ClearBoxCONSULTING

INTRANETS | COLLABORATION | SHAREPOINT

ClearBox service definition

These indicative definitions must be referred to in the first instance and should be discussed as appropriate before any briefs or proposals are drafted.

May 2024

ClearBox was established in 2007 and is based in the UK.

We work with clients across Europe. Read more at *clearbox.co.uk/about-us*

We have worked on over 150 intranet projects and trained over 900 digital practitioners.

The service

ClearBox Consulting offers consultancy services to provide practical strategic guidance. We work directly alongside digital teams (of all kinds) to develop plans and manage projects to improve the digital workplace.

Many of our services are based around our proprietary framework (honed over many years) and so can be both effective *and* efficient – important when considering timelines and budgets.

We frequently design bespoke consultancy engagements to suit client needs. We help with the strategy, governance, and management of the digital workplace, intranet, mobile and employee apps, internal communications channels, and platform software selection and vendor assessment.

We do not deploy software, and we are vendor neutral and technology agnostic.

Disaster recovery and business continuity

Our draft and final work is backed up in the cloud (Microsoft 365) and locally, and we have experienced employees (and, if needed, associates) that can continue the work should anything happen to any of our staff. We will adhere to any additional security, retention, and privacy processes as needed.

Where required, we can work via your own cloud collaboration services so that all long-term data remains on your systems.

Onboarding and offboarding support

Making use of our shared collaborative environment (on your side or on our side) we can ensure that new members of our team or your team can access all project information. We are of course happy to dedicate time to discussing project status with newer team members.

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Should anyone leave the team (on our side or yours) we will work to ensure that information, draft work, and tacit knowledge is well managed and available to teammates.

Implementation plan

We work across the spectrum of waterfall and agile project management, most often in phases to ensure insights and deliverables properly influence the next phase. Clients are kept up to date with weekly progress calls and reports.

We will always work to the client's timescale but will advise on realistic milestones. We're experienced project managers and can lead implementation if desired.

Pricing overview

We frequently work on an hourly rate basis, however, well-defined projects can be designed to be fixed price.

Service constraints

While we often work on-site for research and major meetings, we rely on digital collaboration channels for day-to-day work and when travel would not be appropriate. We're regularly invited to use existing internal project channels or can provide a collaboration environment.

We're willing to work outside of the UK time zone when necessary, and we're willing to travel for specific meetings.

Service levels

We work directly with digital teams in a collaborative fashion, and endeavour to work to all agreed deadlines. Regular meetings, ad-hoc meetings, and informal conversations are all normal practices to us — within UK time zone, normal office hours, 9am to 5:30pm.

Should we fail to meet standards, specifications, or deadlines (when not attributable to the client) we will work to fulfil our obligations at no additional cost. We do not have a compensation policy; we always work to meet requirements, and endeavour to meet and exceed expectations.

Ordering and invoicing

We will adhere to your procurement and invoicing systems. We regularly invoice at the end of each month, but we can discuss any flexibility needed.

Contract termination

Once work by ClearBox consulting has commenced on the programme, we undertake to deliver against the agreed schedule provided that agreed resources and commitments made by the client are also met.

Should the client, for unforeseen circumstances, need to delay the programme, then we will try to accommodate this and defer the work for up to three months. Thereafter, the agreement will be deemed to have terminated.

Should the client, after agreeing to these terms, wish to terminate the programme for reasons outside of our control, then we reserve the right to charge for all work undertaken to that point and any work for any event we have been asked to hold dates for (e.g. workshops or meetings).

After-sales support

Once a contract has ended, we're happy to answer any questions about our work from the project manager / main point of contact, and we hope ClearBox will be considered for any further work, for which a quotation will be provided.

Technical requirements

We do not have technical requirements, but we do have some expectations. It is always useful to have direct access (of some kind) to the parts of the digital workplace / intranet that need assessing or improving. Further, a shared collaborative area is desirable, so that conversation and working documents can be held and reviewed in real-time, in the cloud. We're happy to use your collaboration tech, or we can provide a secure and private collaboration space.

Why choose ClearBox Consulting

Practical experience

We have first-hand experience of running intranets and digital workplaces from being intranet and collaboration platform managers ourselves, so we know what it's like to face practical realities rather than what the textbook says. We also see what really works in a whole range of organisations so can bring an informed and independent perspective.

Collaborative approach

The best strategies combine an understanding of digital working with an understanding of the organisation. Our approach is to work with your staff as a single team so that both components are fully represented. We involve you at all stages of the thinking process (the origin of "ClearBox" is that it is the opposite of "Black Box") so that at the end of the engagement you are fully equipped to take the strategy forward.

User focus

We're passionate about making working life more productive and more rewarding for the people who use digital tools. We bring expertise in psychology and computer interface design to work with you in making your digital tools simple to use.

Bridging communications, IT, and collaboration

ClearBox is about the coming together of intranets, collaboration, and knowledge. This area can be a challenge in many organisations as it spans multiple functions. We've worked in a range of corporate functions, including Communications, IT and Knowledge Management, so we can see things from each side and facilitate dialogue between them.

Change management

Good consulting is about helping an organisation bring about sustainable change. Digital workplace changes usually reflect other changes going on in an organisation, and all the people and culture aspects that go with it. Our approach is designed to recognise and respond to this.
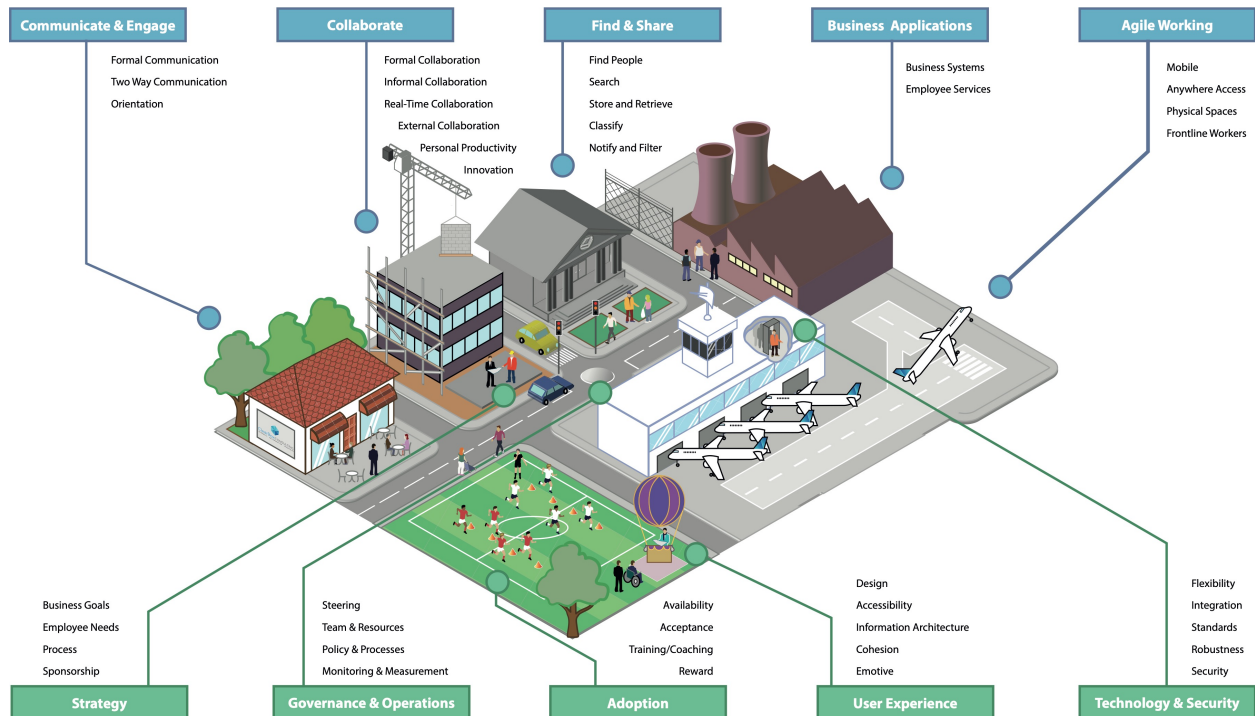
Technology neutral

We do not sell any tools or technologies and do not accept any payments from vendors if we recommend a particular system. You can be sure that our advice is unbiased and focussed on your interests.

Specialist

We make no secret that we are niche consultancy – we focus on one area that's common to many organisations and aim to do it well, bringing experience of the inner-workings of over 100 corporate intranets and digital workplaces. We rely on our reputation, and you can be sure of a consistent, dedicated, and personal approach.

ClearBox's digital workplace framework

ClearBox has a proprietary method for developing intranet strategies based on an assessment framework and a series data gathering and consensus building activities.

Communicate & Engage
Formal Communication
Two Way Communication
Orientation

Collaborate
Formal Collaboration
Informal Collaboration
Real-Time Collaboration
External Collaboration
Personal Productivity
Innovation

Find & Share
Find People
Search
Store and Retrieve
Classify
Notify and Filter

Business Applications
Business Systems
Employee Services

Agile Working
Mobile
Anywhere Access
Physical Spaces
Frontline Workers

Strategy
Business Goals
Employee Needs
Process
Sponsorship

Governance & Operations
Steering
Team & Resources
Policy & Processes
Monitoring & Measurement

Adoption
Availability
Acceptance
Training/Coaching
Reward

User Experience
Design
Accessibility
Information Architecture
Cohesion
Emotive

Technology & Security
Flexibility
Integration
Standards
Robustness
Security

ClearBox assessment framework

When developing a strategy, we look at ten dimensions (five to do with services or capabilities that the intranet supports, and five to do with how it is managed).

Each dimension has 10-20 sub-areas that we investigate using a combination of stakeholder interviews, hands-on assessment of your intranet and user feedback.

The framework can be used both quantitatively, scoring against each aspect to give a baseline for improvements, or in a more qualitative fashion to identify priority areas for development and future strategic options.

We then use the framework to map proposed changes onto benefits to the organisation and its strategic priorities.

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Dimension	Scope
Communicate & Engage	Is the digital workplace used effectively as a set of communication channels that engage employees and make them feel listened to? Includes news content, editorial balance, branding, feedback, and peer-to-peer communication.
Collaborate	How well does the intranet support people in working together in teams and projects? Does it also enable informal sharing in communities and stimulate innovation?
Find and Share	How effective is the intranet in helping people find people and the information they need? Can they store, search and browse for information easily?
Business Applications	Does the intranet work effectively as a gateway to other applications and tools? Includes employee self-service, interface consistency, business process integration and people directories
Agile Working	How well does the intranet support people in working from any location and at any time?

Dimension	Scope
Strategy	Does the intranet clearly support the organization's strategy and is there awareness of the value it brings? Includes sponsorship, strategy formulation, steering, return on investment, and usage levels.
Governance & Operation	How well is the intranet managed operationally? Includes use of policies for new sections and functionality, roles and processes for publishing, usage statistics, user feedback and training.
Adoption	What steps are taken to ensure the effective adoption of the intranet?
User Experience	How easy to use is the intranet? Is it easy to navigate, attractive to use and intuitive? Are the same standards applied to applications and mobile interfaces?
Technology & Security	How well does the intranet platform work? Includes system performance, external access, security, ease of upgrades and IT relationships.

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Our major report is free to download and robustly reviews many leading intranet and comms tools.