

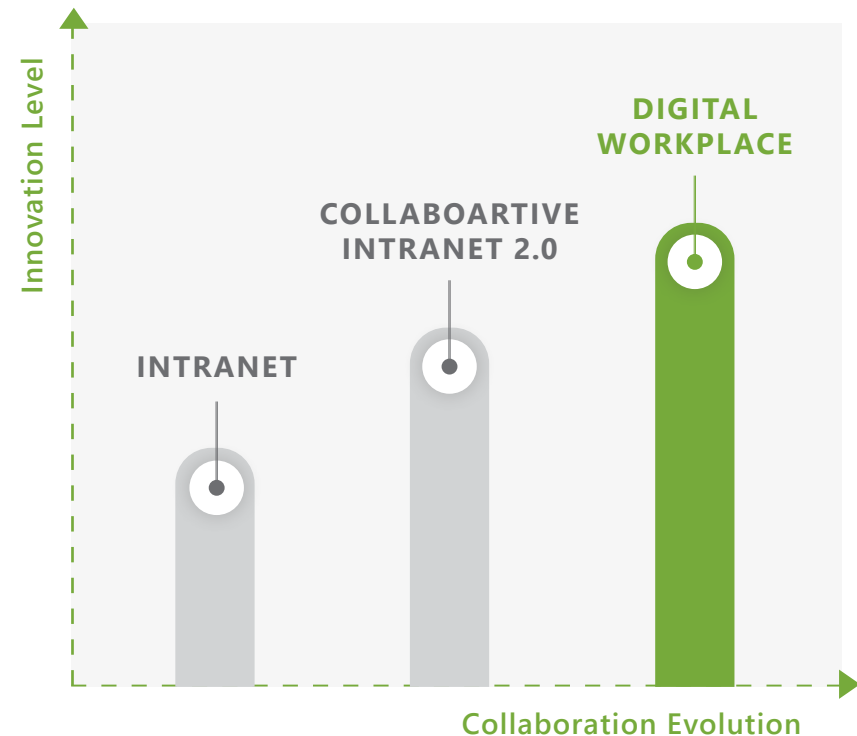
# Digital Workplace Age

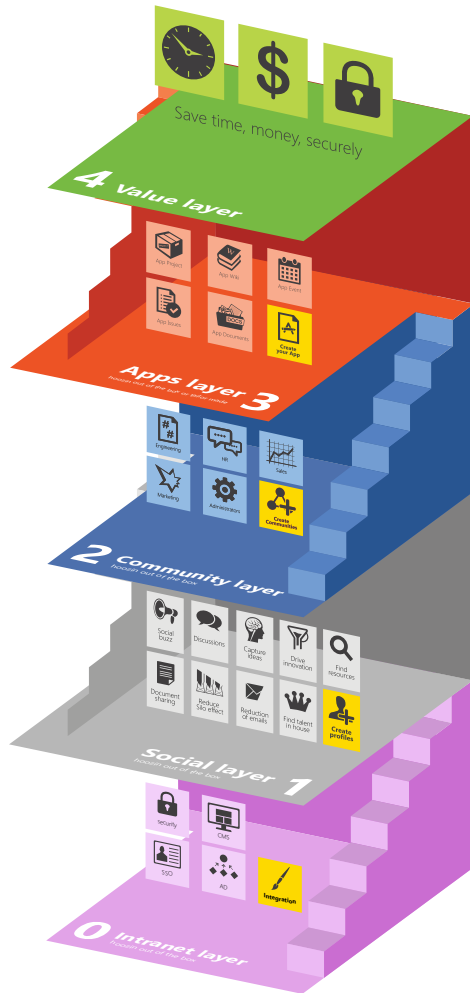


## FROM OLD TO NEW AND FROM LEGACY TO INNOVATION

Before we dive into the **4 pillars of Intranet** renewal success, we should first accept a few challenges and scenarios.

- Some Customers use their Intranet as a Document Management system. Be prepared to manage that transition. You will need buy-in from the Business to transition all that.
- Some Customers have such a poor UX in their current Intranet, that the usage is very low. Be prepared to do a 'from scratch' user adoption Project.
- Some Customers have no 'Collaboration culture' at all. These are very much residing around email and some legacy Apps. Be prepared to make steep investments in user adoption and change management.





**Hoozin Apps & Business Processes**

**INTRANET IN THE SCOPE OF THINGS**

The illustration on the right describes a world of **4 levels**. Intranet, Social, Collaborative, Apps.

**Apps:** Probably the highest Productivity contributor. Apps should be used within the context of Communities. Small, smart and highly agile Applications to support the Business. Examples of Apps are; Document Management, Agenda, Project, Helpdesk, Blog, Forum, FAQ, etc.

**Social & Agile worker**

**Social:** The neat features as the employees use already at home. Tag, like, profile, share, stream, discussion, etc. Agile working starts here.

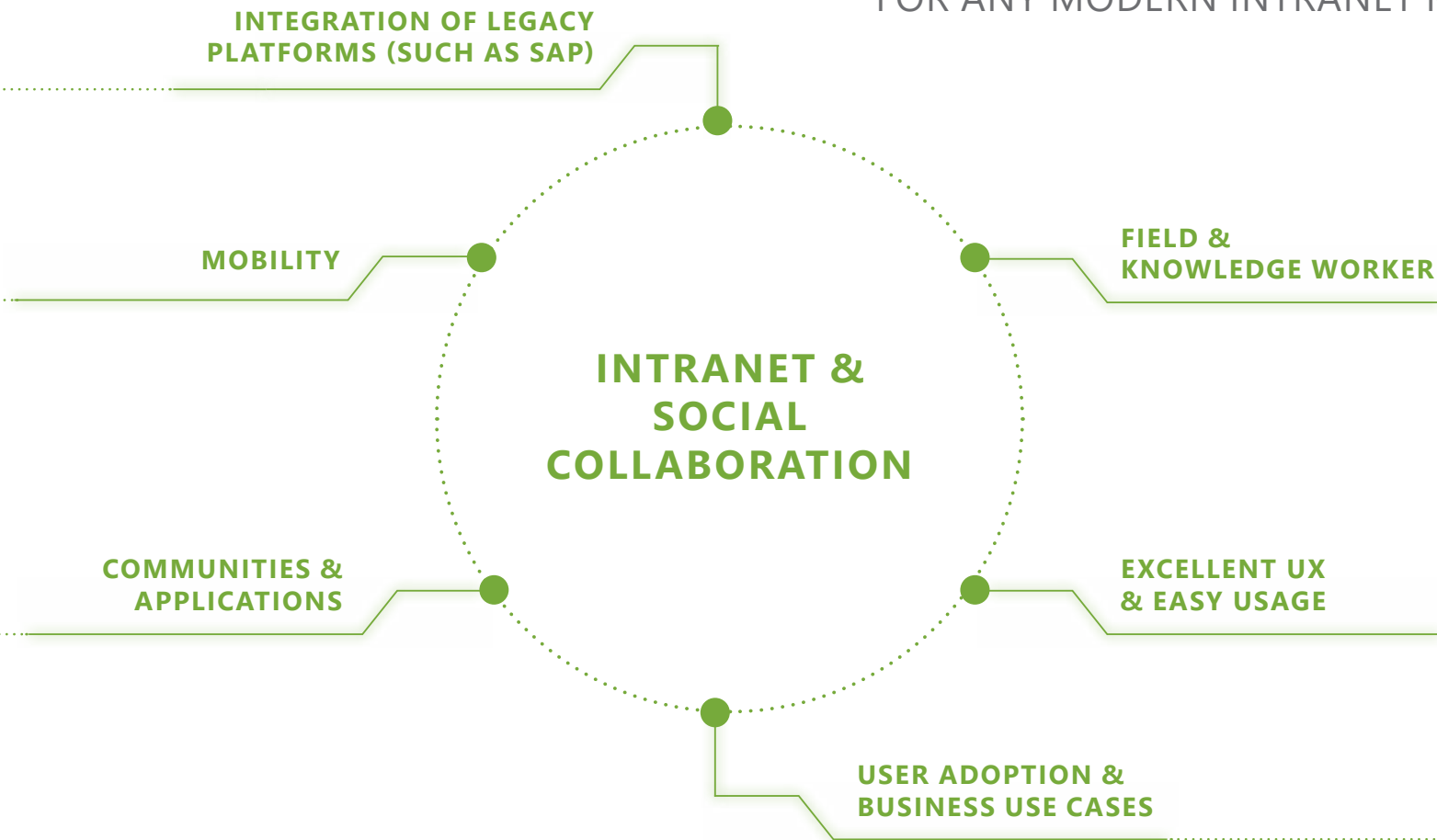
**Hoozin Collaboration**

**Collaborative:** Manage Departments or Projects through Communities. Each community has security levels and each user has different access rights. Allow where needed external users. Have communities per Business topic, Project or Department.

**Hoozin Intranet & CMS corporate wide 'voice of the company'**

**Intranet:** The voice of the company and top down information. The 'classical' way to get information out to the employees.

## KEY FUNCTIONALITIES AND PROCESSES FOR ANY MODERN INTRANET REVAMP







## **BUT I HAVE SHAREPOINT, SO I AM ALL SET...**

SharePoint is definitely the trending solution for most corporations. On paper it surely ticks all the boxes from an IT perspective. But for real Business requirements it tends to fall short (see bullet points above). **Sadly, SharePoint often does not get any further than Document Management.** There is also an amazing difference between SharePoint on-prem and SharePoint online. Migrating between the 2 is no fun... If you have any Business logic in SharePoint build, it will likely not fit in SharePoint online.

Those that have Office 365 often find themselves mostly working with commodity email. The familiar phrase "nobody got fired for buying Microsoft" provides some sense of comfort when buying a so-called market-leading product. However, this is a false belief as many **SharePoint projects simply fail to meet key objectives.**

One example comes from the AIIM report 'The SharePoint Puzzle', which reveals only 28% of respondents had SharePoint in use across their whole workforce representing a huge failure in adoption. SharePoint is nevertheless very popular with Consultants and large integrators.

But that makes perfect sense since Microsoft recommends that a SharePoint product deployment requires \$8 of customization services for every \$1 of license fee (Source: Microsoft).



“Do not get taken hostage by your own investment and homegrown efforts. This will drive near future costs and will slow down innovation. A good example are IBM Domino Customers that now struggle to leave a legacy Platform due to large customizations in their Apps and processes.”



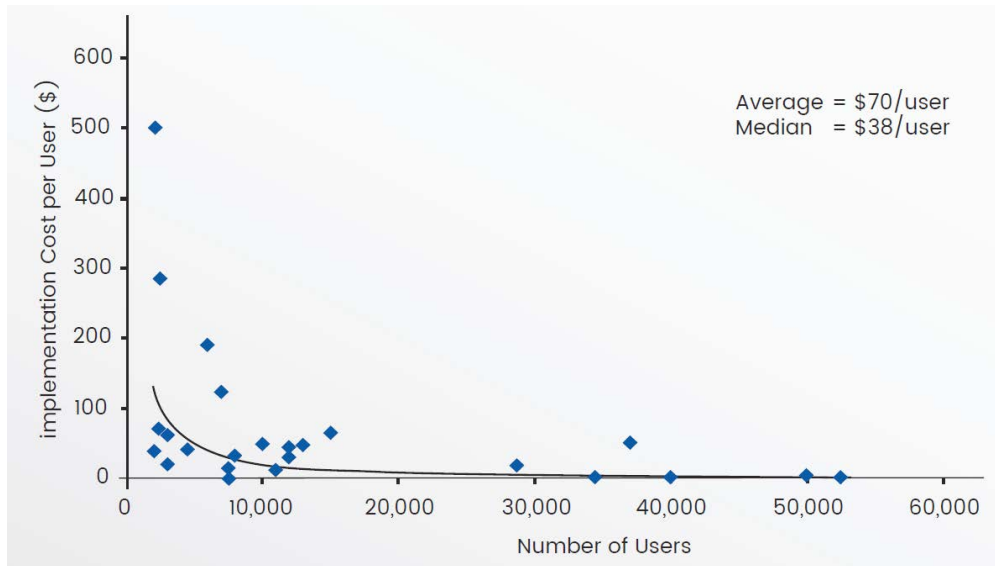
The time to market with SharePoint is also a problem due to long services iterations. But no matter what tool you use, it needs to be the right wrapping paper for the Business to adopt it and use it to the bone.

Also, IT and Communications want to achieve sometimes different goals but would need a solution that gets them both there.

As stated in the Whitepaper before - **your Intranet today, will mutate to your Digital Workplace tomorrow.** The speed of that depends on many factors, company culture being the most important one. Make sure future changes are possible and that those changes are cost effective.



## SOME COSTING SAMPLES FROM A GARTNER SURVEY



Implementation costs Social Intranet

Annual recurrent costs per user for a Social Intranet

### Gartner recommendation

“Consider (at least initially) favoring straightforward implementations that rely on out-of-the-box features, rather than extensive customization, to keep initial one-off costs between \$50 and \$100 per user; scrutinize any deviation from that.”

● YOUR TIME TRAVELING ITINERARY

- *Zero end user experience changes needed*
- *Zero structural code or Architecture changes needed*
- *No future re-education, no future migration Project*
- *Instant Microsoft shortcomings addressed*

- *Digital Workplace Culture*
- *Applicaton Integration*
- *One stop shop*
- *Highly Standardized*
- *Intranet Culture collaboration*
- *Knowledge Management*
- *On Premises, Cloud/Hosted*
- *Address short comings of Microsoft on short Term, standardize end user experience*



Common starting place  
for Hoozin



Target for many  
customers

## YOUR INTRANET MUST HAVE A RICH SET OF FUNCTIONALITIES, STRAIGHT OUT OF THE BOX.

- *Access to Portal by default(through SSO or not)*
- *Look and Feel excellent*
- *Search*
- *Targeted content*
- *Personalized content*
- *Employee Profile*
- *Search for Employees*
- *Collaborative Workplaces (communities)*
- *Sharing & Tagging*
- *Surveys (for animation and adoption)*
- *User adoption reporting*
- *SDK to build your own Apps*
- *Widgets (for personalization of Portal)*
- *Notification center (drive response to actions)*
- *Twitter feed (can also be internal information stream such as SAP, or any other existing system)*
- *Shortcuts (help user in daily work)*
- *Multiple highlights of information*
- *Community creation with security*
- *Knowledge Management*
- *Document Management*
- *Deep Security settings*
- *Complete Application Store*



## ATTRACTIVE & PRAGMATIC INTRANET

Aim at rendering the Intranet to a starting point of many daily activities for the employees. We want **the same easiness** for knowledge workers as well as field workers. Each individual should be able to also modify their interface thanks to simple widgets.

Last but not least, aim at producing a look and feel highly innovative and attractive. Try removing the classical barriers between corporate news and more agile and Social Collaboration. Ensure you have an excellent CMS that will manage your corporate news and content.

## CONTENT MANAGEMENT & LEGACY MANAGEMENT

You will need an **excellent Document Management** system that can be used on an individual basis, or more smartly, on a community basis. Connect other Platforms (often legacy) to this new Intranet. You can decide on how to manage the usage (read only for example). Make sure you can offer smart methodologies to assist the Business using new technologies, without losing any legacy data or processes.





## USER ADOPTION & COMMUNICATIONS

User adoption is a fundamental part of the success of the new Intranet and **Social Collaboration**. User adoption is mostly about addressing the needs of the users. The needs are expressed in use cases, Applications and easy usage of the Software. Try methodologies that help your organization adopt better the new Intranet and Social Business way of working.

## INTEGRATION

Allow integration in the Intranet as well as in the Collaborative zone, such as communities. A known suspect for Integration is SAP. Allow a stream of information from SAP into the target Intranet. **Get those Business users informed across the board.** Allow users to also access directly legacy systems such as SAP or Open Text.

The integration is mostly about defining the integration workflow for the end user. Allows integrating current Apps into the Intranet Application Store. It is important to understand that proper integration is one of the pillars of success.

## YOUR MISSION, SHOULD YOU ACCEPT IT

### INTRANET

Get corporate information flowing to the right people and the Business Units at the right moment. Manage Corporate content through the Hoozin Intranet CMS. Empower employees with agile tools and mobile access.

### SOCIAL BUSINESS

Get people to share more information, reduce silo effect, create horizontal information flow, drive employee recognition and allow application consumption.

### APPS

Buy off the shelf or develop in-house tailor made Applications that meet different Business Unit requirements. Start revamping your old Apps in the new Intranet eco system.



Never keep your eyes off the hidden costs - they are out there and they are nasty

Don't do endless service iterations with integrators and service providers

Get something 'almost out of the box'

Get a solution that does not drive costs after you moved on to another job

Hoozin is a solution for Office 365, Social Intranet and the Digital Workplace. Hoozin is an excellent out-of-the-box Software able to integrate with any other application. We help customers find the road from Intranet culture to Digital Workplace culture, while always keeping the eye on improved collaboration.



**Microsoft** Partner



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