. Need something instantly professional? Use the Pexels image stock integration to search and drop in royalty-free, brand-appropriate visuals without ever leaving the app.

JungleMail doesn't just help you send - it helps you strategize. With the new Communication Calendar, you can map out campaigns, align with other teams, and launch directly from a unified editorial timeline. Planning becomes transparent and proactive - not reactive. Audience management is equally powerful. Pull live data from Entra ID or Exchange Distribution Lists, and now also manage external subscribers like alumni, contractors, or partners with the same level of segmentation, approval, and compliance.

Unlimited sites and emails mean you can scale communications across departments, regions, and teams - without running into limits. And when it's time to measure impact, JungleMail goes far beyond opens and clicks. Advanced individual and group engagement analytics include click maps, clickstream paths, read-time tracking, and trends - segmented by role, department, office, or location. Enable anonymous or open analytics, and layer in image- or text-based surveys - with built-in voting and comments - to gather sentiment and feedback right inside your message. From the first draft to the final click, JungleMail empowers internal communicators to move faster, collaborate better, and prove real engagement - securely, visually, and at scale."

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opentext™

OneSource

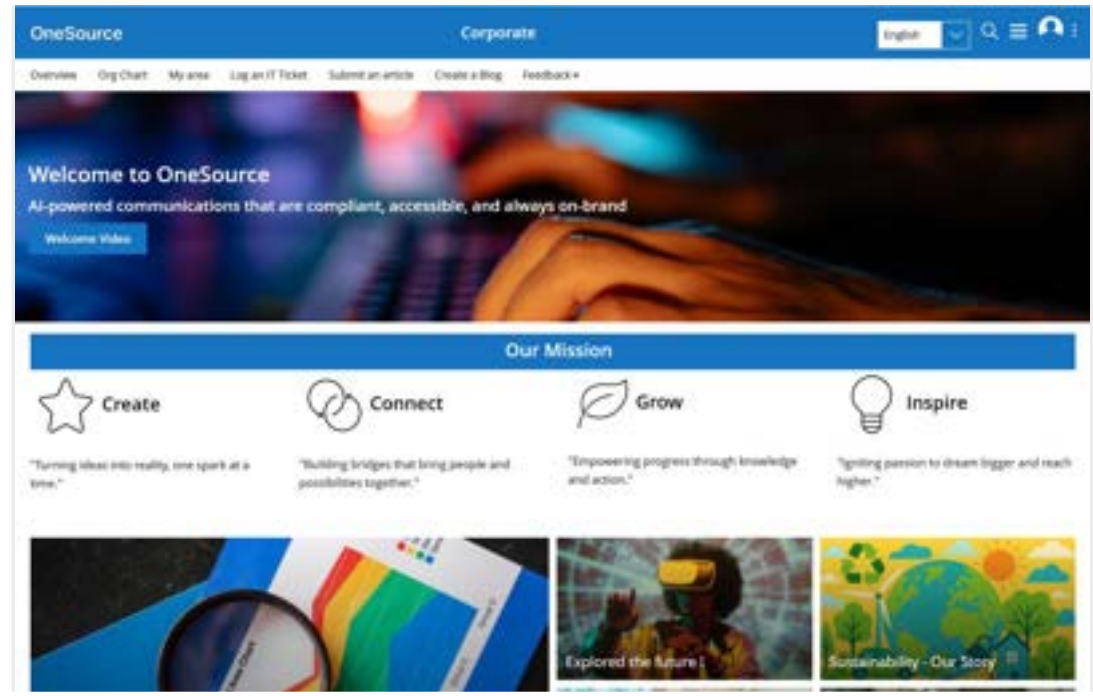
Digital Communication Suite

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

OTHER



Typical deployment:

20,000 to 50,000

Company locations:

VISIT THE WEBSITE

The product in a nutshell

OneSource is a well-designed SharePoint intranet product that improves on the SharePoint UI and will appeal to organisations seeking to balance flexibility with governance.

CLEARBOX VIEW

OneSource Digital Communication Suite is a user-friendly SharePoint-based intranet product from the Canadian company OpenText. While it relies on SharePoint as its base technology, OneSource adds a completely different admin and editing interface. We found the experience intuitive and consistent, providing a more user-friendly alternative to the SharePoint UI; everything is set out in a hub area for site owners, with the tenant-level hub similarly structured. Note that there is no native OneSource mobile app.

OneSource is a flexible product with granular settings. Different content types and associated templates can be defined and applied at the tenant and site level. A pre-built template library provides a head start in designing attractive pages. OneSource includes support for sub-brands, and custom CSS can be applied. While OneSource allows considerable flexibility, effective governance over what is permissible at the site-level can be applied across the tenant. This will suit larger companies who want to enforce brand compliance but also provide local intranet site owners some autonomy.

Editors can add over sixty different 'Components', OneSource's equivalent of web parts; these cover multiple design elements and page features. We like the 'accessibility scan' feature that will check a page against the WCAG 2.1 guidelines covering areas such as colour contrast and alt text, indicating any corrective action.

News publishing is straightforward; items can be scheduled and approval workflow applied, so news could be reviewed by internal comms before going live. Users may also subscribe to news topics. OneSource provides good support for audience targeting which can be based on SharePoint profiles, or dynamic groups defined within the product using granular Entra ID profile data. Translations are well-handled – users can set their preferred language and we like that machine translation can be used as part of an editorial workflow.

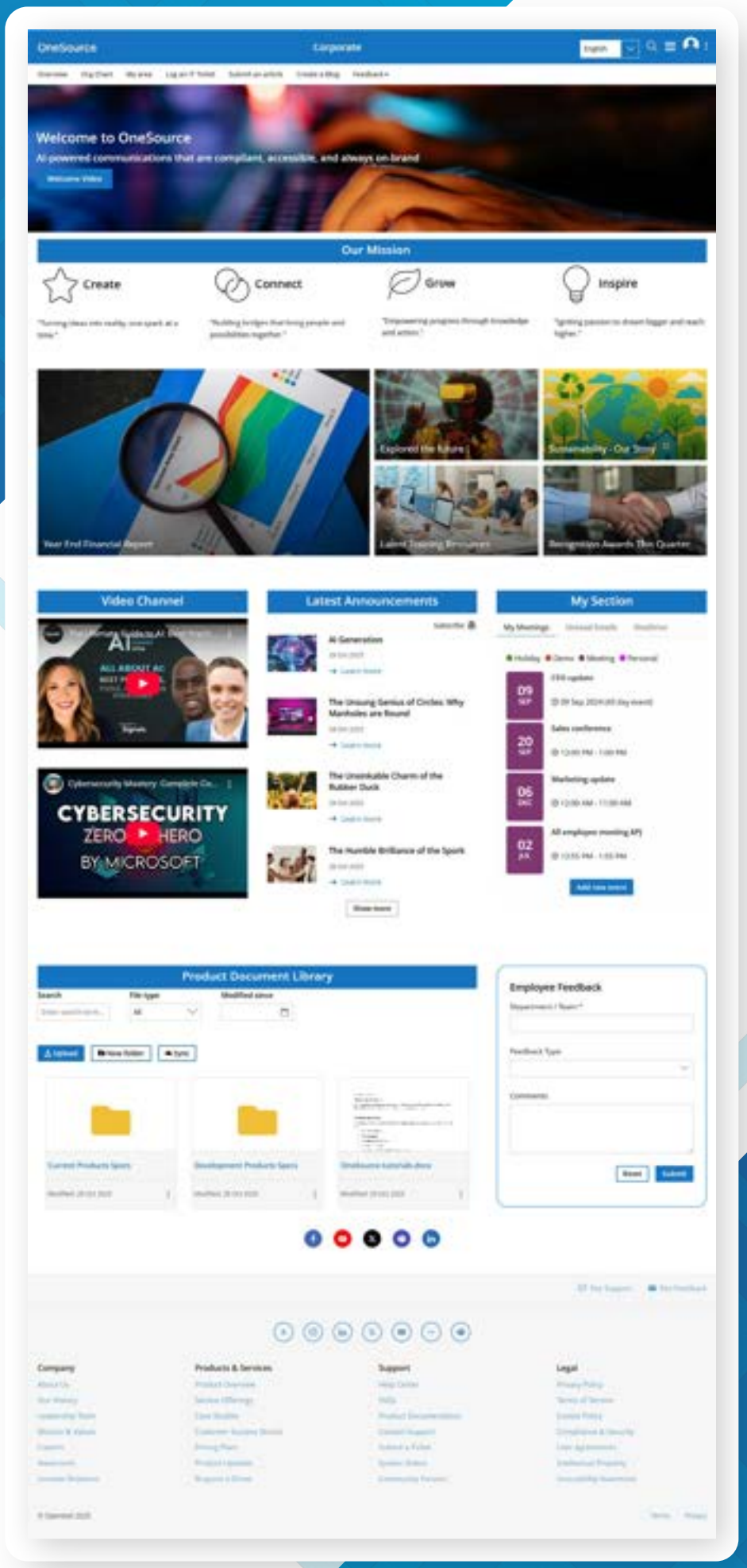
Engagement features within OneSource will tick most boxes. Pages include commenting, ratings, and reactions, while a bulletin board Component facilitates discussions; there is also a Viva Engage integration Component. Native polls, peer-to-peer recognition and ideation are covered by OneSource's in-built apps.

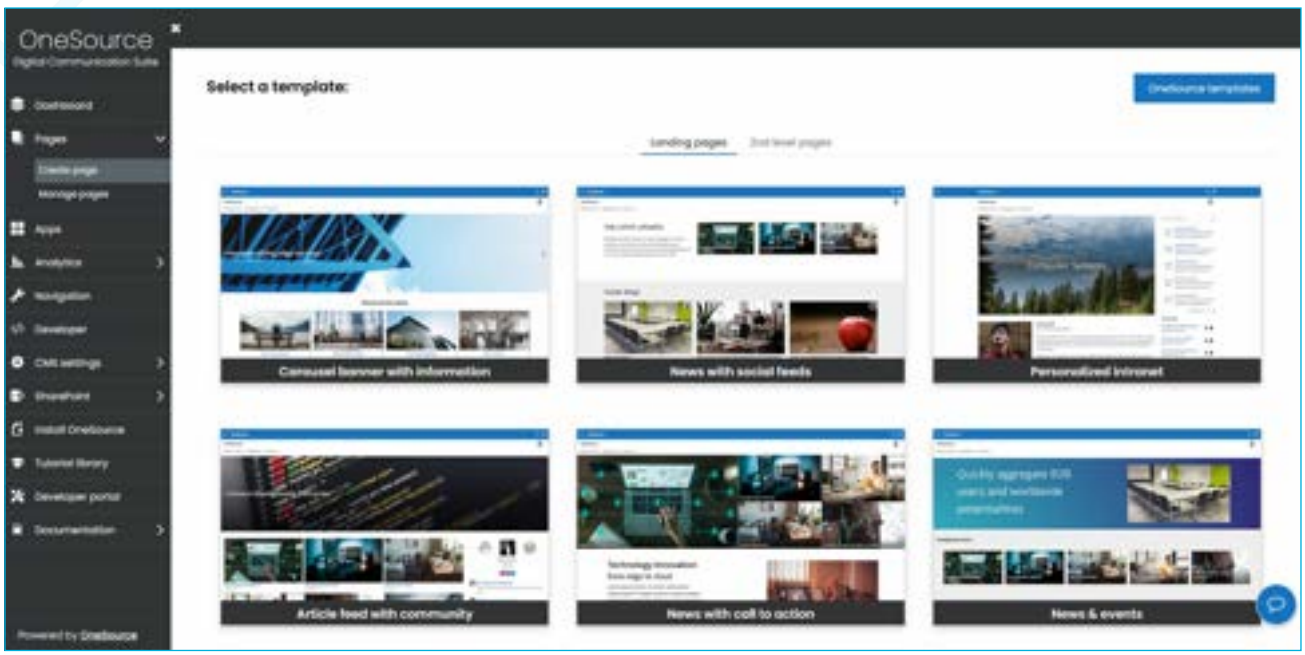
SharePoint search is used as default. While the overall search experience is basic, a search Component provides filtering options via dropdowns while the people directory has a dedicated interface with relevant search filters. We like that there are search management features including 'best bets', a facility to ask for search feedback, and a zero search results report.

In 2025 OpenText focused on integrating AI. Currently admins can generate text and images, edit a piece for tone and length, and perform sentiment analysis, all via prompts, while users can ask the AI questions about a particular document. We like that OneSource enables granular control, so you can turn individual AI features off at the site level. Overall, it works well but there is room to further extend AI capabilities.

A suite of integrated analytics dashboards is well-laid-out and offers multiple options to drill into the detail of different OneSource aspects. Here, sentiment analysis is a standout area covering engagement with content items, polls, discussions and more. Integrations out of the box are limited compared to some other products and focus mainly on Microsoft 365 tools, although OneSource's developer portal includes an API. We like the useful in-built 'Apps' that include a newsletter builder, an onboarding module, and a simple but effective Kanban board (see the screenshots for more). In the future we'd like to see support for organisations creating their own Apps.

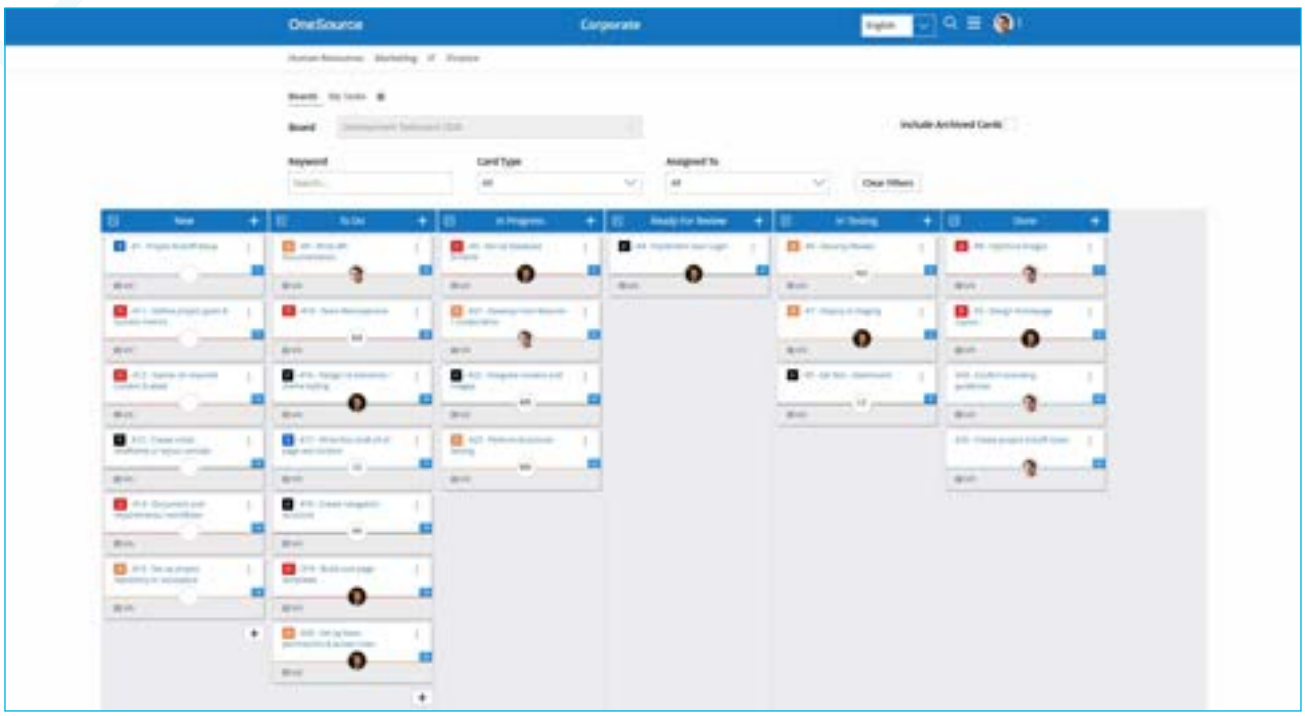
Overall, OneSource is a well-designed and flexible intranet product with real strengths, but some less mature features. The product will particularly appeal to larger organisations that want to provide targeted experiences and content on their SharePoint intranet, but need to balance flexibility with robust governance, and prefer to hide the complexity of SharePoint's interface.


OneSource
Corporate
Welcome to OneSource
AI-powered communications that are compliant, accessible, and always on-brand
Our Mission
Create
Connect
Grow
Inspire
Video Channel
Latest Announcements
My Section
CYBERSECURITY
ZERO HERO
BY MICROSOFT
Product Document Library
Employee Feedback
Company
Products & Services
Support
Legal

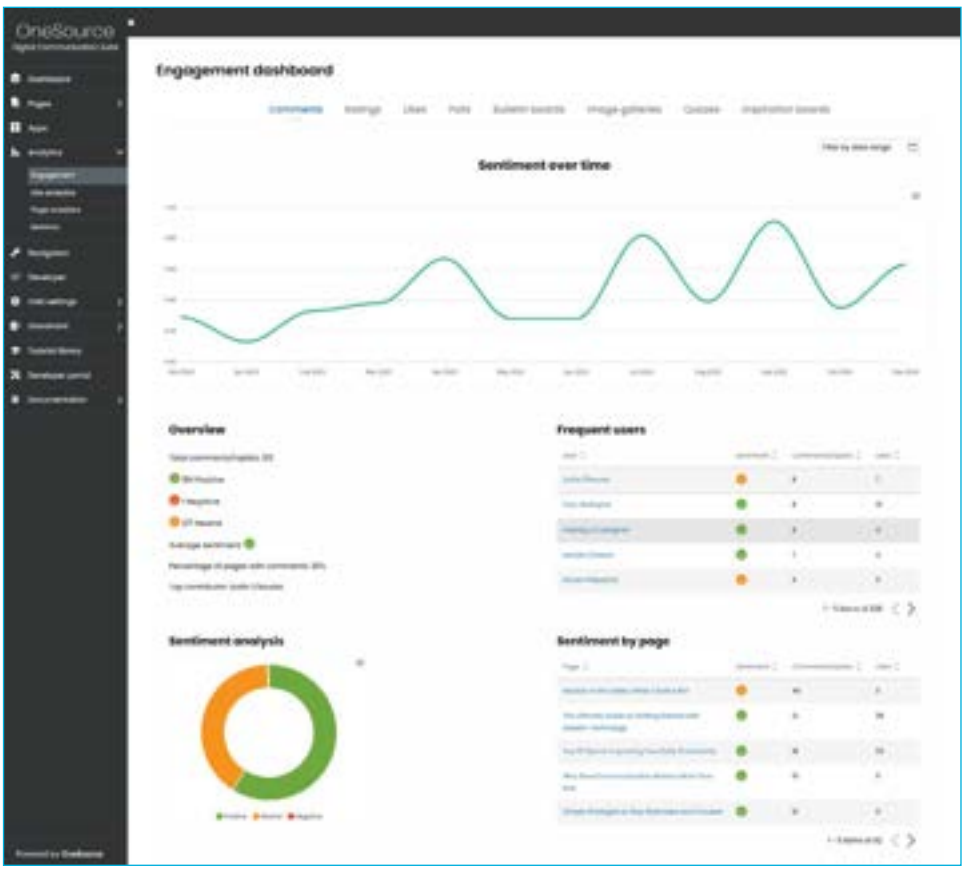


Page templates can be set up within OneSource then applied at the tenant or site level and come with a handy preview facility.

OneSource includes more than sixty pre-built Components that can be added to a page.



The tasks App provides a kanban board and is one of several in-built business Apps that are available out of the box.



OneSource includes a number of detailed sentiment analysis dashboards, including one showing sentiment over time.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users.

COSTS TYPICALLY

Fairly evenly spread across three years.

DISCOUNTS

Charities and non-profit organisations, Schools and Educational Institutes, Multi-year commitments.

PRICE INCLUDES

OpenText offer additional support hours each quarter, tailored to the size of the customer, throughout the duration of the contract. Support includes email and phone assistance, ongoing training, guidance on advanced site development, review of new functionality requests, and facilitation of four quarterly releases each year.

Product type

Branding opportunities

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Manufacturing	Information and communication	Health and social work activities	Professional, scientific and technical activities	Education

COMPANY AND PRODUCT

Company
OpenText

Company founded
1991

Product launched
2016

ISO 27001 certified
Yes

Data residency
N/A

Typical client size
20,000 to 50,000

Company locations
Waterloo, Canada (HQ), Australia, Austria, Belgium, Brazil, Bulgaria, China, Costa Rica, Czech Republic, Finland, France, Germany, India, Indonesia, Ireland, Israel, Italy, Japan, Kingdom of Saudi Arabia, Korea, Mexico, Netherlands, Philippines, Poland, Romania, Singapore, South Africa, Spain, Sweden, Switzerland, Taiwan, Turkey, UK, UAE, USA

Partner locations
Please see their website for details.

Customers
No client data provided by OpenText.

Largest deployment so far
65,000 – multinational with a global presence.

Environmental / sustainability certifications
OpenText has implemented an Environmental Management System (EMS) aligned to ISO 14001 across select sites, supporting responsible resource use and pollution prevention1. OpenText is also a participant in the United Nations Global Compact, aligning with its environmental principles. OpenText's broader ESG strategy is guided by the Zero-In Initiative, which includes goals like net-zero emissions by 2040, zero waste from operations by 2030, and gender parity in leadership roles. OpenText has received notable recognitions, including inclusion in the Dow Jones Sustainability North America Index, a AAA ESG rating from MSCI, and a Silver Medal from EcoVadis, placing it in the 88th percentile globally.

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Product and technical details

Name of product

OneSource Digital Communication Suite

Deployment

Client on-premises	**Client private cloud**	**Microsoft Azure**	Amazon Web Services	Vendor-hosted	**Microsoft 365 tenant**	Google Cloud	Other

Authentication supported

Entra ID	**ADFS**	**Okta**	**Open ID**	**Oauth**	Google Workspace	SAML 2.0	Other

App deployment

Google Play store	**Apple store**	MDM	MAM	Other

Accessibility

WCAG 2.1 AA conformant

Document library sources integrated

Box	Dropbox	Google Drive	**SharePoint**	**OneDrive**	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	Open API available	Other

User interface multi-language

Machine translation	**Pre-configured**	Editable	Right to left script supported	Other

Content multi-language

Machine translation for publishers	Machine translation for end users	**Editable machine translation for publishers**	**Manual creation for publishers**	Right to left script	Other

Set-up and support

Set-up process for new clients

Setting up a SharePoint intranet CMS for a new client involves several critical steps.

- OpenText begin by gathering the client's requirements and objectives to create a tailored solution.
- Then, they provision a SharePoint site collection, configure permissions, and deploy the OneSource Digital Communication Suite, implementing the necessary libraries, lists, and templates for effective content management.
- OpenText customize the site's appearance and functionality to align with corporate branding, train the client's team on CMS usage, and offer ongoing support.
- Finally, OpenText conduct testing and user acceptance to ensure a smooth transition, delivering an efficient and user-friendly intranet solution.

Product updates

Major updates every quarter

Product update process

OneSource product updates are released every 90 days to all customers simultaneously, with no disruption to their service. The release date is coordinated with the customer ahead of each rollout.

Reverse-out options

The customer retains ownership of the content and can continue using the CMS; however, they will no longer receive updates, enhancements, or fixes included in the quarterly releases.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only*

*GMT

User community

None.

You may also be interested in...

Injio by WebVine

intranet.ai

involv BUILT ON MICROSOFT 365

Voice of the vendor

OpenText says: "At OpenText, we provide the world's most comprehensive and integrated Information Management platform, helping organizations securely organize, integrate, and protect their data and content as it flows across business processes. Our solutions support customers of every size, from small businesses to the most complex enterprises, empowering them to become more connected, intelligent, and secure.

As a global leader in Information Management, OpenText brings together 23,000 employees across 120 offices and a portfolio of more than 300 products. We excel at unifying content management, digital experiences, trading partner connectivity, and security into one ecosystem, ensuring that businesses can

capture, manage, and exchange information seamlessly and with confidence.

Among our specialized solutions, the OneSource Digital Communication Suite stands out as a transformative platform for Microsoft SharePoint, one of the world's most widely used intranet systems. Delivered as a service, OneSource eliminates the cost and complexity of intranet site management. With over a decade of proven success and continuous quarterly content updates, it enables business users without technical expertise to easily create, brand, and maintain engaging intranet pages.

Key capabilities of the OneSource Digital Communication Suite include:

- Brand safety and compliance across all content
- Drag and drop functionality with an intuitive, business user friendly interface
- Real time structured content control and streamlined publishing
- Responsive design optimized for both desktop and mobile
- Built in components such as Meet the Team, Weather, Quiz, Stock Quote, Media, and Calendar
- Accessibility compliance with WCAG 2.1 AA and Section 508 standards
- Integrated web analytics for actionable insights
- Customizable page templates to meet diverse organizational needs

To further enhance productivity and engagement, OneSource integrates advanced AI capabilities, including:

- Generative copywriting for fast, high quality content creation
- Tone and length editing for clarity and impact
- Sentiment and inclusivity analysis to ensure appropriate and inclusive communication
- Tutorial chatbot to guide users through the platform
- AI-driven image generation and audio conversion for richer and more accessible content
- Document Q and A to deliver instant AI powered answers from existing materials

By combining ease of use, enterprise grade compliance, and advanced AI, the OneSource Digital Communication Suite addresses a critical business challenge: enabling organizations to maintain dynamic, branded, and user-friendly intranets without high costs or technical barriers."

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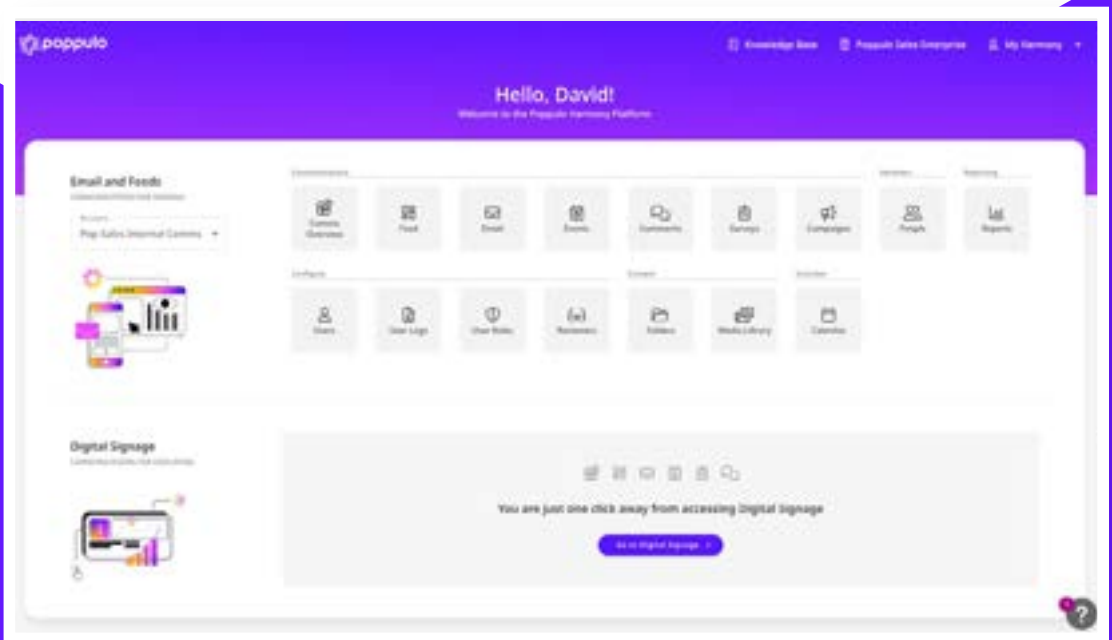
poppulo

FULLY STANDALONE

REQUIRES SHAREPOINT

FRONTLINE FOCUS

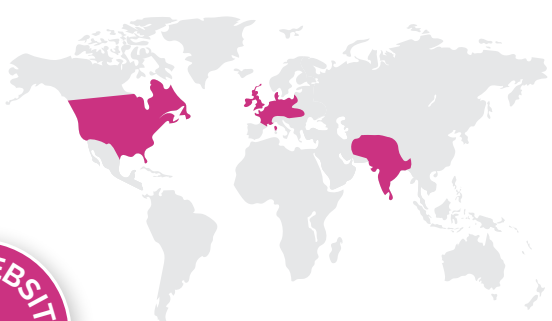
OTHER



Typical deployment:

20,000 to 50,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Poppulo is an intuitive tool that allows communicators to create engaging content and campaigns that is seamlessly shared across email, newsletters, digital signage and Teams.

CLEARBOX VIEW

Poppulo is a powerful tool for communications teams to create engaging content and reach employees across multiple digital channels. From a single dashboard, communicators can create and publish across email, digital signage, mobile app, SharePoint and Teams, adapting content for different channels as desired. For de-centralised organisations, communicators can delegate access to other departments with permissions around what they can see and publish, whilst retaining oversight of all activity.

Any user can access Poppulo with an email address or other unique identifier. However, the more profile data available - such as role, location, language preference - the more powerful it becomes for targeting and analytics. API connectors draw data from multiple sources (including EntraID, SuccessFactors and Workday), which is synchronised overnight and dynamically updates as people data changes, making it easy for communicators to target the right people.

Email communications, including newsletters, are a highlight. Easy to use drag and drop tools and rich content editing create visually appealing content. Included within the price are several branded templates configured for the organisation, and communicators can also create their own. Email communications can be personalised and automatically translate content into the employee's preferred language. Communications teams can choose which languages to make available, and translations are editable before being published. Although not an event management system, Poppulo supports invites, which are automatically added to users' calendars, and capacity limits can be set, making this simple but effective.

Another useful feature is 'Journeys', where a series of communications are sent to an individual or audience based on a dynamic trigger date, for example to support onboarding an employee or company-wide comms campaigns. We particularly liked that the logic driving the Journey could be linked to the source data, so reminders are only sent if actions are not completed at the source (rather than simply monitoring click through's in Poppulo). For example, sending a follow-up message when someone has acknowledged content via a mandatory read survey.

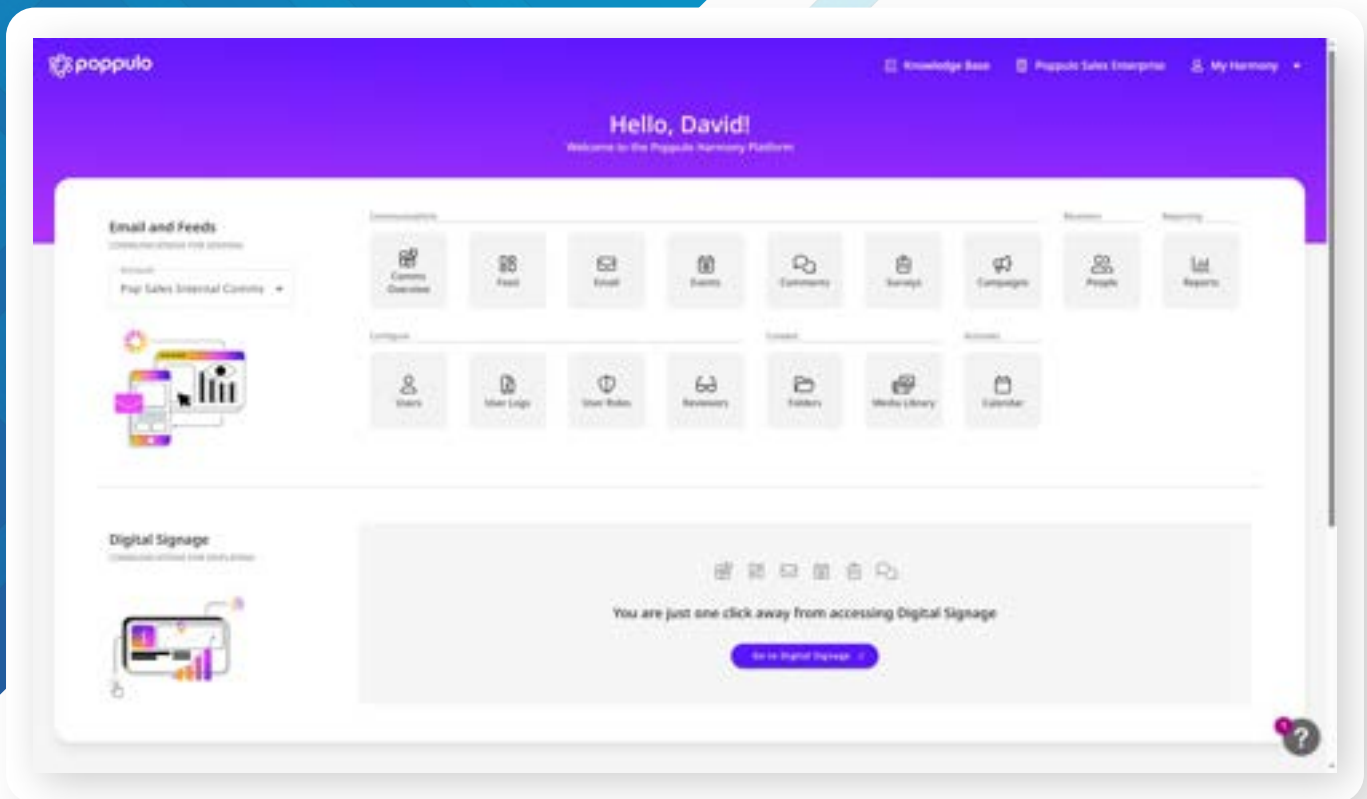
Communicators can share content through other channels, including SharePoint and Teams, although levels of integration vary. For example, posts in Teams are searchable but in SharePoint they're not. Within the Teams app, employees can see all content targeted to them and subscribe to 'optional' content, while within SharePoint, Poppulo content is surfaced using a page web part. There is digital signage support too (although at additional cost), which can utilise APIs and RSS feeds for automated information like news, traffic and Power BI dashboards. Integrations with emergency messaging, fire alarm systems and desk and room booking tools is also possible.

All content, regardless of channel, can be scheduled and even staggered based on time zones. All published and scheduled content is visible on a central calendar, making it easy for communicators to 'air traffic control' their broadcasts. Top level admins can see all users' communications and set blackout periods where content can't be shared, to avoid clashes with important global messaging.

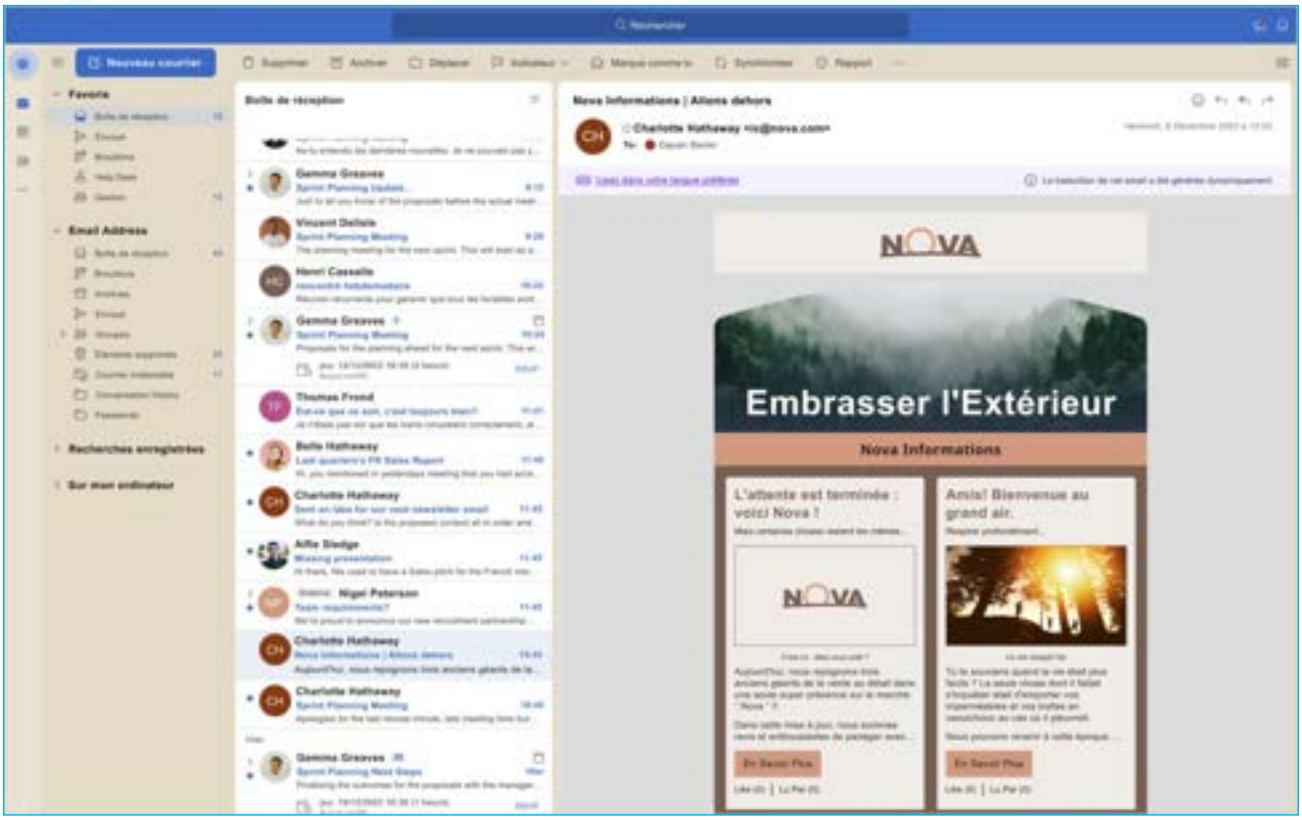
Poppulo includes a suite of granular analytics, that get richer when more data is pulled through from people systems. Data is presented in dynamic dashboards that can be filtered in useful ways. An AI agent enables communicators to ask questions in a ChatGPT style to draw insights, comparisons (not present in the static analytics) and high-level recommendations for improving engagement and reach. This is an excellent use of AI, providing actionable insights that communicators will find highly valuable.

Poppulo's mobile app, aimed at deskless workers, includes a simple feed where users can like, comment and complete surveys. It's not intended to be a full employee experience app, for example integrations with other tools and reference materials are missing.

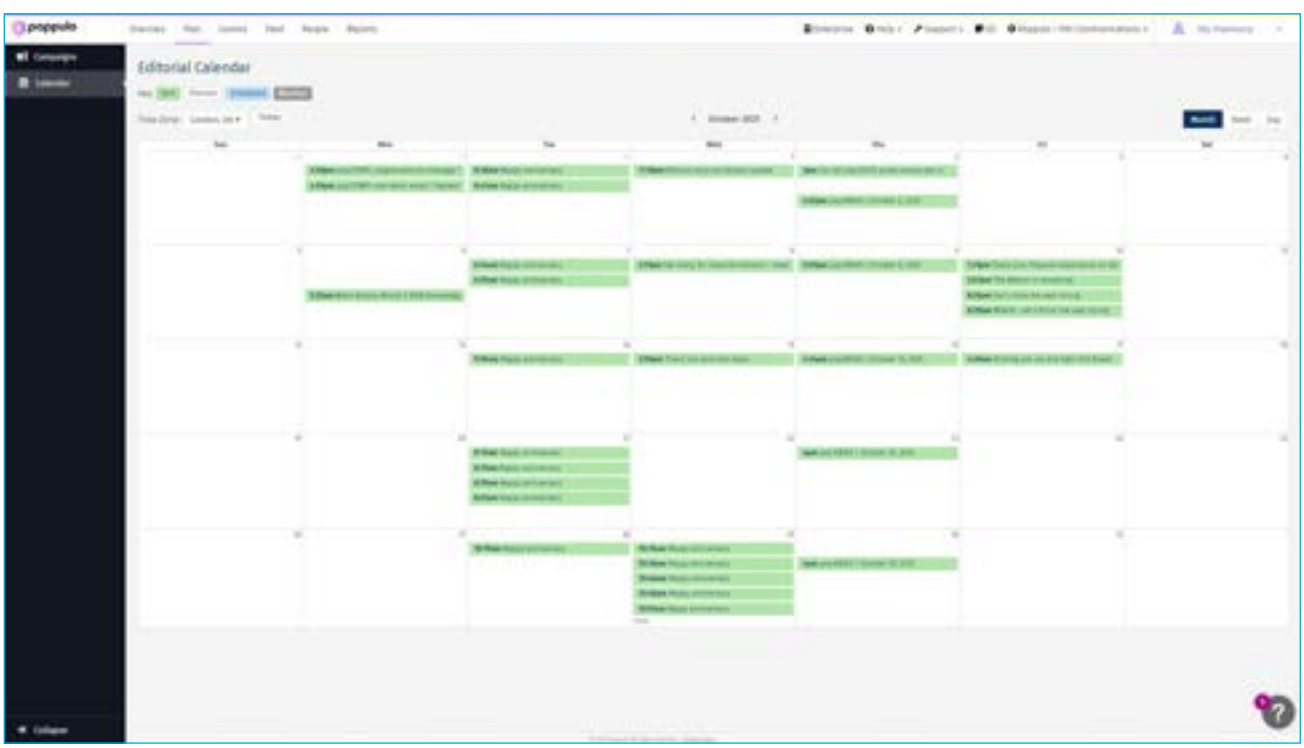
Overall, Poppulo will appeal to communications teams in large or complex organisations. It provides simple, yet slick, personalised and targeted digital channels at a great value price point.


poppulo
Hello, David!
Email and Feeds
Digital Signage
You are just one click away from accessing Digital Signage

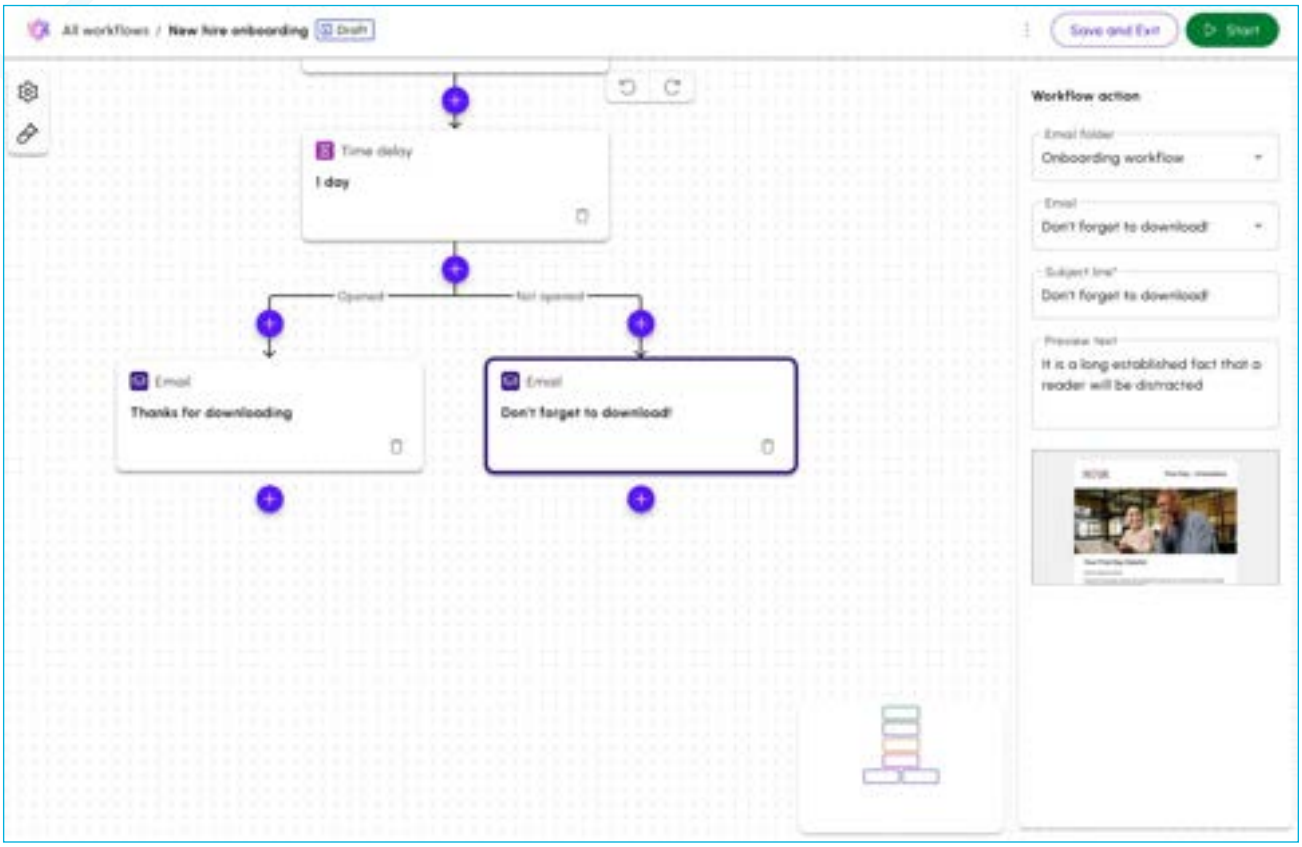
poppulo
Nova - Global Weekly News
NOVA



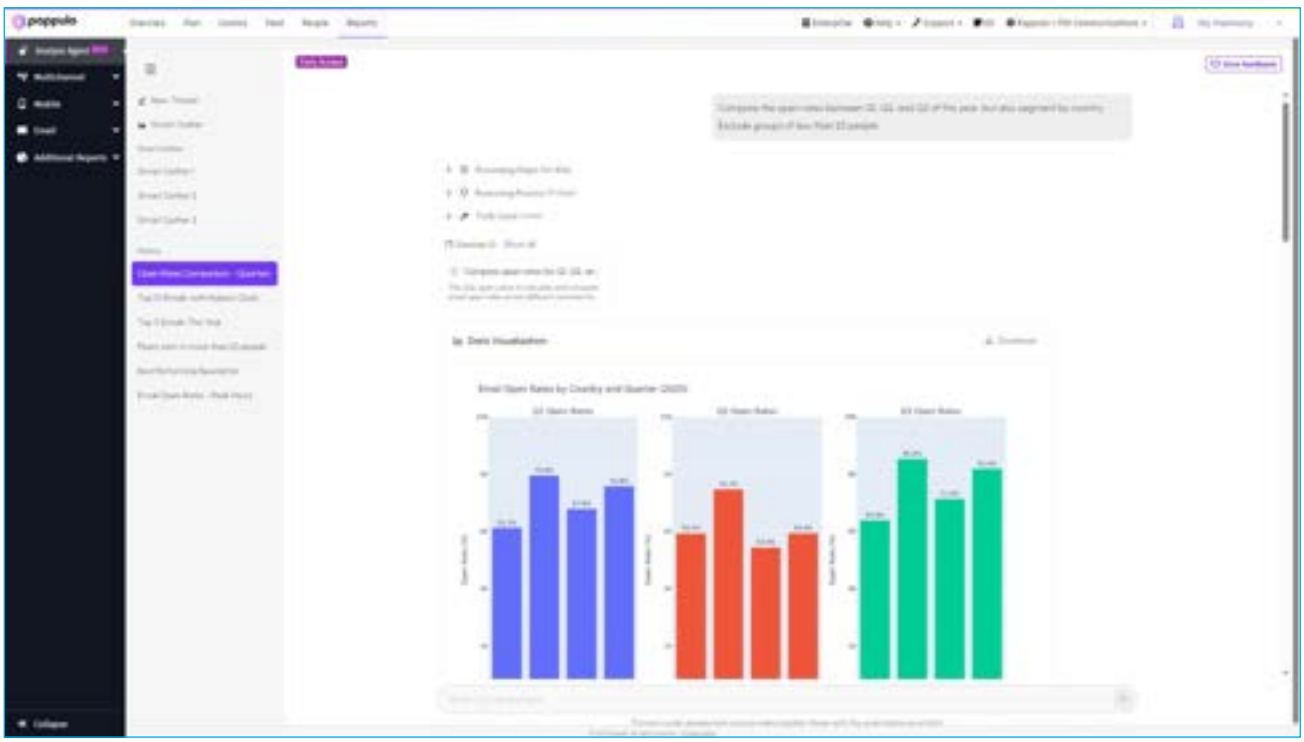
Emails look attractive and respect the user's language choice.



All published and scheduled content is visible on a central calendar, making it easy for communicators to 'air traffic control' broadcasts from all teams.



Journey workflows are flexible and easy to set up.



Poppulo's AI agent enables communicators to draw insights, comparisons and recommendations for how to improve engagement and reach.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price per user per month, subscription – price band based on number of users.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes, multi-year commitments.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

The AI agent has been included in the pricing provided.

Product type

Majority ready-to-run

Branding opportunities

Good branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Professional, scientific and technical activities	Manufacturing	Information and communication	Wholesale and retail trade	Financial and insurance activities

COMPANY AND PRODUCT

Company
Poppulo Employee Communications

Company founded
1996

Product launched
2012

ISO 27001 certified
Yes

Data residency
N/A

Typical client size
20,000 to 50,000

Company locations
Denver (Colorado), USA (HQ), Cork Ireland (EU HQ), Minnesota, Bangalore

Partner locations
N/A

Customers
Please see their website for details, including award winners.

Largest deployment so far
FMCG company reaching over 270,000 employees across 186 countries

Environmental / sustainability certifications
Poppulo have achieved ISO 42001 certification — the international standard for the responsible, ethical and transparent management of AI technologies.

Back to index

Product and technical details

Name of product

Poppulo Employee Communications

Deployment

Client on-premises	Client private cloud	Microsoft Azure	**Amazon Web Services**	Vendor-hosted	Microsoft 365 tenant	Google Cloud	Other

Authentication supported

Entra ID	**ADFS**	**Okta**	Open ID	**Oauth**	Google Workspace	**SAML 2.0**	Other

App deployment

Google Play store	**Apple store**	MDM	MAM	Other

Accessibility

Alt text is in use for images.

Document library sources integrated

Box	Dropbox	Google Drive	SharePoint	OneDrive	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	Microsoft	Sinequa	Open API available	Other

User interface multi-language

Machine translation	**Pre-configured**	Editable	**Right to left script supported**	Other

Content multi-language

Machine translation for publishers	**Machine translation for end users**	**Editable machine translation for publishers**	Manual creation for publishers	**Right to left script**	Other

Set-up and support

Set-up process for new clients

New clients work with a dedicated Poppulo onboarding project manager who supports the entire implementation process alongside additional technical implementation, training and design experts. The standard process includes requirements review and consultation, account setup and configuration, people data integration, template design, technical onboarding and user enablement - including live training sessions for admins and communicators plus access to a suite of on-demand learning resources. Typical deployments take 8-10 weeks.

Product updates

Minor updates weekly, major updates every 2 months.

Product update process

Most updates are applied automatically, and customers are notified with in-app guides, via email, CSM outreach and knowledge base updates. Poppulo's generative AI features are not turned on automatically—customers are given the choice to opt-in.

Reverse-out options

Poppulo's standard deletion processes (as it relates to termination of contract) includes disabling a customer account that puts the customer's data beyond use for 180 days, allowing customers time to request their data as needed. Data deletion is done using a cryptographic erasure that is GDPR compliant.

Technical support

Email support	Phone support	Chat support	Online portal	24/7 support	Office hours only

User community

Poppulo says they have a "vibrant customer community" with opportunities to engage at the strategic level as well as gain user expertise. Activities include monthly interactive training webinars on best practices and communicator guidance, customer and user advisory boards and attending Poppulo's employee communications conference, Engage.

You may also be interested in...

APPSPACE firstup junglemail™

Voice of the vendor

Poppulo Employee Communications says: "In a world where organizational change is constant, Poppulo enables companies to communicate what matters most—clearly, efficiently, and at scale. Our leading employee communications platform helps enterprises build more meaningful connections with their employees through personalized content delivered across digital touchpoints—including email, digital signage, mobile, and Microsoft 365.

With Poppulo, businesses can reach all employees efficiently with engaging messages and drive their communications strategy forward with centralized planning, creation, publishing, and measurement tools. Poppulo's 4,500+ customer base is representative of the world's most successful companies, including 40+ of the Fortune 100."

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Sociabble

FULLY STANDALONE

REQUIRES SHAREPOINT

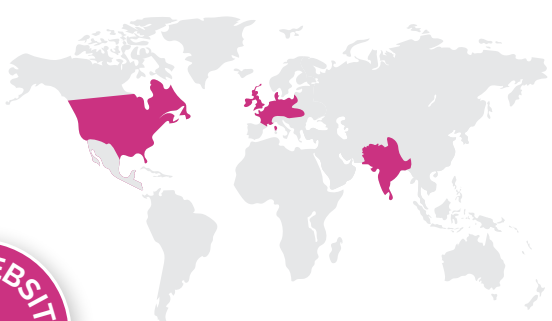
FRONTLINE FOCUS

OTHER

Typical deployment:

20,000 to 50,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Sociabble is a powerful engagement and communication platform that works equally well for both knowledge workers through the desktop and the frontline workforce via mobile.

CLEARBOX VIEW

Sociabble is a powerful and attractive communication and engagement platform that works well across desktop and via its native mobile app. It will appeal to larger enterprises with a diverse, multi-lingual workforce who want to engage both desk-based and frontline audiences with a contemporary, social experience. Headquartered in France, Sociabble is a mature product that has been around since 2014.

Sociabble delivers news and content primarily through a central, scrollable content wall, with additional widgets appearing in columns on either side. Sociabble comes with flexible options to present static content, and can be used to deliver a modern, attractive experience. It is worth noting that the navigation is presented vertically on the left in the style of Teams; a horizontal mega-menu is not supported.

'Channels' cover specific topics such as HR, wellbeing or a location, with updates aggregated on the homepage wall. Channels can be targeted to different audiences and subscribed to, plus admins can define which Channels are mandatory. Targeting is flexible, using existing Entra ID data, groups from HRIS, or audiences created within Sociabble. Internal communicators are well-served by capabilities including integration with digital signage, SharePoint and Teams, and a kanban-style editorial calendar. Mandatory reads for documents and mandatory watches for videos are also supported.

Sociabble's engagement capabilities are powerful. There is advanced support for gamification; admins can set points for actions, display leaderboards, use badges, and integrate with third-party recognition systems. There are equally strong employee advocacy capabilities, enabling employees to share stories and videos across external social networks, with strict controls in place on what can be shared. Additionally, chat features mean Sociabble can be a viable alternative to messaging apps.

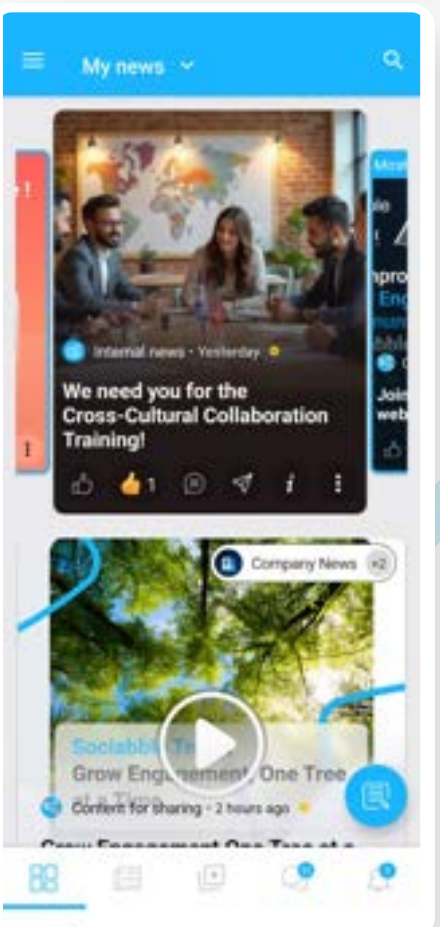
Sociabble has thoughtfully integrated AI into the product. Search results include an AI-generated summary and an 'AskAI' chatbot is accessible from any page. Admins can set up 'Agents' that act as themed chatbots to provide answers on different topics, such as HR. Admins can easily define the content that the agent references and set up any additional guardrails and rules. Agents can also perform transactions that incorporate Sociabble's in-built connectors to platforms like SharePoint and Salesforce, so an agent could raise a ticket in Zendesk, for example. Connectors can also be used to create 'Micro-apps' based around adaptive cards that can be embedded within pages or appear within the AskAI thread. Agents can reference more than one connector, and it's possible to design more complex workflows. Above all this, a well-thought-through 'Meta-Agent' understands an employee's request and context and then hands off to the right Agent.

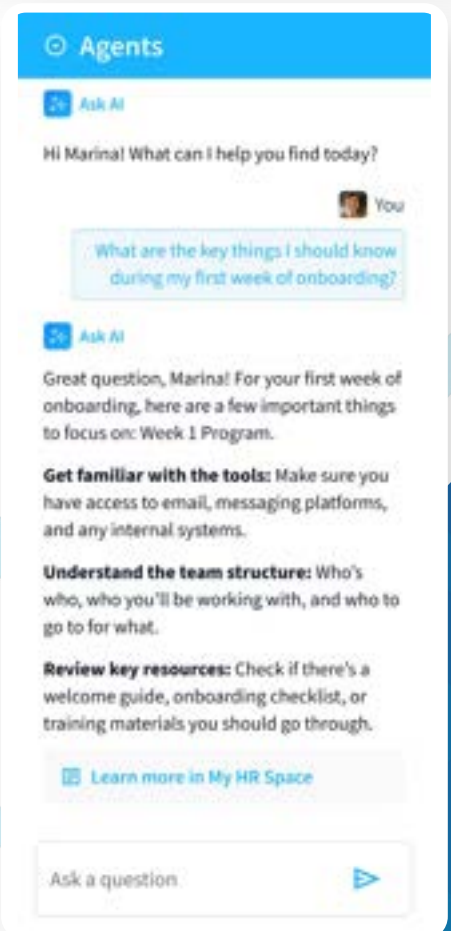
The AskAI feature can be used to generate and edit text and images. Here, Sociabble has smart built-in governance to drive consistency. Admins set general rules through settings covering areas such as company context and tone of voice; they can also define specific rules for different content types that reference publishing templates, such as a welcome message for new employees.

Sociabble is a rich platform with more features worth flagging. These include robust multi-language features, where content can be machine translated but then edited as part of a translation workflow. Video translation is particularly striking, generating subtitles but also AI overdubbing with auto-lip synching. A native Digital Asset Management facility stores documents and multimedia assets in a folder structure, but it is also possible to map SharePoint document libraries to folders. Sociabble has comprehensive analytics capabilities spread across a number of filterable dashboards; admins can also define their own dashboard which can be exported to Power BI.

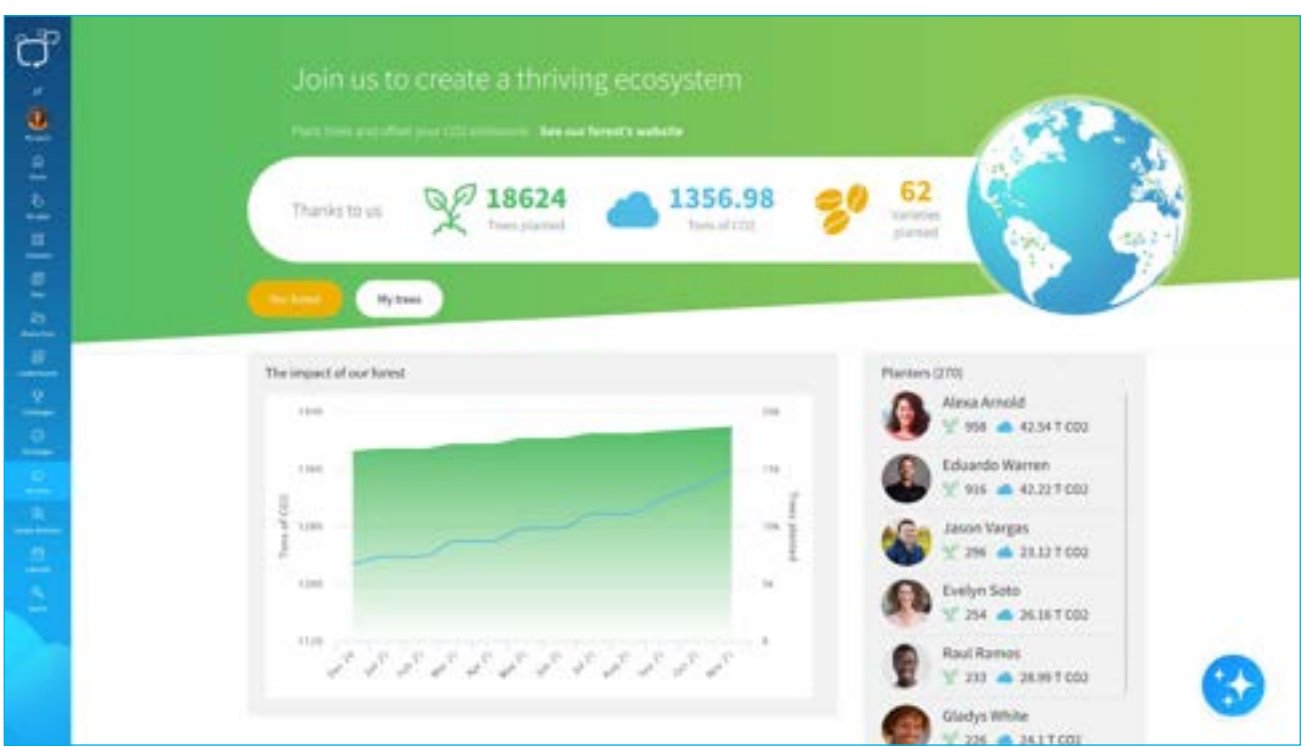
Overall, Sociabble is an impressive communication platform that successfully incorporates AI with the potential to engage both frontline and knowledge workers. While it is one of the more expensive products in this report, larger organisations may feel the investment is worth it given the breadth and sophistication of the engagement features.

Vanessa Rivera
Volunteer Day, Team Spirit in Action!
Sites
Team player

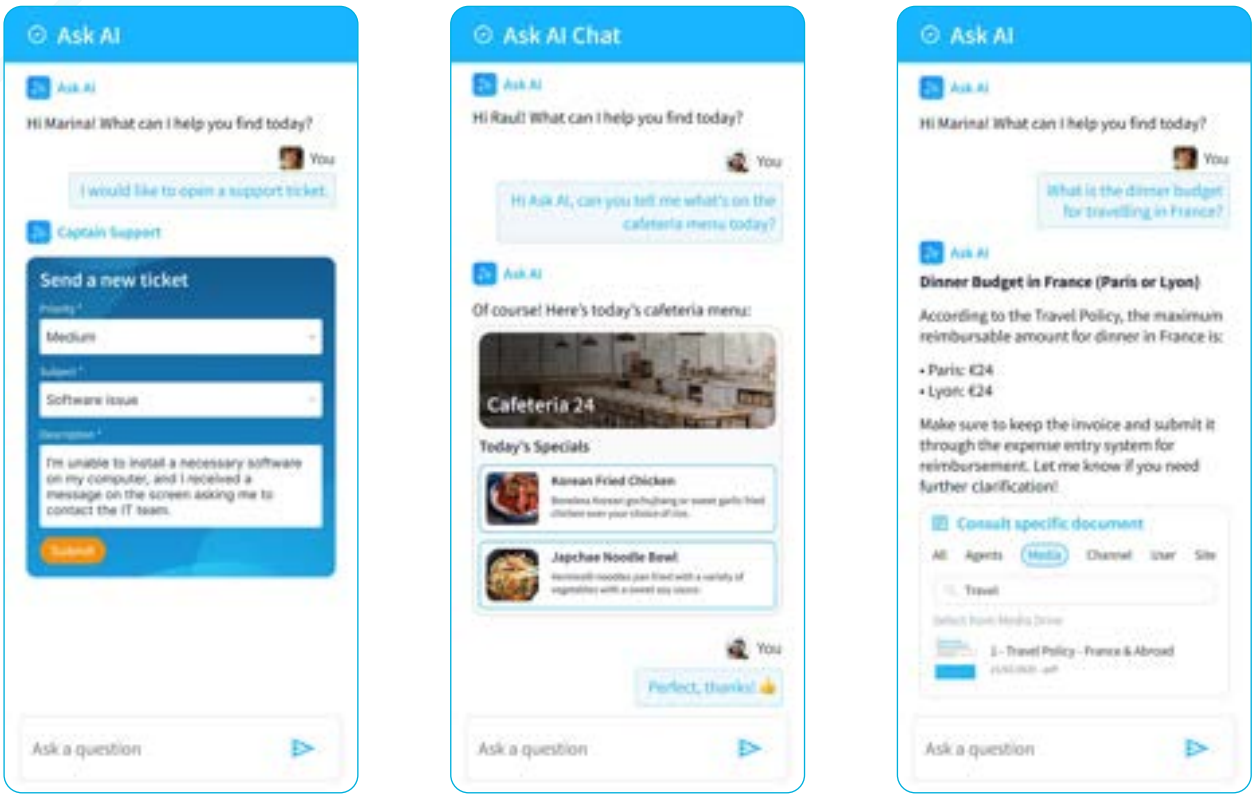

My news
Internal news · Yesterday
We need you for the Cross-Cultural Collaboration Training!
Company News
Content for sharing · 2 hours ago


Agents
Ask AI
Hi Marina! What can I help you find today?
You
What are the key things I should know during my first week of onboarding?
Ask AI
Great question, Marina! For your first week of onboarding, here are a few important things to focus on: Week 1 Program.
Get familiar with the tools: Make sure you have access to email, messaging platforms, and any internal systems.
Understand the team structure: Who's who, who you'll be working with, and who to go to for what.
Review key resources: Check if there's a welcome guide, onboarding checklist, or training materials you should go through.
Learn more in My HR Space
Ask a question

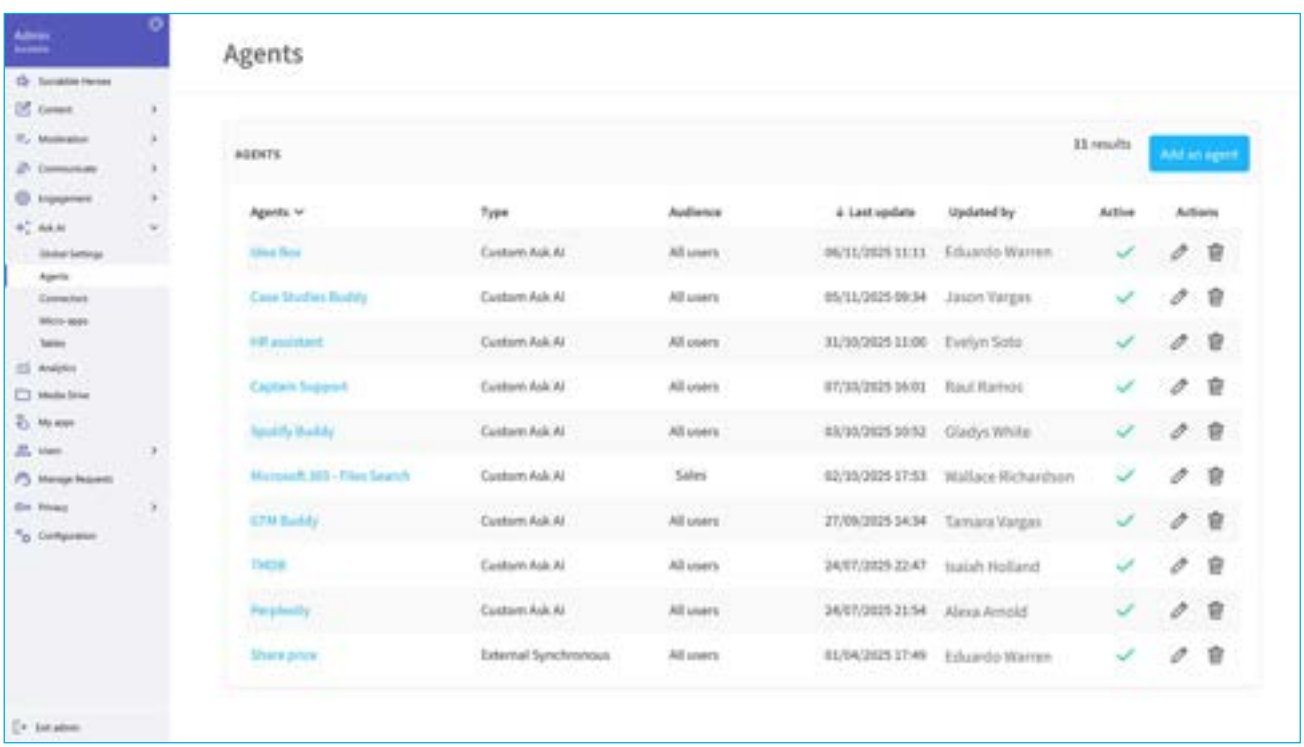
Sociabble's flexibility to create a range of different style homepages including ones which are more like a traditional intranet.



Sociabble's gamification features include a native integration with a global tree planting initiative. Socicabble clients have planted 150k trees to date.



Employees can ask questions to a particular knowledge agent via the AskAI chatbot which is available on both mobile and desktop.



Agents are managed through the 'Ask AI' admin interface in the back end.

Pricing

PRICE BAND	
1,000 users	$$$$$
5,000 users	$$$$$
20,000 users	$$$$$
50,000 users	$$$$$

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price per user per month. Subscription – price band based on number of users.

DISCOUNTS

Charities and non-profit organisations, multi-year commitments.

COSTS TYPICALLY

Fairly evenly spread across three years.

PRICE INCLUDES

Project workshops, training for admins, training for end users, user rollout services, customer success services, maintenance, product support, monthly updates and upgrades.

Product type

Ready-to-run, installed in days

Branding opportunities

All branding, complex options

Base systems

Fully standalone	Requires SharePoint	Other

Sectors

Wholesale and retail trade	Information and communication	Manufacturing	Financial and insurance activities	Transportation and storage

COMPANY AND PRODUCT

Company
Sociabble

Company founded
2014

Product launched
2014

ISO 27001 certified
Yes

Data residency
Europe (excluding UK)

Typical client size
20,000 to 50,000

Company locations
Paris, France (HQ), New York (USA), London (UK), Lyon (France), Mumbai (India)

Partner locations
N/A

Customers
Clients include: Primark, Capgemini, CMA CGM, Deloitte, Generali, Tata Power, Group Pierre Fabre, Vinci Energies, AXA, Coca Cola Euro Pacific Partners

Largest deployment so far
110,000 employees, 51 countries

Environmental / sustainability certifications
Sociabble is assessed annually by EcoVadis, a leading provider of business sustainability ratings. In March 2024, Sociabble achieved an overall score of 54/100, ranking in the 57th percentile of its industry. On the environmental dimension, Sociabble obtained a score of 50/100, rated as "Good" according to the EcoVadis methodology. This evaluation reflects the implementation of environmental policies, the management of impacts related to business activities, and the existence of concrete actions to reduce these impacts.

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Product and technical details

Name of product

Sociabble

Deployment

Client on-premises	Client private cloud	**Microsoft Azure**	Amazon Web Services	**Vendor-hosted**	Microsoft 365 tenant	Google Cloud	Other

Authentication supported

Entra ID	**ADFS**	**Okta**	**Open ID**	Oauth	**Google Workspace**	**SAML 2.0**	Other

App deployment

Google Play store	**Apple store**	**MDM**	**MAM**	**Other***

*Huawei AppGallery

Accessibility

Background colours can be set by the individual user, contrast can be set by the individual user, individual users can change the font size of what they're seeing, alt text is in use for images, keyboards can be used for navigation.

Document library sources integrated

Box	Dropbox	**Google Drive**	**SharePoint**	**OneDrive**	ServiceNow	**Other***

*Sociabble can be integrated to other document services using a public API

Optional integrated enterprise search engines

Coveo	Elastic	**Microsoft**	Sinequa	**Open API available**	Other

User interface multi-language

Machine translation	**Pre-configured**	Editable	Right to left script supported	Other

Content multi-language

Machine translation for publishers	**Machine translation for end users**	**Editable machine translation for publishers**	**Manual creation for publishers**	**Right to left script**	Other

Set-up and support

Set-up process for new clients

Sociabble offers a streamlined process for setting up and configuring a new platform, which can be accomplished within a single day. For more advanced configuration, customisation, and implementation needs, Sociabble provides a range of services throughout the entire platform launch journey.

The platform's onboarding methodology consists of five distinct phases: 'Engagement, Organization, Validation, Launch, Run Mode'. This onboarding methodology guarantees scalability, allowing projects to expand as needed while ensuring a holistic approach.

The entire journey from initial engagement to successful platform launch typically takes around 4 to 6 weeks.

Product updates

Major updates every month.

Product update process

When becoming a client of Sociabble, clients automatically have access to all the updates on the platform. Sociabble provide uninterrupted service during these updates.

Updates are communicated via semester webinars, monthly webinars, a permanent communication line with Sociabble consultants, weekly announcements, and notifications. Clients can test the feature in a sandbox environment for large modules before rolling it out to their entire workforce.

Reverse-out options

When a contract is over or terminated, the client has 30 days within which to request a copy of their personal data. After this period, all data is completely deleted, with the exception of anonymised traces used for analytics purposes only.

Technical support

Email support	Phone support	Chat support	**Online portal**	24/7 support	**Office hours only***

*CET, EST, IST, BST, PST

User community

The Sociabble Heroes platform is a community of more than 2,000 Sociabble clients who share their projects, challenges, successes, and best practices. All Sociabble client Administrators have access to the Sociabble Heroes platform, where they can access Best Practices, Ready to Use Content, Market Insights, New Feature announcements, Offline and online events (webinars) to meet and exchange ideas with other End-Users.

All End-Users have access to Sociabble's Knowledge Base and FAQs, which is a "self-service" database of information designed to answer pressing questions in a timely manner.

You may also be interested in...

firstup poppulo Staffbase

Voice of the vendor

Sociabble says: "Sociabble is the leading SaaS platform for employee communication, engagement, advocacy and modern intranets, enabling global companies to connect, inform and drive productivity. Headquartered in Paris with offices in Lyon, New York and Mumbai, Sociabble operates in over 180 countries and serves industry leaders such as CMA CGM, AXA, Coca-Cola Europa Pacific Partners, Primark.

Our mission is simple: to help companies inform, engage and empower 100% of their workforce, from office staff to frontline workers. What sets us apart:

- A true multi-channel experience: Sociabble centralizes communications across branded mobile apps, web platforms, Teams, SharePoint, newsletters, and even digital signage, ensuring employees get the right information wherever they are.
- An engaging AI-powered knowledge hub: Beyond communication, Sociabble cuts through the noise and empowers every employee with the reliable knowledge they need to do their best work.
- Seamless access to tools and smart agents: Sociabble unifies access to business apps, micro-apps, and AI agents, empowering employees to take action, solve problems, and stay productive without switching tools.
- A comprehensive engagement framework: From surveys and quizzes to gamification, badges, challenges, praises, traditional gifting, and CSR-related rewards like Sociabble Trees, Sociabble offers the most comprehensive activation toolkit on the market. Over 125,000 trees have already been planted through engagement programs.
- Advocacy that drives results: From boosting employer branding to generating leads, Sociabble's advocacy framework equips employees to amplify corporate messages externally while tracking impact with detailed analytics.
- Secure and intelligent AI: Sociabble's Ask AI supports text/image/video content creation, translation, compliance checks, natural language search, agent creation and orchestration, all while ensuring GDPR compliance and full data privacy.
- Microsoft 365 integration without dependency: Built on Microsoft Azure, Sociabble integrates seamlessly with Teams, SharePoint, and Azure AD, while still working for frontline staff without Microsoft licenses.
- Governance built for global companies: The platform enables corporate teams, local managers and employees to coexist in one environment, ensuring global alignment without losing local relevance.
- In-house CSM team: Sociabble is more than just a platform; it's a comprehensive solution backed by our dedicated Customer Success Team. With a global presence in Europe, North America, and APAC, this experienced team plays a pivotal role in the success of our clients' projects. They provide a strong methodology for deployment and adoption and share industry best practices to ensure optimal results. Unlike many competitors, Sociabble is both profitable and sustainable, ensuring long-term partnership and innovation."

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Steegle.One

FULLY STANDALONE

REQUIRES SHAREPOINT

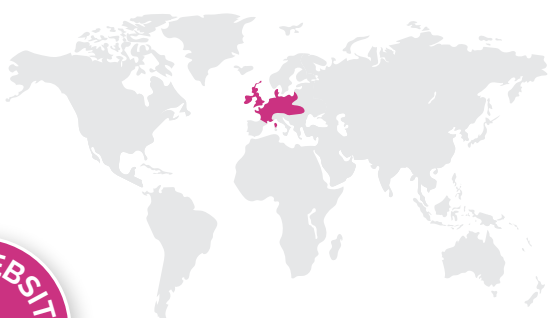
FRONTLINE FOCUS

OTHER

Typical deployment:

1,000 to 5,000

Company locations:



VISIT THE WEBSITE

The product in a nutshell

Steegle.One expands on standard Google Workspace capabilities and should be explored by any Google-oriented organisations seeking more comprehensive intranet options.

CLEARBOX VIEW

The UK-based vendor, **Steegle.Com**, was founded back in 2008 as a consultancy and launched Steegle.One in 2018. Steegle.One is one of the few products that works only with Google Workspace, making it incredibly valuable for Google-oriented organisations that want to expand its capabilities. Like its cousins among SharePoint intranet-in-a-box products, Steegle.One works within the confines of the Google product while adding some helpful functionality on top. Note that this review will touch on standard Google functionality but will focus on what the product adds.

A Steegle.One intranet is comprised of a site or sites, each containing pages. There is a configurable menu across the top of the screen with a simple drop-down showing more options. For organisations with sophisticated navigation needs, the product offers a longer left-menu option. Menu items link to any web page, which could be an intranet page or a Google Drive file.

Configuring the menu, and other aspects of the site, is easy as it all takes place in a righthand pop-out menu. Further controls are via familiar three-dot icons. For example, we like the 'version history' pop-out menu that shows when someone made a change to a page or widget, with controls to roll back to earlier versions via the three-dot menu. There is a good range of theming and design options which the vendor will configure during set-up, allowing them to improve on the standard design of widgets too. The vendor also offers a service to provide visual representations of data stored in a Google Sheet – see the screenshots for a nice example.

Pages are built using content blocks and widgets, which is a fairly flexible approach and delivers attractive results. Widgets, such as accordions, automatically generate tables of contents, and buttons are well executed and further styling available from Steegle.One too. We like that content such as individual documents and Google maps can be seamlessly embedded, with the latter providing for an effective location directory. Note there are no page-level permissions, another site would need to be created to address this requirement, or the version controls mentioned above will help too.

The 'news centre' page looks attractive, as Steegle.One provides a mosaic widget that displays tiles of news story headlines and images. There is a good range of controls to support who can create what sort of news content. The vendor gave the example of a healthcare client wanting a 'prayer request' area with pared-down settings around images, comments and reactions. News centres can easily be added to multiple locations by using content hashtags to pre-filter what's displayed; hashtags are also indexed in Steegle. One's local search.

In the demo we saw news created via a simple form interface, which the vendor says they have since improved but we've not seen the new functionality. There are basic formatting options, including image embeds, so organisations should consider carefully the maximum length they'd like to set for news posts. We like the email digests that support news publication, which have a good range of controls around frequency etc. Post-level viewership is available, though we haven't yet reviewed this recent update.

Steegle.One provides additional ways to celebrate employees, such as shout-outs using the 'Give Thanks' feature, which allows individuals or groups to be recognised through a simple form, with acknowledgments aggregated in a widget. Employees can also be spotlighted, such as showcasing an 'Employee of the Month'. Furthermore, celebratory content from social media channels can be seamlessly integrated, ensuring employees see stories of recognition and achievements shared externally.

Corporate Google Calendars can be embedded to display events like staff training or end-of-quarter

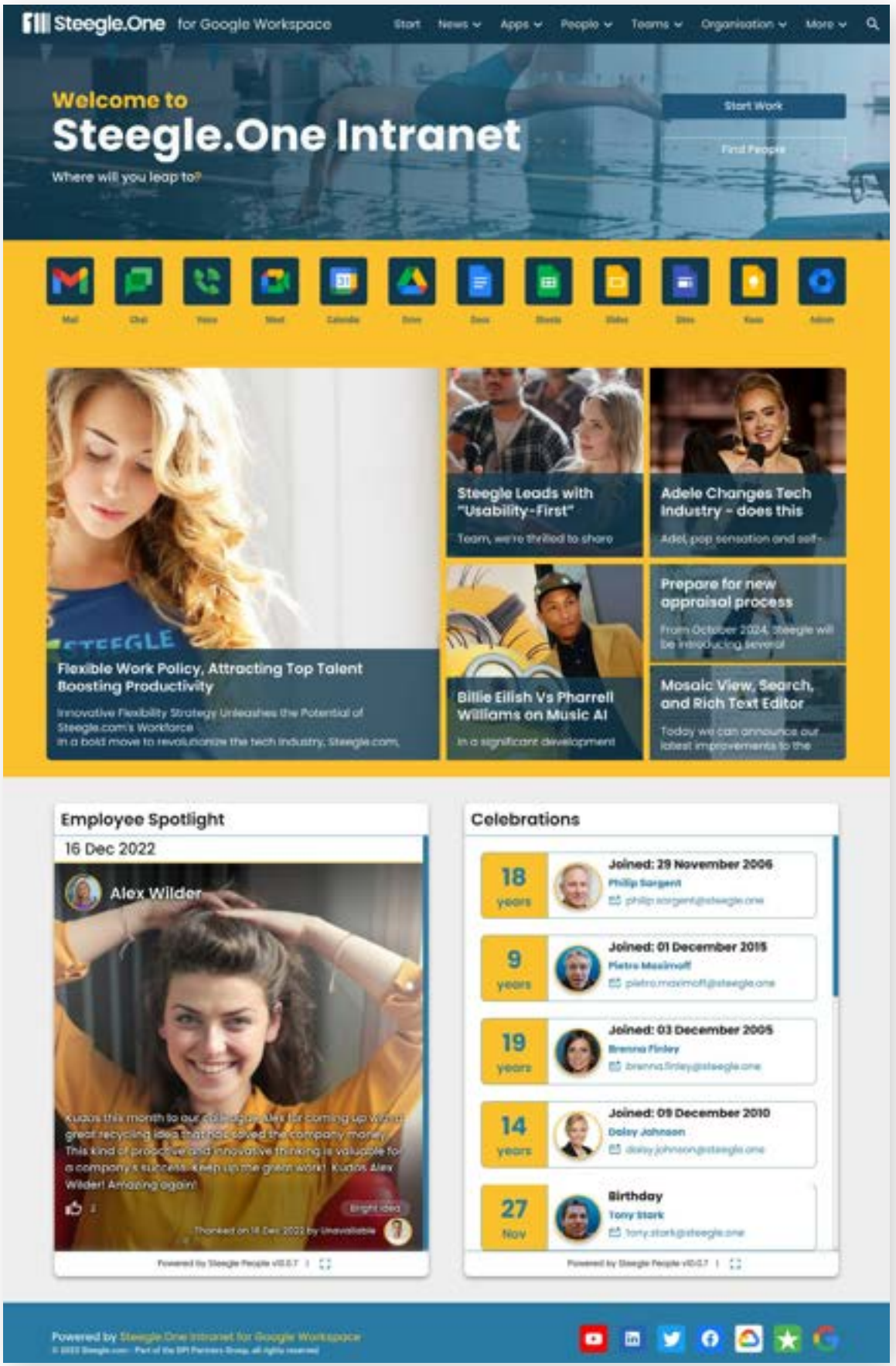
activities. There are real-time updates to calendar content and support for multiple calendars in one widget. The platform provides consistent theming options that make the display more attractive than standard Google, too. This could include an image, such as to celebrate employee birthdays or an overview of content from within a meeting invite.

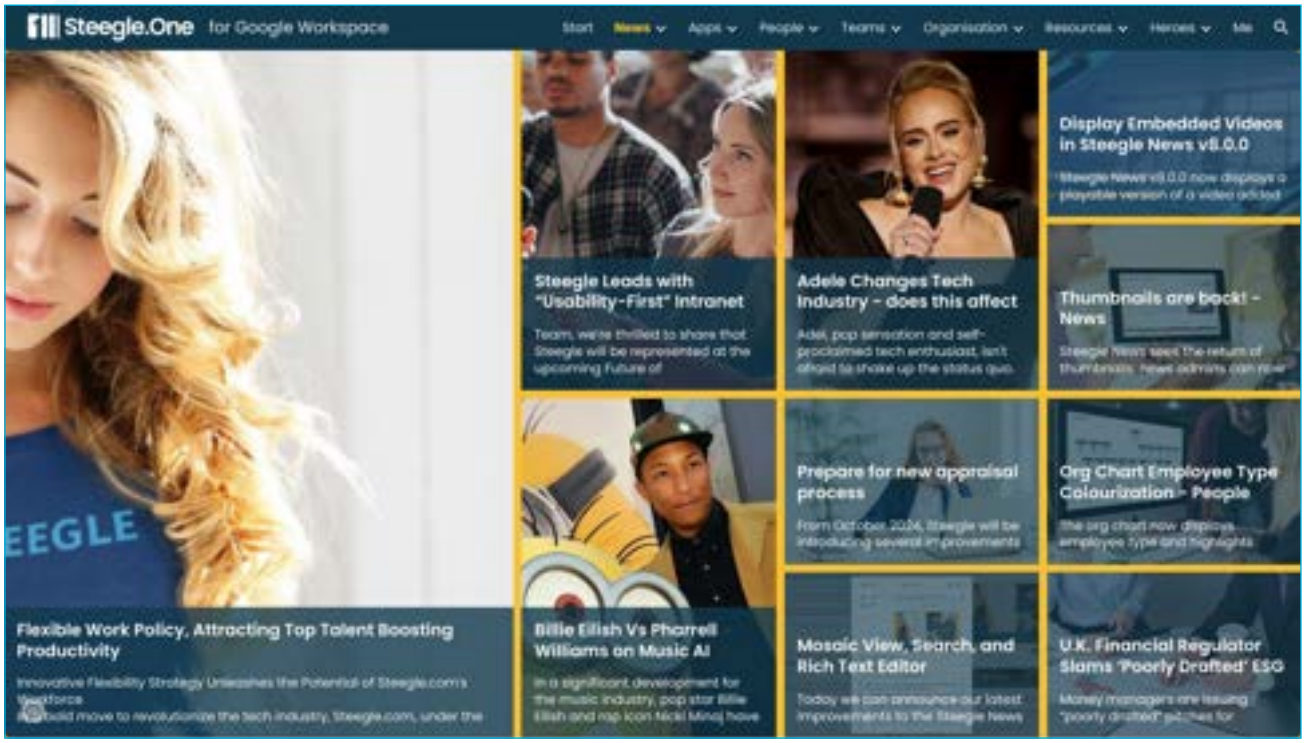
While Google's standard search offering was limited at the time of review, the vendor says Google released a significant enhancement in August 2025 (for example enabling native indexing of embedded documents such as Google Docs, Sheets, and PDFs). As the current review predates this update, it does not reflect these improvements. However, we have seen the 'Steegle Power Search' widget that enables users to search across all accessible Google Sites or perform broader queries that include documents, emails, and calendar entries. There are no filters, but a tooltip shows how results can be refined by changing the search query and adding simple code. This is an atypical experience in an intranet and one we think could be improved. Additionally, the Steegle.One Google Drive widget allows content managers to display and manage shared drives and files directly, ensuring resources stay updated without the need to redesign web pages. Search results include file previews and fully respect associated permissions.

There is a people directory search with multiple profile fields for greater findability. Profile pages are attractive and include useful information such as their time zone (from their calendar), editable roles (like 'fire marshal') and skills (like 'CISCO'), a search for content associated with them, and a Google Meet option. We like that someone's weekly location is populated by their calendar, and that editing a profile will update the associated Google account in the back end. There's also a nice org chart that employees can click through and explore, which is more sophisticated than many other org charts in this report. These can be displayed on department pages by setting individuals as the 'head'.

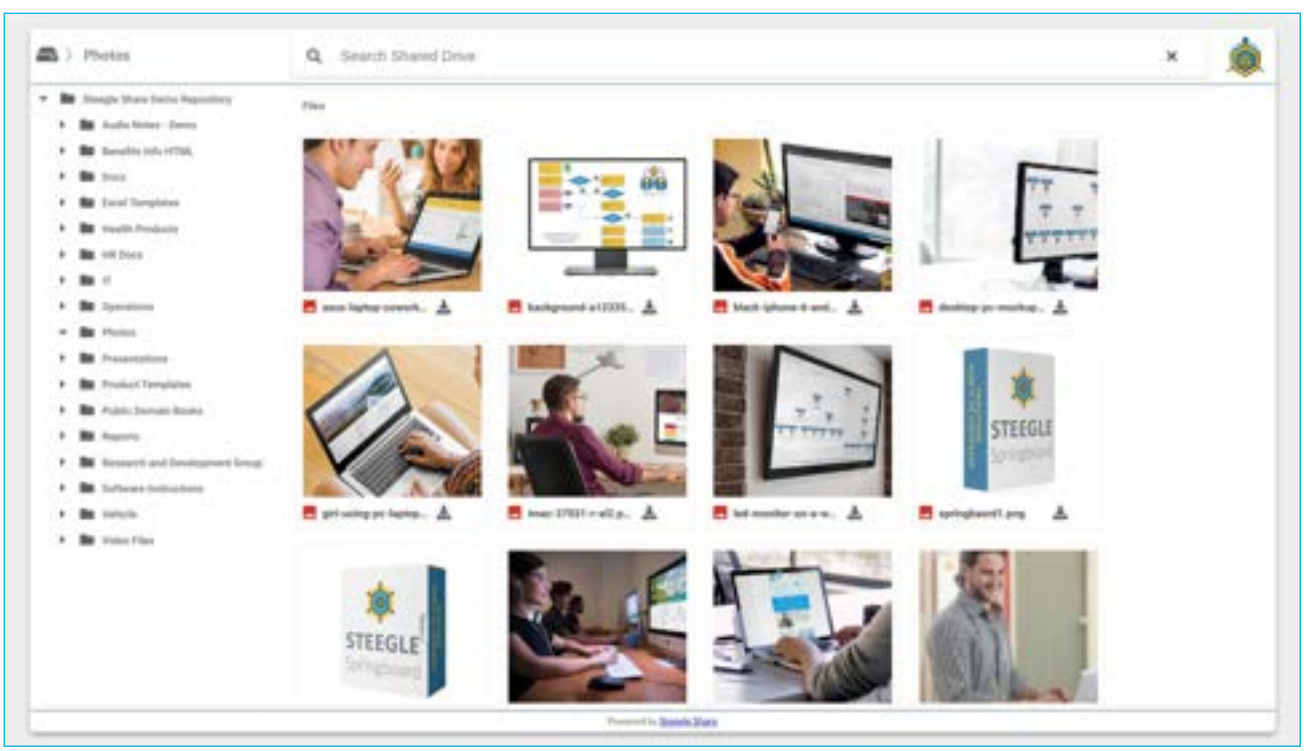
While a Google intranet is more limited in its functionality than some other platforms featured in this report, Steegle.One does a good job of expanding what's on offer to meet client needs. Additional functionality is sensible and well-implemented, with a good number of useful features on the roadmap too. For example, at the time of the demo there was no native app but the vendor says this has subsequently been released. At a low price point, Steegle.One is absolutely worth exploring for any Google-oriented organisations.

Steegle.Com illustrates the areas it expands on standard Google functionality.

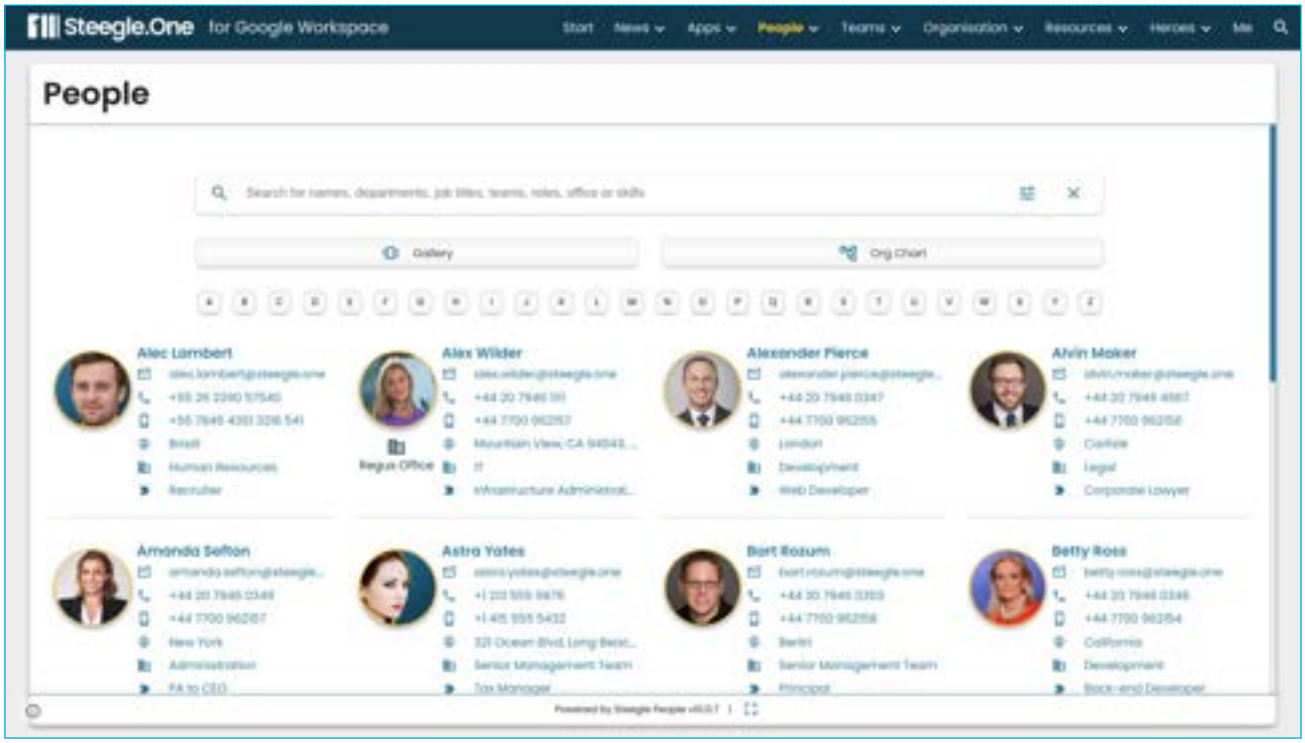

Steegle.One for Google Workspace
Start
News
Apps
People
Teams
Organisation
More
Welcome to
Steegle.One Intranet
Where will you leap to?
Start Work
Find People
Flexible Work Policy, Attracting Top Talent Boosting Productivity
Innovative Flexibility Strategy Unleashes the Potential of Steegle.com's Workforce
In a bold move to revolutionize the tech industry, Steegle.com,
Steegle Leads with "Usability-First"
Team, we're thrilled to share
Adele Changes Tech Industry - does this
Adel, pop sensation and self-
Billie Eilish Vs Pharrell Williams on Music AI
In a significant development
Prepare for new appraisal process
From October 2024, Steegle will be introducing several
Mosaic View, Search, and Rich Text Editor
Today we can announce our latest improvements to the
Employee Spotlight
16 Dec 2022
Alex Wilder
Kudos this month to our
great recycling idea that has saved the company money.
This kind of proactive and innovative thinking is valuable for a company's success. Keep up the great work! Kudos Alex Wilder! Amazing again!
Bright idea
Celebrations
18 years
Joined: 29 November 2006
Philip Sargent
9 years
Joined: 01 December 2015
Pietro Maximoff
19 years
Joined: 03 December 2005
Brenna Finley
14 years
Joined: 09 December 2010
Daisy Johnson
27 Nov
Birthday
Tony Stark
Powered by Steegle.One Intranet for Google Workspace



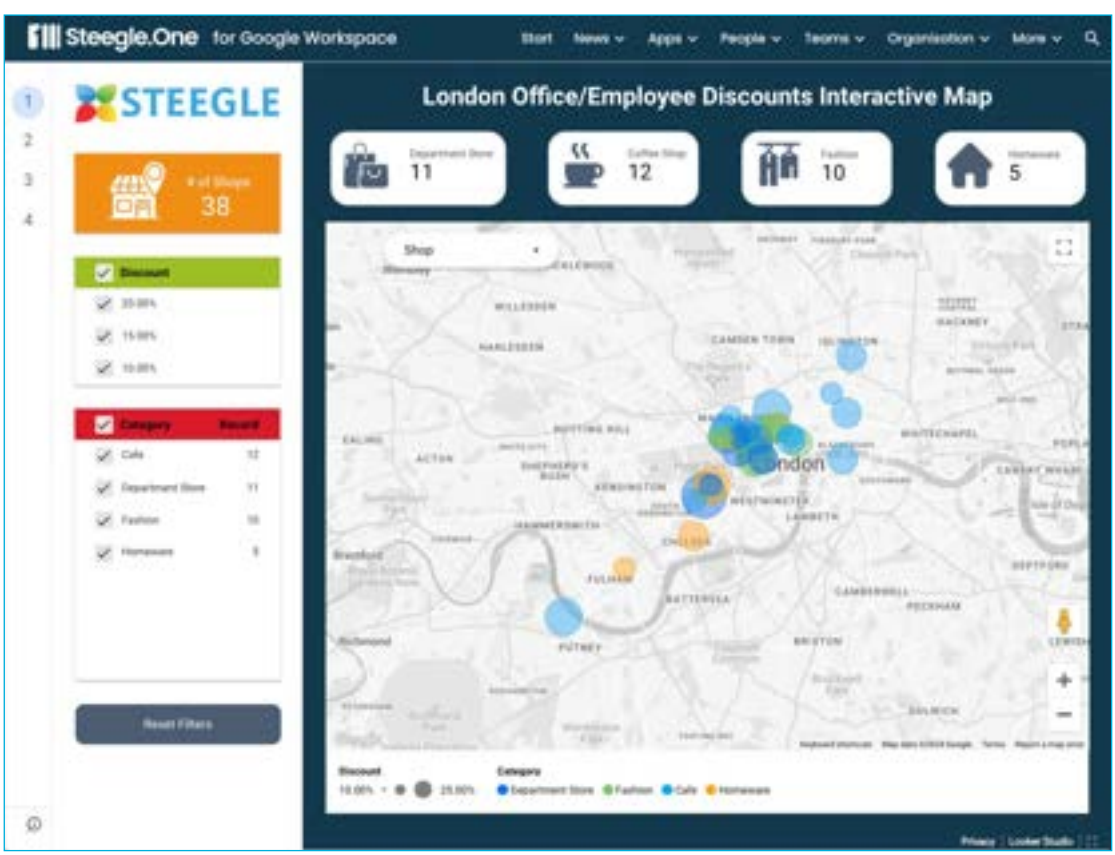
There is a 'mosaic' widget for displaying multiple news articles attractively.



Steegle.One expands on the standard Google searches, including a helpful widget where employees search for and browse Drive contents.



The people search includes a good range of data and is presented well, with helpful filtering options.



The vendor will create visual displays of data held in a Google Sheet on behalf of clients.

Pricing

PRICE BAND	
1,000 users	$ $ $ $ $
5,000 users	$ $ $ $ $
20,000 users	$ $ $ $ $
50,000 users	$ $ $ $ $

These prices are indicative, offering a comparison of the products featured in this report only. Please contact the vendor for a bespoke quote.

PRICING MODEL

Subscription – price band based on number of users.

DISCOUNTS

Charities and non-profit organisations, schools and educational institutes, government / public sector; healthcare; frontline users, multi-year commitments.

COSTS TYPICALLY

Weighted towards the start (during the 'project phase'), then much lower for the remaining term.

PRICE INCLUDES

Prices given are for 'enterprise' version, which means there are savings to be made where organisations don't want all modules.

Product type

Majority ready-to-run

Branding opportunities

Good branding, single choice

Base systems

Fully standalone	Requires SharePoint	Other*

*Requires Google Workspace

Sectors

Health and social work activities	Education	Hospitality	Financial and insurance activities	Professional, scientific and technical activities

COMPANY AND PRODUCT

Company
Steegle.Com

Company founded
2008

Product launched
2018

ISO 27001 certified
No

Data residency
Global – at the client's discretion, as provided by their own Google Workspace setup

Typical client size
1,000 to 5,000

Company locations
London, UK (HQ)

Partner locations
Ireland, Belgium, Netherlands, US, Colombia

Customers
Please see their website for details.

Largest deployment so far
11,000

Environmental / sustainability certifications
None

Back to index

Product and technical details

Name of product

Steegle.One

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	Microsoft 365 tenant	**Google Cloud**	Other

Authentication supported

Entra ID	ADFS	Okta	Open ID	Oauth	**Google Workspace**	SAML 2.0	Other

App deployment

Google Play store	Apple store	MDM	MAM	**Other***

*Via URL

Accessibility

Google's own protocols.

Document library sources integrated

Box	Dropbox	**Google Drive**	SharePoint	OneDrive	ServiceNow	Other

Optional integrated enterprise search engines

Coveo	Elastic	Microsoft	Sinequa	Open API available	Other*

*Google Cloud Search

User interface multi-language

Machine translation	Pre-configured	Editable	Right to left script supported	Other*

*Chrome translate

Content multi-language

Machine translation for publishers	Machine translation for end users	Editable machine translation for publishers	Manual creation for publishers	Right to left script	Other

Set-up and support

Set-up process for new clients

After initial consultation, deployment typically begins within 7-12 days of project approval. The vendor creates a customised intranet using Google Sites, integrated with Google Workspace tools. The setup includes branding, configuration of employee directories, news feeds and document management. Admin training and user support are provided. Most clients are fully operational within 4-6 weeks, depending on feedback loops and customisation needs. Additional features, like workflow automation, can be tailored during the setup process to meet specific requirements. Larger and more complex clients can take much longer, for example a recent hospital implementation took three months.

Product updates

Major updates every six months.

Product update process

Customers are updated on a case by case basis, either if they're going through a rolling update program or annually at renewal.

Reverse-out options

The client loses no data, it all remains within Google Workspace.

Technical support

Email support	Phone support	Chat support	**Online portal**	24/7 support	Office hours only

User community

N/A

You may also be interested in...

Haiilo lumapps oak engage

Voice of the vendor

Steegle.Com says: "Steegle.One is a secure, modern intranet platform built entirely within Google Workspace, designed for fast-growing organizations and large corporates alike. Trusted by organizations with over 10,000 users, Steegle.One combines scalability, simplicity, and deep Google integration—without the complexity, delays, or high costs that come with traditional intranet systems. Our solution is entirely cloud-based and runs natively inside your own Google Workspace environment, meaning no external hosting, no third-party data storage, and full compliance with Google's security and privacy standards. Deployment is fast—typically within weeks—not months. That speed, combined with minimal IT overhead, makes Steegle.One ideal for companies who need an intranet that's ready to scale as they grow.

Unlike other platforms, Steegle.One is highly customizable. From the layout and branding to the interactive tools available, we design every intranet to reflect the unique culture and aesthetic of each client. Whether it's bold corporate branding or a more minimalist interface, you're not stuck with a template—you get a design that matches your vision and engages your workforce.

Steegle.One goes beyond just content management. With features like Steegle People and Heroes, employees can navigate the org chart, find colleagues across departments, and recognize each other with public thank-yous that reinforce a culture of appreciation. Profiles can include fun, optional details like sports teams, hobbies, or interests to spark spontaneous connections and make the digital workplace more human.

For more advanced functionality, we leverage Google-native tools like AppSheet and Looker Studio to power workflows, dashboards, and approvals—all within your secure environment. No need for third-party platforms or disconnected systems. And with our mobile app, employees can stay connected to intranet content, news, people, and resources—whether they're in the office, remote, or on the move.

Steegle.One has delivered successful intranet solutions for leading organizations across sectors including finance, healthcare, not-for-profit, and education. With over 16 years of experience and more than 100 five-star Trustpilot reviews, we've earned a reputation for delivering intuitive, secure, and engaging intranet platforms that grow with our clients. Steegle.One is not just another intranet—it's your Google Workspace-powered digital workplace, built for scale, designed for people, and ready to grow with your organization."

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SECTION FOUR

INDUSTRY TRENDS AND HOW TO CHOOSE A PRODUCT

Section Four:
Industry Trends And How To Choose A Product

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SCENARIO DEFINITIONS AND FINDINGS

We evaluated each product in our full reviews against the eight scenarios detailed below. We don't dictate a long list of specific features, but instead outline common employee needs. We then ask the vendors to demonstrate how they would address the scenarios in whatever way they see as the best approach. In a lot of cases, we know that not all organisations will want everything we expect to see in a scenario. We believe in giving people choices though, so we highlight missing and poorly implemented features where products don't fulfil scenario expectations.

Additionally, our reviewers have expanded four scenarios in each review, adding detail around the standout features and including images to illustrate the functionality.

Scenario changes since 2025

Regular readers will notice there are a few changes to our scenarios this year. This reflects broader industry trends, as well as an evolution of our understanding of what you want from our reviews. We've largely shuffled the content of previous years' scenarios between headers to make them more cohesive, but there are a couple of more significant changes.

The 'Communications management' scenario now specifically includes requirements surrounding campaign management and communications stats. The 'Digital workplace integrations and services' scenario is largely unchanged, but we provided more guidance to vendors and reviewers to help them navigate what can be a complex set of capabilities. Additionally:

Analytics spread out

The quality and range of analytics on offer varies a great deal from one platform to another. Ultimately, intranet managers need actionable insights – data that helps them make decisions rather than just showing them graphs and numbers for the sake of it. Although some vendors have loads of charts and reports, this doesn't mean they address this requirement fully. Not everything that is easy for vendors to surface is useful for deciding how to improve your intranet. Overall, we feel the quality and quantity of reporting needs to be largely improved across the board.

It's for this reason we have broken up the elements that formed our previous 'Analytics' scenario and introduced requirements into other relevant scenarios. This will help you identify where a platform is performing well in a scenario topic across the board, including analytics, rather than just within its self-contained features. In turn, we hope more vendors will enhance their analytics offerings, so their platforms deliver true actionable insights.

Knowledge and content management introduced

A key use case for an intranet is to be the repository of evergreen material for an organisation, although there are caveats and degrees of complexity underneath that top-level use case that's unique to each organisation. While we've reflected this business need in our previous scenarios, we felt a more robust approach was needed. We've therefore added a dedicated scenario, which you can read more about below.

Scenario 1: Employee experience

What we explored

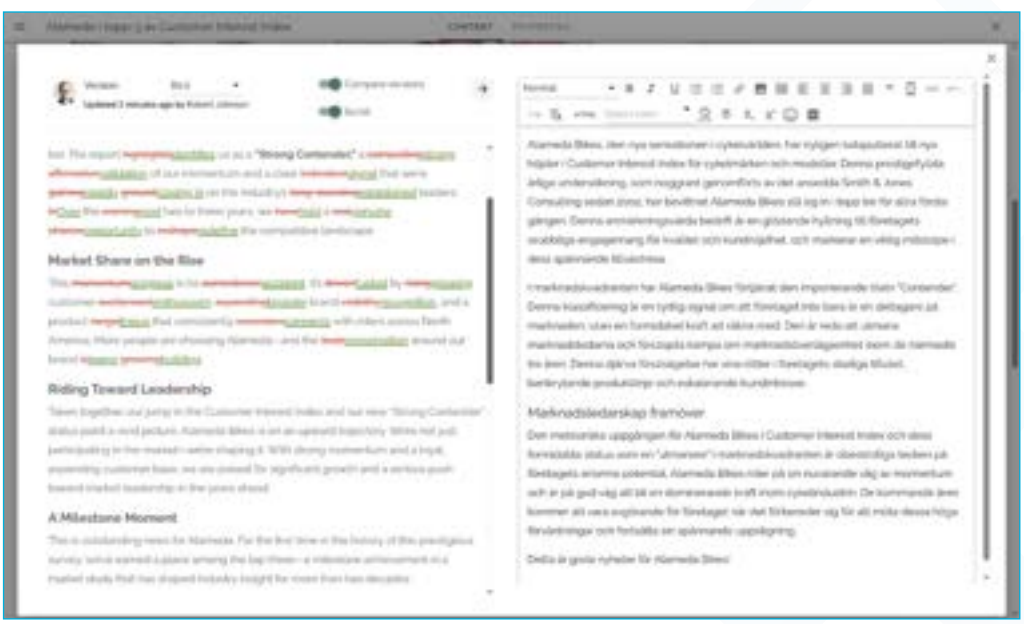
We wanted to see the overall experience of using the product from an end-user's perspective. In particular, we focused on what made the platform easy to use and impactful for employees, rather than admins or content owners. This scenario explored:

- The overall quality of the user experience, such as whether notifications are easy to find and whether the interface is contemporary in its approach.
- How content could be dynamically and flexibly targeted to individuals or groups, and whether individuals could personalise any aspect of their experience.
- How multiple languages were supported; for example, the ability to change languages for both the interface and content or helping publishers with translation workflow.
- How employees were able to engage with content beyond the written word; video, podcasts, augmented reality, AI summaries, audio delivery of content are all examples.

What we found

It's very unusual for the platforms we review to deliver a poor user experience. If we find a product delivers a particularly poor experience, we typically don't invite them to participate in subsequent reports, which means the average score for this scenario is high at 4.02 out of 5. We will highlight where something is clunky or doesn't behave as we'd expect though. Likewise, most products are easy to use but the comprehensiveness of the platforms varies and has an impact on the user experience – we have commented on this where it is evident.

It's then in the nuances of this scenario where we see real differences. For example, there are generally good auto-translation options across the products we've seen, both for publishers to then edit but also for end users to translate on-the-fly. Those organisations that have publishers that work in different languages may find options too simplistic overall, but some products such as Omnia do include excellent tools that allow for side-by-side comparisons and tracked changes. Accelerator 365, Appspace and LumApps are also worth flagging here, as they also offer strong multi-language support.

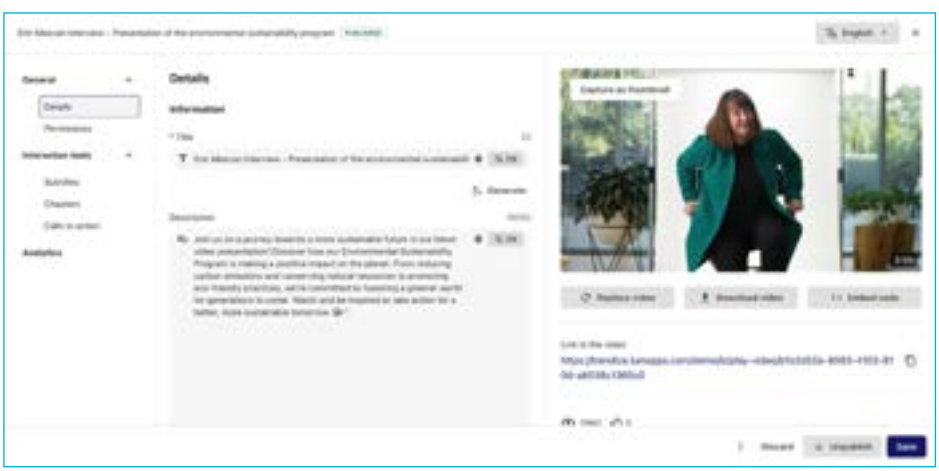


Omnia includes multi-language support that goes beyond what's on offer in standard SharePoint.

Multimedia needs are largely met by embedding files or links into pages and by uploading for interaction within sites or feeds. We've also seen more AI in this area, where generated audio versions of pages are offered to those who can't or don't want to read something. Some will even summarise a page and deliver an AI generated audio version of that summary.

Various products offer more wide-ranging support. For example Blink and Oak offer reels / stories, which are familiar short-form video approaches from consumer-facing social media platforms. A handful include livestreaming capabilities, many of which were added in the past year; these include Appspace, Blink, Firstup, Flip, MangoApps and Zoho. Impressively, platforms such as Firstup, Staffbase, Unily, Workai and Workvivo include strong video and podcasting functionality. LumApps offers the best native video hosting we've seen, providing functionality that would rival dedicated video solutions.

The final area of nuance in this scenario surrounds notifications. This sounds minor, but when you consider even Outlook has its own notification bell now, there is a great risk of overwhelming employees if these aren't carefully thought through. Most products do an OK job with notifications, but we'd like to see more capabilities like 'save for later' added so that people can manage their activities more effectively.



LumApps's native video hosting capabilities are excellent.

How Microsoft fared in this scenario

From a user point of view, modern SharePoint is capable of some very attractive page designs that use images, space and highlights effectively and generally the experience is good. However, navigation in SharePoint can be a challenge overall, as can navigation when one application is embedded within another (such as SharePoint within Teams via Viva Connections). Notifications are either missing, email-based, or spread in different applications and we'd like to see a more coherent approach.

Content targeting is possible but limited by reliance on Entra ID groups, making communicators dependent on IT. SharePoint supports around fifty languages for both the interface and for content, but there are no machine-translation drafts for publishers, leaving room for improvement. Multimedia support is extensive – with web parts for video, audio, images etc. (though no specific support for podcasts), as well as native viewing for hundreds of other file types. Overall, while Microsoft provides powerful content-creation and media tools, the overall intranet experience lacks cohesion, flexibility, and a consistent approach.

Scenario 2: Communications management

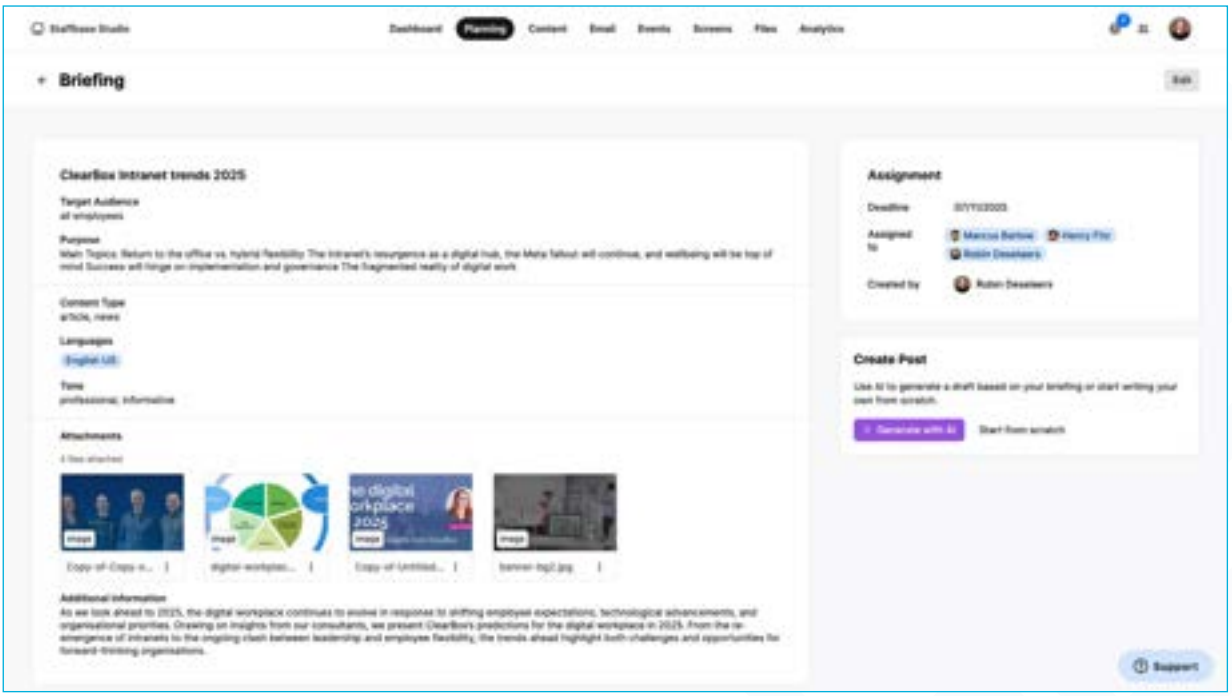
What we explored

The products we feature in our report are often vital tools for Internal Communications teams, as they are frequently the only business tool that everyone has access to. We wanted to see what tools were available to help them create and manage the flow of news to appropriate audiences. We tested:

- What tools were available to build appealing and effective content using a range of media, as well as how easy this experience was.
- What tools were available to manage the quality of content, such as publication workflow settings, as well as the flow of articles, for example a news calendar.
- Ways messages could be published in one place but reach audiences wherever they may be, such as through digital signage or email.
- Where communicators would be able to manage campaigns, including tracking individual content under themes and understanding the success.
- Analytics and tools for communicators, such as ways to measure individual article and overall communication campaign performance.

What we found

For the past couple of years, we've seen most of the reviewed platforms enhance functionality covered by this scenario. Now, many vendors address internal comms needs and challenges head-on. Given the importance of these platforms in organisations, we think this is sensible and have developed this scenario with these changes in mind. Firstup, Interact, Staffbase, Unily, and Workvivo all deserve mentioning for the overall strong performance in this scenario.



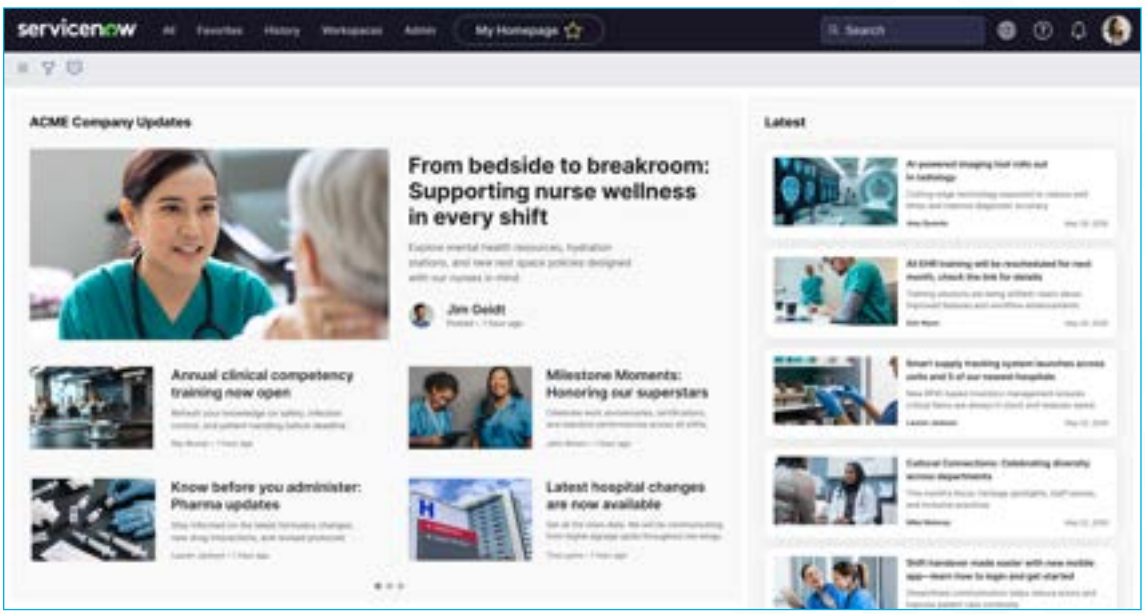
We like the 'Briefings' feature in Staffbase that helps communicators get started with an article, either from scratch or using AI.

Every product has some form of news creation process; we pay attention to the overall experience of creating articles and will highlight where something is comparatively weaker than other products. Ultimately, it's unusual for any product to do badly with this aspect. Generative AI is now common in this scenario too, so we've talked about what works well but not dwelled on it too much; please see the AI Trends section for more on AI.

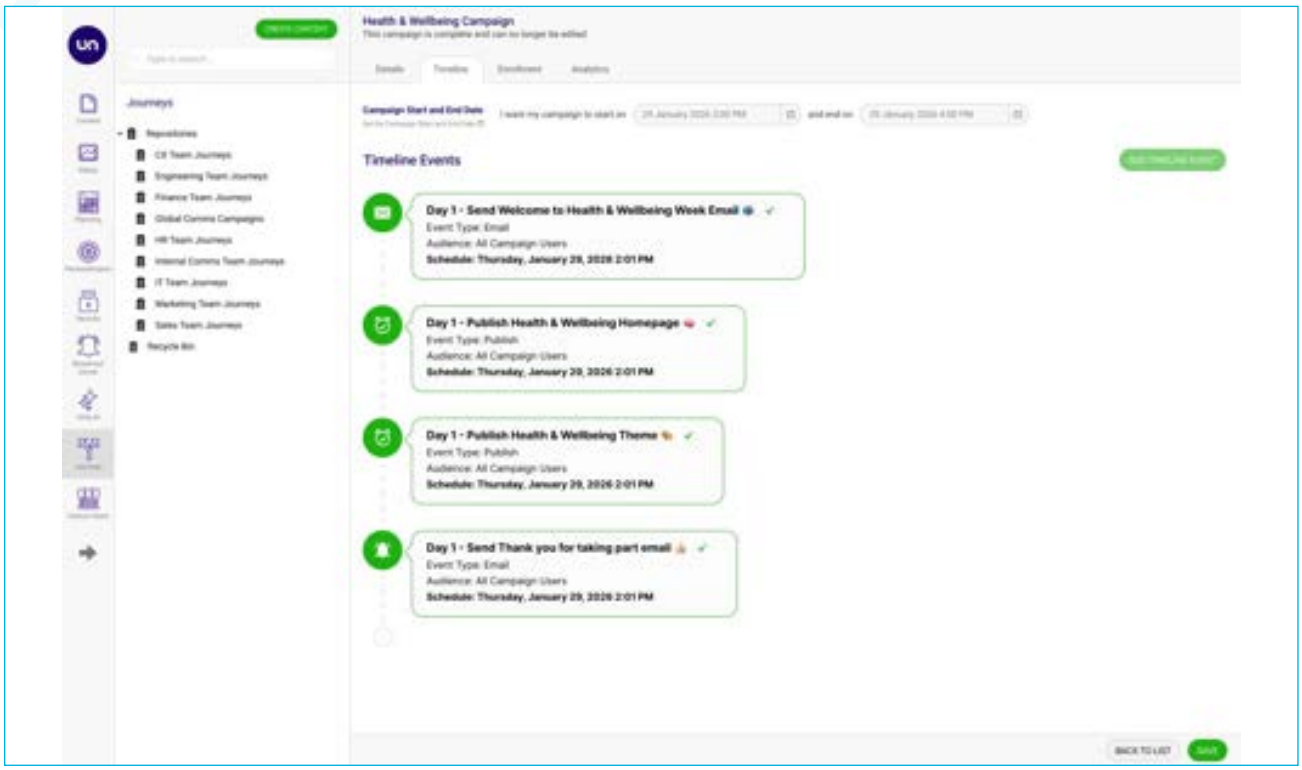
An area of this scenario that stands out is news flow management, such as through a calendar or Kanban board or something similar. This is still an area that's hit-and-miss; a few offer AI-driven news delivery, like Firstup and Oak Engage, and the number that offer calendars etc. has increased in the past year. However, many products still rely on simple publication dates which we think is a shame. We expect that internal communicators will increasingly want news management features as additional channels are added (see below) and we hope to see this area expand across products.

There have been improvements to the range of external communication channels these products support, but this too is still inconsistent. Internal comms folk will likely have to manage multiple comms channels and having a tool that will allow them to 'create once' then share in many places is incredibly valuable. The number of products offering digital signage support and email digests or configurable newsletters has increased, but it's not unusual for platforms to only work with one or two additional channels rather than providing a good range of options. As well as those mentioned above, Appspace, Fresh, Haiilo, Jint, LumApps, MangoApps, Oak and Powell offer a number of capabilities, including inbuilt newsletter tools, digital signage facilitation, and the ability to share into SharePoint, Slack and MS Teams. For vendors to truly serve the needs of internal comms teams, they will need to address multi-channel needs.

A new addition to this Scenario is campaign management, which is not generally well served at present and has contributed to a dip in the scenario's average score to 3.67 out of 5. Appspace, Oak, and Omnia have some simple but effective approaches, while Workai's capabilities are strong with stats and AI generated recommendations to make improvements. Overall analytics for communicators has also been added into this scenario and also contributes to the lower average. The five platforms mentioned above offer a good range of stats, while Appspace, Oak and Workai also offer a fair range of data too.



It's possible to display Firstup content in external systems, such as in SharePoint web parts or in ServiceNow widgets.



Unily includes a comprehensive campaign feature.

How Microsoft fared in this scenario

SharePoint makes it easy for communicators to create news articles, enrich them with images, videos, charts, and even use Copilot (at extra cost) to generate or refine content. News templates are plentiful but flexible to the point that consistency can be hard to enforce. While articles can go through approvals or be scheduled, there is no centralised calendar or similar way to manage news flow. News articles can be emailed and there is a weekly digest of content from SharePoint, but Amplify improves multichannel publishing through its campaign model. However, Amplify cannot stagger channel delivery, reuses the same content across all channels, and sits somewhat apart from routine news creation.

Communications management and reporting remain limited and scattered across SharePoint, Viva Connections, Viva Engage and Viva Amplify. SharePoint provides site usage data, page-level engagement metrics and insights into promotions and reactions, helpful for assessing sentiment, but lacks deeper comparative analytics or a unified dashboard. Amplify adds campaign-level reporting and filtering by audience or function, yet still cannot show side-by-side performance of individual campaign assets. Overall, while creating, scheduling, and publishing news is simple, larger organisations or those with sophisticated needs will likely require Viva Amplify; but even then, campaign management and communications statistics are less sophisticated than many alternative solutions.

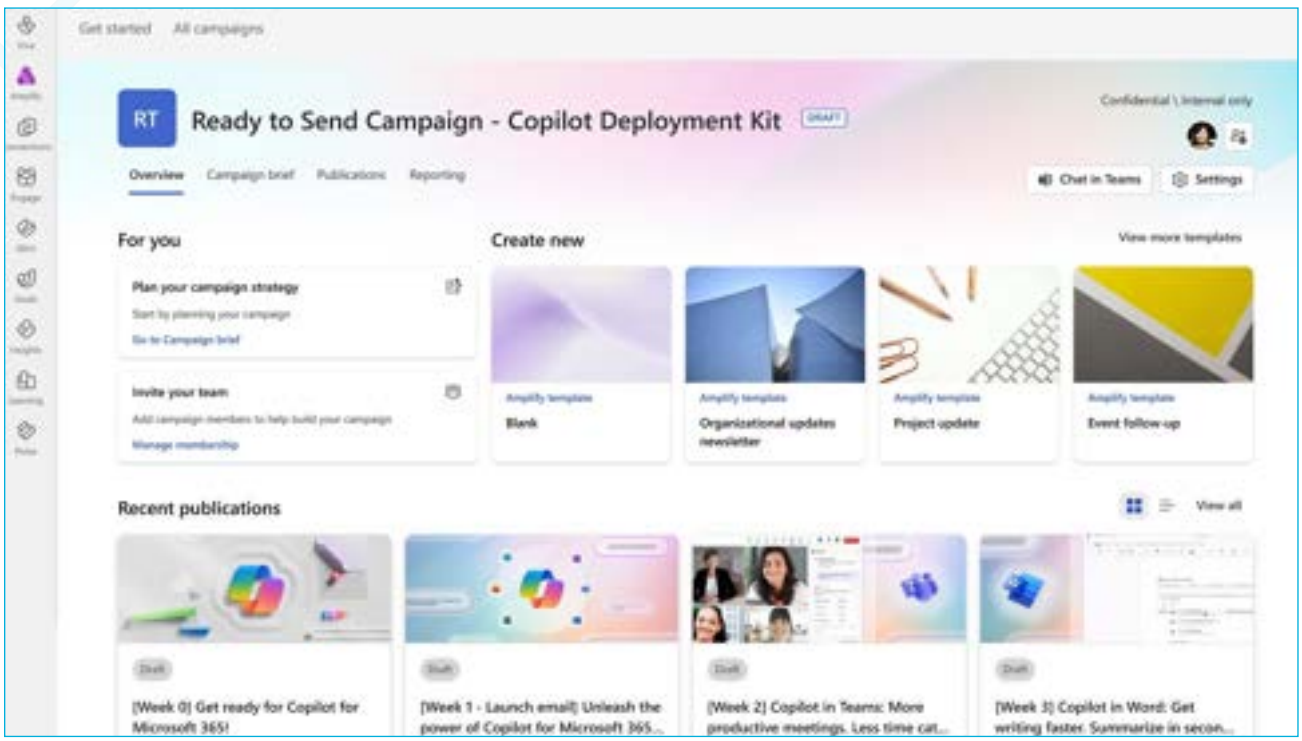


Image credit: Microsoft

Viva Amplify brings a centralised campaign capability for internal communicators wanting to broadcast to multiple channels.

Scenario 3: Community and engagement

What we explored

To really engage employees, we need to give them a voice. We wanted to see how platforms facilitated dialogue with employees, the gathering of feedback, and the ability to take a 'temperature check'. Some of the best internal content can come from people sharing thoughts and generating ideas together, so we also looked at how internal communities were cultivated. We explored:

- How users could react or interact with content, such as through liking and commenting (including what moderation features were available).
- What social collaboration or communities of practice features were available, such as themed discussion boards, wikis, blogs, or activity feeds (similar to those that could be found on a social media site).
- How HR or internal communicators could gather thoughts and opinions, for example using surveys, polls, or ideation tools.
- Ways organisations are supported to mark events throughout the employee's lifecycle, such as development opportunities or ways to keep people engaged.

What we found

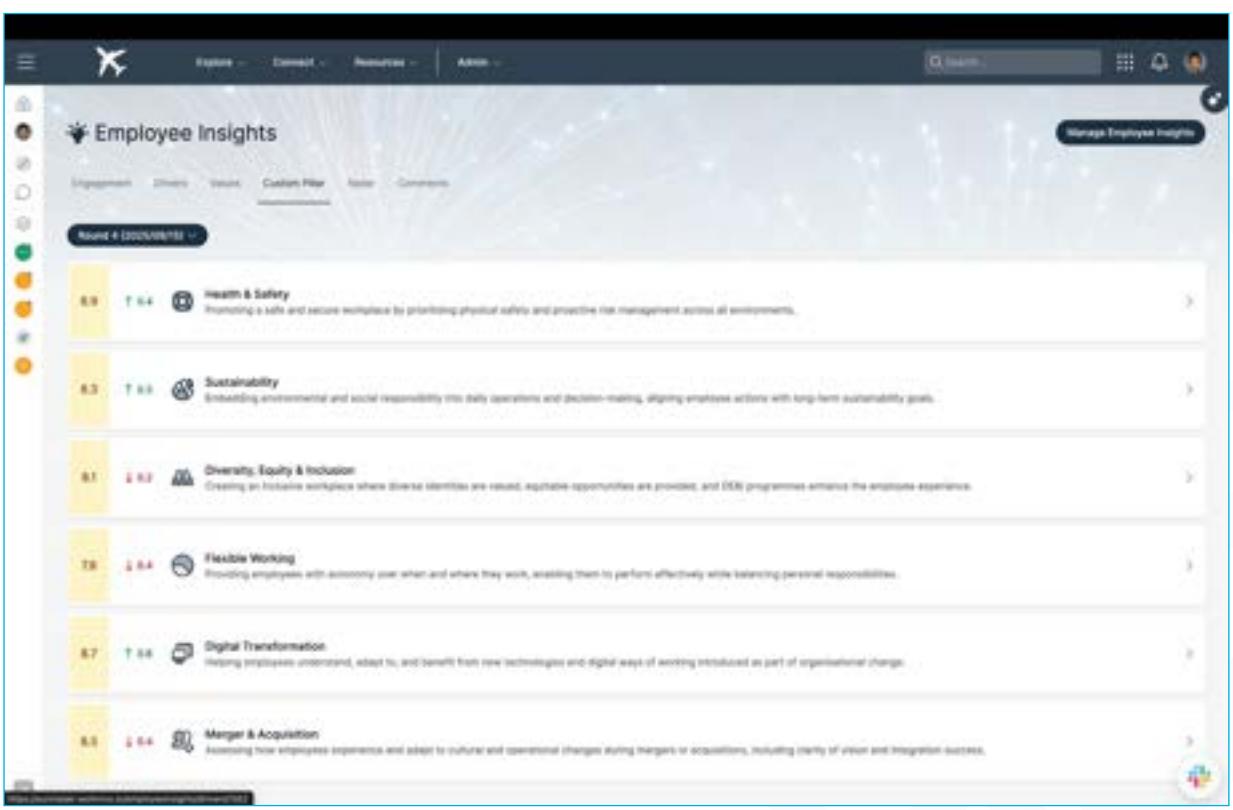
Due to the prevalence in our personal lives, employees often look for social media inspired features in business tools. For example, gone are the days where a simple 'like' was enough, people now want to express their opinions but without having to add comments. More vendors

have added multiple reaction types in the past year, but this is an area that could be improved.

A small number of vendors choose to rely on Microsoft applications to deliver community features, such as Viva Engage for social spaces or Forms for surveys. The summary of how SharePoint and Viva fared in this scenario is below, which helps add context. Understandably, the vendors that typically choose this approach are SharePoint intranet in-a-box products, although others will also optionally integrate with Microsoft applications. Notably Fresh, Involv, Omnia and Powell are all SharePoint intranet in-a-box solutions but have their own native community features, should you wish not to use Engage. Overall, we were generally impressed with the community features that were on offer.

There are some good surveying tools across the products too, although the comprehensiveness of these does vary. This means some products, such as Workai, Workvivo and Zoho, offer alternatives that are strong enough to replace dedicated tools like SurveyMonkey, while others provide simple approaches that would be helpful for quick surveying rather than an annual employee survey; for example. Microsoft Forms arguably falls into this latter category, as the way it presents results is quite restrictive.

This year we explored ways platforms could celebrate or facilitate key moments across the employment lifecycle. For example, two thirds of our Full Reviews include reference to employee recognition and / or awards facilitation, like "employee of the month". There's a real mixed picture in the industry, where some vendors claim to have tools but in fact merely offer content approaches. These may include templates, but often are no different from any other departmental or community space. For example, providing a space for 'onboarding' new employees is common but tools to progress people through these early days (to do lists, workflows associated with activities etc.) are unusual.



Workvivo says their 'Employee Insights' functionality has been developed with the input from behavioural scientists to ensure relevance for human resources teams.

Some vendors do offer excellent features, however. For example, 'Journeys' step employees through processes such as annual reviews, parental leave, and onboarding, and these are slowly appearing in more tools. Blink, Firstup, Flip, LumApps, Staffbase, and Workvivo offer particularly good Journey features. Unily stands out here by sharing the individual's progress with their line manager and / or appropriate admin.

Events functionality isn't as common as you'd expect, but Appspace, Blink, Haiilo, Jint, Oak, Staffbase and Workai do a good job of offering useful capabilities. We like the way Zoho supports Town Hall events in particular, with AI generated tags for discussions to improve discoverability later. Lastly, we want to flag the full native LMS in LumApps, MangoApps, Omnia and Workai that provide an excellent solution for organisations without a separate dedicated system.

Overall, this scenario offers vendors an opportunity to expand their product's usefulness within an organisation, potentially removing the need (and associated complexity and expense) for additional engagement products. The areas we explore also bring heart and personality into these platforms, helping to present company culture to employees and making them tools people want to use. While social features won't be suitable for all organisations, the familiarity of the features will likely help with employee adoption.

Workai includes an in-built LMS that would be useful for organisations without a dedicated tool.

How Microsoft fared in this scenario

Viva Engage serves as Microsoft's primary space for community and social interaction. Employees can post discussions, questions, praise, polls, longer-form articles, or Storyline updates, all of which support social reactions, sharing and threaded feedback. Engagement features such as emoji reactions, comments, polls, @mentions, hashtags, and 'official' communities help build participation, although community discovery is limited. Admins can highlight posts, manage moderation, and designate leaders with sentiment dashboards and AMA sessions. Engage Premium adds campaign tools and analytics, but these operate separately from Viva Amplify campaigns, limiting connected engagement across channels.

Feedback and polls are supported through Engage post types and Microsoft Forms, though Forms offers only basic analytics without deeper segmentation unless exported. Social features on SharePoint pages exist but lack the governance, analytics and consistency found in Engage, reducing their effectiveness. Although the broader Viva Suite offers lifecycle-oriented tools like Glint, Pulse, Learning, Goals and Insights to support wellbeing, performance and feedback, Microsoft's approach remains uneven. Overall, Viva Engage offers a strong solution for this scenario but the lack of cohesion across platforms and features can hinder a seamless, organisation-wide engagement experience.

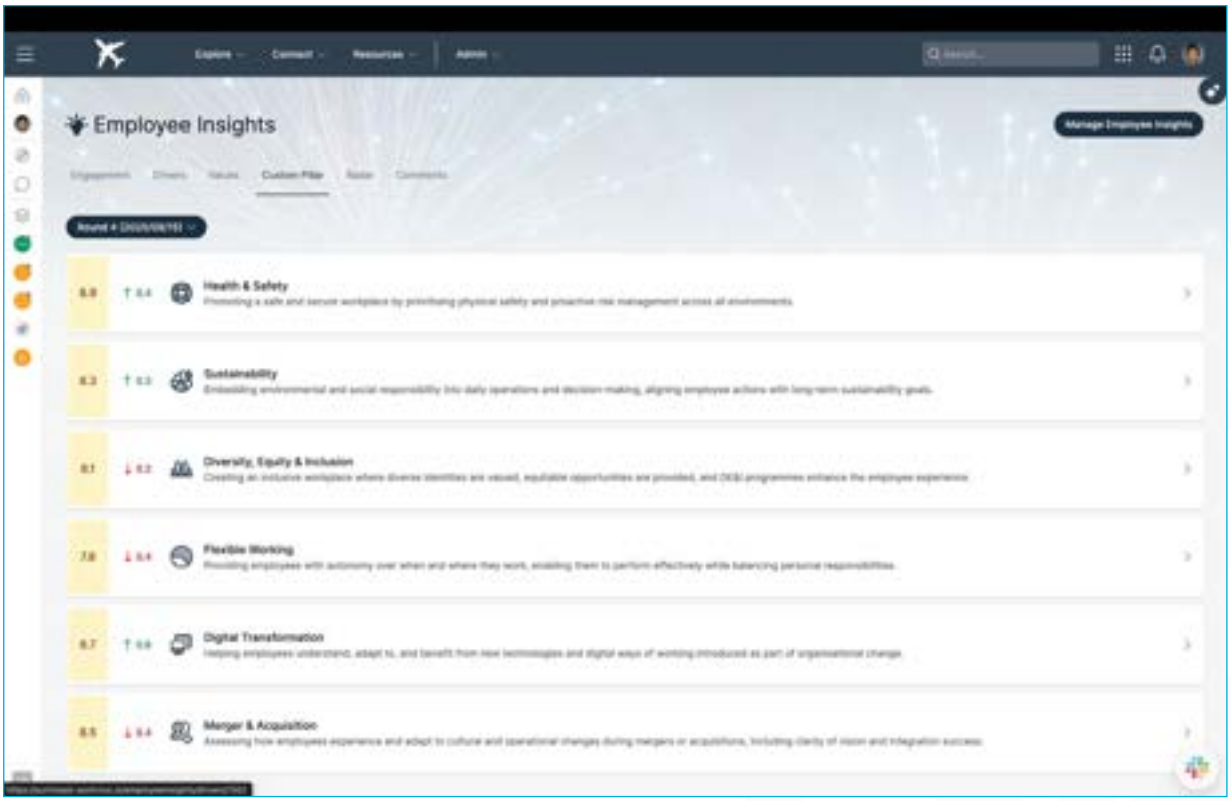


Image credit: Microsoft

Leadership Corner is a destination in Viva Engage, where employees can interact with organisational leaders.

Scenario 4: Digital workplace integrations and services

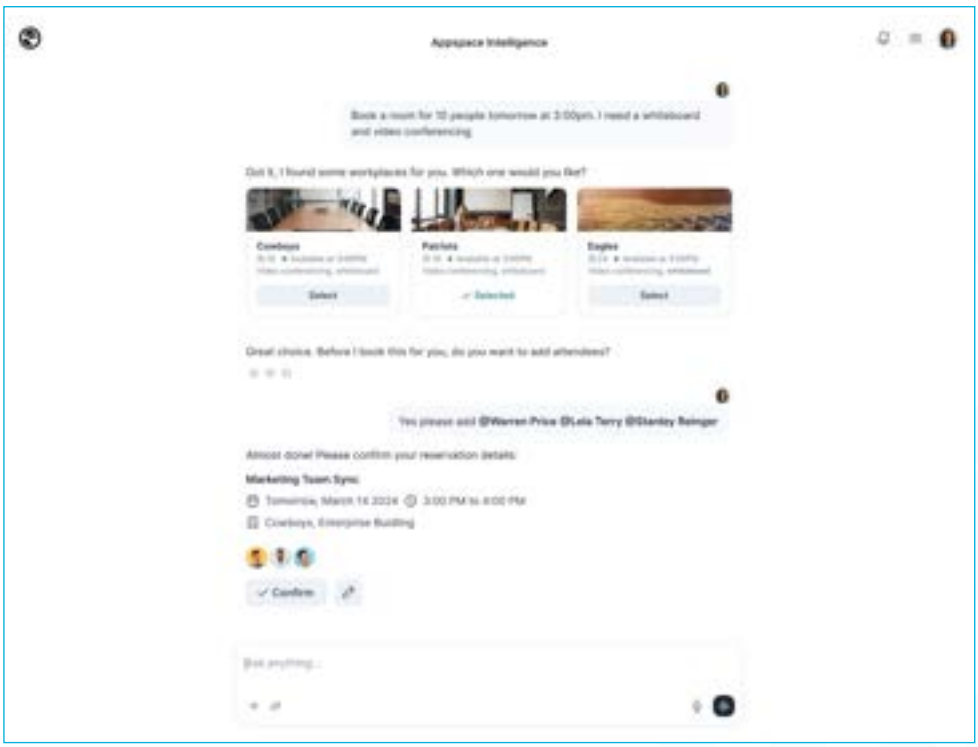
What we explored

Digital workplaces are often a fragmented set of tools, so we wanted to see how the products helped simplify an employee's experience. For example, integrations with systems to reduce the number of sites, apps, or platforms someone must visit, which could be through links, iframes, or fuller integrations, and where an 'external' activity is brought through into the intranet. Additionally, the Microsoft suite is pervasive, and many companies want their intranet to work well alongside their M365 investment, even if they have chosen not to use SharePoint as a publishing platform. In some cases, platforms included AI agents and we welcomed demonstrations here. We explored:

- How easily employees could complete tasks, particularly in third-party business systems, via the platform.
- What methods were available for completing tasks, such as configurable links, in-built notifications, display-only dashboards, two-way integrations etc.
- The range of integrated tools both out-of-the-box and with a degree of configuration, including key systems such as SharePoint, ServiceNow, UKG, Workday, Salesforce, SAP SuccessFactors etc.

What we found

Despite all the industry noise about AI agents, we've found that these largely don't appear in the platforms we've reviewed (although are on many roadmaps). Appspace, Powell, Staffbase and Sociabble offer AI agents to an extent, and you can read more about these in the 'AI trends' section. More broadly, Ichicraft, Akumina, MangoApps, Omnia, Powell, SharePoint, and Unily do well in this scenario, although all platforms require a degree of time and effort (and potentially additional costs) to achieve comprehensive results.



AI agents are still rare, despite their frequency in industry discussions. Appspace has a good early example – see the 'AI trends' section for more.

A lot of vendors provide display-only integration solutions or take employees to source systems when they're interacted with. This approach works fine, but for the full "digital workplace front door" approach, we think employees will expect to do everything they need to from one platform. Some vendors, such as Oak and Omnia, offer access to a developer tool so that admins can create their own solutions. Others, like Blink, Firstup, Flip, LumApps, and Workvivo, offer a micro-app or manually configured workflow approach, which is sometimes delivered via a chat interface. Most platforms offer configurable links with single sign on, while we were surprised to find integrated notifications are less common.

Most of the platforms we reviewed integrate well with Microsoft applications, although it is still a mixed bag – particularly for bringing Microsoft content into the intranet. See our findings for Scenario 6 and the 'AI trends' section for details on federated search with Microsoft applications. We like the approach Appspace and Atlas take when bringing content into their platforms from SharePoint, where it is "intranetified".

Outside of integrations, native practical tools were assessed here. Notably, platforms like Beekeeper, Flip, MangoApps, and Zoho include comprehensive 'Tasks' tools. These are particularly helpful for the frontline, where managing activities across shifts can be a challenge.

Ichicraft provides a dashboard of widgets from across the digital workplace.

How Microsoft fared in this scenario

Viva Connections supports integrations through dashboard cards from systems like Salesforce, ServiceNow, Workday and UKG, enabling everything from simple read-outs to completing tasks. Power Apps greatly expand integration possibilities, with thousands of connectors for external services and the ability to embed custom apps within SharePoint. Marketplace apps and SPFx development offer further options, but the variety of integration routes can lead to inconsistency, and employees may struggle to navigate multiple business system links spread across tools.

Within Microsoft 365 itself, integration between core applications is mixed. SharePoint works well with Microsoft apps such as Teams, Viva Engage and Power BI, but there are gaps. Quick links, Connections dashboard cards and the Apps dashboard allow access to third-party systems, but notification management remains inconsistent across platforms. At additional cost Copilot can help employees complete tasks by connecting Microsoft 365 to third party systems, though it relies on existing processes rather than creating new workflows. Overall, business integrations are powerful but dispersed, requiring thoughtful governance to deliver a coherent experience.

Scenario 5: Knowledge and content management

What we explored

Whether document libraries, well-maintained reference spaces, or dynamic dashboards – reference materials and similar evergreen content is vital to the success of an intranet. We wanted to see what tools were offered to publishers (both frequent and infrequent) to create, curate, and maintain their content. We wanted to see:

- How employees could easily access evergreen content in a simple format and how admins could easily maintain their materials. Examples may include client dashboards, knowledge bases, or even AI assistants for specific domains.
- Ways in which operational or urgent communications could be distributed and, where needed, responses / activities tracked.
- Mechanisms for managing content life cycles with easy ways for people (including devolved content owners and publishers) to update content and / or associated dates, including associated reporting.
- Analytics to help publishers track the effectiveness of their content that's presented in a way that's easy to understand and actionable.

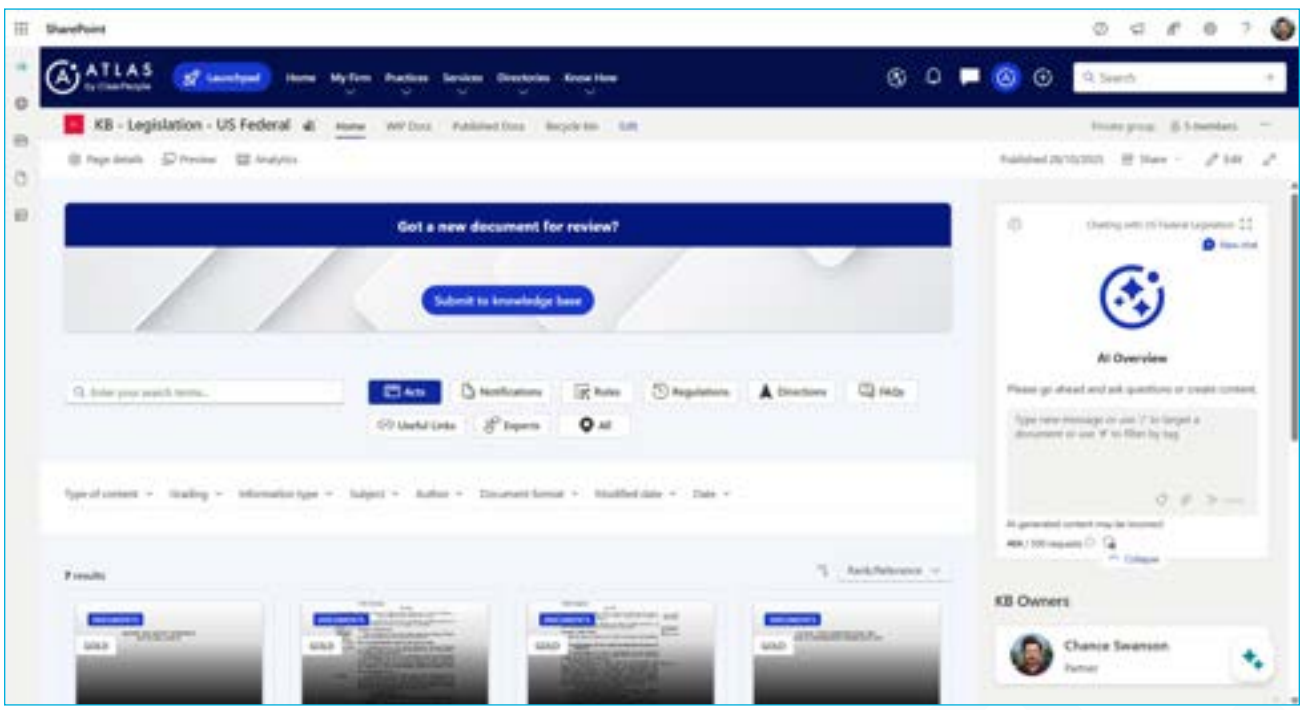
What we found

Providing good access to evergreen reference material is a common use case for intranets and we were surprised to see this scenario among the lower scoring, with an average score of 3.45 out of 5. Simple solutions aren't necessarily a bad thing, it depends on your needs and the needs of your employees. For those organisations that have sophisticated knowledge management needs, there are some solutions that stand out.

SharePoint itself does well with elements of this scenario, but Atlas, Fresh, Involv, Omnia

and Powell all enhance what's offered as standard. Independent intranet solutions do well here too, with Interact, MangoApps and Unily all standing out as delivering comprehensive knowledge solutions.

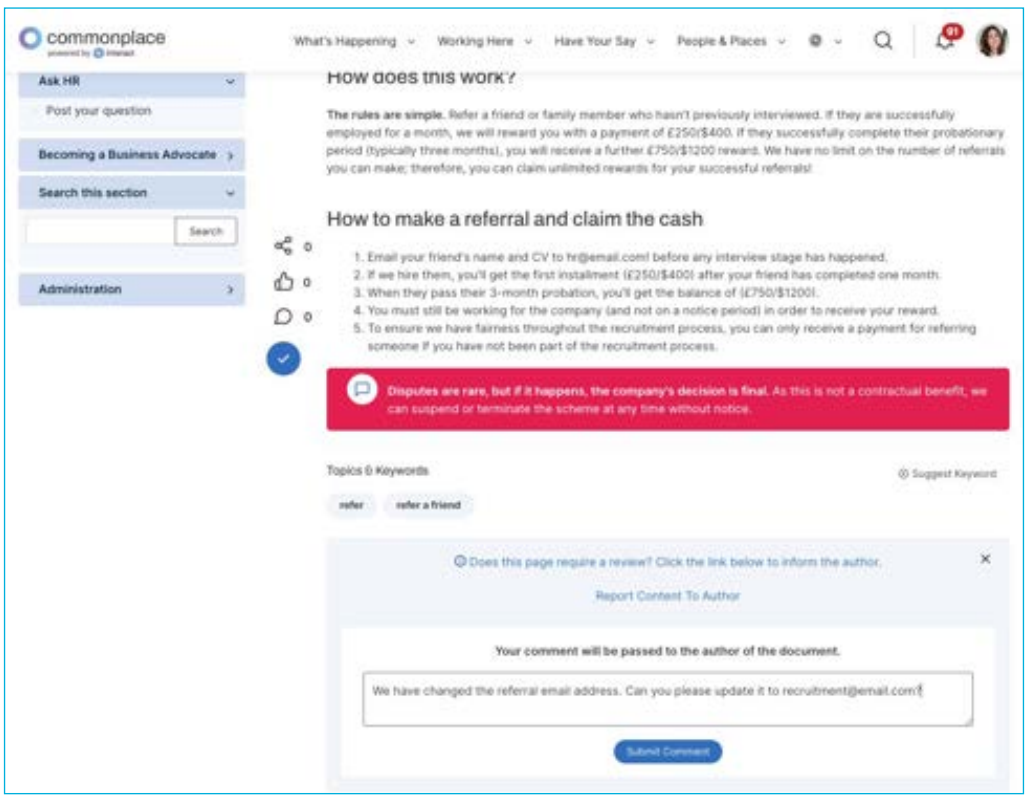
As just one example: organising knowledge and reference material is at the core of Atlas's functionality, so it's no surprise that this is a scenario where the product excels. Central to the employee experience is a configurable template for setting up knowledge bases. This template includes a number of web parts to access, search and filter for specific knowledge items, and it also comes with a domain-specific AI assistant that has been configured to use only relevant data sources.



Atlas's Knowledge Base template includes an upload feature, various filtering options, and a domain-specific AI assistant.

Managing content lifecycle and governance is a mixed bag across platforms, but Appspace, Atlas, Fresh, Interact, Oak, Unily and Workai all address needs well. For example, in Interact publishers find all content they have permissions for in a comprehensive 'Manage Pages' overview. Content pages are shown as a list, and for each item there is information available such as publication date. There is a filter to show inactive content, and anything due to expire also generates notifications to authors. Helpfully, editors can bulk edit content via this table, such as substituting authors or changing review dates. If employees spot any errors on a page, it's easy for them to report it to the author alone.

Other elements of this scenario include ways in which businesses could reach employees with urgent or critical communications. This was largely addressed well through functionality covered in Scenario 2, but 'mandatory read' type capabilities remain inconsistent. In some cases, only news articles can be marked as mandatory, or elsewhere only loose tracking is possible. We like the option for employees to sign an electronic form once they've completed a task or seen an update in Beekeeper and hope similar functionality is added to other solutions. Similarly, and as mentioned in other scenarios, content analytics is also inconsistent. We want to see data that allows content owners to make informed decisions, but this is lacking in a lot of places.



At the bottom of each content page in Interact, employees can leave a message for the content author to notify them if something is out of date.

How Microsoft fared in this scenario

SharePoint is strong in information and knowledge management. Structured document libraries, managed metadata, multilingual term sets and optional AI-driven tagging help keep knowledge bases and policy libraries organised. Copilot Agents can enhance local search and support employees in querying curated knowledge collections (see Scenario 6 for more). Additionally, SharePoint lists provide a flexible way to manage structured operational data.

Content lifecycle and management capabilities have improved over the past year. SharePoint's updated start experience helps content owners see all their content, drafts and page views in one place. Helpfully, the Knowledge Agent (with Copilot) can enrich metadata, detect broken links, flag stale content and identify information gaps. However, governance remains challenging, as there is still no intranet-wide view of content health, and automation for reviews or expiry requires Power Automate expertise rather than being available out-of-the-box.

Operational updates and urgent communications are inconsistently supported; Viva Engage announcements can trigger push notifications, but SharePoint offers no native alerts or mandatory-read capabilities. Admins have to rely on styled web parts or email workarounds instead. Content statistics mirror those available for news but without the consolidated dashboards seen in more advanced products, making it harder for intranet managers to oversee quality, relevance and long-term content performance.

Scenario 6: Information finding and search

What we explored

Finding information can be a challenge for users, not only within intranets but across the broader digital workplace. We wanted to see how the products approached findability and ease of information seeking. Some platforms support AI approaches (such as AI retrieval, or a search-based agent / chatbot) and we welcomed demonstrations here. We wanted to see:

- What the search service and experience was like on the platform. Across traditional and AI experiences, this included clear and accurate results being returned, the potential to refine results dynamically, the indexing of content (documents in particular), and an attractive interface.
- How admins could influence results, such as through promoted results or topic tagging, or AI configuration.
- Whether the search would federate content from some or all integrated systems.
- What the people search experience was like, again through clear and attractive results, plus a detailed organisation chart, and useful suggestions such as type-ahead or alternate spellings (Suzie – Susie – Susy – Suzy etc).
- What reporting was offered on the search and AI retrieval activity across the platform (prompt logging for example).

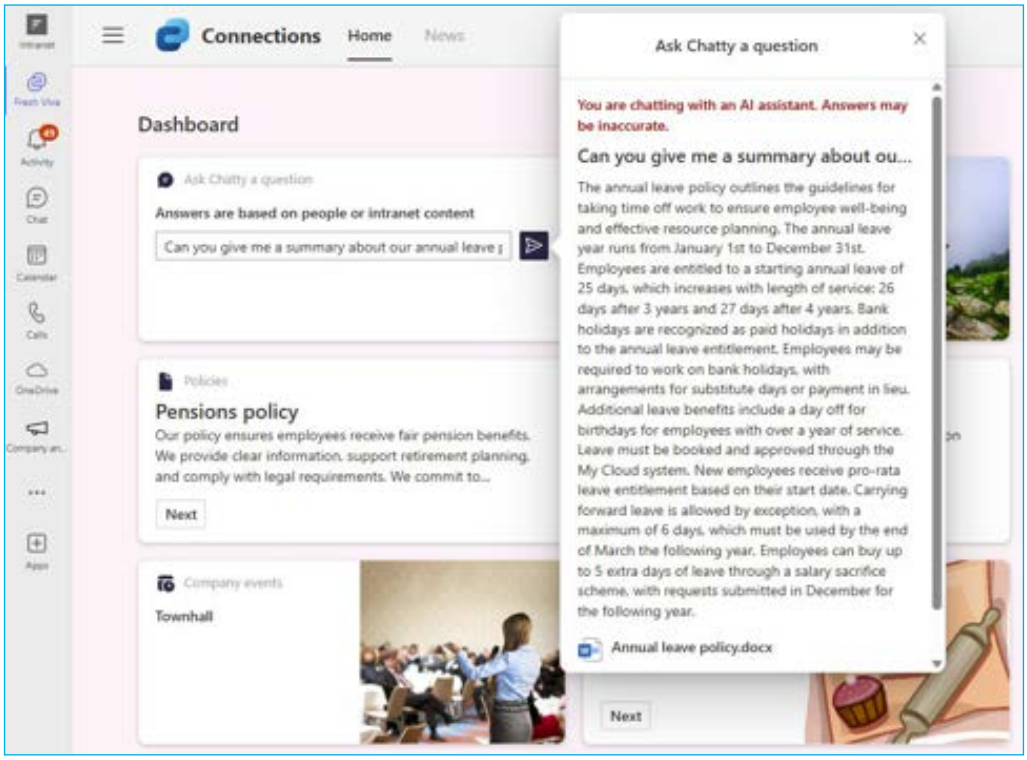
What we found

Around three quarters of the platforms we've reviewed now include AI enhanced search in some form or another. In some cases this is an AI assistant presented as a chat interface, while others will support natural language queries via the familiar search bar. The best will show sources, allow employees to pose follow-ups based on the original query, index all content but respect permissions, and allow people to conduct a "traditional" search instead. You can read more in the 'AI trends' section.

We assessed the "traditional" search experience across platforms alongside the AI approach, as search can often make or break the success of an intranet. Often search issues aren't associated with the technology behind the search, but sometimes platform decisions do make an impact – such as those products that are still missing simple features like search refiners. These vendors tend to argue that their search technology will automatically present the right result to people (particularly given the introduction of AI), but given search issues are usually associated with content problems (particularly governance – see Scenario 5) we are sceptical of this response.

Search management tools, like promoted results / best bets, can give administrators greater control over search results to help present the right things to employees. However, the extent and / or effectiveness of these tools vary or are missing altogether from products we've seen. This is the case for the AI search too, where being able to tweak it could provide a more powerful experience. We've also asked to see search analytics as part of this scenario and again this is inconsistent across the platforms we've reviewed. Notably, Appspace, Atlas, Flip, Fresh, Interact, LumApps, MangoApps, Omnia, Unily and Workai do well across this scenario.

The people search experience is generally good across the products we've seen, with most allowing for any profile field to be searched. It's not always possible to search for people via the AI experience though, so you should be mindful of this. Some profile pages are more attractive than others though, with equally hit-and-miss org charts (with some products missing org charts altogether). Some products will allow employees to update their own profile fields, but we'd like to see more in-built features to encourage people to fill in their profile data.

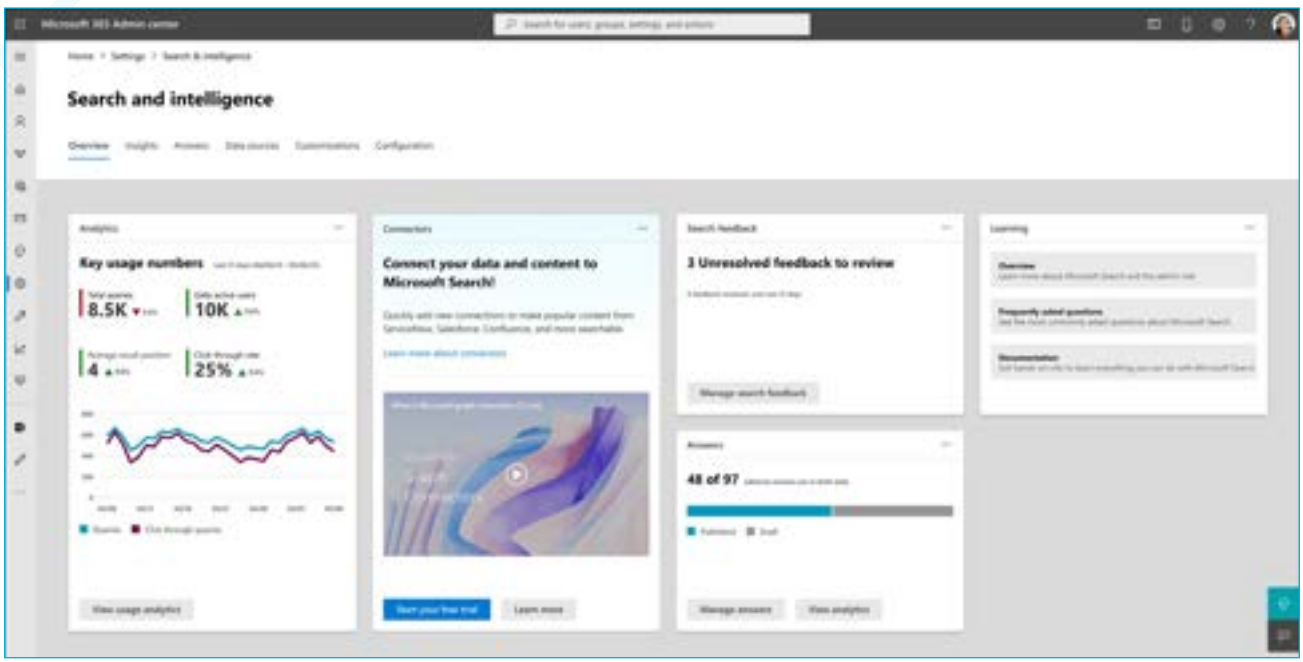


The Fresh AI search tool is available across the platform, even when it's accessed via Microsoft Teams.

How Microsoft fared in this scenario

The Microsoft 365 search experience provides strong foundations for information discovery, but it remains inconsistent across applications. SharePoint supports well-structured enterprise search through metadata, curated document libraries, and configurable Microsoft Search. Copilot-powered Agents enhance the search experience by answering questions based on site content, making knowledge retrieval more conversational and contextual. People search works well if you know a name but isn't as strong as other solutions we've seen.

SharePoint's Term Store offers robust governance for synonyms and multilingual metadata, while SharePoint Premium adds AI-driven tagging to improve content findability. However, there is no comprehensive, organisation-wide search management dashboard, and analytics around search behaviour are limited without additional tools. AI-driven Knowledge Agents help identify content gaps and broken links, contributing indirectly to search quality, but broader search and AI analytics remain less mature than in more specialised search platforms.



The Search and Intelligence admin centre provides access to management and analytics for search.

Scenario 7: Mobile and frontline support

What we explored

People often need to access information or check updates away from their desk (or have a role that is entirely deskless). We asked vendors to show us how their product made it easy to deliver an engaging experience on devices such as mobiles, tablets and on shared screens. We wanted to see:

- What solutions were offered to help businesses enrol users onto the mobile version of the site, particularly where users may not be on central databases or where centrally held contact information may be incomplete.
- The ease of use and whether the experience mirrors a consumer app.
- What features were present on the mobile experience to support the needs of frontline workers.
- How easily admins could control the content and layout of the app, ensuring that anything presented was suitable and relevant to mobile users.

What we found

All vendors offer responsive web versions of their products. Some of these are adaptive browser experiences (so will add / remove elements) whereas others just adjust to a smaller screen size, which impacts the overall experience. Some platforms don't include a native app, instead they make use of Teams / Viva Connections features (see below for more) which can work pretty well but we find this less flexible than a native app approach. The majority of vendors do offer native apps however, and this forms the basis for the analysis in this scenario for all reviews.

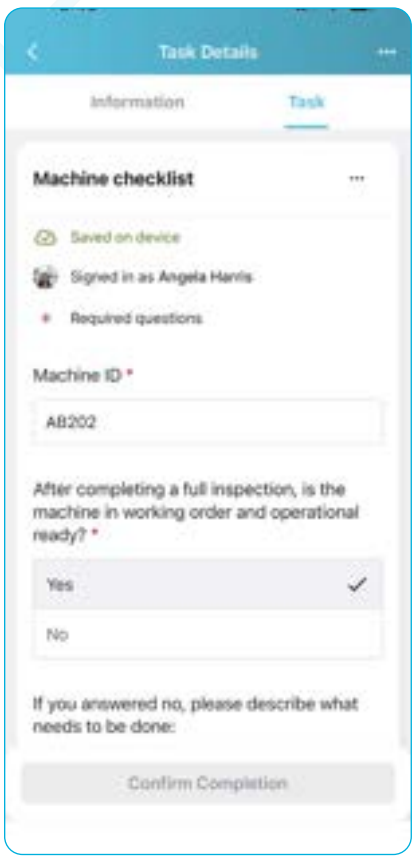
The initial download and access experience can impact the broader adoption of these tools by frontline workers; this is one area that vendors address differently and where there is scope for improvement. The best will use a combination of unique identifiers, like a phone number or payroll number, to grant people access or allow line managers to facilitate this process (e.g. Omnia). Others rely too heavily on centrally held and managed profiles, where usernames and passwords are prescribed and may not mean much to the employee. Additionally, if these log in details aren't something the frontline need on a daily basis and they aren't easy to reset, then this is a huge barrier to access.

Blink not only provides easy access to their app, the vendor will send people to client locations to help during launch to employees.

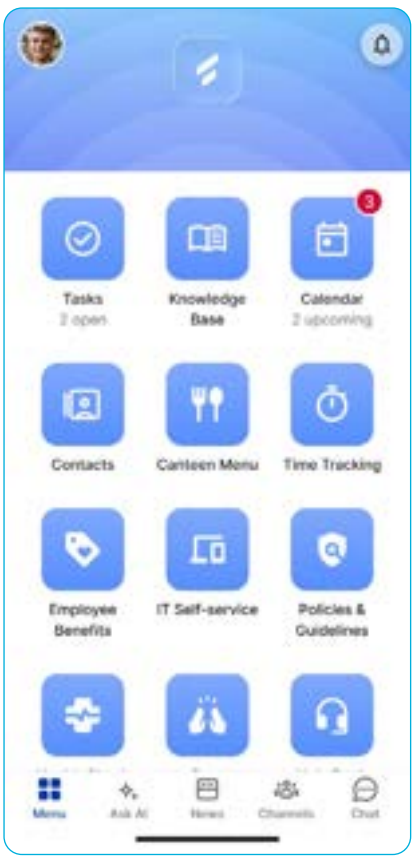
Unlike in Scenario 1 and on desktop, we've found that not all products deliver a strong user experience on mobile. This is typically because features like search have been overly simplified on mobile and are less effective, or are very comprehensive yet overwhelm a small screen environment. In some cases, product features are masked or poorly laid out on mobile vs the desktop and this impacts the experience. It's worth noting that despite SharePoint intranet-in-a-box products having more barriers to deliver an effective mobile experience, many do a good job but richer experiences are generally delivered by independent solutions. The best are delivered by those that are truly mobile-first, such as Beekeeper, Blink, Flip, Sociabble, Staffbase, and Workvivo.

Where platforms do deliver an effective mobile experience, they may not consider the specific needs of frontline workers. We expect to see settings like 'do not disturb' periods for shift workers, or built in tools / integrations that are designed with these employees in mind – such as viewing payslips. Even some approaches to content can reflect how well products understand the frontline, such as LumApps's podcast feature that is comparable to public-facing approaches.

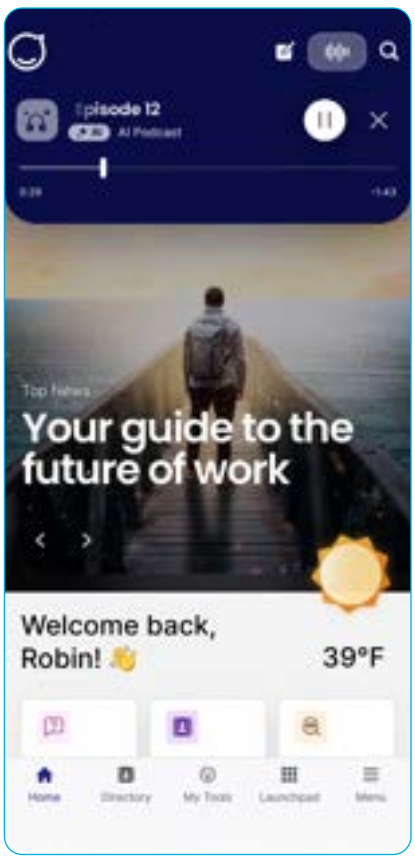
Overall, most vendors do a good job of creating a mobile environment that gives a parity of features with the desktop. This usually translates to a positive mobile user experience too, but there are nuances that make a difference depending on the audience and the approach the vendor takes (see Four Product Approaches for details). Employee mobile apps, such as Blink, understandably tend to offer the best mobile experiences, particularly for the frontline. Organisations should therefore consider what experience they want to provide for employees across device types before making any buying decisions.



Beekeeper



Flip



Staffbase

Some vendors focus on mobile and frontline workers, often delivering features and experiences that suit these users most.

How Microsoft fared in this scenario

Mobile access to Microsoft 365 applications, and SharePoint in particular, generally feels like an afterthought. Organisations must choose between the SharePoint, Viva Engage or Teams mobile apps, each of which offers different experiences but all require a Microsoft license to gain access. While SharePoint pages are responsive and generally usable in a browser or app, navigation between sites can be awkward, global menus sometimes disappear, and large web parts don't adapt well to small screens. The Teams mobile app, particularly when Viva Connections is enabled, offers a clearer route for mobile access and can surface personalised news, dashboards and site links, but it still requires thoughtful design to feel like a purposeful mobile intranet or frontline tool.

Scenario 8: Platform management

What we explored

It's important for all users to have a good experience when working with an intranet, particularly where there is a decentralised model to intranet management. We therefore wanted to see how easy it was for administrators and publishers to manage the site as a separate experience from end-users. This scenario explored:

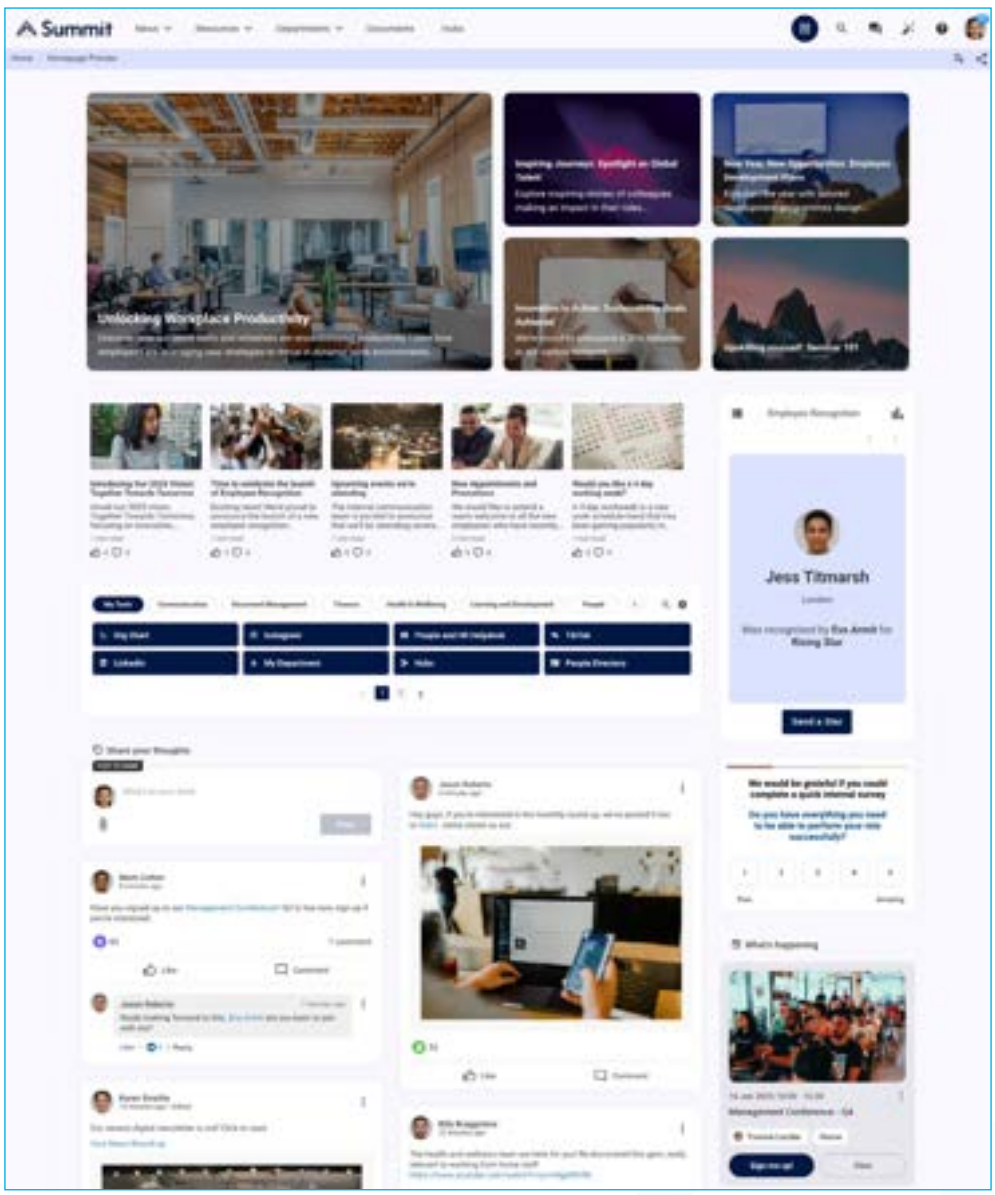
- The different menus and options that were open to admins and how complex tasks were made easier.
- What tools were available to build or configure the home page(s) and / or other landing pages. We wanted to see features such as templates, a variety of web parts / widgets, and elements to help such as info buttons.
- What options were available to admins so they could help users navigate to what they need, both from a global perspective and once they accessed a particular location.
- Whether the branding options are flexible, including support for businesses that may want sub-brands, such as where part of the organisation has a distinct identity (for example PlayStation within Sony) or where a business may want to reflect multiple locations (such as Hilton in Las Vegas vs Hilton in Paris).
- What information was available to admins so that they can get an idea for site-wide usage and adoption, with actionable insights that help improve the way the intranet is managed.

What we found

While the experience for administrators has improved over the past few years, this is an area that remains inconsistent; in some cases, the end user experience is strong but the admin experience is poor by comparison. Additionally, the admin experience isn't always something vendors voluntarily demo to potential purchasers during product selection, so we would advise you ask to see how this works. In advance, you should think about how your platform is going to be run and who by. A decentralised publishing approach may mean page creation and governance needs to be simple. Perhaps IT colleagues will be actively managing aspects of the site, so access to technical tools might be desirable. You'll find simple and comprehensive approaches among the products we've reviewed, so be prepared to consider what your colleagues will work best with.

Most products support multi-brand organisations, however to what extent branding or other design choices are offered does vary. Many products offer simple logos and colours, while a few offer highly flexible design choices that result in tailored and very attractive sites, such as Interact and Unily. Most fall somewhere in between, giving some semblance of design options while not being fully flexible.

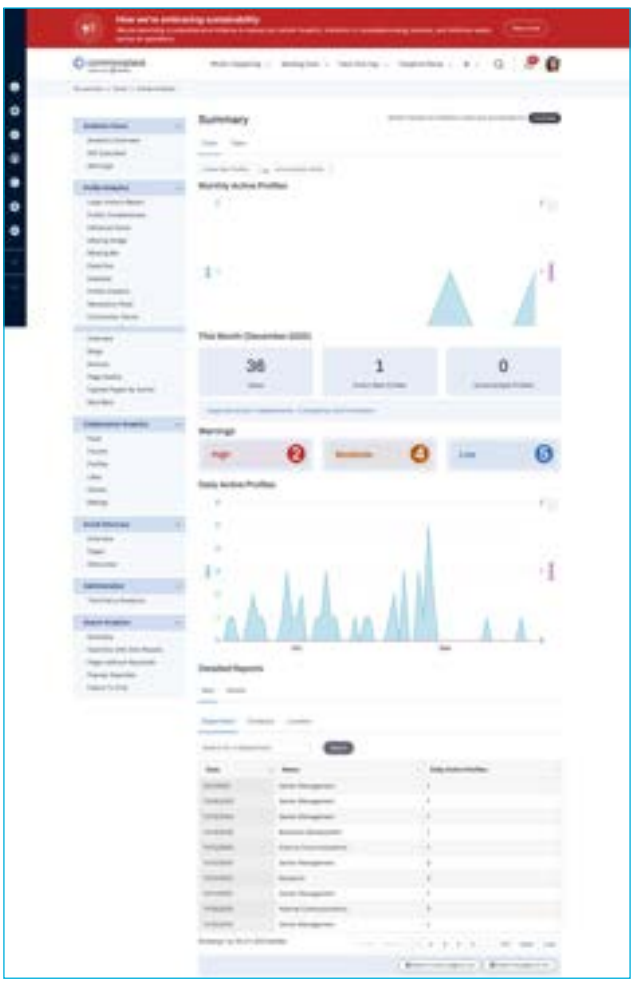
Often, attractive branding options indicate where a platform supports good overall design options, including flexible and effective homepage designing. Some offer fixed designs, particularly where there is a news or activity feed that dominates, while others give a great deal of control to admins. Both approaches work well, but we often find clients want more control so greater flexibility can appeal more.



Oak offers a flexible homepage design approach, giving admins a huge amount of control over the experience.

Navigation is another area where product approaches vary. Most offer some form of multi-level navigation, such as a mega menu, while a few have simpler single-level navigation. A handful have navigation that's not configurable, in that they reflect pre-defined spaces such as 'pages' or 'communities' that display lists of what sub-spaces people can access. While this approach works well it may not meet the needs of those who want greater control.

Finally in this scenario our reviewers explored what adoption, engagement and other platform management analytics were available to administrators. As mentioned elsewhere, the quality of analytics across the industry varies hugely. Some platforms offer basics but will integrate with tools like Power BI so administrators can delve deeper if they have the technical skills and inclination. Others will let admins configure their own dashboards within a product. Some work with tools like TyGraph to add more in-depth charts into the back-end, but usually at additional cost. The best give a good baseline of data that admins can build from. We still want to see improvements in this area almost across the board and think AI could be invaluable here.



Interact offers a good range of detailed data in-built into the platform.

How Microsoft fared in this scenario

Overall, managing a SharePoint-based intranet can feel complex as site-wide management settings are dispersed across multiple admin centres, which often leads intranet teams to rely heavily on IT. While SharePoint page creation tools are intuitive and allow flexible home and landing page design, enforcing consistency across sites is harder. Navigation can also become overwhelming, with hub menus, site menus and optional global navigation creating multiple layers that must be intentionally designed to avoid confusion. Branding options cover essential elements like logos, colour themes, background images and section styling, but achieving a truly consistent, enterprise-wide visual identity often requires third-party governance tools or add-ons.

Platform and adoption analytics are available through each site's "site usage" report, providing insights into unique visitors, page views, popular content and device types over short time windows. These data points help intranet owners monitor engagement, but the analytics remain basic and lack a holistic, intranet-wide dashboard, making it difficult to assess adoption and content performance across the entire platform.

ARTIFICIAL INTELLIGENCE TRENDS

In our 2024 report we analysed the first AI features, many of which were concerned with generative AI only. In our 2025 edition, we saw AI expand into new areas such as search and analytics. In this edition, we've seen existing AI functionality made more robust and an increase in AI search features – including the first steps towards agentic or digital-workplace-wide AI capabilities.

We've still chosen not to have a dedicated AI scenario however, as we believe AI features offer a way to address and meet our scenarios, rather than AI being a meaningful use-case in its own right.

There were four points our reviewers kept in mind when seeing AI feature demos, which we think apply for software customers too:

Supportive

AI features should be supportive or helpful, with the goal of improving an end-user and / or admin's experience.

What task is it improving?

Purposeful

There should be a clear purpose behind an AI-driven feature, it shouldn't be in a platform just for the sake of having AI.

What benefit is it bringing?

Usable

As with all things, the AI features should be simple for end-users and admins to use. There should be no need for specific AI training to do something, and it should behave logically.

Could an infrequent user work with it?

Governable

Many organisations are hesitant with AI because they are concerned about hard-to-anticipate risks. AI features should therefore have appropriate controls in place, such as how data is accessed and gets used to generate content. .

Does the AI feature allow appropriate controls such as how data is accessed and by whom?

The cost of AI

We've noted where AI features come at additional cost and where organisations can "bring your own" AI tool (e.g. a specific LLM), but would advise you speak to vendors about both of these elements. Otherwise, the cost is assumed to be included in the pricing provided to us and largely we're seeing vendors absorb the costs of using AI. This may not be sustainable long-term, and we've said where vendors have mentioned that high AI usage may incur additional costs. The broader environmental impact is a relatively unseen cost, please see the 'Environmental considerations' section for more.

Four themes

There are broadly four themes that the AI capabilities fall into this year:

- Communications enhancements
- Search
- Digital workplace agents
- Support for admins

These are all explored in more detail below. Many vendors have a lot more AI functionality on their roadmaps too, so we're going to see more capabilities introduced for some time to come. We would urge you to consider what's appropriate for your organisation at this stage and in the near future, then speak with vendors about what can be switched off for a gradual introduction.

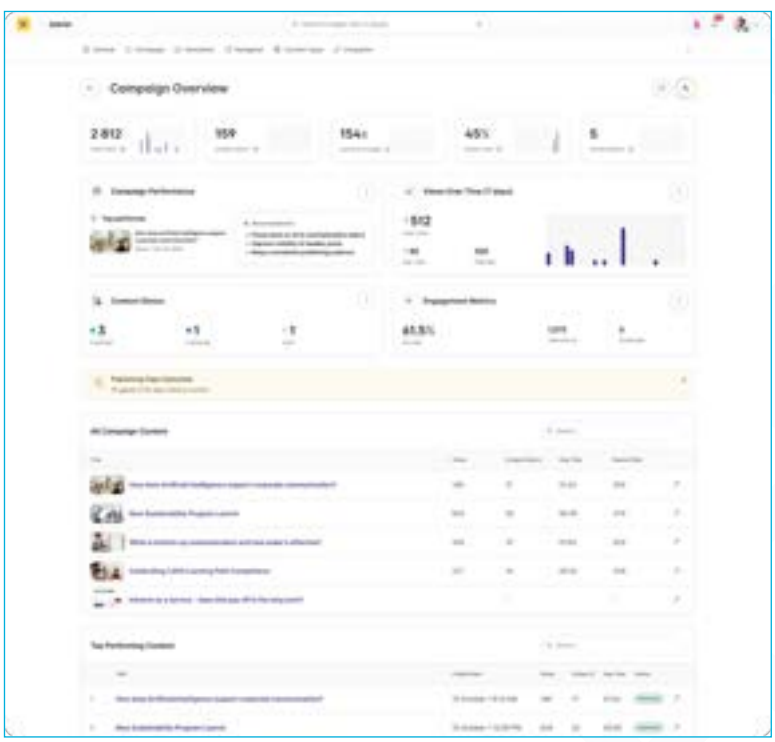
Communications enhancements

Generative AI was the first AI technology to land in these platforms and nearly every product we've reviewed includes text or image generation. We've started seeing further administration settings and tools to tailor generative AI outputs, such as the application of tone of voice guidance or company context in tools such as Appspace, Flip, LumApps and Sociabble. We've also seen AI being used to recommend improvements to content in tools like Interact, MangoApps and Omnia. A stand-out here was Workai, which flagged the potential duplication of content and overlap with campaigns.

In some platforms AI enhances communications beyond prompt-based generation of articles. Generated audio digests provide employees with alternative ways to consume content in platforms such as Appspace, Haiilo, LumApps, Staffbase and Workai. This can be particularly valuable for frontline employees, who may have more time to listen to content while they work than read. Similarly, we like the feature in Blink that lets people summarise posts from across the platform to create a simplified digest.

Firstup and Oak have included 'smart delivery' of content for a number of years. The platforms use behaviour data about the employee combined with metadata from the article, such as the urgency, to present the content at the best time. This can be particularly useful for multinational organisations operating in multiple office hour time zones, or those who have to tackle shift patterns. While communicators may want to retain control, this sort of functionality is becoming more common in social media and newsletter scheduling tools, so we're surprised other vendors haven't explored this approach much.

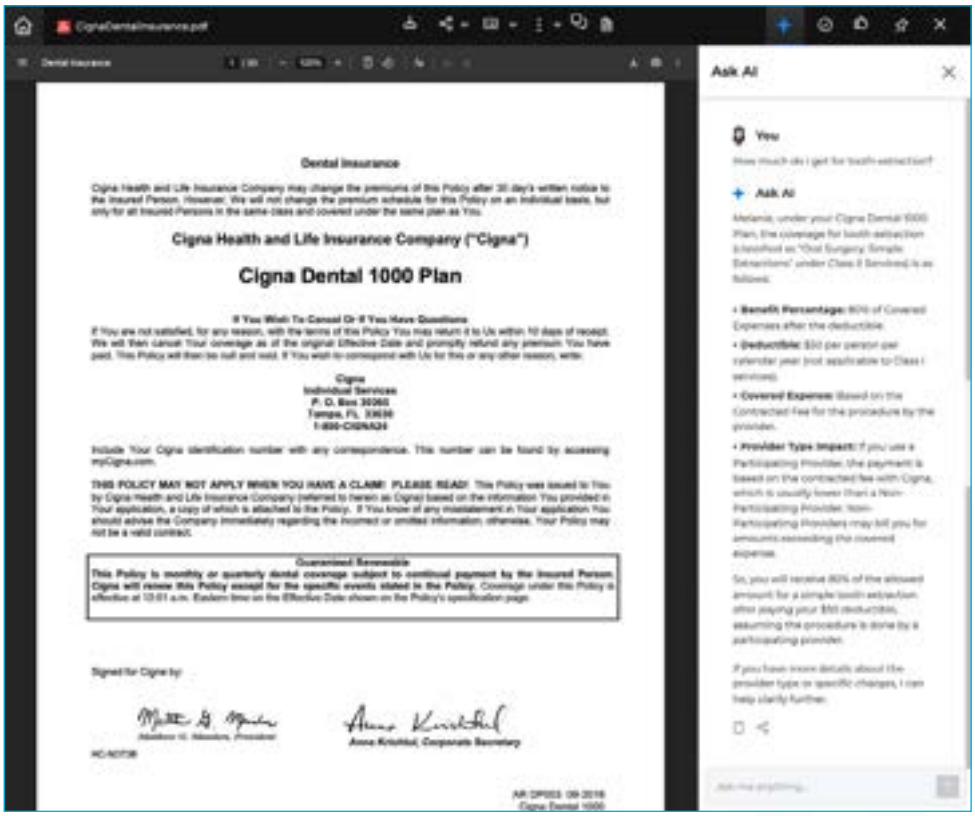
Allowing employees to consume content in their preferred language isn't new and most tools provide some form of AI auto-translation. Zoho, for example, only provides auto-translation under the end-users' control, not publishers. Some vendors have expanded translations in innovative directions though. For example, Sociabble will translate speech in videos and synchronise lip movements at the same time. While somewhat uncanny for the video subject, this could help deliver a message more successfully where translated captions aren't quite enough.



Workai includes a CMS assistant that flags potential content duplications and readability concerns.

Search

Around three quarters of the products we've reviewed include some form of AI search experience, usually a summarised "answer" to the search term posed. Some functionality is inconsistent from one platform to another, however, and we'd recommend you ask to see evidence of the following five when exploring these products.



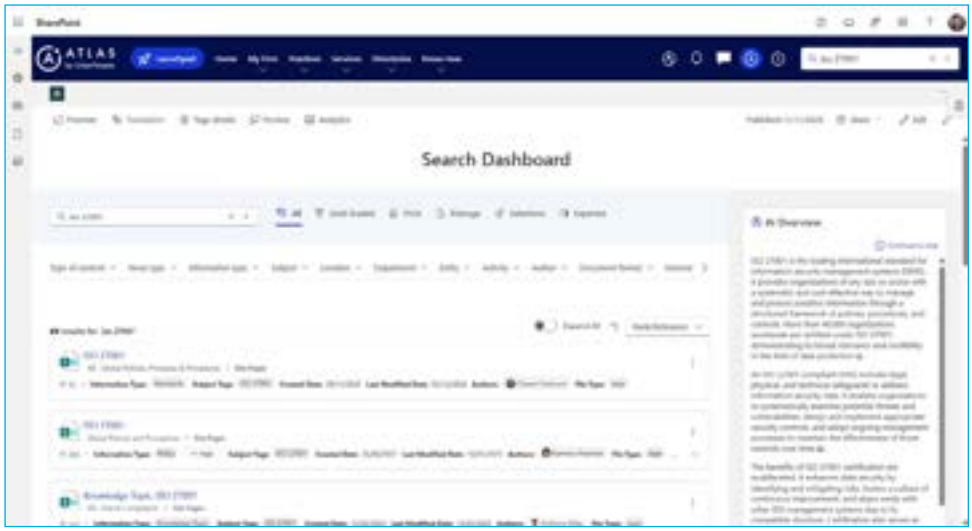
We like the Ask AI feature in MangoApps that lets people interrogate the content of individual documents where wanted.

1. Local vs global searches

Tools typically include a global search and / or a localised search experience, with the latter indexing a defined repository of information. A local AI search that indexes only HR information, for example, can be valuable when positioned in the HR section. Jint does a good job of providing this sort of experience, while Atlas's powerful global search experience can instead be configured to a narrower collection of material.

It's important this scoped search approach is made clear to employees though, so they don't think they're searching everything. Similarly, in some cases a platform's AI search doesn't respect permissions meaning the results aren't security trimmed. This poses a risk data is presented to someone when they shouldn't be able to see it. Alternatively, it may frustrate employees who don't understand why only some content is being returned in the global search.

Many platforms do this well though - Atlas, Interact, and Involv are some examples. Max AI, Akumina's AI assistant, is impressive. Based on Microsoft's underlying AI development kit, Max combines natural language understanding with contextual awareness of the user to find items, answer questions and generate text. For example, answers relating to HR polices could be based on a user's location and length of tenure.



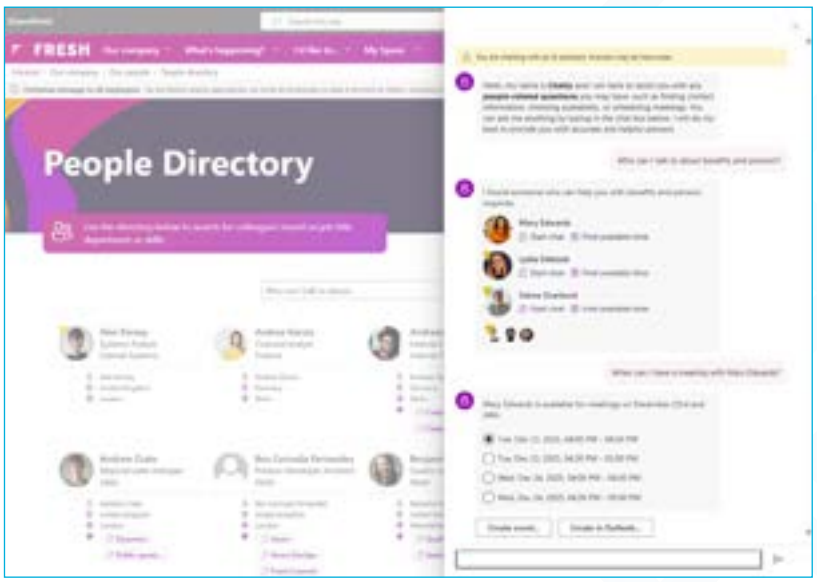
Atlas includes a powerful AI search experience.

2. A variety of prompts and devices

We like that Flip allows employees to start a search using a voice prompt. This mirrors experiences with consumer-facing search engines, meaning employees may come to expect it in future. Flip's AI search is also available on both desktop and mobile – some intranets offer their AI search experience in just one environment, which we think is a shame.

3. Looking for everything and everyone

Some platforms are good when it comes to looking for articles and pages, but won't index files, integrated information sources, or even people in the AI search experience. FreshMind, the AI search in Fresh, provides an excellent experience when it comes to looking for people. Natural language questions can be used to find colleagues based on all profile attributes (e.g. 'who is an expert in topic X'). When a person is found, FreshMind offers the ability to start a Teams chat or book a meeting, checking both calendars for an available time.



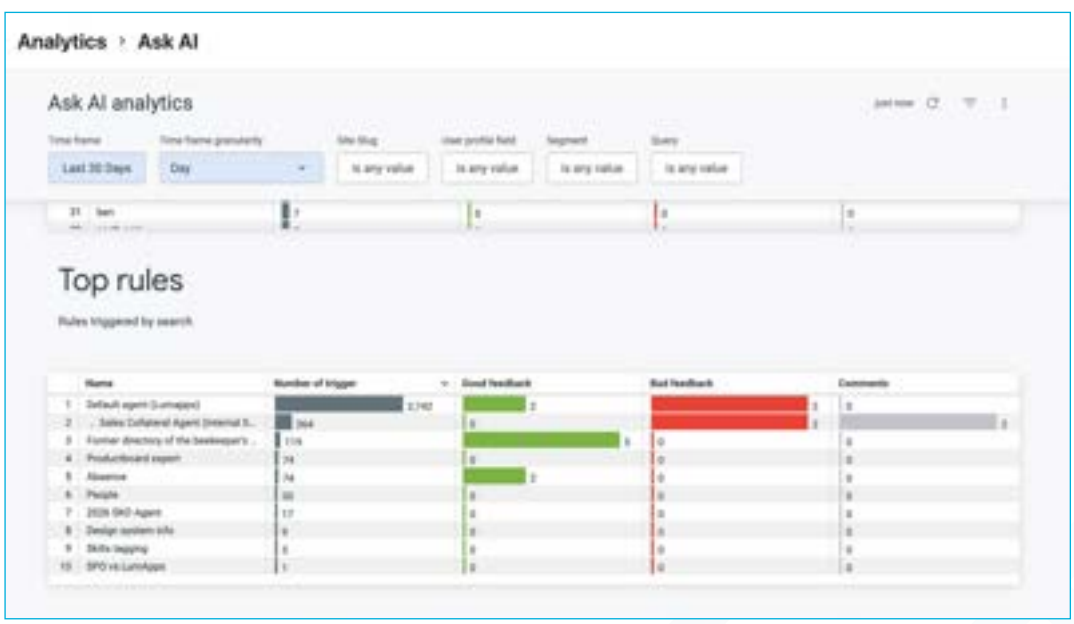
The AI people search in Fresh is excellent.

4. Search admin tools

The best AI search features provide admins with tools to adjust the search experience. This includes providing company context, as mentioned above, and being able to scope the search as wanted. For example, Atlas allows admins to configure external sources to federate alongside intranet sources. Being able to block topics, such as salary information, is useful in platforms like LumApps. Then tools such as Workvivo allow people to react using a thumbs up or down to provide feedback to admins on the effectiveness of the chatbot search. We think further controls could and should be put into admins' hands in future.

5. Search analytics

Whether using AI or not, the presence of search analytics is inconsistent and the quality of the data is more-so across all intranet platforms. There is data that's valuable for admins, however, and we'd like to see more presented to them so they can make improvements. LumApps also stands out here, as it provides a good range of search analytics showing how many queries had been submitted and the feedback provided.



LumApps includes a good range of search-related analytics, including for AI.

Digital workplace agents

A digital workplace agent allows a user to complete a task, usually via a chat interface where they can pose natural language questions, from anywhere in the digital workplace without needing to worry about the source system. This concept has been around for many years, but with the introduction of AI it means there is far less configuration for organisations to get it set up.

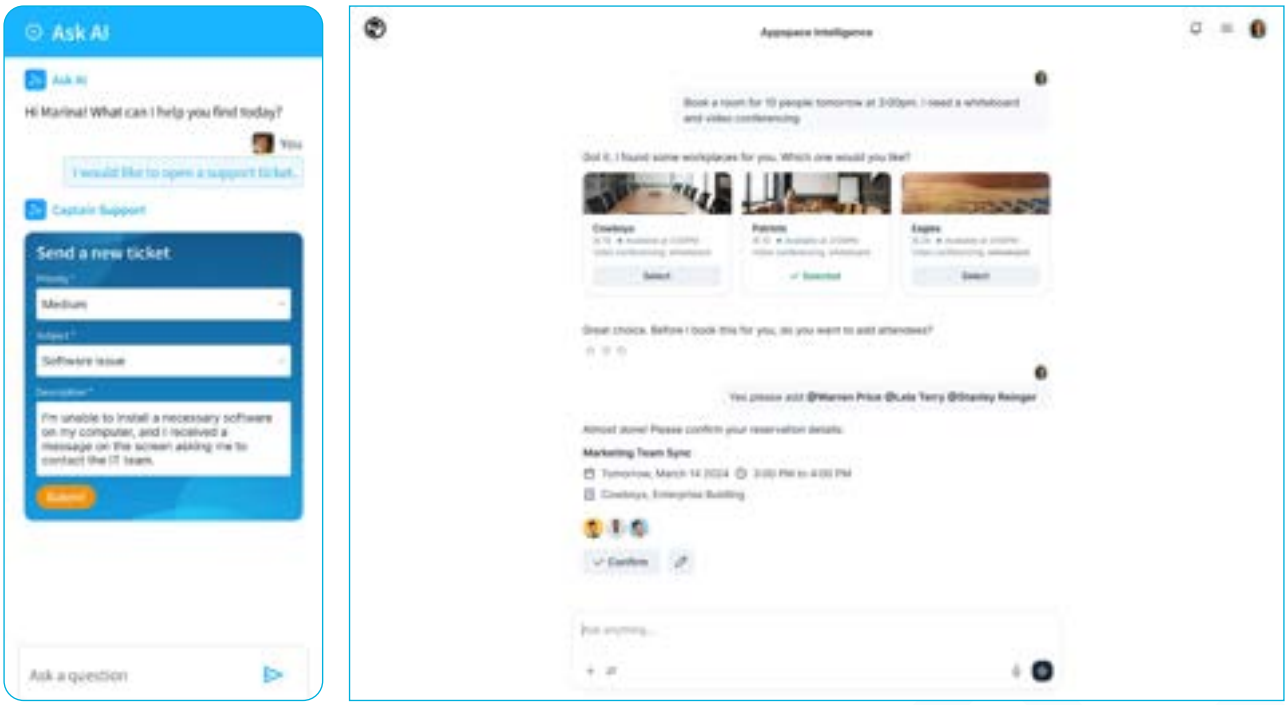
Copilot itself says: "Agentic AI refers to AI systems that act autonomously toward a goal, rather than just responding to prompts. They can plan, make decisions, take multi-step actions, and adapt based on feedback or changing conditions. Unlike traditional or purely generative AI, agentic AI works more like an independent problem-solver that can coordinate tasks and use tools to achieve outcomes."

Microsoft have been promoting Copilot as the de facto digital workplace solution and, with significant cost and configuration effort, it works well. Employee Self-Service agents can

connect Microsoft 365 to HR and IT systems like ServiceNow or Workday, letting employees complete tasks via Copilot's chat interface. It's important to note that this does not create new workflows; it depends entirely on existing processes and proper integration.

Vendors also offer an agentic AI, however the range of integrations for each is limited. Powell, for example, will allow for one agent per third-party system while Staffbase have started with HR tasks and will expand out over time. Appspace and Sociabble probably have the fullest agentic AI offerings at present, with vendors like Flip, LumApps, Oak and Unily with imminent roadmap releases that will also step into this space.

In fact, given how hot a topic agentic AIs is, we were surprised there weren't more on offer as yet.



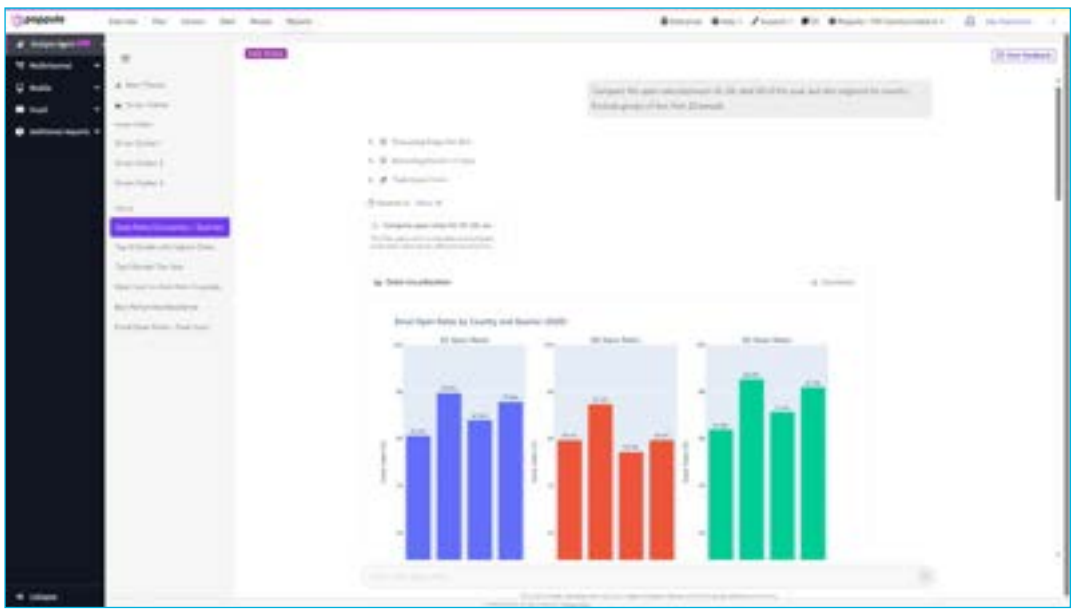
At the time of writing, Sociabble and Appspace offer among the most fully-featured agentic AIs on the market.

Support for admins

Just over a third of the products we've reviewed include AI functionality for admins. Given the repetitive and time-consuming nature of some admin tasks, we feel this area is ripe for further development across the industry. Some vendors have developed functionality here, however, and we look forward to seeing what they do next.

Analytics

Given the inconsistencies in the quality of analytics across all platforms, this is one area where we're desperate to see further innovation! Platforms like Appspace, Firstup, Oak and Unily already offer some form of AI functionality within analytics, with Blink and Powell planning to release something soon. Poppulo stands out here, offering dynamic dashboards that can be filtered in useful ways. An AI agent enables communicators to ask questions in a ChatGPT style to draw insights, comparisons and high-level recommendations for improving engagement and reach. This is an excellent use of AI, providing actionable insights that communicators will find highly valuable.



Poppulo offers an excellent range of analytics, including an AI chat interface approach where communicators can interrogate results as wanted.

Tagging / governance

Governance is vital to the ongoing success of any digital workplace platform yet is often overlooked in software capabilities and hard for administrators to maintain. AI would be a great help here and it's good to see some vendors have introduced functionality already, although this is primarily via content tagging. For example, Appspace, Interact, Involv, SharePoint (Premium and Copilot), and Unily benefit from AI-driven automatic metadata tagging. Where organisations have a Copilot license), 'Knowledge Agent' for SharePoint will add metadata to content, identify broken links, retire inactive pages and identify content gaps based on employee searches.

Creating Pages

Generative AI mentioned in the 'Communications enhancements' section can usually be used for creating pages across the platform. Some vendors offer a variation, providing specifically designed AI tools for building evergreen reference materials – Fresh, MangoApps, Oak and Zoho are all examples. While generative AI is common now, we think offering approaches tailored to reference materials is helpful. We'd also like to see this go a step further, so the AI creates the materials in a way that works well for readers as well as fully optimised to perform well in AI search.

Design and broader admin tools

Broader AI admin and design features aren't common as yet, but offer the opportunity to reduce some of the initial set up and ongoing analysis burden from admins across the site. In Oak an 'AI Design Agent' (AIDA) allows admins to interact conversationally – surfacing information, assisting with configuration, and providing a self-service way to optimise advanced admin features. During page building, AIDA can suggest layouts and Applets based on the content being added, drawing from best practices and past selections.

Similarly, Unily made an announcement in late 2025 about significant design developments that are coming soon. This will allow organisations to build an entire intranet using just a few prompts.

An entire intranet generated using Unily's AI.

ENVIRONMENTAL CONSIDERATIONS

When working with clients recently, we've noticed that environmental considerations have played a part in RfP processes. Given the global attention on environmental matters and the impact on the environment from AI alone, we wanted to explore whether and what vendors were doing to mitigate some of their platform's impact.

We were pleased to see that **51% of the vendors we've reviewed have something in place** themselves already. Many of the others either have plans to do something, or merely rely on whatever their partners are doing, such as AWS or Microsoft.

EcoVadis assessment

EcoVadis assesses companies' environmental, social, and ethical performance and awards associated ratings that are globally recognised. EcoVadis evaluates policies, actions, and results across four key themes: Environment, Labour & Human Rights, Ethics, and Sustainable Procurement. Successes are celebrated, while areas for improvement are identified for organisations to address.

7 (19%) of the vendors we assessed have EcoVadis ratings:

Haiilo · lumapps · UNILY · ACCELERATOR 365 · Debble. · opentext OneSource Digital Communication Suite · Sociabble

ISO 14000 certifications

ISO 14000 is a set of international standards for environment management systems. According to Wikipedia: "The goal of these standards is to help organizations (a) minimize how their operations (processes, etc.) negatively affect the environment (i.e. cause adverse changes to air, water, or land); (b) comply with applicable laws, regulations, and other environmentally oriented requirements; and (c) continually improve in the above." Note the management of AI technologies falls within ISO 14002.

7 (19%) of the vendors we assessed have ISO 14001 or ISO 14002 certifications:

APPSPACE · ATLAS by ClearPeople · FRESH · omnia · opentext OneSource Digital Communication Suite · poppulo

Other commitments

10 (27%) of vendors have committed to other activities, such as:

- The UN Global Compact
- Carbon net zero goals
- Partners to reduce carbon emissions, implement green power etc.
- Annual reporting
- Local tree planting or other social and community activities.

PRICING FINDINGS

According to our report (and generally speaking), independent intranet products are more expensive than those that rely on SharePoint. Independents must develop all aspects of their product, as they cannot rely on SharePoint's framework, so arguably there is more development cost associated with them.

However, it's worth noting that the SharePoint-dependent products have quoted for the cost of their product licensing only. While you may have Microsoft 365 (M365) licenses anyway, some plans are very expensive for all features (such as the full Viva experience). Including SharePoint / M365 licenses would make add-on products significantly more expensive than their independent cousins, particularly for larger businesses. Additionally, if you have frontline or other employees without M365 licenses then you should consider this additional cost, as it could be significant. We're pleased to see some SharePoint-based products offering options for frontline worker access that get around this requirement though.

A final consideration is that some intranet products (particularly SharePoint-based platforms) require significant implementation activities and associated costs. We've flagged in the pricing notes in each review where these services are included but, where they aren't included, these costs can have a significant impact on your budgeting. In some cases, making a seemingly "cheaper" product ends up being a lot more expensive. We've mentioned where this is something to factor in as part of the 'Things to bear in mind' section, but urge you to explore all cost implications with vendors and take our pricing as a starting point only.

For example:

	PRODUCT A – SOFTWARE ONLY	PRODUCT B – SOFTWARE AND SERVICES
CLEARBOX PRICING ICON	$ $ $ $ $	$ $ $ $ $
TYPICALLY INCLUDED IN THE CLEARBOX PRICING	Licenses Support services Hosting, maintenance and updates Access to a community (where available) Customer success services (basic)	Licenses Support services Hosting, maintenance and updates Access to a community (where available) Customer success services (advanced) Training Implementation Developer portal (where available)
POTENTIAL ADDITIONAL COSTS	Configuration of sophisticated requests Training Implementation (potentially including costs of a partner) Customer success services (sophisticated)	Configuration of sophisticated requests
POTENTIAL TOTAL PRICING ICON	$ $ $ $ $	$ $ $ $ $

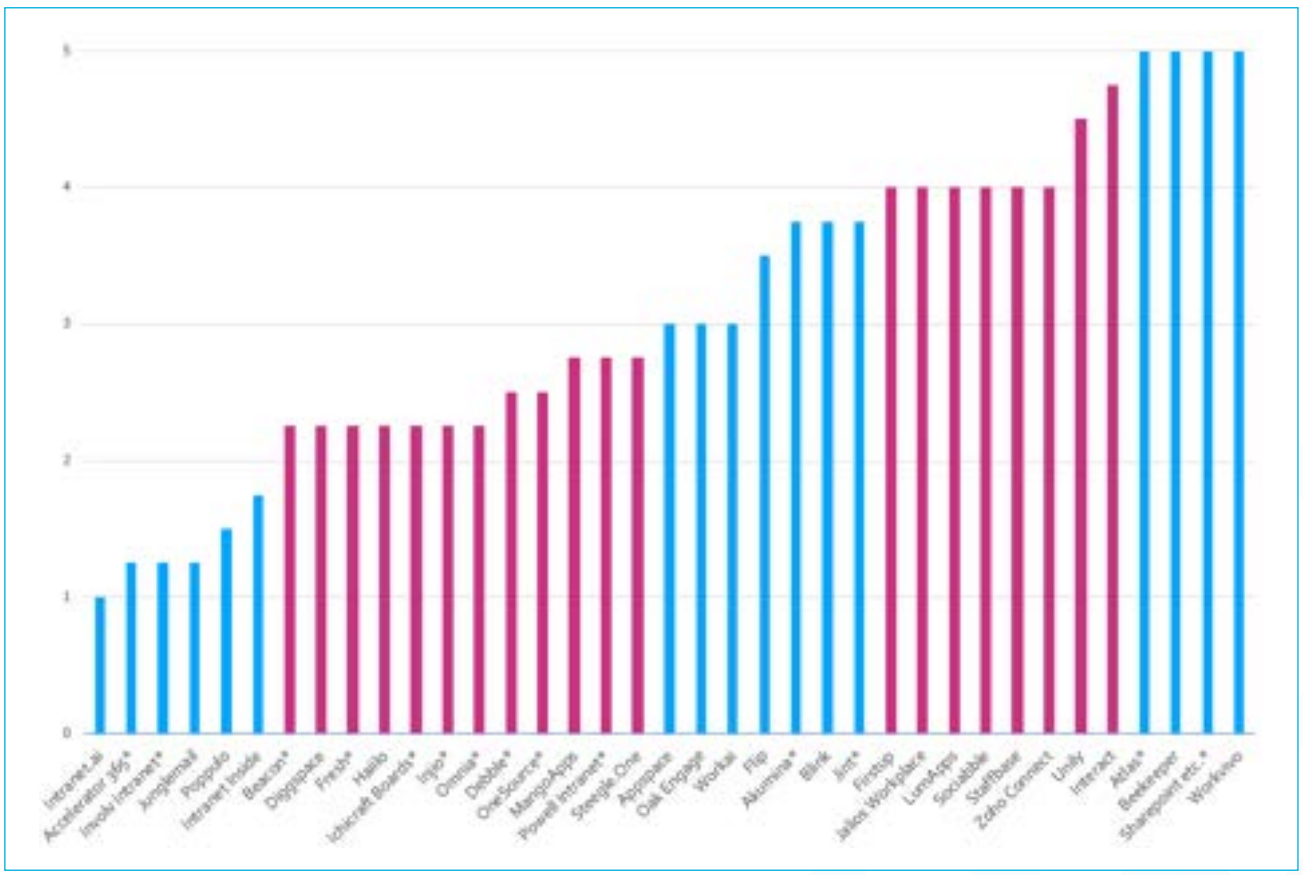
Two charts to guide you

In general, we maintain that there's no 'best' intranet platform, and instead encourage buyers to consider what is the best match for them. Sometimes a well-featured product is not worth the extra outlay unless you know those are features you'll need.

Note base system licenses (e.g. M365) aren't factored into the pricing provided by vendors that rely on those systems. Please see the 'Scoring and Pricing' information for more on this. Please contact the vendor to discuss your needs in relation to their offered functionality to get a precise quote. The below is indicative only.

Average license cost

Our reviews include pricing indications of one (lowest) to five (highest) dollar symbols for organisations of one thousand, five thousand, twenty thousand, and fifty thousand employees (see 'Pricing explanation' in the introduction for more). We've compiled an average for all products we've reviewed and this is presented below. However, please keep the above guidance in mind as there might be hidden costs behind these licenses.



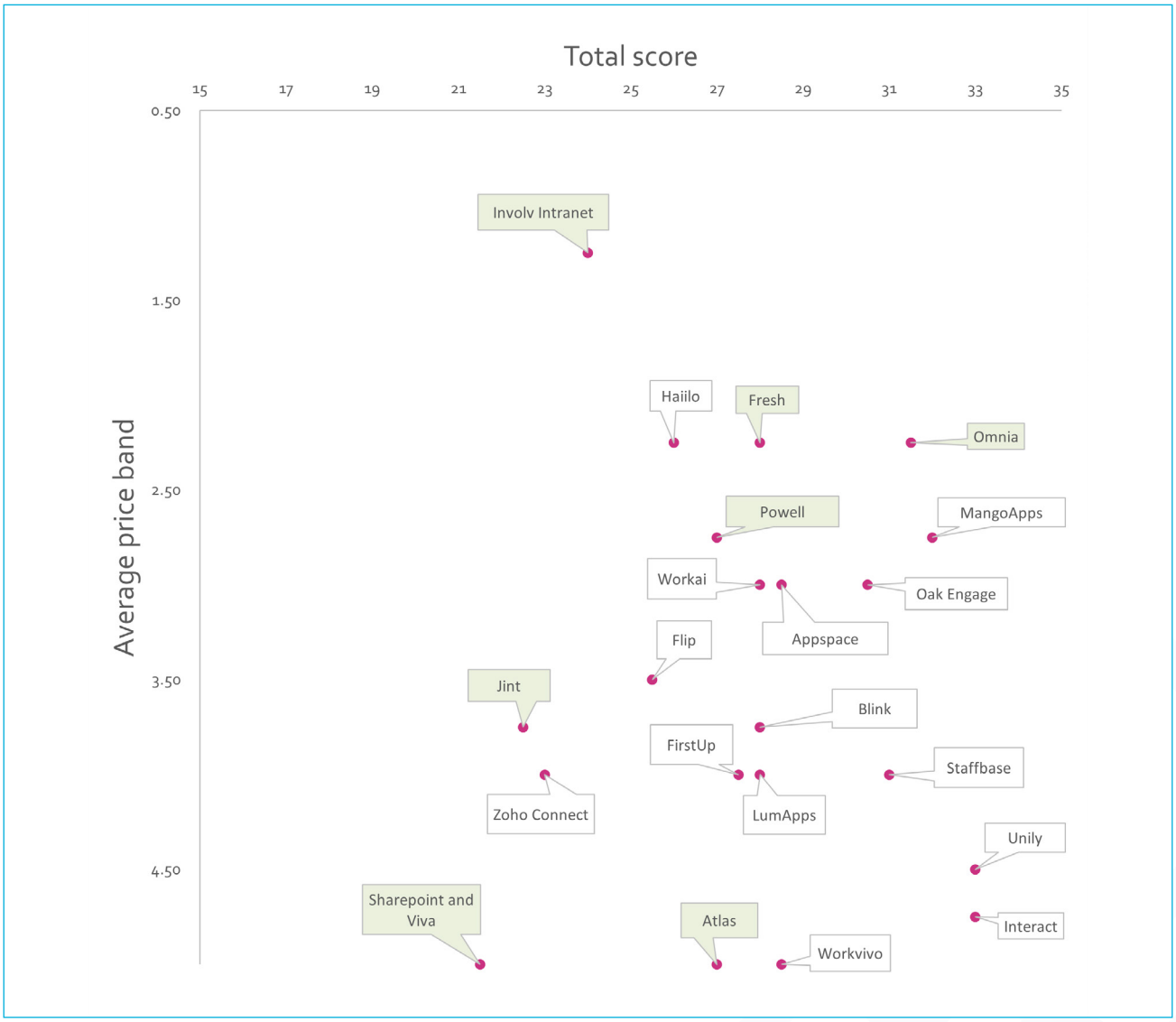
Average price sorted lowest to highest, then alphabetically. Those with * are SharePoint or Microsoft solutions.

Price vs score

This chart shows **average price band** against the **total score** across our scenarios.

This chart gives some idea of price-performance ratio, but the possible additional costs outlined above haven't been factored in. Additionally, the 'potential' scores have been excluded from the total score, as we don't know what costs are associated with them (see the 'Scoring explanation' section for details).

Where time, effort, or additional budget is spent, the position of many of these platforms would shift.



Total score (excluding 'potential' scores) vs. average price symbol. Those in green are SharePoint / Microsoft solutions.

FOUR PRODUCT APPROACHES

Understanding these categories and what approach is right for your organisation will help you choose the right solution – there is no best overall approach or best overall platform, but there is what's best for you.

Modern intranets and 'Employee Experience Platforms'

These platforms typically serve the needs of a 'classic' intranet – document / policy storage and presentation, top-down communications, a good search, engagement tools, and a variety of other familiar features but can also go beyond the basics to integrate with other systems and channels. These platforms tend to be configurable, allowing organisations to make them as comprehensive or simple as desired.

Tools around search, content storage and navigation are usually sophisticated, to help people find what they're looking for in a large platform. However, it's important to note that within the 'modern intranet' approach, vendors may focus on a particular set of features. So, while they may offer a broad range of capabilities, there might be certain use cases the product and vendor is attempting to solve over others. Some of these will be more important to you and you can get a feel for the product's focus by seeing its performance in our scenarios. For example:

- **Communications centre** – likely to perform well in Scenario 2 (such as Staffbase)
- **Social / community focus** – likely to perform well in Scenario 3 (such as Workvivo)
- **Digital workplace hub** – likely to perform well in Scenario 4 (such as MangoApps)
- **Information facilitation** – likely to perform well in Scenarios 5 and 6 (such as Atlas)

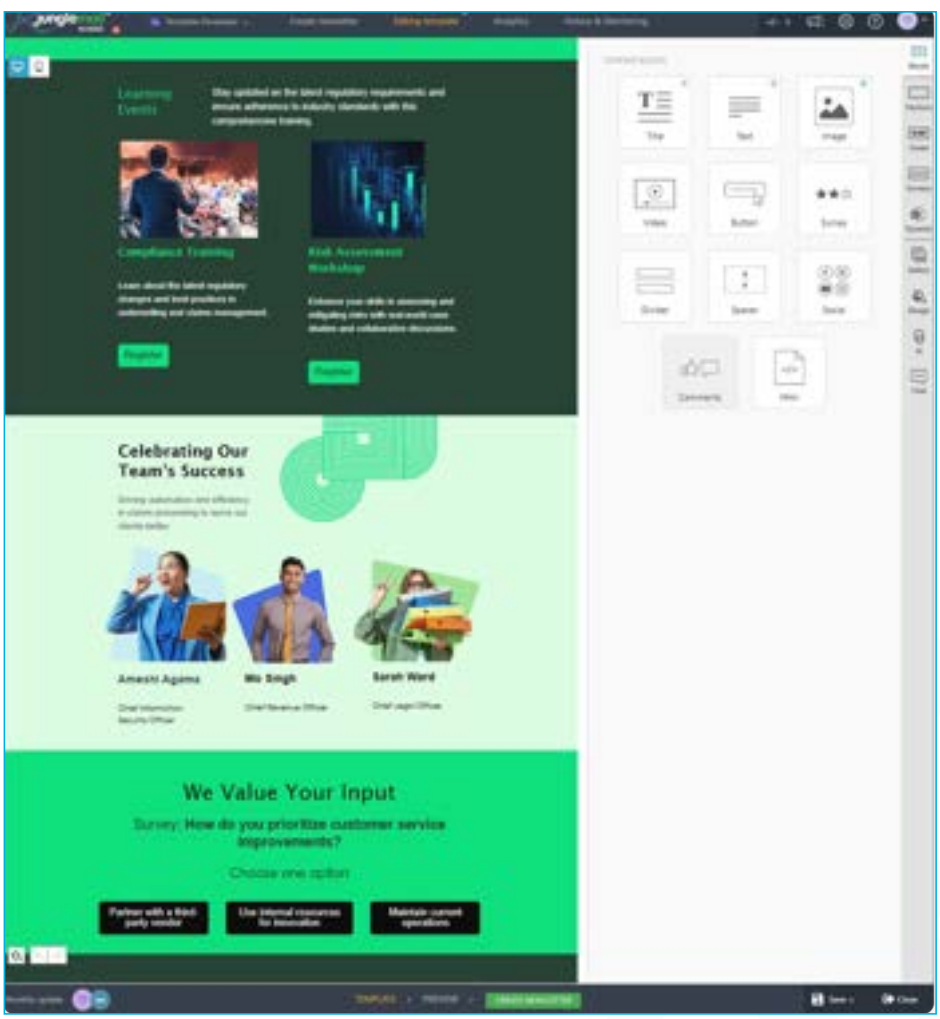
This category of products is where you're more likely to see labels such as 'employee experience platform' or 'digital workplace' being applied by vendors, as 'intranet' is sometimes deemed outdated. However, 'intranet' is a familiar term (that's still the predominant way people search for these systems too) and the included features are still valued by organisations. Just as expectations for modern website continuously evolve, we see expectations for modern intranets constantly progressing too.

Omnia performs well in Scenarios 5 and 6 showing that 'Information facilitation' is one of the use cases it's trying to address.

Communication platforms

Some platforms choose to address the needs of communicators, focusing on effectively reaching employees (and beyond) with news. Communication platforms therefore don't tend to tackle static reference materials, enterprise-wide search, activity-related integrations, and similar; this is where comms platforms and modern intranets with a communications focus differ. Comms platforms tend to make good use of other channels to reach employees with news, such as email, digital signage, employee advocacy, or even feeding into other business systems. These platforms tend to translate well to mobile, too.

For those tools that draw employees to the platform itself, communications content is either top-down or user generated, with multiple news feeds presented on desktop or as filters on mobile. Other platforms push content out to where employees are working and this is typically top-down.



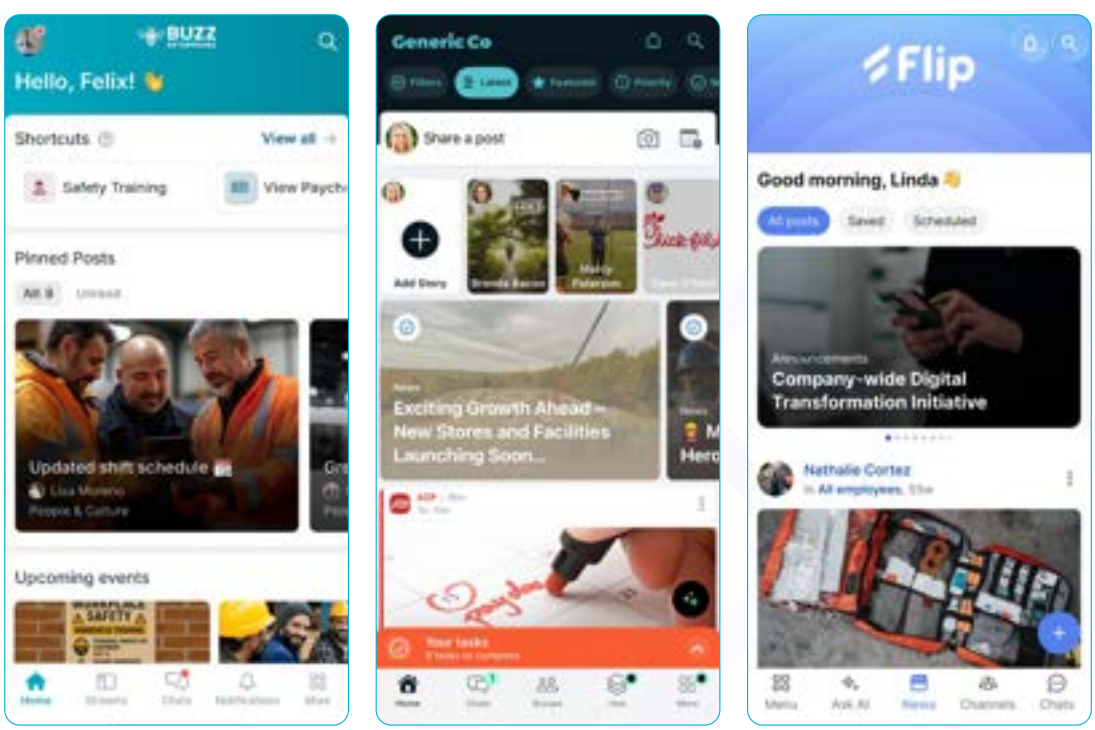
JungleMail is a dedicated newsletter building tool and so sits nicely in this category.

Employee mobile apps

Employee apps enable frontline workers to do what they really need to from one place on mobile or tablet. These vendors typically understand frontline and other mobile audiences very well. The products tend to offer simple desktop experiences, but this translates into an excellent mobile experience. Employee mobile apps are often feature rich, addressing specific business needs through the mobile interface. For example, providing a method for communications but also practical features (like reporting an incident or viewing a payslip) that are valuable for frontline workers.

These products also typically focus on one or more business needs that their functionality attempts to address:

- **Communications** – This primarily covers internal news or messages from the business out to users, plus the way(s) that users can engage with those messages.
- **Operational** – Including practical activities (such as shift swapping, employee services, or integrations with business tools), essentially giving users the things they need to get their jobs done. Those 'things' are then provided by the app itself.
- **HR & People** – Putting people at the heart of the app, through employee engagement, wellbeing, and / or people-related tasks (such as training, onboarding, or performance management).
- **Digital Workplace Hub** – The app collates together a series of tools and / or is the gateway into the digital side of the business. It might be trying to replace an intranet or similar tool. This may include operational features, but the app acts as a facilitator for other systems and to keep the user in one place.

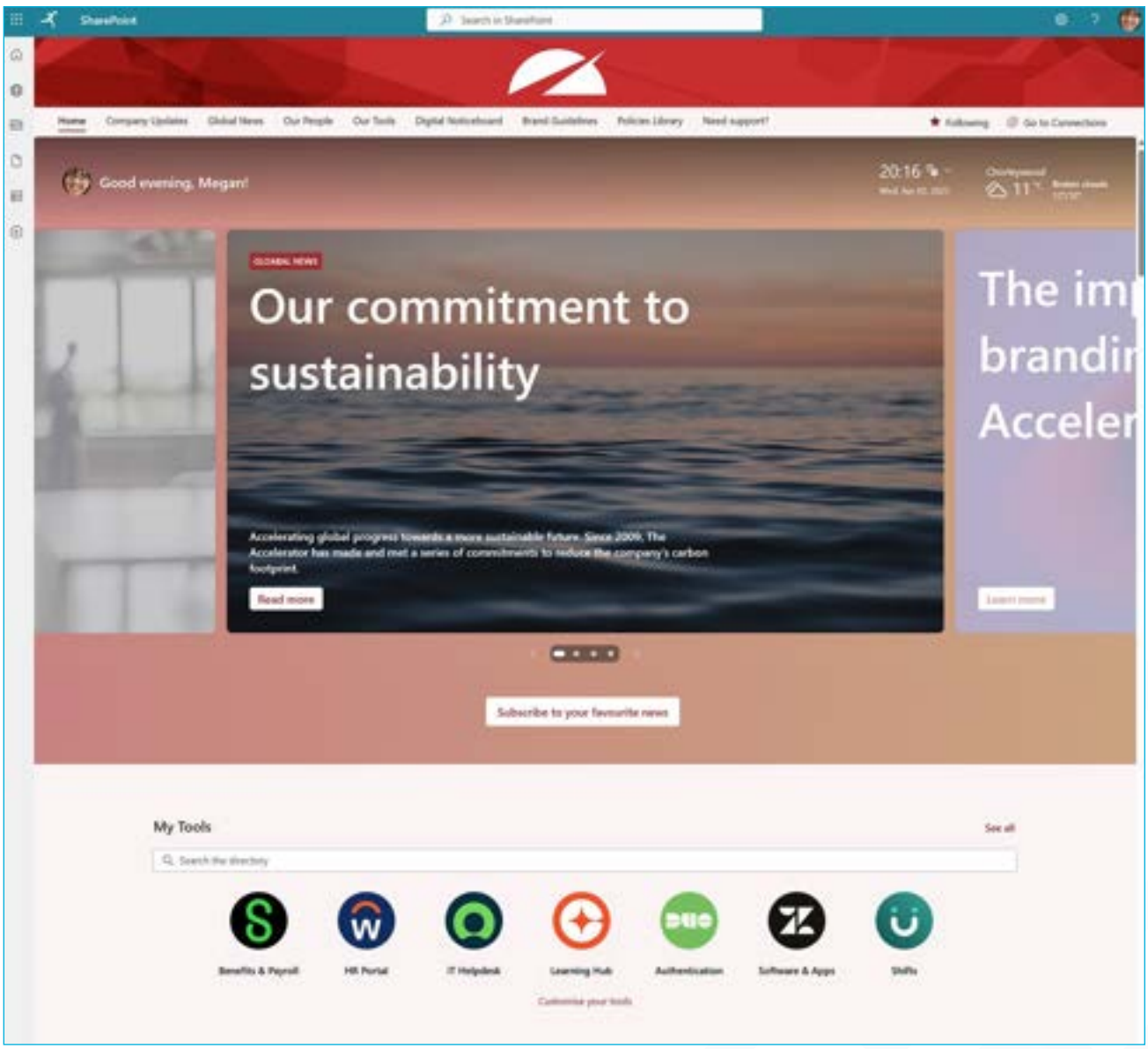


Beekeeper, Blink, and Flip are three employee app products in this report. All are fully featured yet focus on the needs of frontline workers to deliver an excellent mobile experience.

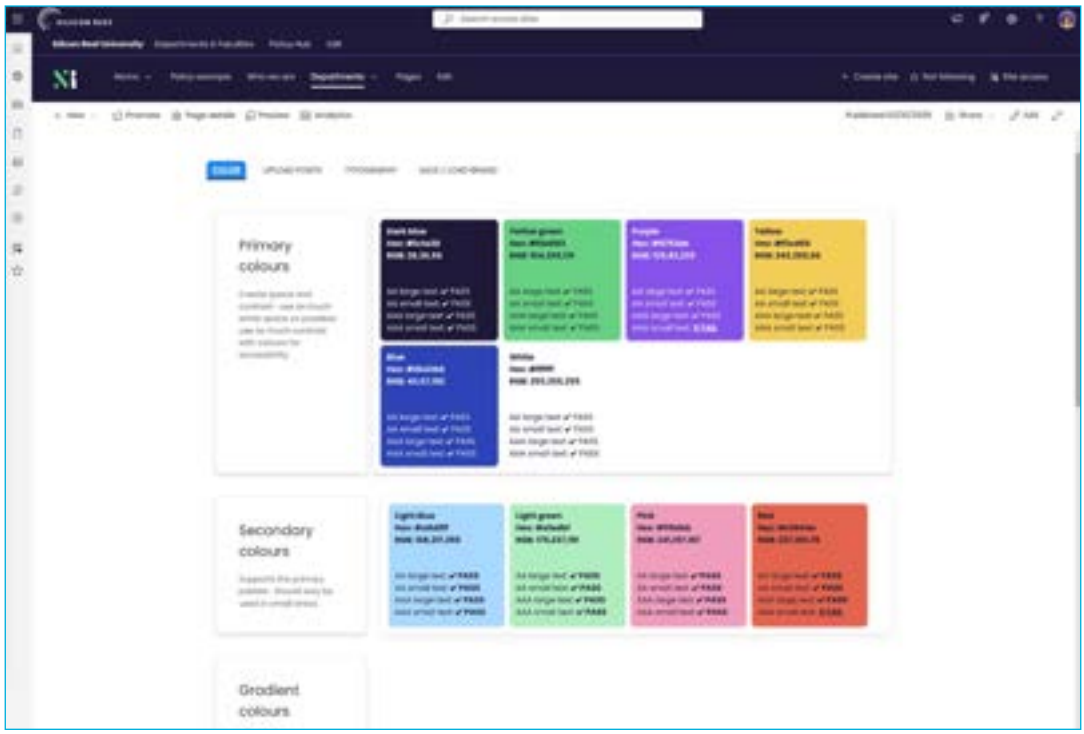
Complementary solutions

The final category of products complement modern intranet solutions. This could be through offering SharePoint web parts, design solutions, extended analytics, or consolidation of digital workplace services. These tools will need another platform in order to operate effectively, yet provide vital services that improve admin and / or employee experiences.

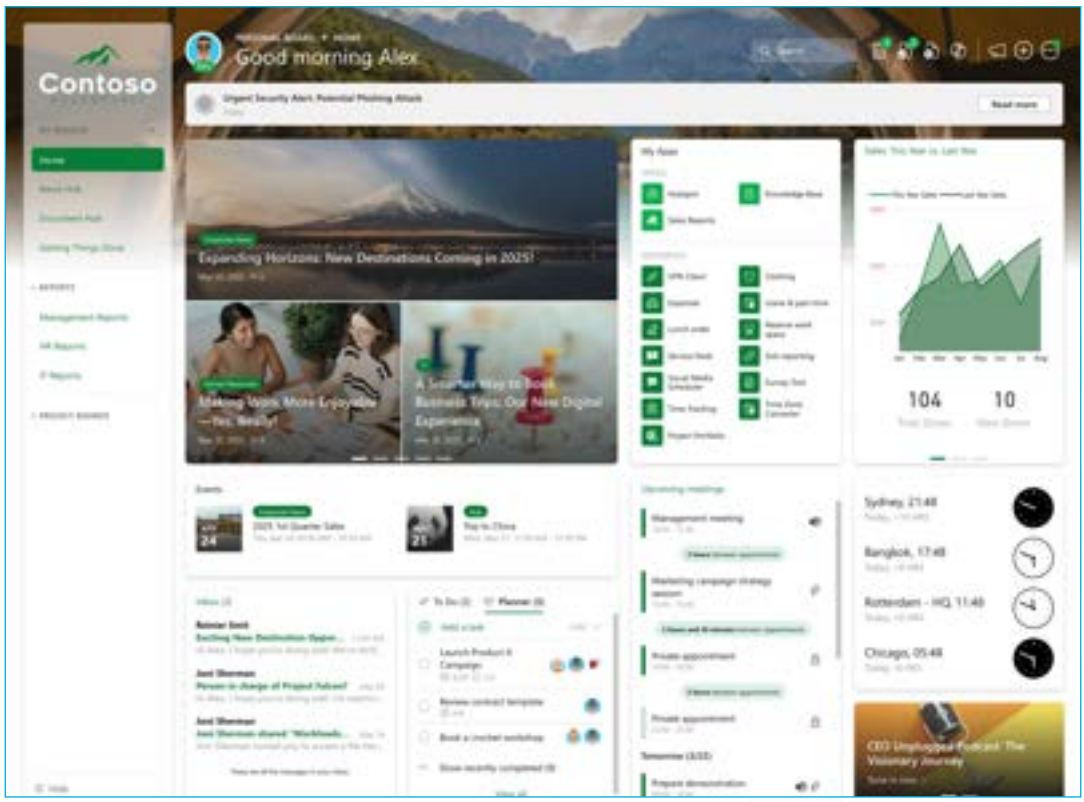
One example is Accelerator 365 that provides web parts and solutions to enhance standard SharePoint functionality:



Another example is Beacon, which primarily provides branding support for SharePoint intranets:



Ichicraft presents a dashboard of various integration widgets within a SharePoint web part that is also accessible via Teams:



USING THIS REPORT TO CHOOSE A PRODUCT

The target audience for this report is intranet managers, internal communicators, and IT teams who are looking to implement a new intranet or other employee experience platform. This report's aim therefore is to help you understand the options and draw up a shortlist of potential vendors.

Four phases of product selection

There are four phases associated with choosing the right product for your organisation:

1. **Strategy**
2. **Requirements**
3. **Product and vendor research**
4. **RfP and product selection.**

We cover each phase in depth on our website, including a helpful flow chart to guide you through the whole process (and it's all free). This process will help you research and document your business needs, including how to discover what your employees want, before conducting detailed research and making a decision. This report will support you throughout all four phases.

Additionally, ClearBox often helps organisations define strategies and requirements, before making appropriate product recommendations based on those findings and using the experience from the hundreds of hours we spend researching this report.

The product selection flowchart is available, free, on our website.

Strategy and requirements

Use this report to identify features you feel are appropriate for your employees and would meet business needs. This will give you a starting point for exploring, researching, and documenting your strategy, which in turn will generate the functional requirements a product must have in order to meet business needs.

It's also important to form your non-functional requirements, usually with the aid of IT, so that you know what technical or support needs your organisation has. For example, you may need to work with a vendor headquartered in your continent or country, data may have to reside on your own in-house server, or you may already have a good idea of budget. Refer to the 'Company and Product' tables explanation in this introduction, then in each of the reviews, to get an idea of the sorts of things you should be exploring.

You can then return to the report, strategy and requirements in hand, to have a more detailed read through of the scenarios that matter most to you. Refer to the comparison information in this introduction, then at the individual reviews, to form a longlist of vendors to explore.

Product and vendor research

This report will save you a lot of time, as you won't need to thoroughly scour vendor websites, read case studies, or watch as many webinars to get a sense of what the product does. We still recommend completing these activities but use this report to form a longlist to investigate, rather than trying to explore all of them. The scenarios and scores are particularly helpful for identifying your longlist, but have a look at the 'Voice of the Customer' in each review too, as these are quotes from real customers that will start to give you an idea of how people feel about using the product and working with the vendor.

You will then gradually form a shortlist of vendors to take through the product selection phase.

RfP and product selection

We recommend building a dialogue with vendors rather than going straight in with a formal procurement process. An informal demonstration will help you to get to know the company as well as the product and help to narrow your shortlist down to a final three or four. You'll get a much better response if you are open about the process along the way.

As a minimum, you should ask for a demonstration linked to your requirement scenarios. A demo site that can be tested with your intranet users would be much better. Your final choice may not be one that scores highest overall in our report. The best value may be achieved by matching those who scored well on your priority scenarios and offer the right pricing, flexibility, and support too.

Ultimately, you should have a discussion where you share all the evidence you've gathered to help you make the best, most informed decision.

ClearBox can help you at any and all stages of this process, so please get in touch if you need any assistance.

Gather all information together and discuss with your colleagues. Where the positive experience overlaps, that's where you'll decide on a product.

A NEW INTRANET – BUILD OR BUY, SHAREPOINT, ADD-ON OR INDEPENDENT?

Given the prevalence of SharePoint licenses, we typically see four possible routes to creating a new intranet:

1 Use standard SharePoint, lightly adapted with branding and configuration

2 Use SharePoint with an add-on product (see the ones listed in the contents)

3 Buy an independent intranet platform and configure / extend it (see the ones listed in the contents)

4 Build your own using a CMS or SharePoint as the basis, requiring extensive specification and development

When clients engage ClearBox services to help choose an intranet platform, or do discovery work, there can be a presumption that the solution will be SharePoint-based because Microsoft 365 is already in place. Some feel there's no decision to be made as modern SharePoint (alongside the broader M365 suite) is more than capable of whatever the requirements reveal.

However, this decision is not as clear-cut as it first appears, and we often encourage clients to think more broadly about what matters most to them. Virtually all the products we list in this report will integrate SharePoint document libraries with the intranet experience, for example. The ability to work across an intranet and collaborative content can be over-weighted too; employees can sometimes be worried if they search the 'open' intranet and see results including 'their' documents, for example. It's easy to conflate 'SharePoint' with 'everything Microsoft' too – if you choose not to use SharePoint, it doesn't mean you can't keep using Teams, Outlook, Entra ID, Copilot or anything else Microsoft provides.

Whichever route you take, the advice in the 'Using this report to choose a product' section still applies, as creating a strategy, identifying requirements, and exploring your options are sensible no matter what your starting preference.

The case for basing your intranet on SharePoint

1 **You already have it.** We're going to assume that many reading this already have Microsoft 365 as a start point, and that this has been chosen for many reasons beyond the intranet such as Exchange, Teams, Entra ID and so on. So long as all users are already licensed, there's a big win in not having to make the case for more budget.

2 **SharePoint is a strong contender for straightforward intranets**. If you just want one simple site, or many similar sites with a central hub, then it is easy to get going with SharePoint. The interface for site building and publishing is attractive and learnable.

3 **Integrated search.** This is often seen as a core argument for SharePoint or a SharePoint add-on: all your content stays within Microsoft 365, so there's no overhead of search integrations across intranet and collaborative content in a document or in Teams conversations.

4 **Integration across other parts of Microsoft 365.** If you buy into Microsoft's vision, then a modern digital workplace spans SharePoint, Teams, Viva, Copilot and more. The 'intranet' is secondary and having these work well together is more than the sum of the parts.

5 **A single supplier to deal with.** IT teams can be reluctant to set up more supplier relationships. Even if you choose a SharePoint add-on product, the vendor may still be a Microsoft Partner and within the same ecosystem. For similar reasons, there's a large marketplace of skilled contractors too.

6 **Add-on products expand capabilities while keeping the benefits.** If you need more power, then the SharePoint add-on products we list will greatly enhance functionality whilst keeping the appeal of single search, integration with Teams, OneDrive, Viva Engage etc.

The case for choosing an independent (non-SharePoint) platform

1 **Flexibility.** It's hard to deviate from the SharePoint look even with an add-on product (though some do a commendable job). However, independent products can provide broader options and the flexibility to get it looking exactly as you want.

2 **Cost of ownership.** Although the licenses might be 'free', configuring SharePoint requires specialist knowledge that is in-demand. Some of the add-on products do a good job of simplifying the interface for admin tasks but add complexity elsewhere. You may even need the support of partners to deliver the intranet you want, which adds further cost. In the long run, it can be cheaper to buy an independent intranet product closer to your needs than adapt SharePoint to do it.

3 **Easier to live with.** Independent intranets tend to have a more straightforward admin interface and coherent set of options. Done well, an independent intranet can evolve more readily as non-technical users are able to manage it themselves and find it easier to add content.

4 **Quicker deployment**. It can be much quicker to go from project start to launch with an independent intranet product. Although some of the add-on tools do a good job of shortening this phase for SharePoint, they remain typically longer projects.

5 **Frontline and mobile experience.** We're not too keen on the current SharePoint / Viva / Teams mobile experience, particularly for frontline workers, and SharePoint intranet in-a-box products generally fare worse in this scenario. You'll find more options, and a more mature approach with independent vendors, some of which began as mobile-first platforms.

6 **AI without limitations.** Microsoft have their own AI tool and strategy in Copilot, which works well enough but ties organisations into this single approach; additionally, it also seems like Copilot is everywhere across Microsoft applications. Independent intranet solutions allow for a greater range of LLMs to be selected and give power to admins to curate an AI experience, rather than forcing it into every screen.

The case for building your own

For many years now we have seen fewer organisations opting to build their own intranet. The technical maintenance burden can be significant (or maintenance doesn't happen because the developers are no longer available). Specifying requirements from a blank page is much more complex than choosing a product off-the-shelf, and the time between project start and go-live can easily fill 18 months or more. However, there are still some points to consider:

1. **Flexibility and ambition.** Building your own means that you can have just what you want. If you have a vision for something really innovative, or specific to how your business works, then there may be nothing off the shelf that fits. Quite a few intranet products began as in-house projects that were so good they spun off into companies.

2. **Cost.** For very large organisations, the cost of intranet products can be off-putting, especially on a per user / per month model when there may be 20,000 or more frontline workers to pay for. Build-your-own costs scale very well, and you may already have a license for the base CMS if it is used for your website.

3. **Iteration.** Some of the best intranets we've seen have a team behind them that constantly improve both the functionality and the content. Although you can do this with independent or SharePoint-based intranets too, there are more constraints on the modifications that will be supported, or you may have to wait a year or more for the feature to get on the vendor's roadmap.

Refer to the 'Using this report to choose a product' section to identify which option(s) is best for your organisation. If you would like some help, then please do get in touch with us.

ACKNOWLEDGEMENTS

Report Manager and Lead Reviewer

Suzie Robinson is an intranet and digital employee experience consultant at ClearBox and has responsibility for this report.

Suzie has worked with intranets since 2008 and has practical experience with all aspects of an intranet lifecycle, from research, to implementation, to ongoing governance, and overall strategy. Suzie's intranet experience has grown out of the roots of internal communication, so she has a focus on employee experience and engagement, plus strong content. Remote and difficult to reach users were often the core user-base for the intranets Suzie managed, so she has extensive experience at finding ways to engage and connect a broad audience range.

Suzie is a skilled writer (not just of reviews, she's also a published author) and editor, and she is active in the internal communications community, both writing and getting up to speak at conferences. Suzie is always happy to have a chat, so please feel free to follow her on LinkedIn.

Report Executive Director

Sam Marshall is the founder and Managing Director of ClearBox Consulting and has specialised in intranets and the digital workplace for over 20 years, working with companies such as Bayer, Vodafone, Diageo, UK Government, Sony, FIFA and GSK.

His current activities focus on intranet and digital workplace strategy, and the business side of Microsoft 365. Connect with Sam on LinkedIn.

Vendors

We are grateful to each vendor for their co-operation in demonstrating their products to us. The products we feature are a combination of companies we approached and ones that asked to be involved in this edition. If you're the vendor of a product and would like to be included in the next version of this report, please visit our website for details.

Reviewers

Ana Neves has 25+ years' experience shaping digital spaces for internal communication, collaboration, and knowledge sharing. Founder of Knowman, host of The Intranet Hub and organiser of the Social Now conference, she previously led cultural change in banking and knowledge management in the NHS. Ana combines technical fluency across diverse platforms with a strategic perspective, crafting creative solutions that leverage technology to meet business requirements. Her focus remains on the transformative power of intranets: to engage, bring people together, make knowledge accessible, and shape narratives.

Andrew Marr is an intranet and digital workplace consultant at ClearBox, having over 15 years' experience in digital business strategy and management practice. He has completed a wide range of digital workplace strategy, intranet management and technology vendor selection assignments for world-leading brands and government organisations. Coming from a practitioner background, Andrew was responsible for intranet strategy and development at international healthcare group Bupa and implemented pioneering social and collaboration applications during his time there.

Andrew Pope helps leaders and teams work smarter by joining the dots between people, technology and everyday habits. As owner of Designing Collaboration, he focuses on making Microsoft 365 and AI easy to understand and to solve their problems, so organisations can cut noise, reduce meetings, and work together with more clarity and confidence. He coaches leaders to build digital skills, supports teams to adopt better ways of working, and uses tools like his Digital Team Builder for designing digital experiences and the Modern Team Design for teams and organisations to design smarter ways of work. Turning problems and opportunities into practical results.

Anika Bhuiyan brings 15 years of experience in CPG corporate communications across North America and Asia, where she has shaped digital employee experiences for large, global companies. Her work spans major intranet transformations, enterprise email modernisation, digital workplace upgrades, and the adoption of internal social platforms. She has led the rollout of Workplace by Meta and contributed to implementation projects like Viva Engage, Workvivo, and other digital employee engagement tools. With a background rooted in storytelling for frontline employees and a strong commitment to digital inclusion, Anika draws on extensive real-world experience from two continents and complex organisational landscapes.

Emma Turner is a freelance Internal Communications and Engagement Consultant with over 20 years' experience leading communications projects and teams in complex global businesses. Emma's experience working with intranets over this time has spanned the full lifecycle – from leading requirements discovery and vendor selection processes, supporting the design and delivery of new intranets and leading internal comms functions responsible for their strategic development. As someone who has been an advocate of the ClearBox report – and used it as a key tool to support recent projects – Emma is delighted to contribute to its development this year.

Guy Van Leemput is an independent intranet and digital workplace consultant based in Brussels, and the founder of ValueIntranet. He has more than 10 years of consulting experience and has worked with many large and mid-sized organisations across the Benelux countries. Previously he was a corporate intranet manager at financial services provider Swift. Guy frequently advises organisations about intranet strategy and governance, product and technology selection, and user adoption of digital tools in an increasingly complex hybrid workplace.

Jeremy Stewart has worked within the intranet industry for over 15 years, having previously worked for an intranet provider and been a reviewee within this report back in 2021. Having branched out into the wider Microsoft partner ecosystem, he now works with all things Microsoft 365. Jeremy has supported hundreds of organisations in adopting new technology and using it to help staff work smarter.

JL Delayen is an employee communications and digital channel specialist with over a decade of experience managing intranets and employee communications software in a variety of industries; including government, aerospace and defence, legal, technology and insurance to name a few. He is passionate about building simple and intuitive experiences that help employees stay informed and get their jobs done. JL is currently a digital channels manager at DoorDash, where he manages the company's intranet and email platforms.

Lisa Riemers is an independent communications and digital workplace consultant, author and trainer who helps organisations connect their people and tell their stories. She co-wrote *Accessible Communications* and helps teams create impactful, accessible, user-centred content that makes information easier to understand. She's worked as an in-house intranet manager, product owner, and marketer, and bridges the gap between comms, digital and technology teams. Based in London, UK, Lisa advises large and complex organisations including world-leading universities, charities, insurers, business-to-business (B2B) companies and the UK government. She's also an artist, who brings her creative flair to the workplace. Connect with Lisa on LinkedIn.

Luke Mepham is a passionate intranet and Microsoft 365 professional. He has been involved in the IT side of intranet development and management since 2000, leading and delivering several projects to create, migrate and redesign intranets for large international financial service organisations. Luke enjoys speaking at conferences on the topic of intranets and sharing his insights and best practices on how to leverage the power of M365 to create modern and effective digital workplaces. He is currently the M365 Product Owner for a large UK insurer, where he oversees the strategy, governance and adoption of the suite.

Marko Cincar is an independent intranet consultant and the founder of Invento Consulting. Specialising in intranet selection and implementation, he has collaborated with numerous SMB organisations across the United States, Canada, UK, and Australia. Marko focuses on helping businesses enhance internal communication and collaboration through modern intranet solutions. With a proven track record, he has successfully led implementation projects, trained teams, and provided strategic guidance on adoption to create more effective and engaging digital workplaces.

Sara Richmond is an internal communications and digital workplace consultant with extensive experience helping organisations activate their people through better communication and smarter workplace technology. She has delivered a wide range of intranet, employee experience, and content design assignments for organisations undergoing transformation, with a particular focus on EX/DEX, knowledge management and AI-ready content. Coming from a practitioner background, Sara has over 15 years' experience leading HR and communications teams across four technology companies, guiding organisations through change with a people-first mindset. She is a certified senior HR and change management professional and holds Master's degrees in Business Administration and Counselling, equipping her to bridge operational goals with human connection.

Sébastien Chatel is Consulting Director at Arctus, a French agency specialising in internal communication projects. For 13 years Sébastien has been working across digital workplace projects including intranets, collaborative solutions or enterprise social networks. He is equally passiphonate about the strategy, the contents, as well as the human and the technical aspects of internal communication.

Report Editing and Reviewing

Steve Bynghall is an independent digital workplace and intranet consultant and writer. Steve works independently as well as through consultancies such as the Digital Workplace Group and Step Two. Steve co-founded Spark Trajectory, an intranet and digital workplace consultancy. Steve also writes extensively, focusing on B2B technology themes, mainly for vendors, agencies and consultancies.

Following an MSc in Information Science from City University, Steve worked at accounting firm BDO LLP for over thirteen years, working in various knowledge roles including managing the firm's global extranet programme. He has been freelance since 2010. Connect with Steve on LinkedIn.

Report Administration

Kath Dipple is a freelance virtual assistant with higher education qualifications. She works closely with the team at ClearBox, where she provides administrative support across a range of areas. With over 20 years' experience in administrative and business support roles spanning higher education, the charity sector, medical distribution and marketing, Kath brings a broad and practical skill set. Her contribution to this year's report focused primarily on proofreading, editing and spreadsheet maintenance.

Report Design

Debbie Brown is a seasoned freelance designer holding a Bachelor of Arts Degree. She has over 20 years of experience working on a diverse range of design disciplines including: publication design, print and online advertising, logo creation, branding design, homepage concept / UI design. To see a selection of her work view her page on Behance and connect with her on LinkedIn.

BECOME A CLEARBOX REVIEWER

We're always looking for more people to join our team of reviewers for our reports. ClearBox is only a small consultancy firm, and we need support from critically minded, passionate people to help us cover the breadth of products we feature in our reports.

What being a reviewer involves

Each of our reviews takes about a week in total to complete, but spread over a couple of months. This includes writing, responding to editing recommendations, and sharing with your vendors. During a demo we expect you to be able to identify the great (and less great) features of the products you see. Afterwards you need to be able to express your thoughts cohesively and coherently – while we want to know what something does, it's more important to express how well it does it.

We fact-check everything with vendors, so managing that relationship and related conversations is also important. Of course, we also need people who can meet deadlines so that we can keep pushing towards launch.

"I've been a ClearBox reviewer for several years now and I find the experience enriching and rewarding. It's a great way to learn about new products and new trends in a rapidly evolving market. I also enjoy being part of an international team of experts that produces one of the industry's most significant reports."

Guy Van Leemput, Intranet and Digital Workplace Consultant

How we support you

We assign each product to a reviewer, so you and the vendor have a consistent experience. We template everything, provide guidance, offer training, and will mentor you through your first review. We're always on hand to answer questions too, and we welcome queries as they may help the wider reviewing team.

We pay for your time, of course, and you gain the benefit of experience of a variety of platforms during the process.

What to do

Have a read through of this report; if you find the type of content interesting and think, "Yeah, I could write that," then please get in touch with me. You're welcome to DM me via LinkedIn or email me instead (suzie@clearbox.co.uk).

I'm really proud of the reviews we produce, particularly as we've been able to release them for free. The vendors who take part appreciate the level of detail we go into, and our reviewers get a huge amount of insight into the industry. It's a lot of work, but it's extremely rewarding and benefits the digital workplace industry as a whole. So come and get involved!

Suzie Robinson, Report Manager

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