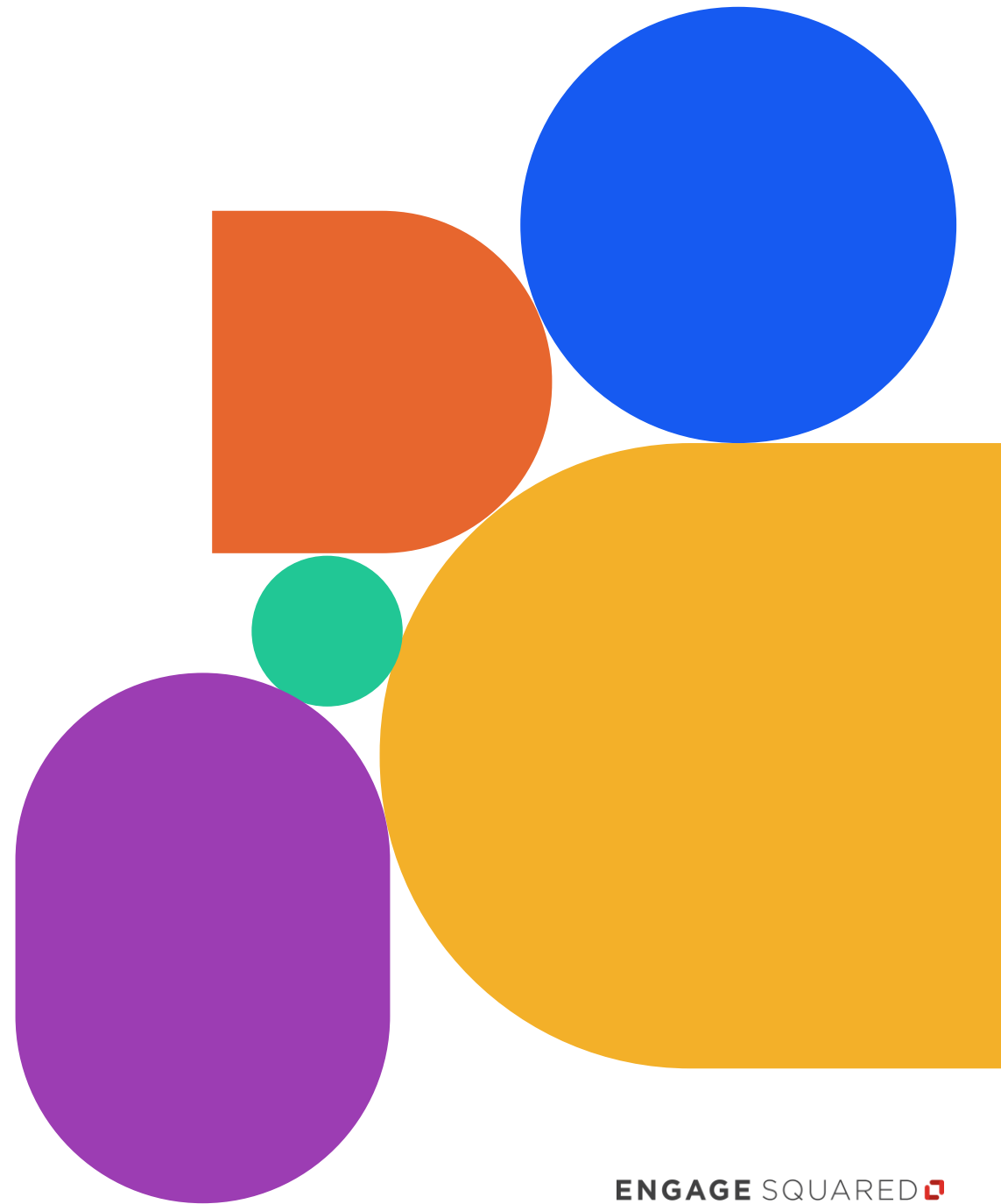# Intranet Mentor

Mentoring, leadership and practical support to help create and maintain a best practice, evergreen, impactful intranet

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Intranet mentor

The **Intranet Mentor** engagement is designed to support organisations looking to optimise their intranet solution and enhance their internal communication on an ongoing basis. It is also designed for organisations who don't have a dedicated intranet manager/specialist and require ongoing guidance.

An intranet may be the best technical solution ever implemented, but 'content is king'. We know that the best intranets have the best content. Conducting regular reviews of intranet content and assessing its effectiveness is crucial for maintaining a well-functioning and engaging platform.

The **Intranet Mentor** engagement involves an experienced digital workplace consultant undertaking regular analysis of your intranet content to provide you with practical and strategic guidance to support. Additionally, your dedicated intranet expert will provide you with guidance on analytics, helping you to make data-driven decisions and improve your internal communication strategies.

We start the engagement with a discovery of your current state including workshops, data immersion and provide you with a report and roadmap. We then move into the reoccurring cadence of reviews and updates to ensure that your team is supported to keep your intranet evergreen and impactful.

We have designed this engagement at 3 investment/time levels: **Bronze**, **Silver** and **Gold**.

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Engagement overview

We'll assign a dedicated consultant who will thoroughly examine your existing intranet content, assessing the content for its relevance, clarity, and alignment with organisational goals. They can identify outdated or redundant information, suggest improvements, and provide recommendations for content organisation and navigation. Additionally, during the engagement initiation phase, they'll work with your team to understand the organisation priorities and goals to support the development of a roadmap. Once the initiation phase is complete, your dedicated consultant will review and iterate with you on a regular cadence ensuring ongoing management of your intranet.

Intranet roadmap review

During the initiation phase, your consultant will develop an intranet roadmap with you. Throughout the intranet mentor engagement, you'll review the roadmap together to discuss progress and updates. Reviewing the intranet roadmap involves analysing the planned enhancements, upgrades, or new features to be implemented.

Your consultant can provide feedback on the feasibility, relevance, and potential impact of these planned enhancements. They can also offer recommendations on prioritisation, the effort required, and identify any gaps or opportunities.

Mentoring & guidance

Consultants can act as mentors and guides your intranet team, communications team, content authors or administrators. They can share best practices, industry insights, and their expertise in intranet management. This guidance can cover content creation, information architecture, user experience, graphic design, training, adoption and change management, and engagement strategies.

Your intranet mentor will also have insight into the Microsoft feature roadmap and can provide you with demonstration of new features as well as advice of adoption of new features for your intranet.
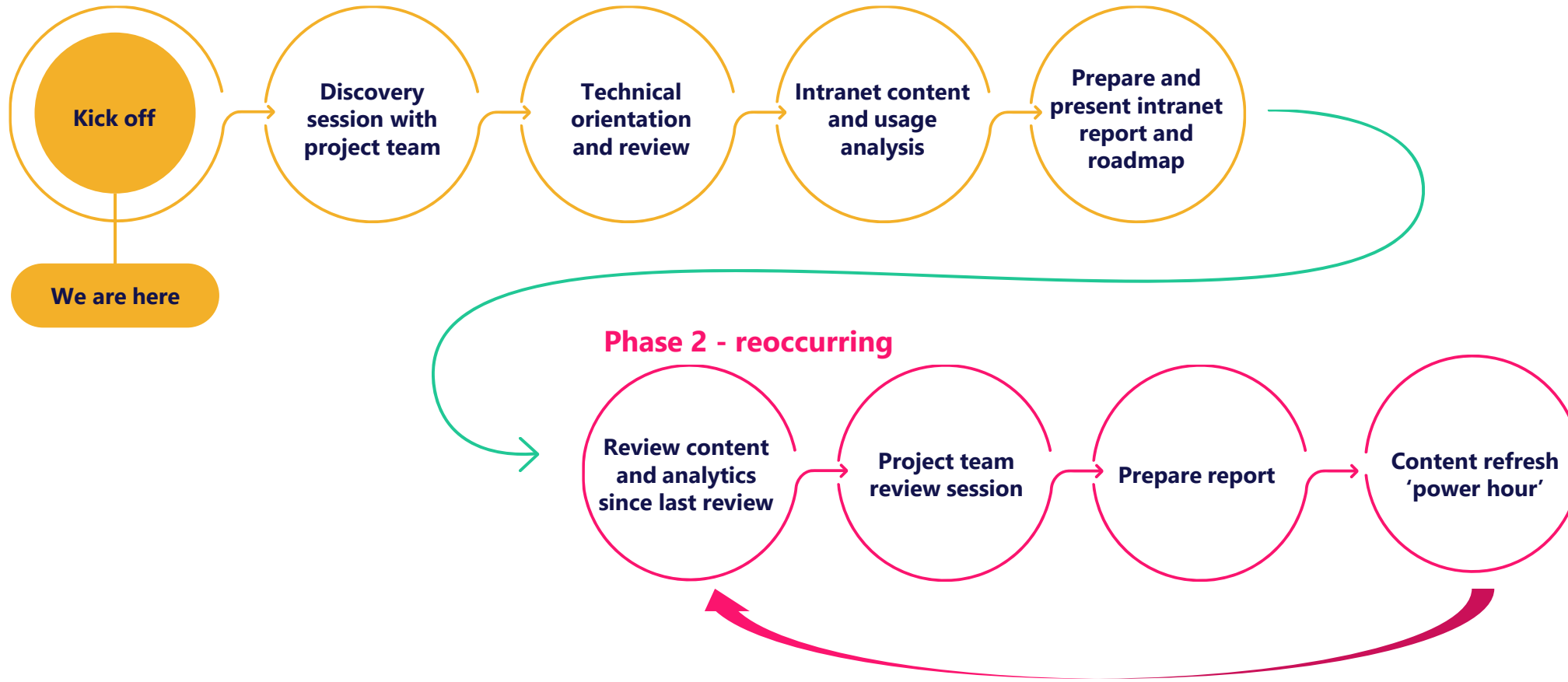
Analytics & impact assessment

Your consultants can assist in setting up analytics tools and tracking mechanisms to gather data on intranet usage, engagement, and user behaviour. They can analyse this data, identify trends, and provide insights on the impact of intranet content on employee engagement, productivity, and organisational goals.

Keeping organisations updated on the latest features and enhancements in the intranet domain is crucial. Your consultants can proactively provide information about new features, emerging trends, and innovative practices in intranet management.

Engagement approach

Phase 1

Kick off

We are here

Discovery session with project team

Technical orientation and review

Intranet content and usage analysis

Prepare and present intranet report and roadmap

Phase 2 - reoccurring

Review content and analytics since last review

Project team review session

Prepare report

Content refresh 'power hour'

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Detailed investment options

	Bronze	Silver	Gold
Discovery			
Set-up: Technical alignment and orientation	Included	Included	Included
Set-up: Data immersion (analytics and content review)	Included	Included	Included
Intranet usage review	Included	Included	Included
Content lifecycle review	-	Included	Included
News lifecycle review	-	Included	Included
Report and roadmap			
Report and roadmap delivery and playback session	Included	Included	Included
Reoccurring review			
Review content and analytics from review period			
Project team review session	2 per annum (every 4 months)	3 per annum (every 3 months)	5 per annum (every 2 months)
Prepare review report			
AMA / Content refresh power hour	2 per annum	4 per annum	8 per annum
Content writing	Optional, priced separately		
Launch campaign materials	-	-	Templates
On-going extras			
Intranet Think Tank membership	Included	Included	Included
Investment review	-	2 per annum	Unlimited
Project evaluation service	Included	Included	Included
Account management	Included	Included	Included
Monthly fee ($AUD, ex GST)	$3,458	$4,674	$8,385
Discount for 2+ year contract	8%	8%	8%
Monthly fee with contract discount	**$3,181**	**$4,300**	**$7,714**
Annual fee (2+ year contract)	$38,172	$51,600	$92,568
Additional hours (blocks of 8 hours)	$2,128	$1,824	$1,444

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Service tiers and pricing

	Bronze*	Silver*	Gold*
• **Monthly investment for 1-year**	**$3,458**	**$4,674**	**$8,385**
• **Discount for 2-year contract**	**8%**	**8%**	**8%**
• **Monthly investment for 2-years**	**$3,181**	**$4,300**	**$7,714**
• **Annual investment (2-year contract)**	**$38,172**	**$51,600**	**$92,568**
Additional support hours (blocks of 8 hours)	**$2,128**	**$1,824**	**$1,444**

*All prices exclude GST

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Recommendations and roadmap report

We will develop and present your insights, findings and recommendations report, including a high-level implementation roadmap.

Designed (in part) to support organisational project teams to develop internal business cases (or RFPs), the recommendations report and roadmap will articulate your current state and the target state and what we have learned during our discovery and regularly review activities.

The report will call out key themes or top, aligned to challenges, as well as opportunities for improvement. Plus, it will act as your playbook for ensuring your intranet continues to remain fresh and governed.

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Value inclusions

Content Refresh 'Power Hour'

'Power hour' sessions are designs to support intranet content authors to create and maintain well written, brand approved, impactful intranet content.

The power hour sessions can include:

➢ Content design

➢ Technical page build guidance

➢ New template design

➢ Review page/site analytics with content authors

➢ New ideas discussion and guidance

➢ Ask the expert any other intranet questions

Intranet Think Tank

We want to bring together the collective brains trust and inspire the 'art of the possible' based on our years of experience delivering award-winning intranets, our customer stories and share best practice advice in the hope that it helps you and your organisation with your employee experiences efforts.

The intranet Think Tank series are exclusive round table discussions, designed to give our clients access to our collective brains, guest speakers, and other clients covering varying topics of interest related to intranets and the digital workplace.

Recent intranet Think Tank sessions were run on how the Viva suite will change the digital workplace, best practice for intranet governance, and preparing for artificial intelligence in the workplace. From time to time one of our clients will provide a sneak peek or demo of their intranet or recent solution implementation.

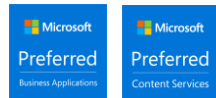ENGAGE SQUARED

About us

We are Engage Squared.

Specialists in **\<people\> friendly technology.**

Our mission is to make work better. We are one of a small number of technology consultancies in APAC that provide end-to-end support for our clients, helping to tackle issues ranging from employee experience, business process automation, compliance and records management, technology adoption and more.

From design, to technical build, our team of experts use their broad range of skills across project delivery, cloud strategy, user experience design, governance, agile development, change management, and security to help our clients get the most of technology.
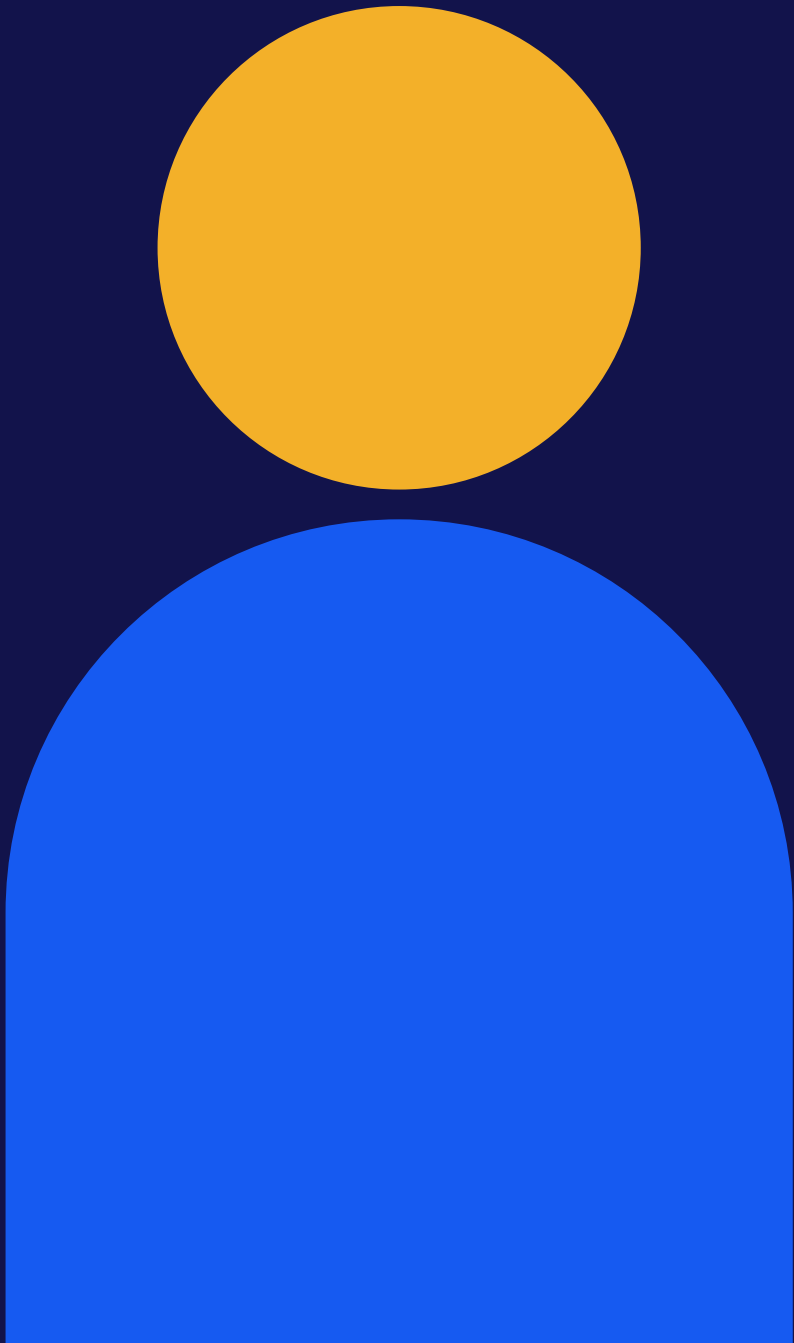
We specialise in a range of technologies, and partner with leading providers such as Microsoft, ServiceNow, AvePoint, Glint, SWOOP Analytics and many others. We take partnerships seriously and were proud to be named the **2022 global winner of the Employee Experience Microsoft Partner of the Year award.**

Microsoft Partner
2022 Partner of the Year Winner
Employee Experience Award
2021 Partner of the Year Winner
Australia
Microsoft

Microsoft Partner
Microsoft
Gold Cloud Productivity
Gold Collaboration and Content
Gold Application Development
Gold Communications
Gold Project and Portfolio Management
Gold Datacentre
Gold Windows and Devices

Microsoft **Preferred** Business Applications

Microsoft **Preferred** Content Services

CHANGE PRACTITIONER

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T **Microsoft Teams** Collaboration Specialist

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