

CHEATSHEET

# Digital workplace consolidation and the modern intranet

If you're considering, or making the case for, a new intranet, you've probably come across a whole host of benefits. One that is especially relevant today is its role in digital workplace technology consolidation. Read on to learn how a full-featured intranet can help you streamline technology – and why this is so essential for modern workplaces.

## Why top organizations are prioritizing tech consolidation

By the numbers:

Large companies with 2,000+ employees currently use an average of

**231**

apps in their digital workplaces, a year-on-year increase of 10%.

(Source: Okta)

**95%**

of tech leaders plan to consolidate vendors in the near future. They are driven by systems architecture improvement (80%), cost-cutting (69%), concern about vendor viability (69%), and reducing shadow IT (48%).

(Source: CIO Tech Talk)

The average employee switches between 30 different digital tools and platforms in a single workday.

(Source: The Radicati Group)

**30**

## What (or who) is driving the push:

- CEO concerns over an uncertain economy, resulting in calls to boost efficiency and cut costs
- CIOs tasked with implementing digital transformation
- Overburdened HR and IT teams
- A tech-overwhelm epidemic among employees that lowers engagement and productivity

# What technology can an intranet help consolidate?

A modern intranet includes the same functionalities as many of the applications currently in your digital ecosystem, reducing the number of solutions needed. Here are some examples of single-use solutions your intranet can replace:

Employee communication apps

Employee engagement and recognition apps

Document management systems

Employee brand advocacy platforms

Data analytics software to measure engagement and productivity

Employee survey tools

Email newsletter platforms

Onboarding and offboarding software

Collaboration platforms (e.g., Slack/Teams)

Third-party digital signage

“Shadow IT” technologies

Idea management software

Workflow apps for tasks such as booking travel or submitting expenses

Knowledge and asset management platforms

Enterprise social networking solutions

# The benefits of consolidating technology with a full-featured intranet

## Optimal efficiency

Employees spend less time searching for the people and information they need and switching between different apps and platforms.

## Cost savings

The right intranet has capabilities that make many other apps redundant, allowing organizations to streamline their tech stacks and reduce the costs required to maintain additional software.

## Increased security

The move to a secure, centralized platform means fewer points of entry for cyber threats.

## Better business performance

When employees face less digital friction, they are better able to collaborate, innovate, and carry out essential tasks, allowing businesses to thrive.

## Reduced burden on IT and HR

The ability to automate workflows and facilitate self-service on a single platform reduces repetitive tasks for these departments, and a single, searchable knowledge base reduces inquiries.

## An informed organization

Housing updated organizational knowledge in one place keeps everyone on the same page, ensuring adherence to policies and procedures and compliance with regulations.

# 6 intranet features that make for successful tech consolidation

These capabilities ensure seamless consolidation of workplace technology, allowing your organization to reap the benefits of a streamlined digital ecosystem.

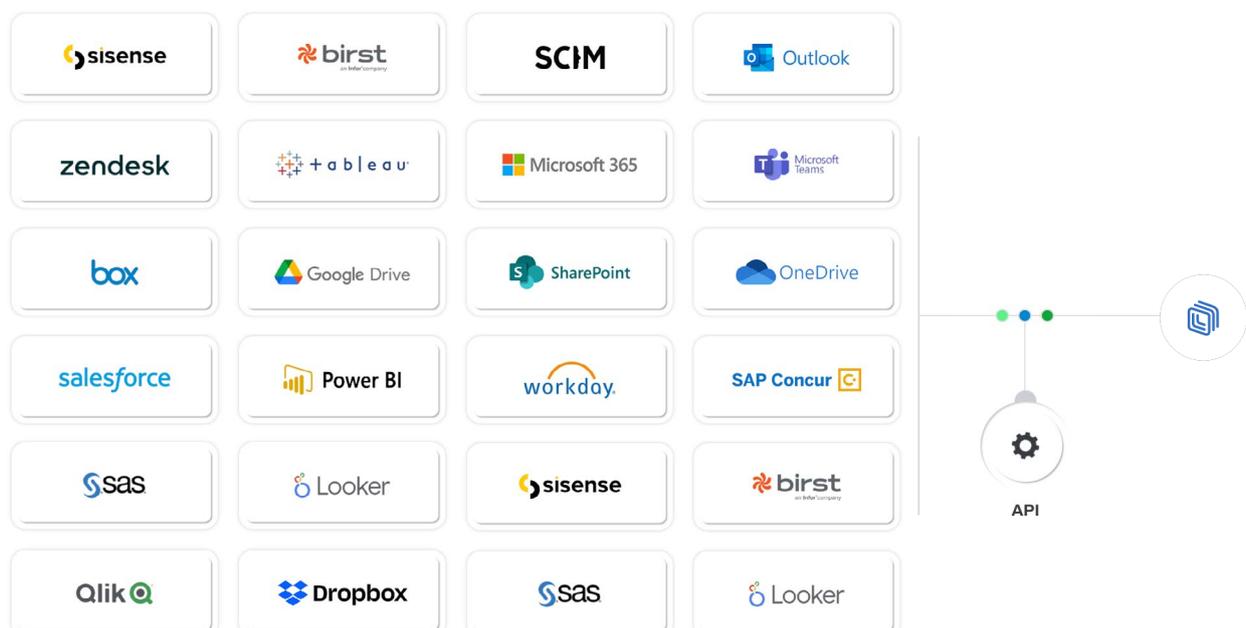
## 1 | Accessibility

An accessible workplace is a productive workplace. An intranet with single sign-on capabilities makes a big difference, streamlining user journeys without sacrificing security.

Accessibility is especially important for deskless workers. A mobile-optimized intranet means that those who aren't in the office can stay connected and access key information no matter their location.

## 2 | The right integrations

It's unlikely that you'll be able to consolidate all of your apps and platforms, but the right intranet can streamline the way employees access and utilize them. Integrations with popular apps allow for their use through and within your intranet, allowing it to serve as a centralized hub for your digital workplace.



### 3 | Personalization

Customized experiences boost engagement and productivity. With features such as permissions and built-in intelligence, a modern intranet can ensure employees receive and discover relevant content based on their roles, locations, preferences, and more.

Interact's AI-driven recommendation engine facilitates automatic, personalized discovery, and subscription options ensure employees are alerted to content that matters to them. Personalization by location through geofencing makes it easier for those in certain offices, stores, or other locations to get the unique resources they need while on-site.

### 4 | Strong search capabilities

Tech consolidation means improved information sharing and access throughout your organization. An intranet contributes to this by serving as a single, searchable source of truth where employees can find the information, documents, and people they need in just a few keystrokes. This reduces frustration and boosts efficiency on an organization-wide level.

#### What to look for:

Federated search that includes third-party data repositories

AI-powered enhancement of result relevance

"Best-bets" that assign priority to important content

Extensive filters to refine results

Translation features for multilingual search

Advanced people search with comprehensive categories

Mobile capabilities for high-quality search on the go

## 5 | Human-centered design

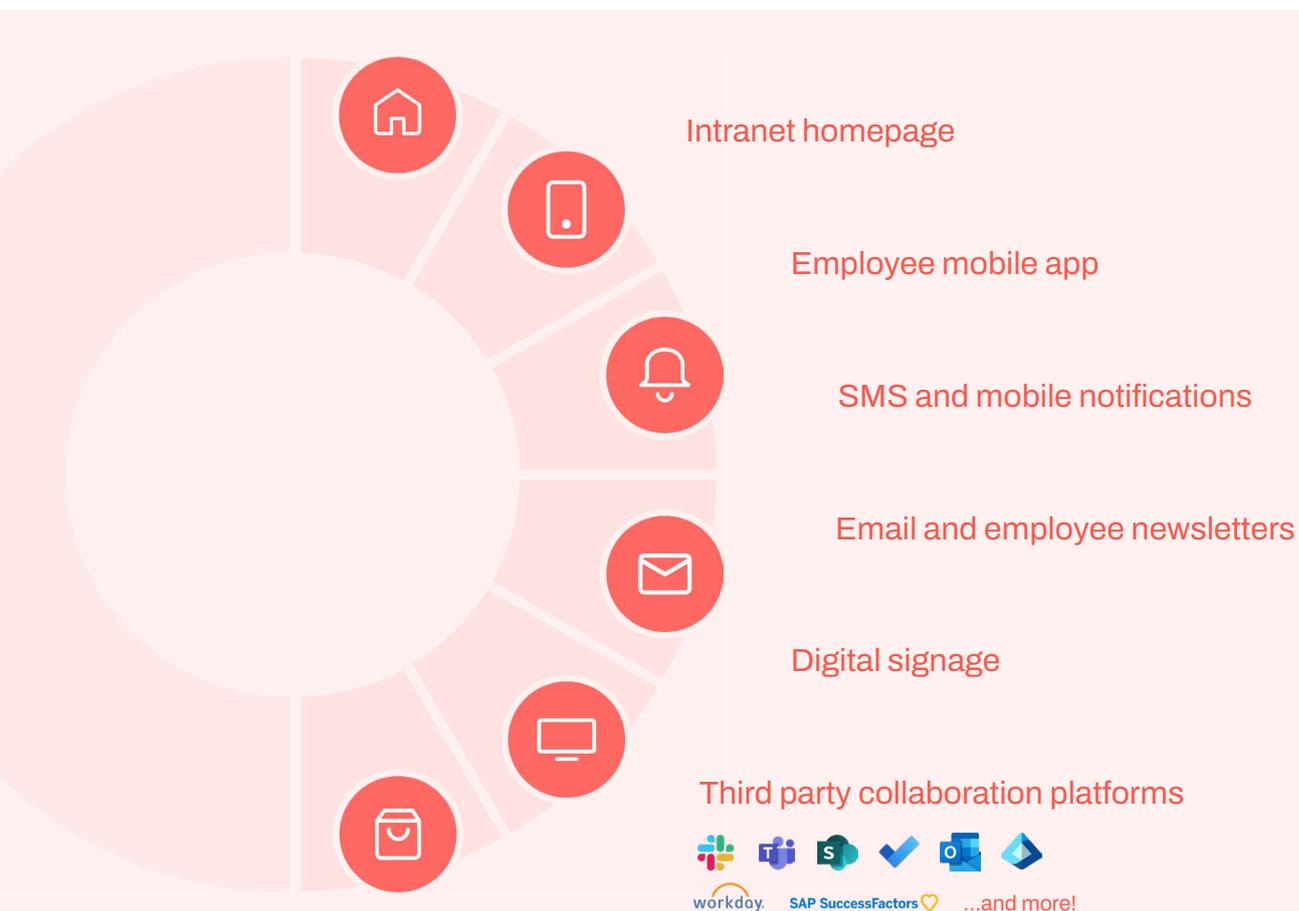
To effectively propel tech consolidation, your intranet must be highly usable. Clean, organized, and task-driven design allows for intuitive navigation and a user-centric experience. This means employees will turn to it again and again to efficiently retrieve information, collaborate, and carry out tasks.

Human-centered design also applies to intranet-manager and content-creator experiences. When non-technical administrators can easily create workflows and manage other aspects of the intranet on their own, it increases efficiency and frees up IT teams.

## 6 | Multichannel communications

A multichannel approach is essential to modern employee comms, but that doesn't mean organizations need a different app or platform to manage each channel.

A modern intranet offers the ability to deploy and manage multichannel communications through a centralized platform that employees can then be directed back to for more information. This is essential for streamlining technology and getting every employee the updates they need.



# Building your business case?

Try these other resources from Interact to get the support your project needs:

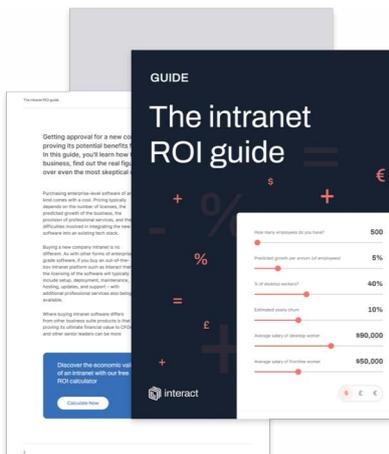
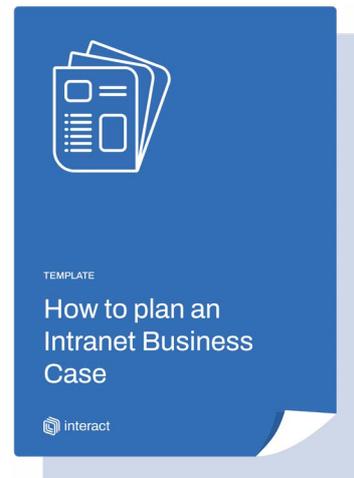


## Building an intranet business case

This complete guide helps you build your case for a new intranet project, even if now doesn't feel like the right time.

## Your intranet business case template

An interactive template designed to guide you through the essential elements of planning a compelling case for a new internal comms platform.



## The intranet ROI guide

Our Intranet ROI Guide lays out exactly how an employee experience platform produces financial returns.



**Interact supplies over 1,500 organizations with an award-winning employee experience platform that boosts productivity and drives engagement.**

Through enterprise-grade intranet software and decades of expertise, Interact provides Fortune 500, FTSE 250, and globally recognized brands such as Levi's, Domino's, Teva Pharmaceuticals, and Subway, with a powerful way to inform and connect their greatest asset: their people.

Starting your own intranet journey? We have a wealth of resources designed to support you at every stage of the process. Visit our Resources Page for free eBooks, guides, whitepapers, webinars, and events to help make your intranet project a success.

**Ready to upgrade your employee experience?  
Talk to our workplace experts today.**