



ENGEL & VÖLKERS

How to choose an Intranet in 2022

Our objective

*“Deliver a **a personalized** digital workspace that enables **communications, knowledge management and collaboration.**”*

Define your challenges

General Challenges

- Replace legacy tools, E&V life (current intranet), EV World, News Board, Newsletters
- **Fragmentation** of information, tools and access points
- Rogue Intranets (countries and shops)
- No “true” global platform for communication and collaboration
- No mobile access
- Hard to find support
- Irrelevant communication
- Outdated documentation
- No International collaboration

Network Challenges

- Not able to find the right people in the network or HQ
- Too much irrelevant information and too many emails
- Documents are outdated
- Unaware of tools and information after starting - due to the fragmented user experience
- LiPas and Agents want to exchange best practices among each other and use external Social Media channels to learn more about their colleagues (instead of internal collaboration)

Define your vision

- Cloud-native platform (SaaS) (to avoid the usual 5 year intranet project)
- Focus on **personalization** for specific roles and personas
- Orchestrated delivery of tailored and relevant content and communication
- High **integration** possibilities with enterprise applications
- **Mobile** accessibility
- Automation
- Increased compliance, governance and security around company information (content vs information)
- And most importantly...



Avoiding the typical employee user experience



A single point of entry...



Example

Personalized Workspace and journey

- Access to resources in one easy to use interface.
- Simplify access to multiple daily apps/tools
- Customized space based on role and individualization
- Workspace designed to facilitate the highest possible level of productivity and collaboration.
- Direct access to all Google or Microsoft tools in one place via SSO



Emails



Documents



Calendar

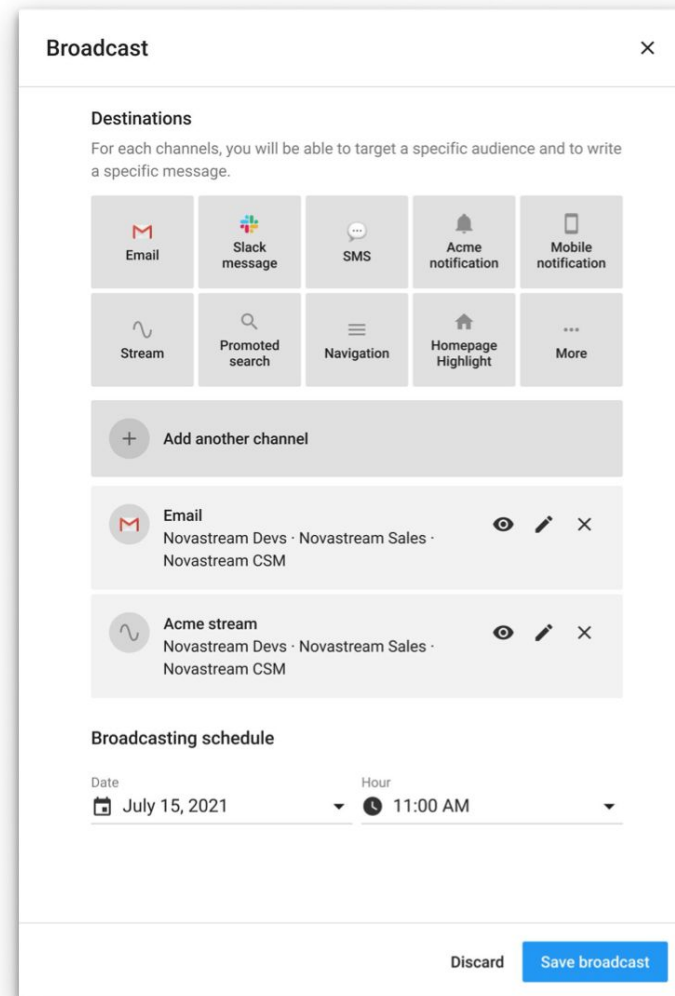


Apps & Links

Example

Right content, right people

- Targeted content strategy with an Omni Channel approach
 - Choose destinations (email, notifications, chat, and more)
 - Choose audience (channel, group, and more)
 - Schedule broadcast



Broadcast [X]

Destinations
For each channels, you will be able to target a specific audience and to write a specific message.

Email	Slack message	SMS	Acme notification	Mobile notification
Stream	Promoted search	Navigation	Homepage Highlight	More

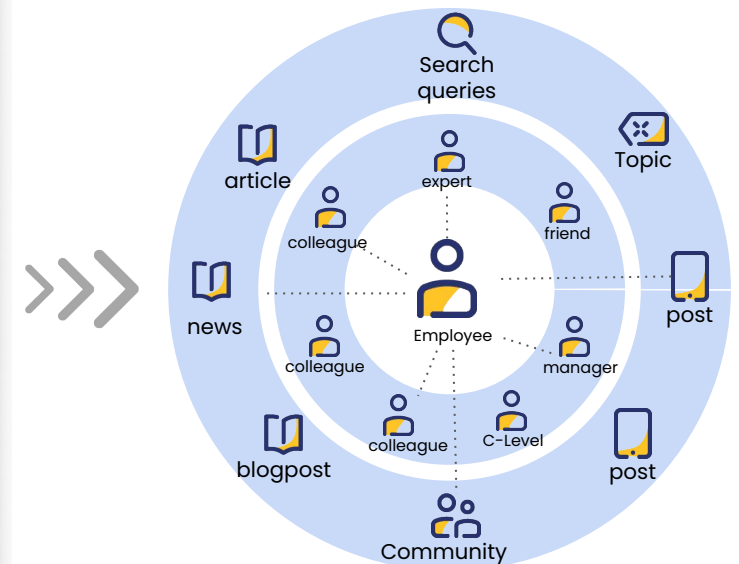
+ Add another channel

Email	Novastream Devs · Novastream Sales · Novastream CSM	👁️	✎	✕
Acme stream	Novastream Devs · Novastream Sales · Novastream CSM	👁️	✎	✕

Broadcasting schedule

Date: July 15, 2021 | Hour: 11:00 AM

Discard | Save broadcast



A few additional key features...



Global Search

find the information that you need.



Communities

collaborate in projects, groups or shared interests.



Multi-Lingual

posts and comments auto translated.



Notifications

Push alerts and notifications for the most important topics.



Mobile

access to the information you need wherever you are.



Rich Media

a modern content experience with video and audio.



Business Apps

quick access to favorite apps to increase efficiency

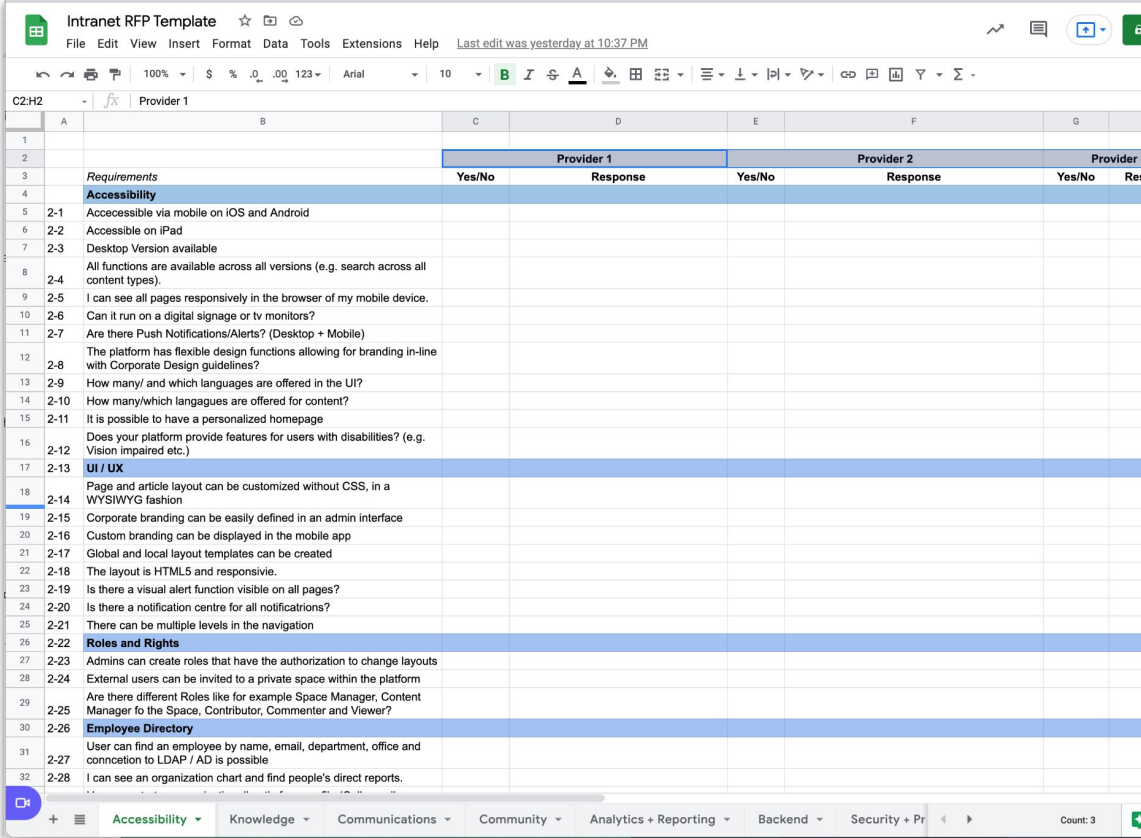


Governance

personalized content and security

Finding the right partner

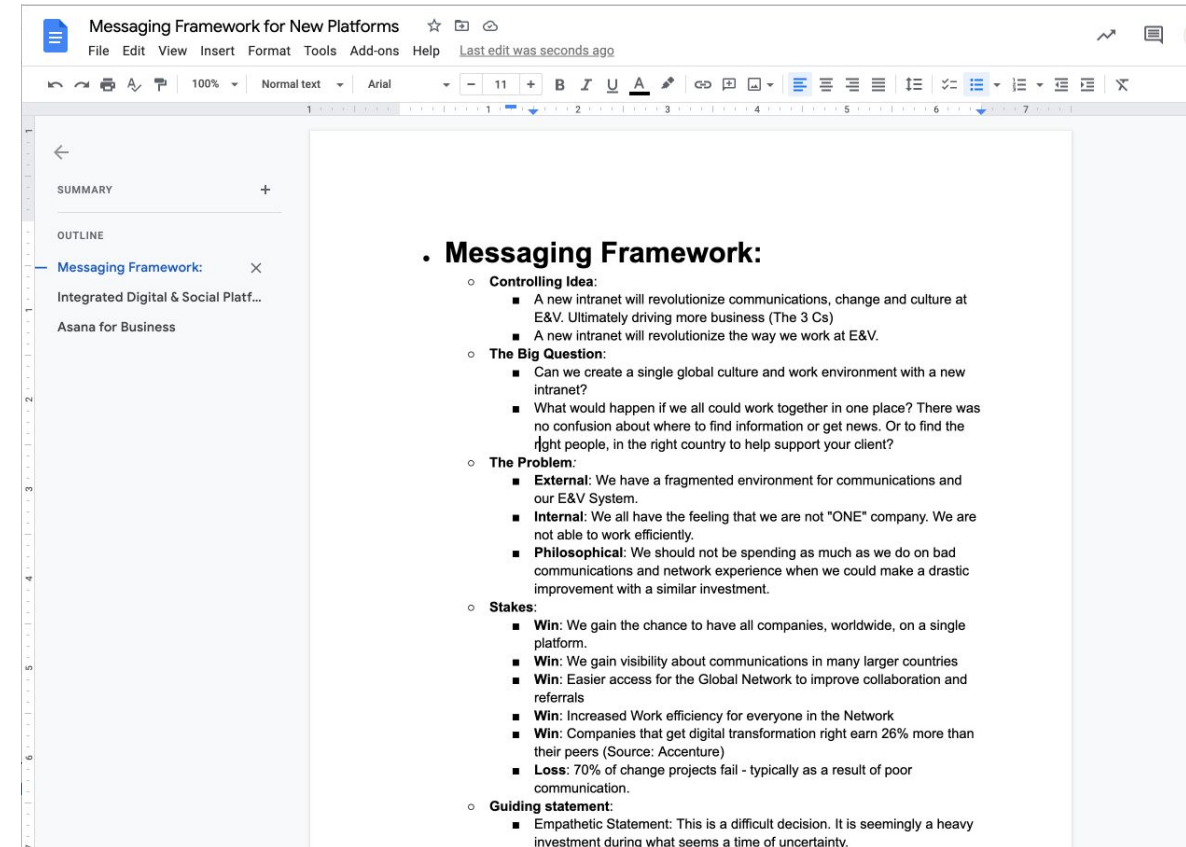
- Managed intranet solution (SaaS)
- Stable and scalable
- Able to offer a fast deployment and launch (NOT a 12-month project)
- Offers a brandable solution
- Can provide a "vision" plan for future platform enhancements
- Tight integration with workspace tools (Google or Microsoft)
- High integration possibilities (APIs, SDKs, Native & 3rd party integrations)
- Covers the necessity of knowledge management, communication (multi-directional) and community
- Good sales experience



		Provider 1	Provider 2	Provider
Requirements		Yes/No	Response	Yes/No
Accessibility				
2-1	Accessible via mobile on iOS and Android			
2-2	Accessible on iPad			
2-3	Desktop Version available			
2-4	All functions are available across all versions (e.g. search across all content types).			
2-5	I can see all pages responsively in the browser of my mobile device.			
2-6	Can it run on a digital signage or tv monitors?			
2-7	Are there Push Notifications/Alerts? (Desktop + Mobile)			
2-8	The platform has flexible design functions allowing for branding in-line with Corporate Design guidelines?			
2-9	How many/ and which languages are offered in the UI?			
2-10	How many/which languages are offered for content?			
2-11	It is possible to have a personalized homepage			
2-12	Does your platform provide features for users with disabilities? (e.g. Vision impaired etc.)			
UI / UX				
2-14	Page and article layout can be customized without CSS, in a WYSIWYG fashion			
2-15	Corporate branding can be easily defined in an admin interface			
2-16	Custom branding can be displayed in the mobile app			
2-17	Global and local layout templates can be created			
2-18	The layout is HTML5 and responsive.			
2-19	Is there a visual alert function visible on all pages?			
2-20	Is there a notification centre for all notifications?			
2-21	There can be multiple levels in the navigation			
Roles and Rights				
2-23	Admins can create roles that have the authorization to change layouts			
2-24	External users can be invited to a private space within the platform			
2-25	Are there different Roles like for example Space Manager, Content Manager fo the Space, Contributor, Commenter and Viewer?			
Employee Directory				
2-26	User can find an employee by name, email, department, office and connction to LDAP / AD is possible			
2-27	I can see an organization chart and find people's direct reports.			
2-28				

Selling the experience

- Know who you're selling to
- Define your story so that it's consistent
- Squeeze the pain points
- Sell the future vision



Messaging Framework for New Platforms

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SUMMARY +

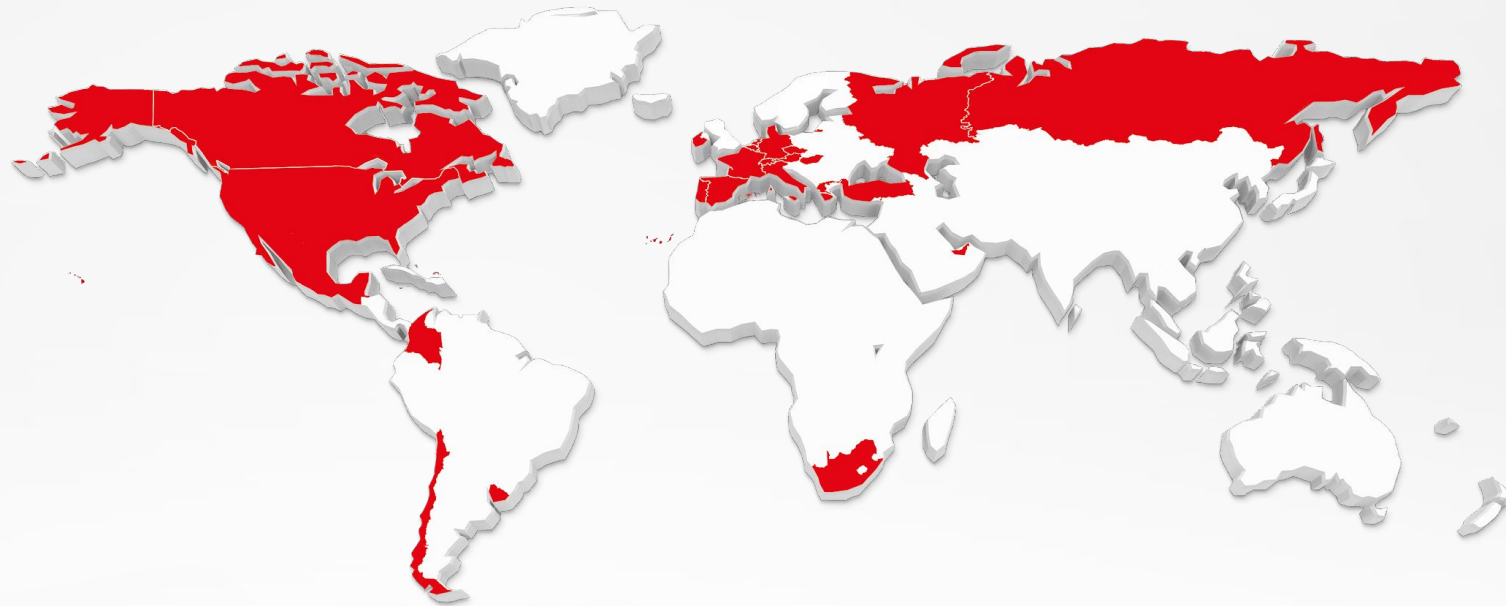
OUTLINE

Messaging Framework: X

Integrated Digital & Social Platf...

Asana for Business

- **Messaging Framework:**
 - **Controlling Idea:**
 - A new intranet will revolutionize communications, change and culture at E&V. Ultimately driving more business (The 3 Cs)
 - A new intranet will revolutionize the way we work at E&V.
 - **The Big Question:**
 - Can we create a single global culture and work environment with a new intranet?
 - What would happen if we all could work together in one place? There was no confusion about where to find information or get news. Or to find the right people, in the right country to help support your client?
 - **The Problem:**
 - **External:** We have a fragmented environment for communications and our E&V System.
 - **Internal:** We all have the feeling that we are not "ONE" company. We are not able to work efficiently.
 - **Philosophical:** We should not be spending as much as we do on bad communications and network experience when we could make a drastic improvement with a similar investment.
 - **Stakes:**
 - **Win:** We gain the chance to have all companies, worldwide, on a single platform.
 - **Win:** We gain visibility about communications in many larger countries
 - **Win:** Easier access for the Global Network to improve collaboration and referrals
 - **Win:** Increased Work efficiency for everyone in the Network
 - **Win:** Companies that get digital transformation right earn 26% more than their peers (Source: Accenture)
 - **Loss:** 70% of change projects fail - typically as a result of poor communication.
 - **Guiding statement:**
 - **Empathetic Statement:** This is a difficult decision. It is seemingly a heavy investment during what seems a time of uncertainty.



Thank you for your attention!