



MICROSOFT SHAREPOINT INTRANETS AND DIGITAL WORKSPACE

Delivering measurable value in the public sector, through modern applications for stakeholder, staff and colleague engagement

SERVICE OVERVIEW

Brightwire designs and delivers modern SharePoint intranets and digital workplaces that provide a secure, engaging hub for internal communications, collaboration, and knowledge sharing. Built on Microsoft SharePoint and integrated with Microsoft Teams, our intranets are fully customisable and designed to support how people actually work. We enhance intranets with AI-powered employee agents to help staff find information, navigate content, and access services quickly, improving productivity and reducing reliance on manual support.

Our intranets provide structured document and records management, supporting policies and procedures, controlled document libraries, versioning, approvals, and automated review and retention periods. We help organisations implement clear information architecture, search, and governance so staff can easily find trusted, up-to-date content. Automation and workflows streamline publishing, approvals, and compliance processes, ensuring documents remain current and aligned with organisational and regulatory requirements.

We take a user-centred, agile approach to intranet delivery, combining discovery, design, and iterative development to drive adoption. Working closely with stakeholders and end users, we deliver intranets in manageable phases, focusing on usability, accessibility, and business value. Our approach recognises that successful intranets are as much about culture as technology, supporting better communication, collaboration, and engagement across the organisation.

We work with forward thinking clients across multiple sectors and industries, delivering applications using Dynamics 365 and the Power Platform, alongside Umbraco and SharePoint, as well as business intelligence, custom solutions, mobile apps and systems integration.

At Brightwire we work closely to understand your needs and design an appropriate solution which will prioritise requirements and ensure the needs of your project are met with low code / no code if possible, with pro-code where appropriate.

We also have extensive experience in customising, extending and integrating SharePoint and Dynamics 365 and have a wide range of case studies where our solutions have delivered increases in team productivity, efficiency gains and improvements in customer service and stakeholder management.

Success by Design, our proven approach to planning, development and project management, alongside our agile delivery methodology for maximum visibility of progress, ensures our customer projects are a success.



Our work delivers measurable benefits to our clients and their people, through smart, automated business applications, improving operational efficiency, service delivery, and engagement. Our customer engagement and business transformation programmes deliver tangible, quantifiable outcomes.

At Brightwire, our experienced solution architects, consultants and developers help organisations to design, plan, build, customise, deliver and support SharePoint intranets, Dynamics 365 and Power Platform applications, streamlining operations, delivering productivity gains, and improving engagement.

SERVICE SUMMARY

- ▶ Delivery of cloud-based solutions and intranets built on Microsoft SharePoint, as well as Dynamics 365 and the Microsoft Power Platform, based on extensive Brightwire experience across public sector and regulated environments
- ▶ Proven delivery of employee intranets as well as citizen, stakeholder, membership, case, complaint portals, including digital assistants and digital forms
- ▶ Strong expertise in configuring SharePoint to support real operational processes, policies, procedures, news and HR content, with tailored, supported customisation where appropriate
- ▶ Use of AI, automation, business rules and workflows to improve data quality, consistency, insight and routing of cases and interactions
- ▶ Delivery of clear, usable interfaces that support user adoption and provide meaningful insight
- ▶ Extensive experience of integrating SharePoint with Dynamics 365, portals and line-of-business systems
- ▶ End-to-end service covering discovery, design, build, configuration, integration, training and support
- ▶ Configuration-first, with low/no code, using custom development where it adds value, reducing risk
- ▶ Support for the full solution lifecycle, from early discovery and prototyping through to live operation and continuous improvement
- ▶ Offers rapid discovery and proof of concept as part of Brightwire's agile development methodology
- ▶ Experienced, security cleared Microsoft architects, developers and engineers
- ▶ Brightwire's business transformation, process and analysis experts ensure business priorities are addressed, minimising risk and delivering immediate value
- ▶ Security within M365, Dynamics 365 and Power Platform is based on Microsoft Entra ID and a robust role-based access model, ensuring users can only access the data, functions, and environments appropriate to their role, with full auditability and compliance. Microsoft cloud services are certified against internationally recognised security and privacy standards including ISO/IEC 27001, ISO 27017, ISO 27018, SOC 2, and GDPR, providing assurance that data is protected in line with global best practice.



BRIGHTWIRE'S EXPERTISE AND EXPERIENCE

Brightwire has a strong track record in designing and delivering **SharePoint intranets and digital workplaces**, aligned to organisational objectives and supporting effective organisational change. Our SharePoint solutions help organisations improve internal communications, collaboration, knowledge sharing, and information governance across the public sector.

We have delivered SharePoint intranets and portals supporting internal communications, document and records management, policies and procedures, staff engagement, and collaboration with Microsoft Teams. Solutions combine out-of-the-box SharePoint capabilities with low-code configuration and targeted customisation, ensuring usability, accessibility, and long-term sustainability.

We provide end-to-end professional services covering discovery, design, configuration, customisation, integration, and ongoing support. This includes workflow automation, approvals, retention and review processes, and integration with Dynamics 365, Microsoft 365, and third-party systems. Our services support organisations from early discovery and proof of concept through to live operation and continuous improvement, delivering secure, user-centred intranets that drive adoption and value.

WHAT WE DELIVER

- ▶ Discovery and analysis to understand user needs, operational processes and outcomes
- ▶ Solution architecture and design aligned to SharePoint with user-centred discovery, planning, and information architecture
- ▶ Functional consulting to translate business requirements into practical platform solutions
- ▶ Design and delivery of SharePoint intranets and digital workplaces
- ▶ Internal communications hubs and news publishing
- ▶ Document and records management, including policies and procedures, alongside automated document review, approval, and retention workflows
- ▶ AI-powered employee agents for search and self-service support
- ▶ Workflow automation using Power Automate
- ▶ AI-powered employee agents for search and self-service support
- ▶ Governance, security, and role-based access configuration
- ▶ Training to support user adoption, knowledge transfer and long-term capability
- ▶ Integration with apps such as SharePoint, M365, third-party systems and telephony providers
- ▶ Ongoing application support, maintenance and continuous improvement



KEY FEATURES

- ▶ Robust, usable and secure capabilities to enhance communications and adoption
- ▶ Centralised news hubs and internal communications
- ▶ Employee recognition and staff spotlight areas
- ▶ AI powered employee digital assistants
- ▶ Policies and procedures libraries with version control
- ▶ Forms, guides, and task-focused content pages
- ▶ Content lifecycle management with review and expiry dates
- ▶ Automated publishing and approval workflows
- ▶ Intuitive navigation with mega menus
- ▶ Task-driven intranet structure aligned to user needs
- ▶ Usability testing including tree testing for navigation
- ▶ Social pages supporting interaction and discussion
- ▶ Devolved content ownership with clear governance
- ▶ HR content and staff self-service information
- ▶ Fully configurable solution
- ▶ Provides familiar tools which are easy to adopt, alongside integration with other MS products
- ▶ Extensible architecture aligned to Microsoft best practice and security
- ▶ Role-based security and permissions
- ▶ Workflow automation and business rules
- ▶ Site and page analytics and usage reporting for continuous improvement

KEY BENEFITS

- ▶ Rapid delivery using agile approach and proven Microsoft platforms
- ▶ Delivers immediate value and a quick return on investment
- ▶ Improved user adoption through intuitive, task-led design
- ▶ Easier access to trusted, up-to-date information
- ▶ Stronger employee engagement and internal communications
- ▶ Reduced time spent searching for documents and guidance
- ▶ Consistent navigation improving usability and confidence
- ▶ Better collaboration across teams and services
- ▶ Increased ownership and content quality across the organisation
- ▶ Improved visibility of recognition and achievements



- ▶ Supports employees in completing everyday tasks efficiently
- ▶ A more connected, informed, and productive workforce
- ▶ Reduced implementation risk through configuration-first approaches
- ▶ Alignment with UK public sector digital and security expectations
- ▶ Better stakeholder, citizen and member engagement
- ▶ Improves operational efficiencies by automating routine tasks and accelerating processes
- ▶ Easily scales to accommodate growth, whilst reducing costs of serving audiences
- ▶ Microsoft Cloud Services certified to recognised ISO standards and aligned to GDPR

EXAMPLES OF OUR WORK

Examples of our implementations

- ▶ Intranets for wide range of customers in the public and private sectors
- ▶ Employee and stakeholder/volunteer apps – secure collaboration on sub-sets of organisational data based on need and role
- ▶ Customer service including end-customer enquiries, customer behaviour and contact management to a national highways agency, a national debt enquiry service, ombudsman services, a national tourism organisation and a child protection agency
- ▶ Integrated stakeholder portals for self-service for a national debt enquiry service
- ▶ Volunteer applications for a leading non-profit organisation
- ▶ Mobile apps addressing specific use cases for field staff across sector
- ▶ Membership management including nurture marketing, membership engagement, member renewals, fundraising and donor management, Gift Aid HMRC submissions for several organisations including a leading beverage association and museums
- ▶ Stakeholder management, interactions and marcomms for a national policing conduct organisation
- ▶ Use of the non-profit accelerator for charitable/membership organisations, with a range of out of the box features specifically designed for managing memberships and all of their touchpoints – whether attending events, buying items from your online shop, or visiting your sites
- ▶ Call centre use of Dynamics 365, integrated with telephony; GDPR compliant for a national highways agency, and a national debt enquiry service
- ▶ Complaints and case handling, integrated with complaints forms presented on public-facing websites including GDS compliant web forms for a central Government prosecution service;



- ▶ Marketing automation including email templates, campaigns, nurture marketing and analysis across a range of sectors;
- ▶ Legal matters and case management for a nationwide lobbying organisation in the food & drink sector;
- ▶ Handling customer facing activities such as Freedom of Information and Subject Access Requests across a range of sectors;
- ▶ Custom integration with various Postcode and Address Finders (See Brightwire's Postcode Pro Service Definition);
- ▶ Custom integration with other line of business applications such as DVLA, Smart Meters, Power BI and mapping software;

ONBOARDING

When we engage with you our focus is on understanding your organisational needs and problem areas, in order to make appropriate and relevant recommendations. Usually this takes place in an initial Discovery meeting. We have a proven approach to client engagement with the Success by Design model, using a structured set of stages, processes and tasks to manage the project successfully, and at each step we provide appropriate documentation to support this.

We set out to quickly understand your current situation in sufficient depth to be able to make useful and pragmatic recommendations. Our client-focussed mindset helps us to engage with you quickly and efficiently, and results in enjoyable and productive relationships in the long-term. We are proud of the relationships we have with our clients and in helping to make a positive difference to their organisations through smarter use of technology. All of our projects are structured with a project team comprising a Project Manager, an Account Manager and a designated Lead Developer. We use an agile methodology to develop projects in defined sprints, with early visibility of progress and early validation with users.



WHAT YOU CAN EXPECT

- ▶ A **structured discovery stage** to confirm scope, objectives, success measures and delivery approach
- ▶ **Establishing the agreed governance model** and communications plan
- ▶ **Engaging with your teams and stakeholders** to ensure business needs and processes are well understood
- ▶ Agreeing the **development approach**
- ▶ **Process mapping** (from as-is to to-be) and wireframing
- ▶ **Technical and business solutions blueprint** including:
 - Program strategy: vision, drivers, governance, timelines
 - Application strategy: architecture, integrations, D365 components
 - Data strategy: governance, architecture, entities, migration approach
 - Integration strategy: interfaces and external systems
 - Test strategy: testing including automation, and responsibilities
 - Business process strategy: process maturity, scope, fit gap analysis
 - Security strategy: roles, access, compliance, governance
 - Application lifecycle management (ALM): DevOps, CI/CD environments
 - Environment and capacity strategy: deployment topology, environments
 - Intelligence strategy: analytics and reporting design
- ▶ **Classification of risks, issues and assertions**
- ▶ **Recommendations**
- ▶ Agreement of commercial terms, and a **clear programme work and deliverables**
- ▶ **Agile development and delivery** with iterative sprints, playbacks and feedback loops
- ▶ **Automated deployments** aligned with secure development practices
- ▶ **Ongoing support**, maintenance, guidance and consulting
- ▶ **Evergreening and platform optimisation**, including proactive advice on new Dynamics 365 and Power Platform features, ongoing compatibility assurance, and support to adopt enhancements as the platform evolves.

OFFBOARDING

Where required, we support orderly offboarding at the end of an engagement. This includes knowledge transfer, documentation handover, and support for data export or transition in line with customer requirements and Microsoft platform capabilities. We develop, agree and maintain an Exit Plan that supports offboarding, and allows for a smooth and orderly transition at the end of the service period.

SUPPORT SERVICES

Application support is provided via a service desk with email, phone and online issue tracking during agreed service hours. Incidents are managed using predefined, ITIL-aligned processes and prioritised in line with agreed service levels. Support services are tailored to the needs of our customers.

TRAINING SERVICES

Our team provide training for each delivered client application. This training covers technical training on the platform and customisation, administrator and end-user training as well as 'train the trainer' training. Where agreed we will provide detailed manuals, documentation, quick user guides and video guides. Training sessions are done in person or remotely with a workshop style and are based on common user scenarios, covering the overall concepts of the application as well as a hands-on element.

We engage with our customers' teams early on, ensuring that the right people take part in sprint playbacks and progress updates and become quickly familiar with the application as it's developed. These sessions help increase confidence and allow a critical feedback loop, ensuring the application will be readily adopted by a wider user base. These sessions also help to equip your teams and application 'champions' with expertise and knowledge of the application, encouraging other users and supporting their training needs too – ensuring continuous improvement and knowledge sharing.



SOCIAL VALUE CONTRIBUTIONS

We support delivery of social value in line with the G-Cloud 15 Social Value Model through our delivery approach and business practices:

- ▶ **Tackling economic inequality:** We create opportunities for skills development through mentoring and training, and support public sector customers to build internal capability and digital skills. Our delivered applications are designed to be user-friendly and easy to adopt, reducing the training period for customer staff and new hires, which accelerates their productivity. In addition our solutions are designed to be accessible and flexible, enabling part time workers to contribute effectively from their preferred environments. Our approach to areas of the project such as co-development and training means that we enable customers' staff to upskill, and transfer knowledge to others.
- ▶ **Fighting climate change:** We deliver cloud-first solutions using Microsoft cloud services, reducing reliance on on-premise infrastructure and minimising travel through remote-first delivery practices. This cloud infrastructure optimises operational efficiency and promotes environmental stewardship through data-driven insights and streamlined processes.

Dynamics 365 and the Power Platform reduces the need for physical IT resources, by centralising data storage and computing in Microsoft's energy-efficient datacentres that prioritise renewable energy and minimise carbon footprints.

Additionally, it automates workflows and optimises resource allocation, reduces the need for physical resources and decreasing the environmental footprint of daily operations.

- ▶ **Increasing supply chain resilience:** We work with a network of and specialist suppliers, supporting a diverse and resilient supply chain aligned to the G-Cloud marketplace ethos.
- ▶ **Building healthier communities:** We promote staff wellbeing through flexible working practices and design user-centred digital services that improve accessibility and outcomes for service users. Our business applications are not only designed to enhance operational efficiency but also to support the wellbeing of our customers' workforce. By fostering a user-friendly environment, our solutions help alleviate stress and promote a positive work atmosphere, contributing significantly to employee satisfaction and mental health. For the Brightwire team on this contract, all staff already have access to a wellbeing programme. This includes access to resources through our provider, as well as other initiatives too.
- ▶ **Driving innovation:** We apply modern Microsoft technologies, including low-code and automation capabilities within Dynamics 365 and the Power Platform, to deliver practical innovation tailored to public sector needs. Where appropriate, we support the responsible use of AI-enabled features to improve insight, efficiency and service responsiveness, such as intelligent routing, data analysis and assisted content generation. All solutions are designed to be transparent, secure and aligned with customer governance, data protection and ethical AI requirements.