

**HOW MODERN INTRANET
IS TRANSFORMING
EMPLOYEE EXPERIENCE**



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Mention the 'Intranet' to employees and they let out a groan. Painful to navigate, the corporate intranet has, been more of a bureaucratic hindrance for employees than the useful, accessible, and engaging platform it was supposed to be.

That is changing. The modern intranet market is undergoing a major reinvention as advanced cloud-native platforms deliver new capabilities. With major tech retailers like Microsoft developing modern and modular platforms that can vastly change an employee's day-to-day interaction with their organization, legacy custom-built intranets are fast falling out of fashion.

But for now, employee experience for both knowledge and frontline workers remains disunified. It is not that employee experience, or productivity tools, are in short supply, but that there are too many disparate apps in play at once. A [study by Forrester](#) shows that half of employees feel that their organization offers too many tools, and 90% wanting a simpler life with a comprehensive one-stop-shop platform. Organizations have drifted too far towards a focus on process rather than people.

Illustrating why this overabundance of tools is a problem, a separate [study by Harvard Business Review](#) found that workers toggle between apps and websites 1,200 times a day. Approximately 9% of their annual time at work. To streamline work and deliver for employees, employers should consider investing in an integrated platform that unites tools and applications in one place focused on the person rather than the process. Modern intranet platforms like Microsoft Viva can do this today.

HOME OF EMPLOYEE EXPERIENCE AND ENGAGEMENT

Hybrid work has changed expectations and priorities dramatically, accelerating the desire for a new era of personalized work experience that puts people first.

Once employers might rely on office culture to build community and inclusion. But with many workers logging in remotely at least a few days a week, companies must now find ways to cultivate an inclusive experience and create bonds within organizations without the benefits of frequent face-to-face contact.

Intranet can support but on legacy intranet platforms, news is static and outdated with unengaging, complex articles. Knowledge is fragmented and difficult to find. Support is limited to documentation and PDF's, and collaboration is virtually non-existent.

Delivering a personal window to company communications, resources, and employee communities, a well-designed modern intranet delivers value throughout the entire employee journey, from onboarding to leaving.

News becomes more relevant, based on personal interests and preferences; a robust authoring mechanism allows content creators to serve accessible consumer grade content anytime, anywhere, and on any device. Knowledge is decluttered, up-to-date, set to the person's role, and easy to access. Support is automated with predefined forms and workflows for around the clock access; access which is then emphatically omni-channel, enabling employees to interact just as easily from their phones as from behind a computer.

Modern intranet platforms are not a makeover but a fundamental shift in how people interact with their organizations digitally.



PERSONAL. SIMPLE. COLLABORATIVE

With a dashboard grouping key tools and information, platforms like Microsoft Viva hide complexity, while becoming an authoritative knowledge base to engage with more deeply. The portal is also an informal forum for people to share ideas, chat, interact and make a real contribution.

By allowing employees to discover relevant communications and communities, new intranets help to reunite, engage, and empower people. From a leadership perspective, top-level employees will find it easier to align an entire business around their vision, mission, and strategic priorities. This works both ways, with employees able to voice their opinions and concerns. This dialogue-based system is as transparent as it is democratic, with voices heard rather than obstructed.

The new generation intranet is not only for knowledge workers but also for frontline and industrial workers, whose digital connection with their employer or benefits has historically been minimal. Even the simplest admin request might rely on a time-consuming face-to-face interaction or a trip to a shared desktop. As a result, people feel disconnected from the digital enterprise and colleagues who work in or across different sites and areas.

With Microsoft 365 licensing covering intranet capabilities in every enterprise license (including low-cost licenses created for frontline workers), organizations can minimize deployment cost and make processes like onboarding notably simpler. Affordability is so important for today's business, but so is delivering value. To deliver both, and capitalize on future innovations, making the journey with a strong partner is invaluable.

HOW CAN CAPGEMINI HELP?

With an extensive People Experience practice, Capgemini can help organizations envision their desired future intranet that brings people, data, and applications together in a single customized People Experience Hub while enhancing security and compliance. Our consultants and architects' knowledge, alongside our relationships with major players like Microsoft helps ensure clients can be confident in our ability to deliver together at every stage of the journey.

With end-to-end coverage that starts by helping to **design and target** your solution, to **building** it with engaging extensions, to ensuring the right **adoption** to realize the value of your investment, to finally employing our **DevOps** to manage the platform and address new requirements, Capgemini is primed to take People Experience to the next level.

Contact us for additional information about our employee experience services.

AUTHOR



Maciej Kafel

Principal Architect, Employee Experience Portfolio
Cloud Infrastructure Services
maciej.kafel@capgemini.com



About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 325,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion.

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For further information please contact:

infra.global@capgemini.com