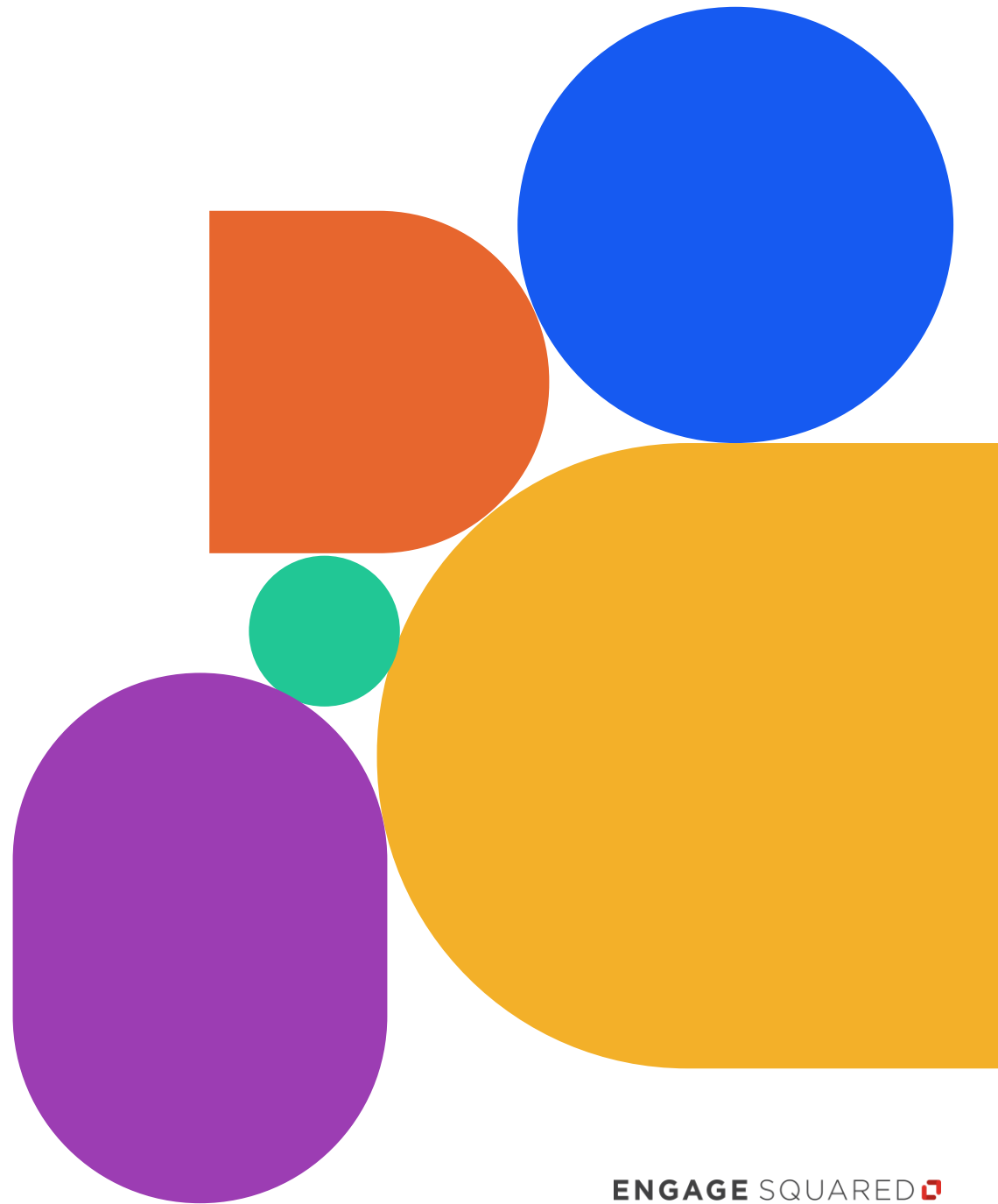


Offer overview

Modernise your Intranet

Consolidate your technical footprint and take advantage of your investment in the Microsoft 365 platform to deliver a world-class digital employee experience.



Engagement overview

Your new modern intranet, built on **SharePoint Online** and **Viva Connections** will give you a modern, exciting and innovative digital home that staff return to throughout the day to work, connect and engage – built on evergreen cloud features that will continue to improve over time, with secure access from any device.

Expected outcomes:

- A tailored experience for every employee – with personalised and targeted content, sharing and social features
- Access to relevant, interesting content from any device (subject to your security rules). Content is automatically optimised for different screen sizes
- Enhanced tools that your comms team can use themselves without 3rd party support, including video publishing, a central media library, rich content with support for videos, documents, surveys and polls (along with many other features), notifications through Teams and email, and powerful analytics and reporting
- Improved search, with pre-built search experiences for key content (such as a policy hub, news archive, or onboarding site)

To support you on this journey, we recommend adopting a 4-phase approach (plus an optional, parallel migration phase).

Phase 1: Discovery and Design

We recommend starting the project with several joint discovery, and design validation activities to set a clear vision and work together to refine requirements for a solution that will impress your team.

Phase 2: Build and Configure

With a clear plan from the Design and Discovery phase, we will implement the new modern solution. We expect to be able to meet your requirements using out of the box and / or community features.

Phase 3: User Testing and Content Preparation

With the solution now built in your environment, we start to prepare for launch. We will work closely with your team to undertake a UAT period. In conjunction with UAT, we will train your teams to create great content.

Phase 4: Launch

With your system fully tested, bugs fixed and content ready to go, your intranet will be ready to launch. We'll work with you to ensure a smooth transition, training your admin team, and support launch ACM activities.

(Optional) Migration: We can also work with you to analyse your existing content and move high-quality pages and content to your new intranet.

Engaging your people is more critical than ever

It's undeniable — the definition of employee satisfaction has changed. Knowledge workers, frontline workers and EX business leaders recognise this, and all agree that employee needs have changed over the last 24 months.

Specifically, it has become important for employers to provide a virtual workplace that supports **employee engagement, frictionless productivity, career growth, and mental wellbeing.**

With more opportunities for efficiency, flexibility, and collaboration, digital workplaces with a focus on great employee experiences can drive business agility and help companies achieve visible results.

The hybrid workplace requires new tools to create connections and foster connectedness to help your people thrive and to activate contribution.

Increase understanding

There is misalignment between what EX business leaders are prioritising and what their employees actually want².



Employee Satisfaction

50% of employees indicated that there are too many separate tools, apps, and resources for them to navigate. Employees ranked their current EX tools and resources a **six out of 10**².



Talent Retention

Highly engaged employees are **12x** less likely to leave their company than those who are not engaged.¹ Your digital workplace should prioritise employee engagement.



Cost benefits

Organisations are able to measure their EX investments through the following metrics: cost of new hires; product innovation; measurable goal achievement; and onboarding time².



¹ Glint, ² [New Workforce, News EX Technology Report](#), ⁴ [Employee happiness and business success are link](#)

Our approach to modern Intranets

We don't apply a simple cookie-cutter approach to enterprise Intranets - we know that a one-size fits all solution doesn't work for large organisations, so we use our deep knowledge of Microsoft 365 and Viva Connections, supported by a solid modern code base of extra features (where appropriate), and then configure the solution to work for your specific organisational needs.

User experience is key to the success of your Intranet, so our focus on Intranet projects is across the areas that make your Intranet exceptional for your employees to use:



Tailored to the needs of your employees - during discovery and design, we work closely with your team to undertake user research, analyse your existing landscape, and design a solution that will work to engage and inspire your different audiences. You'll be able to publish and promote content to specific groups with your org, and your team will be able to subscribe to different groups to personalise their experience,



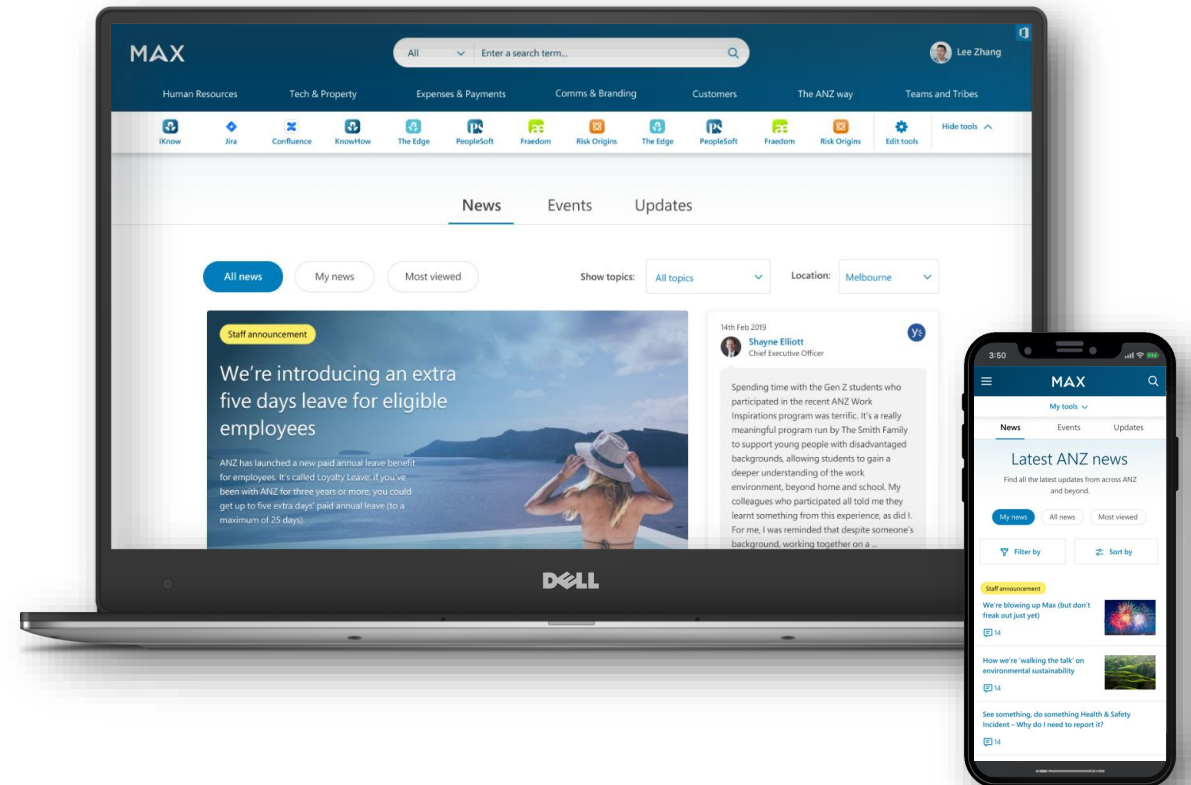
Seamless, secure access from anywhere - our solutions work across mobile, tablet and desktop, in the browser, or through Microsoft Teams (desktop & Mobile App),



Designed to inspire and engage - our user experience and graphic design skills are well honed, and we use thorough research and testing to create a user experience that will work for the different audiences in your organisation, accentuate your brand and promote your values,



Integrated into your environment - using new features in Viva Connections, we can bring together information to help your team work across different tools more effectively. From learning and development, through to leave, payroll and more, the personalised dashboard will help your team more effectively work cross their tools.



Your new digital employee hub

Our vision for your new Intranet is focused on the needs of your employees.

Your new Intranet can be an engaging homepage for your staff, whatever device they are using, and in whatever language they prefer. A modern hub with great content and powerful functionality, that stays up to date with the latest tech automatically (so you never need to do a major upgrade again!).

Your communication and employee engagement objectives will be met most effectively by creating an amazing, intuitive and powerful system for your staff; a system that they want to return to throughout their workday because it is the easiest way to:

- **Support key operational activities** – with quick access to information, and new tools to allow you to push targeted updates to employees in different offices or regions
- **Stay up to date with the organisation's activities** (with news from their team, updates from their communities and local leadership, and corporate updates)
- **Connect with a colleague, find a phone number, ask a question or solve a problem**
- **Access a tool or find information that they use to do their job** – with different tools targeted at different audiences, allowing your team to quickly complete their time sheet, request leave or update their calendar
- **Return to a document that they are working on**, or discover documents that their colleagues have developed
- Provide feedback to IT, HR, their team or the company's leadership through **social enterprise tools**.



A modern, exciting and innovative home that staff return to throughout the day to work, connect and engage

Shape culture, foster with Viva Connections



One place to connect with news, conversations and resources from across the organisation



Personalised experience that delivers relevant content, information and resources, powered by AI and Microsoft Graph



Tailor the experience to targeted employee groups, roles, or geos



Create custom components that enrich the experience with powerful frameworks



Brand the experience with name, icon, colors and logos reflecting your organisation's identity

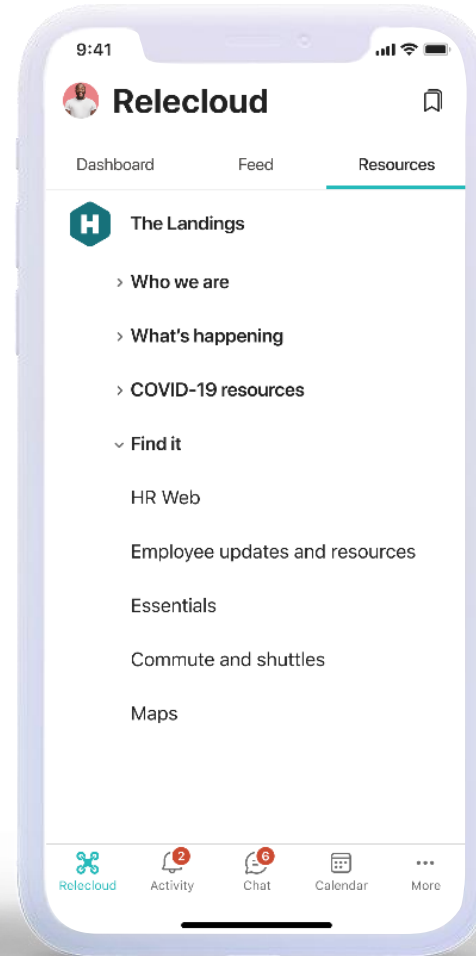
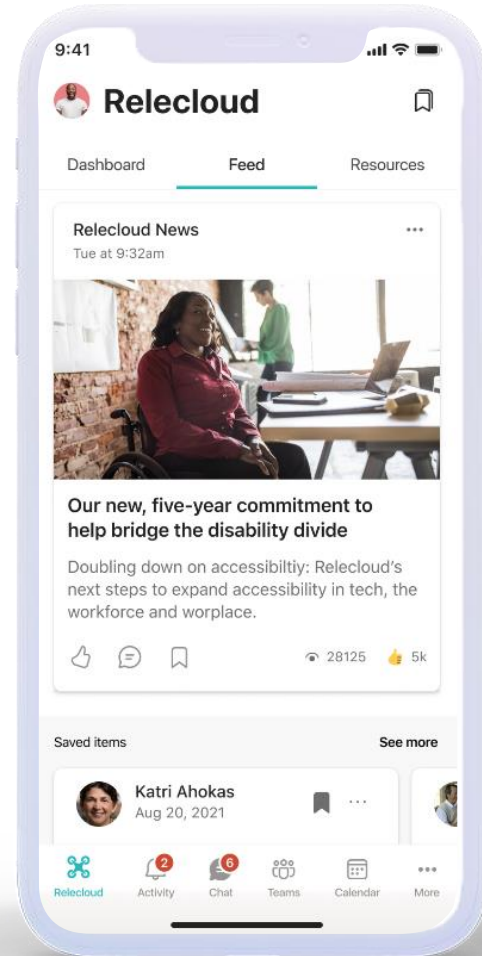
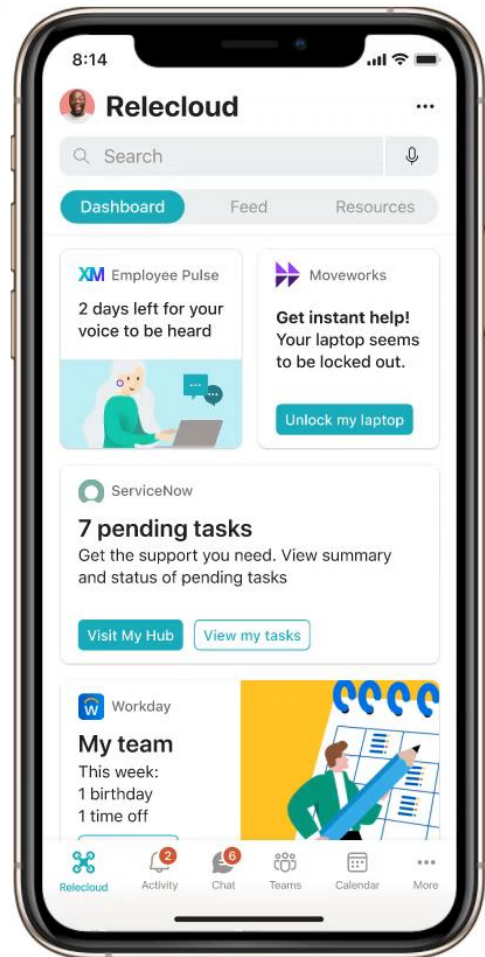


Leverage your investments in SharePoint, Viva Connections, Viva Engage, Teams, Stream, and Microsoft 365 security, compliance and identity



Integrate your investments in partner solutions from leaders including Workday and ServiceNow

Viva Connections drives modern experiences



Dashboard

Complete tasks and focus on critical information



Feed

Discover and engage with news and conversations



Resources

Find what you need across your digital workplace

Recommended approach

To support you on this journey, we propose to undertake this engagement over 4 phases. More details of the activities to be undertaken during each phase are set out on the following slides.

Phase 1: Discovery & Design



6 – 7 weeks

Discovery activities focus on capturing your pain points, setting a clear vision and working together to refine requirements for a solution that will impress your team. To supplement user research, we'll also review your existing content, functionality and Information Architecture to better inform the solution.

We'll then design the solution together, highlighting the user experience and technical approach. We'll walk your team through the designs and strategies and have time for a review cycle to finalise the designs.

In this phase we'll work with your team to review the in-scope content and agree the migration strategy

Phase 2: Build & Deploy



3 – 8 weeks

With a clear plan from the discovery and design phase, we can work to realise your vision and create your new solution.

We follow an agile approach during this phase, delivering in 2-week sprints with regular planning, review and demo sessions to ensure we can deliver a highly impactful solution tailored to your needs.

We expect to build the solution in a dev environment to facilitate rapid development. At the end of each sprint, we can deploy into your environment using automated deployment pipelines.

Phase 3: Test & Content



2 – 5 weeks

With the solution now built in your environment, we start to prepare for launch.

During this phase, we:

- Support your team to conduct the User Acceptance period (2 weeks) to test the solution against the agreed acceptance criteria (and resolve any issues, fix bugs, and remove friction in the user experience)
- Execute the agreed migration strategy

Phase 4: Train & Launch



1 – 2 weeks

Before launch, we will help you train your content teams to empower them to create great content in the system (and use all the content publishing features in the solution to create beautiful, impactful and targeted content)

With your system fully tested, bugs fixed and content ready to go, your modern intranet will be ready to launch.

We've included some adoption options to help maximise the impact of your launch (and set you up for long-term sustainable levels of engagement across your organisation).

Intranet approaches: High-level overview

OOTB Intranet

What's it about? Rapid implementation of OOTB SharePoint intranet or portal, supported by content approval and reminder workflows.

Who's it suitable for? Organisations with a fixed budget and/or short timeline. This approach is likely to meet ~80% of most organisational requirements and deliver a great baseline intranet which can be improved upon in future.

Expected outcomes:

- Rapid requirements discovery and prioritisation
- Branded intranet, using a SharePoint LookBook template as a starting point
- Light information architecture design and implementation
- Simple content templates
- Deployment of Viva Connections to deliver a mobile intranet experience via Teams
- Content approval and review workflows
- Content owners guide and 2 x content author sessions
- Admin guide + admin training session

Timeframe: 2 – 3 months

Investment: ~\$70,000 – 95,000 (AUD, ex-GST)

Prior IP

What's it about? An intelligent intranet utilising SharePoint Online and our proven Intranet Accelerator components (or any other 'Intranet-in-a-box' products).

Who's it suitable for? Organisations looking to deploy an intelligent intranet with a few bells & whistles. This approach is likely to meet ~90% of organisational requirements and deliver a great user experience for your employees

Expected outcomes:

- More intensive requirements discovery and envisioning process
- UX Research, including group interview and surveys
- Graphic design and UX testing
- Comprehensive information architecture design and implementation
- Some custom development, using Engage Squared's existing IP to accelerate delivery
- Deployment of Viva Connections to deliver a mobile intranet experience via Teams
- Content approval and review workflows
- Content owners guide and 2 x content author sessions
- Admin guide + admin training session

Timeframe: 3 – 5 months

Investment: ~\$100,000 – 200,000+ (AUD, ex-GST)

Bespoke

What's it about? A comprehensive enterprise-ready intelligent intranet roll out using SharePoint Online, Viva Connections and custom development. We'll help you launch your digital workplace to exceptional user adoption.

Who's it suitable for? Enterprise organisations looking to deploy a customised, employee experience platform, tailored to their end users.

Expected outcomes:

- Extensive requirements discovery and envisioning process
- Detailed UX research, including 1-on-1 interview and surveys
- Graphic design and UX testing, iterative refinement and ongoing updates
- Comprehensive information architecture design and implementation
- Significant custom development, to achieve your bespoke requirements
- Customisation of Viva Connections to deliver a mobile intranet experience via Teams, and an employee dashboard for HR systems
- Some automation of simple business processes
- Comprehensive user and admin guides and training
- End user adoption and change management plan and execution of launch campaign

Timeframe: 6 – 12 months

Investment: From ~\$250,000+ (AUD, ex-GST)



Approach 1

Approach 1: OOTB intranet

Engage Squared will work with you to develop an intelligent intranet ensuring you make the most of SharePoint Online and Power Automate. The rapid implementation means your intranet can be rolled out in a matter of weeks.

Our activities will include:

Discovery & Design

We will work with your team to validate and define your requirements in a Requirements Backlog. We will develop some Information Architecture recommendations and have a SharePoint architect oversee the project. Additionally, we'll design your intranet homepage using your corporate branding.

Configuration & Testing

Our consultant will configure your branded theme and configure page templates to facilitate consistent content creation. We'll implement the sites structures and information architecture as well as configure your homepage and mega menu. To improve delivery of some types of content we'll deploy and configure the community PNP search result web parts. We'll configure a single level approval workflow and a document review reminder workflow using Power Automate to support the content management lifecycle.

Training & Guides

We'll empower your internal teams by providing 2 x content author training sessions to support consistent and high-quality content in your new intranet, as well as a content authors quick reference guide. Additionally, we'll run an admin training session and provide an admin guide ensuring those who will maintain your intranet going forward understand the implementation.



Target audience: Smaller organisations on a limited budget or timeframe, or companies looking for expert guidance



Engage Squared resources: Consultant, Technical Architect, Digital Designer and a dedicated PM



Timeframe: 3-10 weeks



Investment: ~ \$70,000 - \$95,000 (AUD, ex GST)

Expected outcomes

- Branded SharePoint Online Intranet
- Content page templates
- 2 x workflows configured
- Technical oversight
- Internal team upskill through training sessions
- Information architecture recommendations configuration including navigation

Peter Mac – SharePoint Online



Peter MacCallum Cancer Centre (Peter Mac) is a world leading cancer research, education and treatment centre and Australia's only public health service solely dedicated to caring for people affected by cancer.

Challenge

Built on Drupal, Peter Mac's previous intranet known as 'Connect' was the internal facing communications tool, where staff across multiple departments could find company news, information, and documents to help them perform their job. However, Connect was quickly becoming hard to use and out-of-date, with poor information architecture (IA) and search capabilities.

Peter Mac had already begun rolling out Microsoft 365 as part of their digital transformation journey and used this as an opportunity to reimagine what rebuilding Connect could look like on SharePoint Online. Their goal was to create a 'digital front door' that would be modern, organised, easy to use and provide immediate access to regularly used systems.

Impact

A redefined version of Connect built using SharePoint Online has met Peter Mac's business objective of creating a digital workplace that acted as a 'single source of truth'. Connect has been designed to empower staff through a personalised, modern, and easy-to-use intranet. There is now an estimated 176 trained content authors and the 'ease of publishing' on Connect has improved from 2.9 to 4.1 as reported by Connect 'superusers' through their staff survey.

There were high expectations of what Connect could deliver and we are proud to have produced an intranet fit for today and built for tomorrow. The overwhelming response from Peter Mac has been positive across the business.

Solution

We began diving into the daily struggles across a wide variety of teams, to ensure the needs of everyone were being considered at a granular level. We ran a series of workshops and interviews in our 'discovery' phase before moving into the 'design' phase and developing a set of wireframes, working closely with Peter Mac to ensure the brand was brought to life digitally. We also ran a series of technical workshops and tree-jack testing to deliver a data-driven structure of the mega menu tailor-made for Peter Mac.

With the brief understood, Connect was built using **SharePoint Online** and met Peter Mac's business objective of creating a digital workplace that acted as a 'single source of truth'.

\$3.1 million in savings

By moving to SharePoint Online this has conservatively saved each of Peter Mac's 3,500 full-time employees five minutes a day which has been valued at an estimated \$3.1 million annually.

104% page visits increase

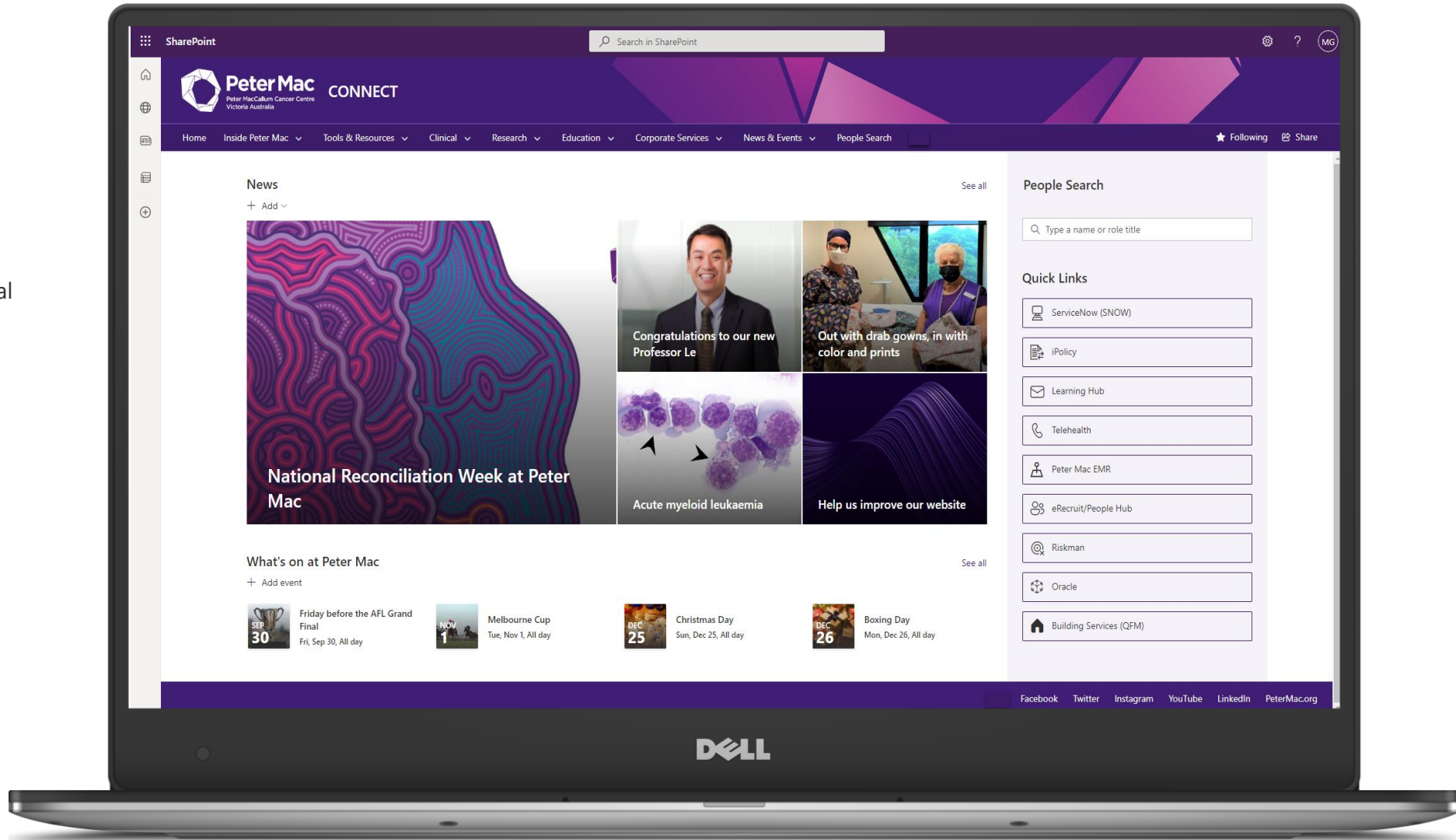
Since launch, 85% of Peter Mac staff now access Connect on a weekly basis, with page visits reporting a 104% increase on comparable seven-day periods.

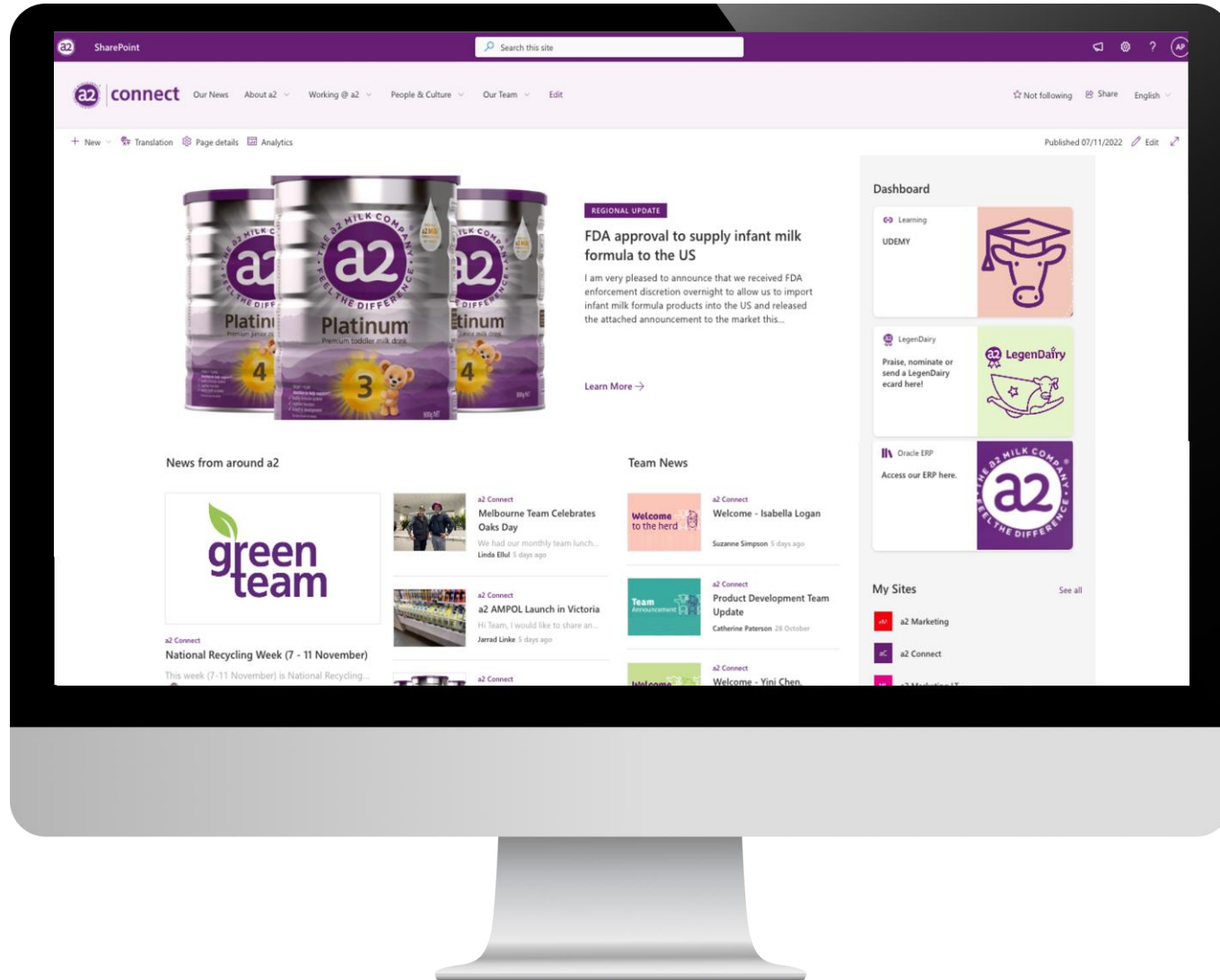
Award winning intranet

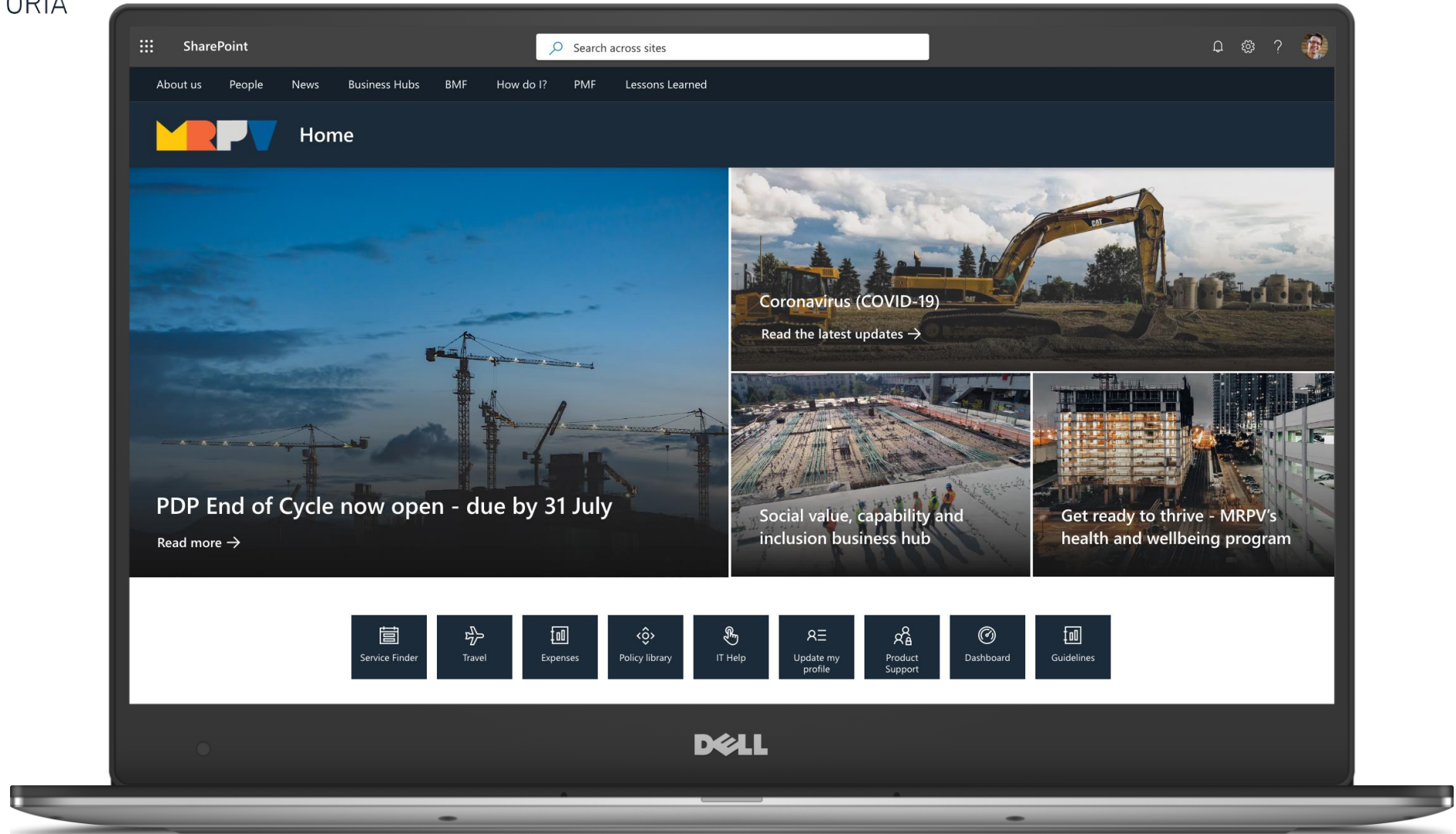
Connect was awarded the 'Most Impactful Digital Transformation' award at the Digital Workplace Awards in August 2023.



Most Impactful Digital Transformation







SharePoint

Search across sites

About us People News Business Hubs BMF How do I? PMF Lessons Learned

MRPV Home

PDP End of Cycle now open - due by 31 July

[Read more →](#)

Coronavirus (COVID-19)

[Read the latest updates →](#)

Social value, capability and inclusion business hub

Get ready to thrive - MRPV's health and wellbeing program


Service Finder


Travel


Expenses


Policy library


IT Help


Update my profile


Product Support


Dashboard


Guidelines

DELL

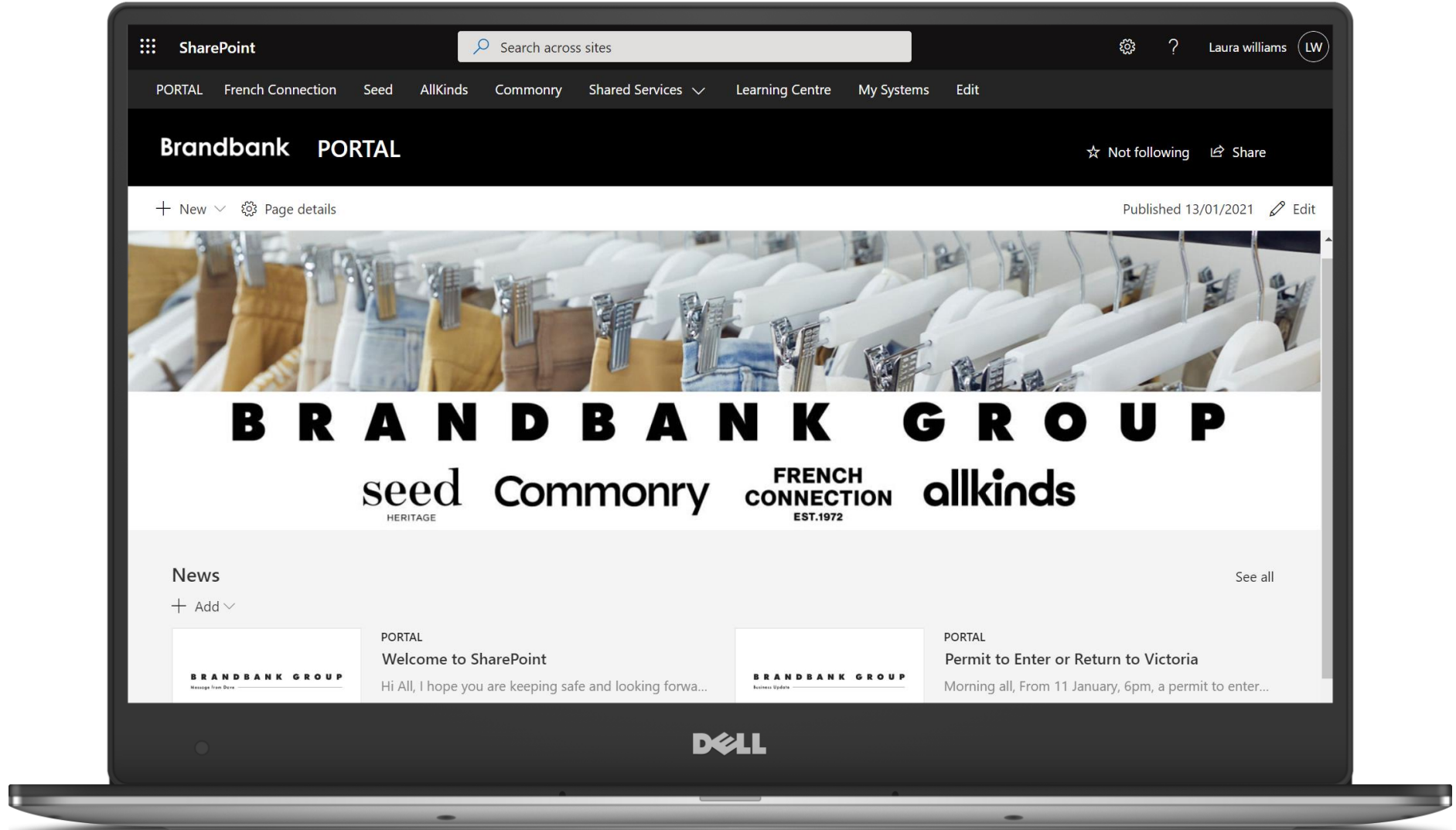
BRANDBANK GROUP



Commonry



allkinds





Approach 2

Approach 2: Prior IP

Engage Squared will work with you to develop an intelligent intranet ensuring you make the most of SharePoint Online, our Intranet Accelerator components will supplement OOTB capability, and we'll meet some of your unique requirements in a single sprint of development.

Our activities will include:

Discovery & Design – We'll work with your team to validate define and prioritise your requirements in a Requirements Backlog. We will develop an Information Architecture plan including testing with your users. Our UX consultant will work with your team to conduct a staff survey. We'll then review the results and make some recommendations for your intranet. We'll provide a graphic design of your intranet homepage using your corporate branding. A SharePoint architect will over oversee the project.

Configuration & Testing – We'll deploy our Intranet Accelerator components to your production environment. Our consultant will configure page templates to facilitate consistent content creation. We'll implement the information architecture structures as well as configure your homepage and mega menu. We'll configure a single level approval Flow and a document review reminder Flow using Power Automate to support the content management lifecycle. We'll support you to run user acceptance testing.

Change & Adoption – We'll empower your internal teams by providing 2 x content author training sessions to support consistent and high-quality content in your new intranet, as well as a content authors quick reference guide. We'll run an admin training session and provide an admin guide ensuring those who will maintain your intranet going forward understand the implementation. Finally, a change and adoption consultant will provide some templated adoption resources to help launch your new intranet.



Target audience: Organisations looking to deploy an intelligent intranet with a few bells & whistles.



Engage Squared resources: Consultant, Digital Designer, UX Consultant, Developer, Adoption Consultant and PM



Timeframe: 3 – 5 months



Investment: ~ \$100,000 - \$200,000 (AUD, ex GST)

Expected outcomes

- Branded Intranet Accelerator deployment and configuration
- One sprint of custom development
- Information architecture recommendations, testing & config
- Configured workflows
- Technical oversight
- Internal team upskill through training sessions

Approach 2: Case Study – CPA – SharePoint Online



Cerebral Palsy Alliance (CPA) is an Australian not-for-profit charity that provides services to thousands of people with a disability and their families.

Challenge

Due to CPA, growing to almost 3,000 staff in the past 5 years, the team wanted to evolve their digital workspace built on SharePoint Online to suits today's technological expectations. There was an appetite to reinvigorate their intranet to better support the business, and to develop an intelligent digital employee experience which could scale with the growing team and frontline workers.

After a research piece was undertaken by StepTwo, the mission CPA came to us with was:

“Our intranet will connect our people – as a mobile first front door, it will bring together the support, information and communications they need to work better together and deliver quality services for our clients.”

Impact

CPA have reported The Hub now plays a key part in building digital capabilities in the organisation as staff are engaging with the content, spending time on it and browsing different pages. By introducing a content community, it has also made a huge impact on the management and integrity of the information on the site. As a result of the de-centralised publishing model implementation, 70 content authors across the business are now empowered with page templates and content authoring guidelines to create and maintain useful and engaging content.

“The intranet is easy to navigate, and the search was great. Accurate and very fast. It's great to have different options to navigate as many users will get used to their own way of finding things, especially if they're on the go.”

Solution

The 3 main challenges from the discovery session were:

- The current intranet has a perception problem
- Disjointed and unmanaged employee experience
- Governance and publishing model unclear

With a clear understanding of what CPA'S challenges were, our project team began designing an employee centred experience that leveraged enhanced search and **OOTB** functionality in **SharePoint Online**. To achieve this, we:

- Migrated their existing intranet
- Introduced the Viva Connections app and Dashboard
- We dedicated a 'one stop shop' for approved documents
- Added analytics to support evolution and governance

90% adoption

Within just 6 months of their new intranet going live, CPA have reported that 90% of their 3,000 workforce have adopted the new intranet and visit it daily.

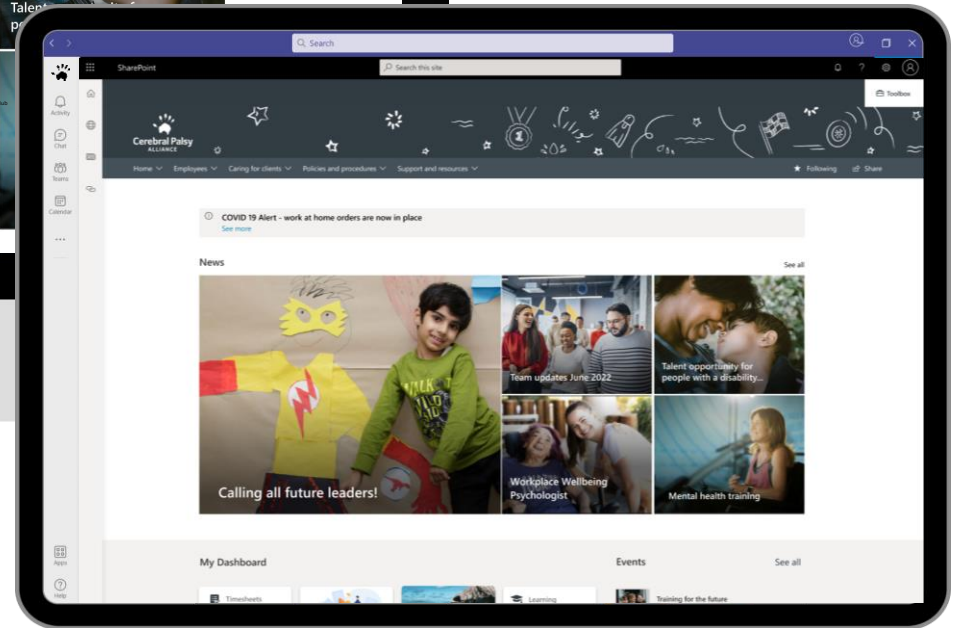
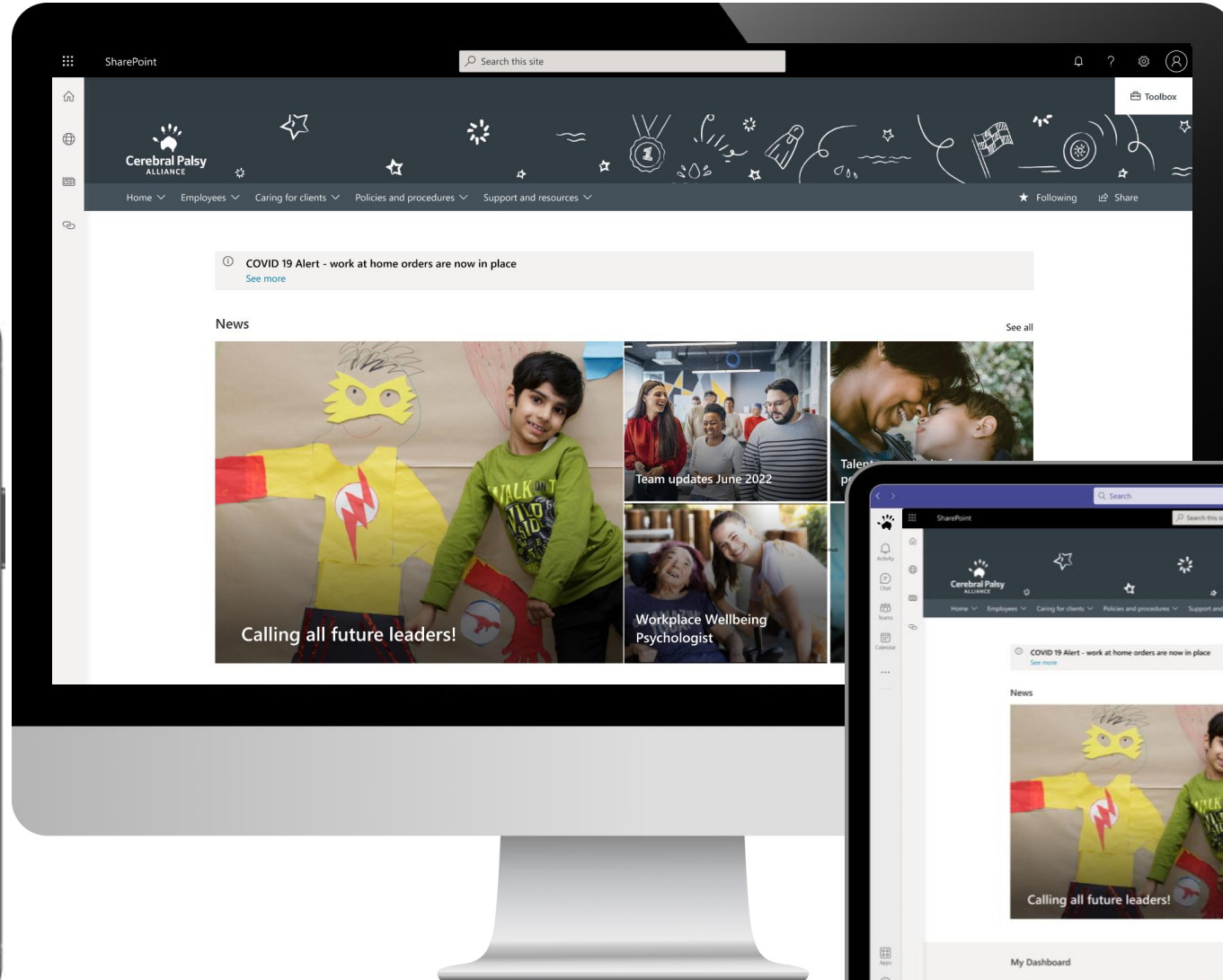
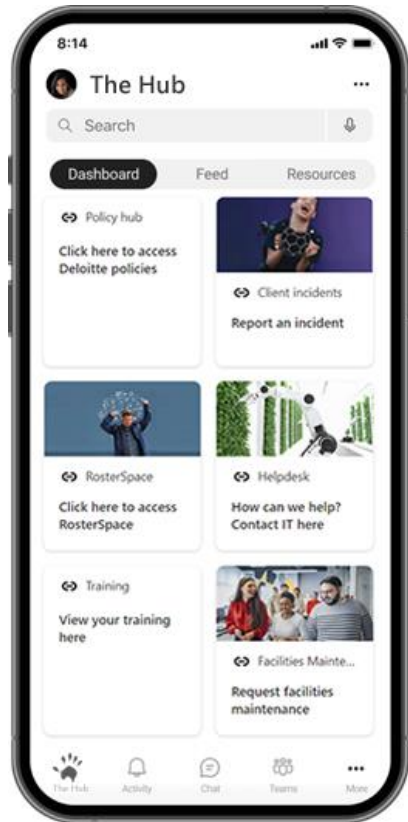
Records visits

Since launch, the analytics have reported there have been 200k+ site visits, 6,312 unique views on news posts, and 29,028 document views and downloads.

Award winning

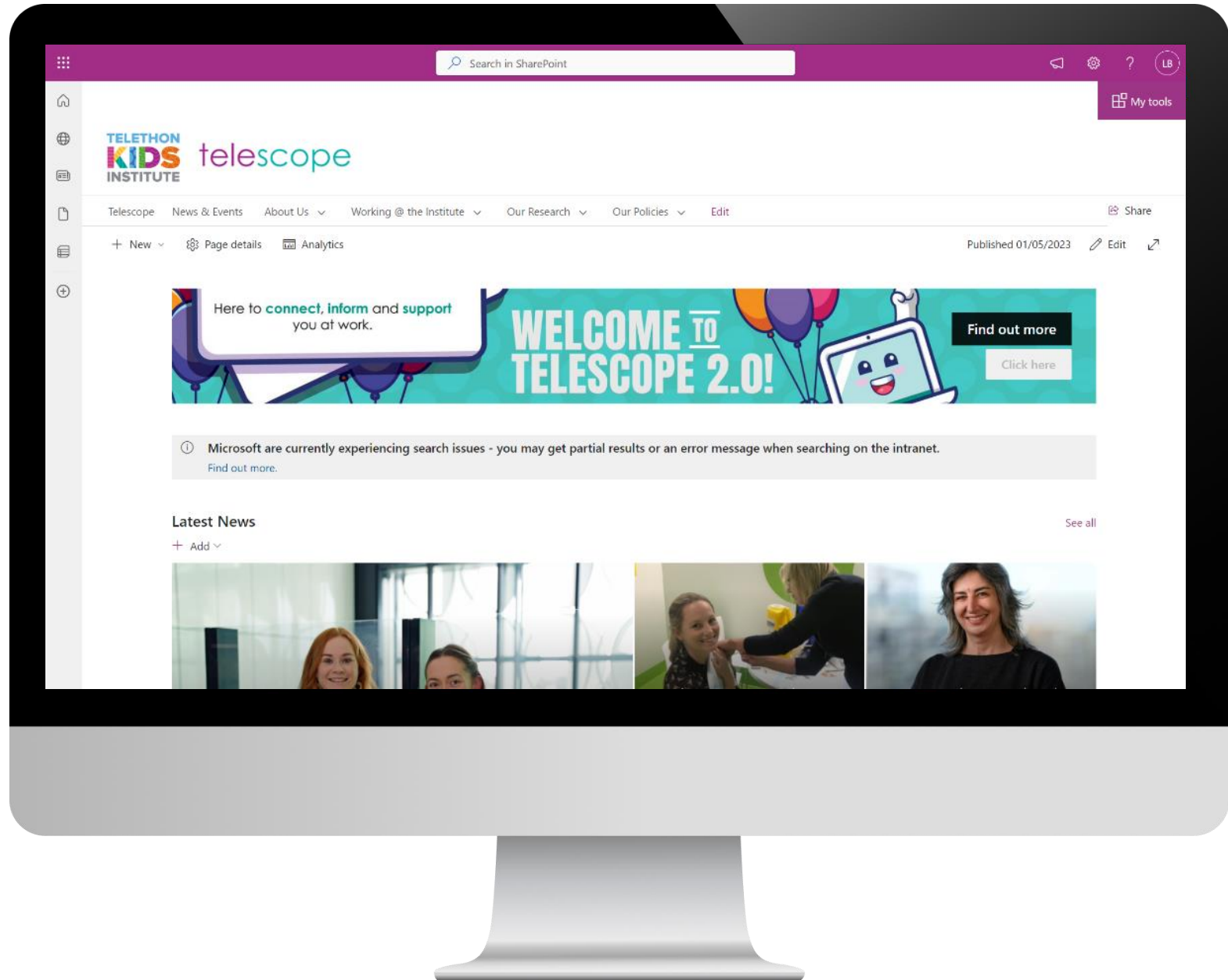
The CPA was awarded the Silver award at the Step Two Intranet & Digital Workplace awards in 2023.





Silver Award
Winner

Step Two
Intranet &
Digital Workplace
Awards





Approach 3

Approach 3: Bespoke intranet

Engage Squared will work with you to develop an intelligent intranet ensuring you make the most of SharePoint Online, Microsoft Viva, and our Intranet Accelerator components.

Our activities will include:

Discovery & Design

- Validate, define, and prioritise your requirements in a Requirements Backlog
- Develop an Information Architecture plan, including end-user testing
- Our UX consultants will conduct a comprehensive UX research and recommendations program
- Graphic designed interactive prototype of your intranet homepage and custom components
- Detailed functional specifications
- Detailed technical specifications

Configuration & Testing

- Development of custom components or business apps,
- Configure page templates and implement the information architecture structures (including homepage and mega menu),
- Content approval and review workflows, and content owner dashboards,
- We'll facilitate 2 weeks of user acceptance testing.

Change & Adoption

- 4 x content author training sessions + a content authors quick reference guide
- 2 x admin training session + an admin guide
- As-built guide + source code
- Custom adoption and launch plan



Target audience: Organisations looking to deploy an intelligent intranet with some custom requirements



Engage Squared resources: Consultant, Technical Architect, Digital Designer, Developer, UX Consultant, Adoption Consultant and a dedicated PM



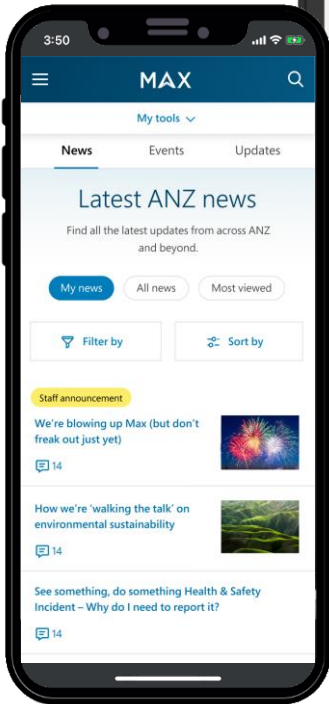
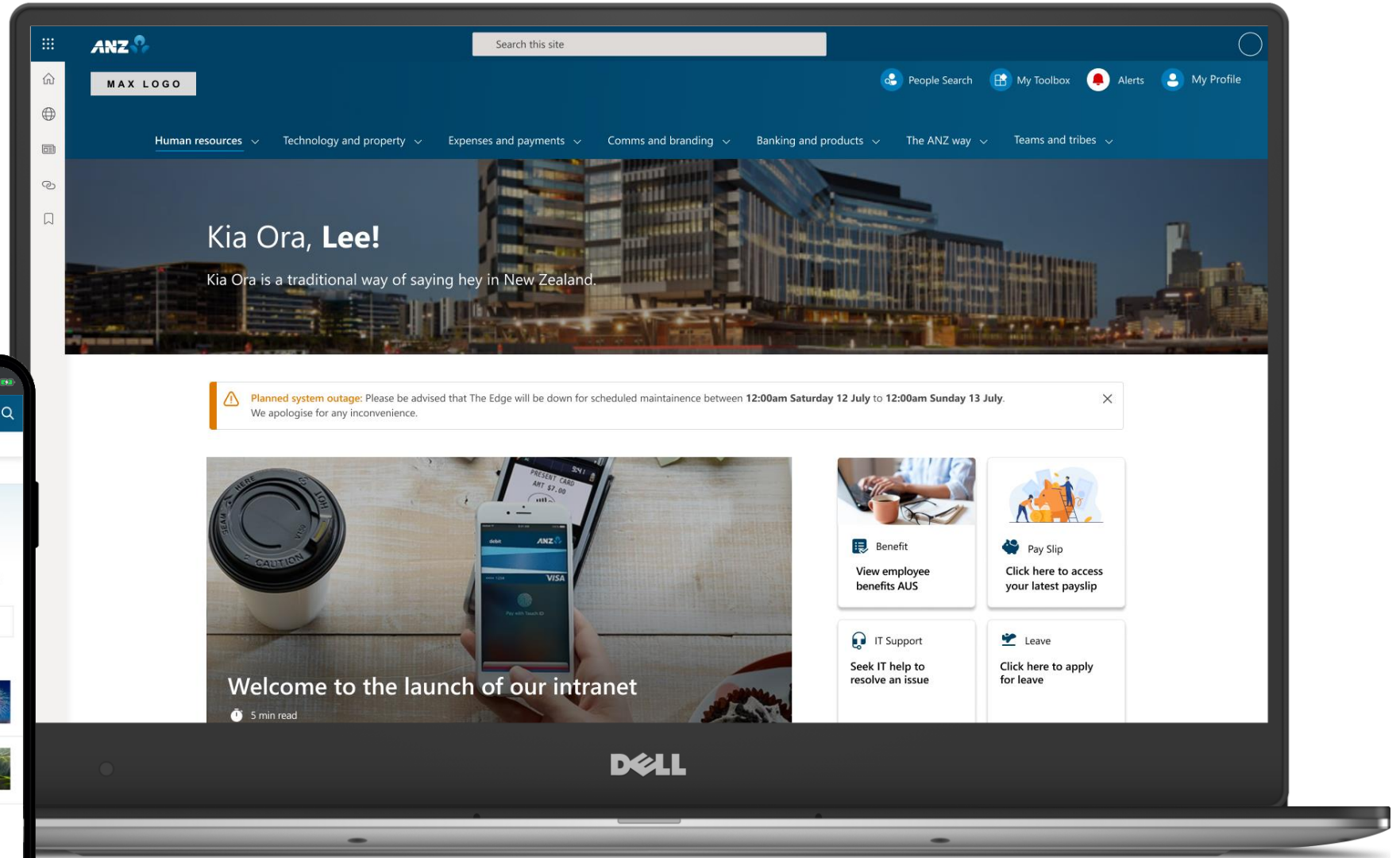
Timeframe: ~6+ months



Investment: From: ~ \$250,000+ (AUD, ex GST)

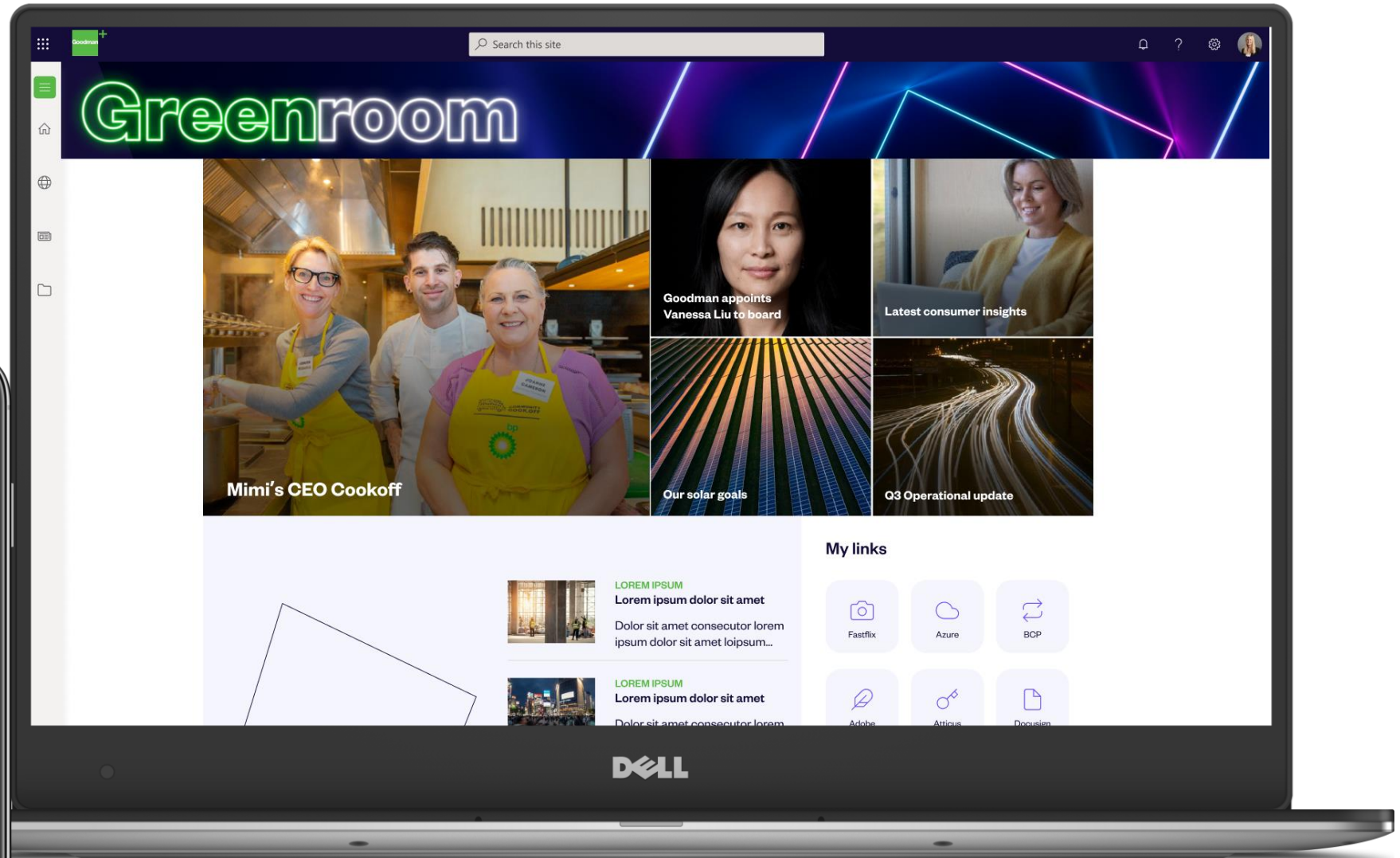
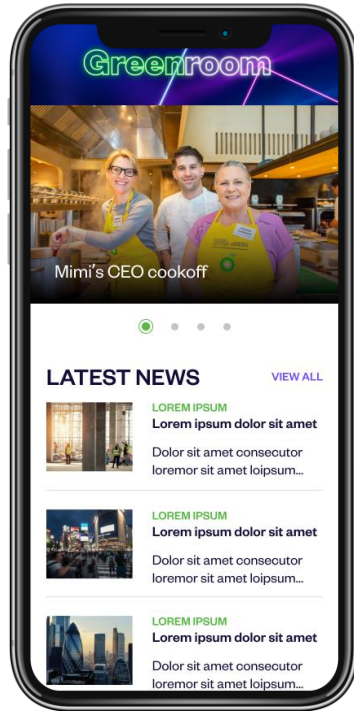
Expected outcomes

- Extensive end user research and requirements gathering
- Bespoke employee experience platform that delivers a tailored experience to your end users
- Mobile accessible app via Microsoft Viva, including HR dashboard and task management
- Launch & adoption plan & content training



Deloitte.







Complementary options

User Experience Research

Throughout this program of work, our team seeks to understand your unique business requirements, and vision for the future intranet as part of your broader digital workspace.

Our experts start by reviewing your current state, including analytics, a content review, existing IA and your technical landscape. By consulting with business stakeholders, end users are your chosen project team, we take your organisation on the journey of building the intranet vision. This vital step provides a voice to the user across your organisation early in the process.

As an outcome of this part of the engagement, we'll take you through our recommended technical approach to achieve your intranet vision, including the information architecture and detailed requirements. Our team will craft a roadmap of works, including costings so that you and your team can clearly understand the timeframes and budget required to achieve your intranet vision.

We know that a picture speaks a thousand words, and so we'll support the intranet vision with clickable prototypes and graphic designs that you can use to socialise how the solution will look and feel.

Designed (in part) to support organisational project teams to develop internal business cases (or RFPs), this engagement provides organisations with a detailed blue-print for implementing a truly delightful intranet.



User story backlog

Acting as a blue-print for the build phase

Personas

Articulating key user types and their needs

Journey maps

Demonstrating how each persona will interact with the intranet

Clickable prototypes

To socialise the vision and support executive buy in

Information architecture recommendations

Ensuring the foundation of the intranet are robust extensible

Recommendations and roadmap

The implementation approach and costs



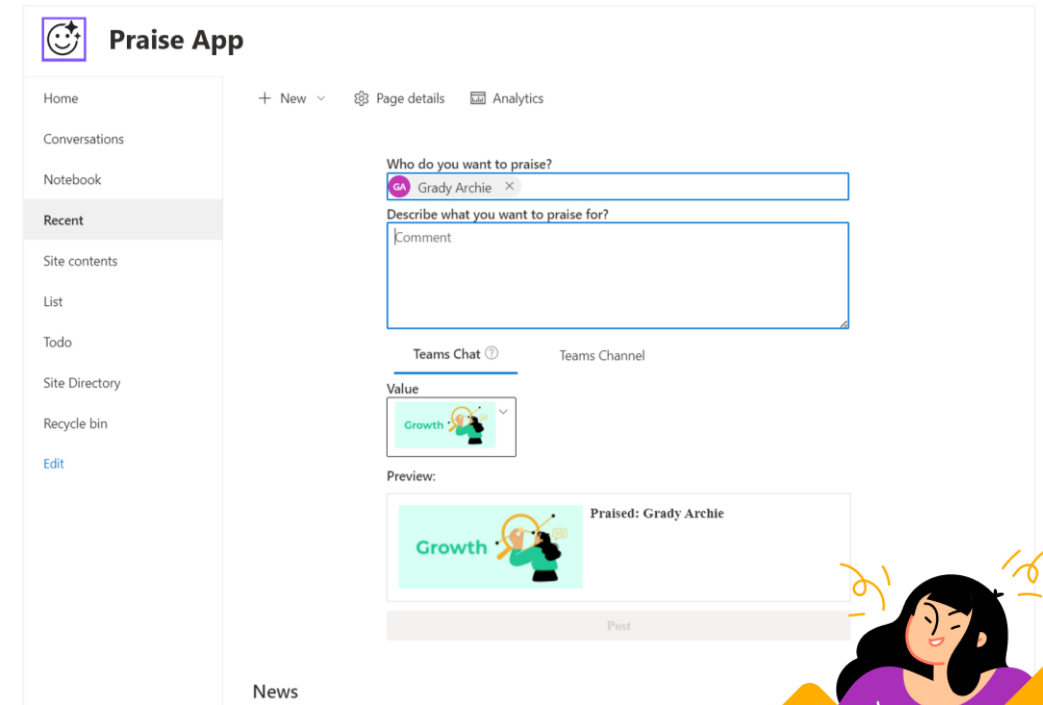
PeerCheer - Employee Recognition App

Recognising the importance of employee recognition in fostering a positive work culture, our **PeerCheer** App for Microsoft Teams is designed to seamlessly integrate into the daily workflow, allowing any team member to acknowledge and celebrate the contributions of their colleagues. This simple, but innovative app not only facilitates the expression of gratitude but also enables organisations to tailor the recognition categories to reflect their unique values and goals, ensuring that the accolades align with the company's vision.

The app's flexibility allows for a personalised experience, where users can nominate individuals and broadcast their praise through a Teams chat or a channel post, making the recognition visible and encouraging a culture of appreciation. This visibility not only boosts the morale of the recognised employee but also inspires others to strive for excellence, creating a ripple effect of positivity and motivation across the organisation.

For organisations, the benefits are many. Customisable nomination categories mean that recognition can be aligned with specific company values, reinforcing the behaviours and attitudes that drive the company forward. This alignment not only strengthens the company culture but also supports strategic objectives by encouraging practices that contribute to the organisation's success.

On an individual level, the app provides a platform for employees to feel valued and heard, which is crucial for job satisfaction and retention. The act of being recognised by peers can significantly enhance an employee's sense of belonging and commitment to the organisation, leading to increased engagement and productivity. In a digital-first workplace, the Praise App ensures that despite physical distances, the human connection and appreciation remain strong, fostering a thriving and collaborative work environment.



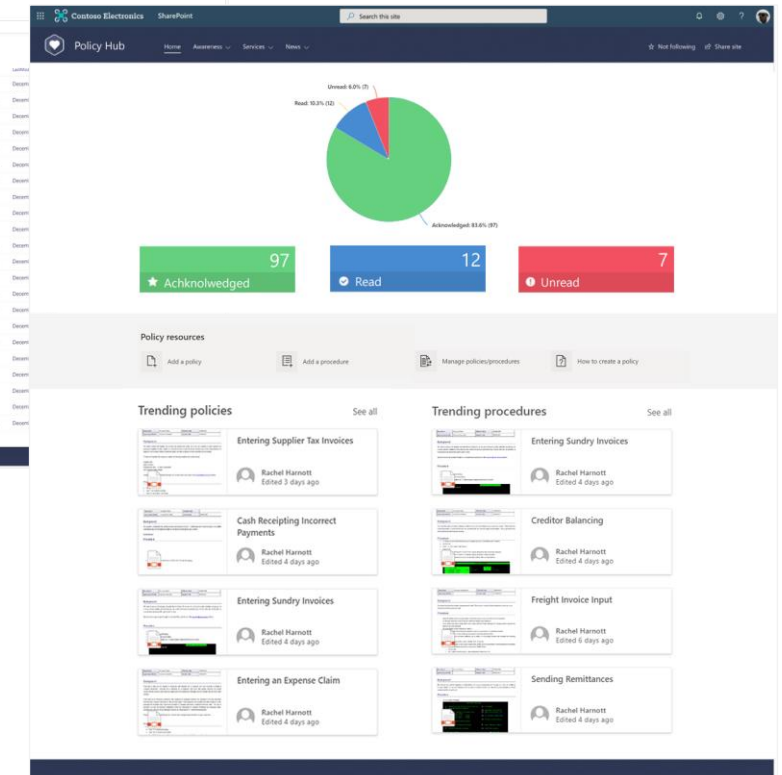
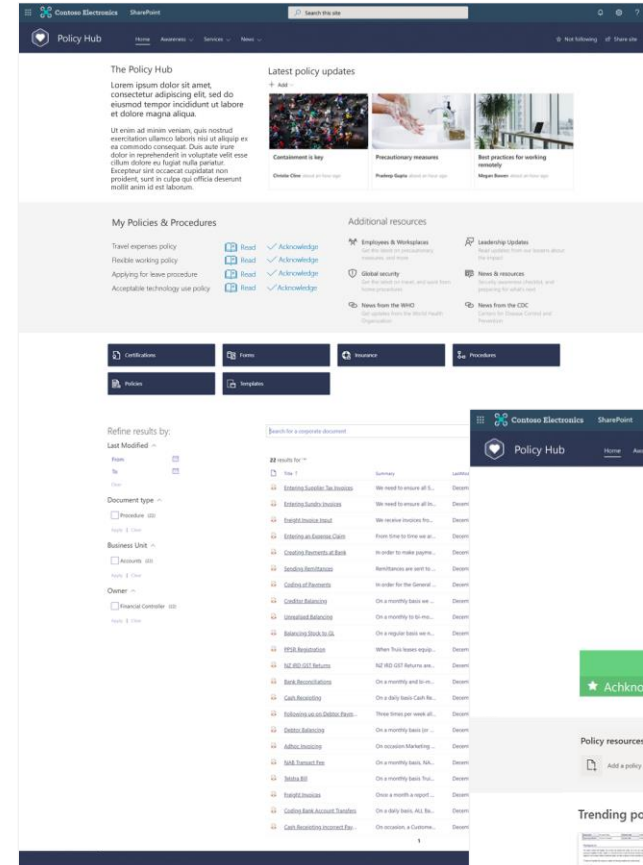
Policy hub

The **Policy Hub** solution, built on SharePoint Online and Microsoft Teams, leverages the robust capabilities of the Power Platform to streamline the management of policy documents throughout their lifecycle. This comprehensive solution is designed to simplify the complex process of policy management, ensuring that documents are easily accessible, up-to-date, and in compliance with regulatory standards.

At the heart of the **Policy Hub** is an intelligent search interface that offers end-users a straightforward and intuitive experience, enabling them to locate the policies they need swiftly. The underlying structure of the hub is meticulously organised with considered metadata, categorising and tagging policies in a manner that resonates with both the business needs and individual users.

The benefits of managing policies through the **Policy Hub** are substantial. It ensures that policies are consistently monitored and updated, reducing the risk of non-compliance and the associated penalties. Automation plays a pivotal role in this process, eliminating manual tasks, reducing human error, and freeing up valuable time for employees to focus on more strategic initiatives.

Utilising out-of-the-box technologies like SharePoint Online, Microsoft Teams, and the Power Platform, the **Policy Hub** offers a cost-effective solution that maximises the existing investments of the business. Since many organisations are likely already licensed for these technologies, the Policy Hub presents an opportunity to use familiar tools in new and powerful ways, enhancing efficiency and governance across the enterprise.



Migrating to M365

We are well rehearsed in migration and bring a wealth of experience in planning migration pathways, communication, migration and validation. Although the general migration pathway steps are the same, every organisation has slight differences and preferences with formulating their migration approach.

We find that most clients opt for a blended migration approach:

- Manual migration of a small amount of business-critical content to ensure the highest quality result.
- Automated tool enabled migration to migrate documents, lists, etc.

We approach migrations with a similar methodology to intranet projects using very aligned phases. We start with a discovery and design phase to extrapolate all in scope data/content before drafting a migration strategy. Based on the strategy and in-scope content, we'll also provide an implementation cost.



Change Management

For any project to be successful, it requires three things – first, strong leadership and guidance, second, project management of the technical solution and third, change management to support the people side of change. To achieve success, all three elements must work hand-in-glove.

When considering the investment in change management, consider the following:

- How dependent is your project on people changing the way they do things today?
- What percentage of project benefits are directly tied to people embracing, adopting and using the new system or tool? The percentage attributed is what investing in change management can deliver for your project or initiative.

Essential ACM

Our 360 managed support service has been designed as an affordable monthly investment across four tiers, offering you a reliable and results-driven service that will provide you with on-going support to ensure you get the most out of your Microsoft 365 investment.

Using our web based managed service help desk, creating, tracking, and monitoring your tickets and how we they are performing across P1 – P4 incidents has never been so easy. We'll keep you updated on each step of your ticket's progress, as well as being proactive in raising any potential problems or any suggestions to enhance your service along the way.



Core ACM

- Change Management discovery
- Change management strategy and approach
- Enterprise Social Network Strategy
- Communications including design
- Engage best-practice guides
- Training
- Leadership briefing pack & 2x briefing sessions
- Community Management briefing pack & 5x coaching sessions



Advanced ACM

- Change Management discovery
- Change management strategy and approach
- Enterprise Social Network Strategy
- Communications including design
- Engage best-practice guides
- Training
- Leadership briefing pack & 2x briefing sessions
- Community Management briefing pack & 5x coaching sessions
- Engage Governance & Automation
- Launch Campaign



Managed support

At Engage Squared, we understand that your needs and what you want to achieve from your technology is essential to delivering effective solutions that provide real results.

Our managed M365 support services are a reliable, results-driven offering that will provide you with affordable, on-going support, helping you get the most out of your Microsoft 365 environment.

We understand that a one size fits all approach doesn't always work but as one of Australia's leading Microsoft consultancies we know the struggles organisations face so we've created standard managed services that tap into solving those problems. If your request doesn't fit into one of those, then we'll work with you to design an offering customised to your industry and meeting the specific needs of your business.

360 Managed Support

Our 360 managed support service has been designed as an affordable monthly investment across four tiers, offering you a reliable and results-driven service that will provide you with on-going support to ensure you get the most out of your Microsoft 365 investment.

Using our web based managed service help desk, creating, tracking, and monitoring your tickets and how we they are performing across P1 – P4 incidents has never been so easy. We'll keep you updated on each step of your ticket's progress, as well as being proactive in raising any potential problems or any suggestions to enhance your service along the way.



Continual Improvement

Keeping up with the latest technology will maximise benefits for your users and prevent the need for a major overhaul to "catch up" later.

Our Continuous Improvement service helps organisations continue to evolve the solutions we deliver and further realise the return on investment. We do this by providing an ongoing effort allocation at a series of intervals over a 12-month period, with which to deliver new features and functionality, providing you with increasing business benefit over an extended period.

We offer 3 tiers across the 12-month period, offering up to 4 system releases throughout the year.



Intranet Mentor

The Intranet Mentor service is a strategic solution for intranet development, emphasizing alignment with business goals and enhancing the digital workplace. It offers expert governance, content strategy, and user adoption advice in an ongoing manner. This supports you to take a product mindset for your intranet

Your dedicated intranet mentor will provide best practices and insights for evolving your intranet to foster cultural change and engagement, ensuring it remains a vital business tool.



About us

We are Engage Squared.

Specialists in <people> friendly technology.

Our mission is to make work better. We empower employees to enjoy work more - using Microsoft tools to make work more productive, collaborative and connected.

We work with large organisations to:

- Enable teams and individuals to adopt new ways of working through our organisational change and transformation campaigns;
- Help leaders, communications, and HR teams to uplift culture and engage staff by building integrated digital workplaces that use the latest features in SharePoint Online and the Microsoft Viva suite;
- Create a more secure and compliant environment to better manage, retain and protect their information landscape; and
- Boost productivity with automation, digitization, and app modernisation (using all of the Microsoft 365 suite, including Teams, PowerApps and Power Automate on M365 and D365).

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 take partnerships seriously and were proud to be named Microsoft's 2022 global Partner of the Year for Employee Experience.



Our Digital Workplace practice

Our Digital Workplace and Employee Experience Practice is at the forefront of delivering modern approaches to the digital workplace and employee experience.

We specialise in helping organisations who:

- Have challenges with employee engagement and employee experience – whether that's because of ineffective communication tools, siloed technologies, multiple systems and tools for different employee tasks, or one of dozens of other reasons
- Are looking for strategic guidance on how to create a wholistic digital experience
- Are looking to leverage their investment in M365 to improve access to information, communication, culture and ways of working

Most importantly, our solutions are built to minimise the need for excessive customisation. We design digital workplaces that take into consideration future enhancements coming to the M365 platform, reducing the admin burden on your internal teams and overall costs with maintaining our solutions.

Unlike our competitors, we have product experts who can connect the dots across all aspects of digital workplace – from ideation, through to strategy, development, change management and ongoing technical support. We're a full-service Microsoft partner that can help you better engage your workforce and push the boundaries of what's possible with M365.

Find out more about our approach to planning your Viva Connections dashboard experience in this [blog](#)

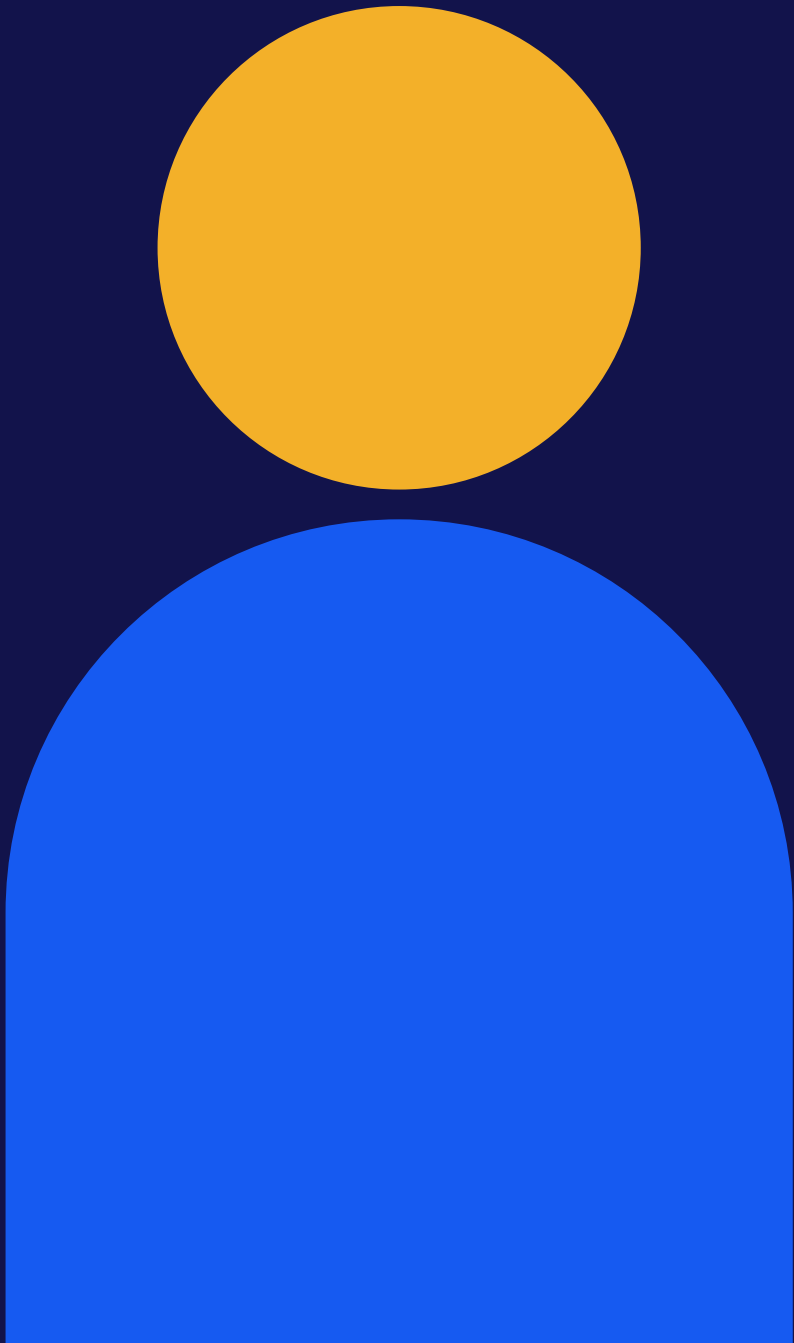


Get in touch

engagesq.com

info@engagesq.com





<people>
friendly
technology

ENGAGE SQUARED 