

Intelligent Decisioning Ltd

G Cloud 15 Service Definition Document

Mercury Intranet

Microsoft
Partner

 Office 365



T +44 0845 643 9726 **E** info@id-live.com **W** www.id-live.com

Pure Offices, Sherwood Park, Lakeview Drive, Annesley, Nottinghamshire NG15 0DT
Intelligent Decisioning Ltd. Reg No: 03334833

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Any questions regarding this document should be directed to:	
Name	Intelligent Decisioning Ltd
Address	1 Cranmer St, Long Eaton, Nottingham NG10 1NJ
Telephone	0845 643 9726
Email	info@id-live.com

Revision History

Version	Revision Date	Author	Comments
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Mercury Intranet

Introduction

This is the Service Definition Document for Intelligent Decisioning Ltd Mercury Intranet under the G-Cloud Framework.

Overview of Mercury Intranet

Mercury Intranet is a modern, SharePoint Online-based intranet solution designed to enhance collaboration, communication, and governance within Microsoft 365 environments. It delivers rapid deployment, custom branding, advanced navigation, analytics, and integration with Microsoft 365 tools. Mercury provides a secure, scalable, and user-friendly digital workplace, supporting compliance and productivity for organisations of all sizes.

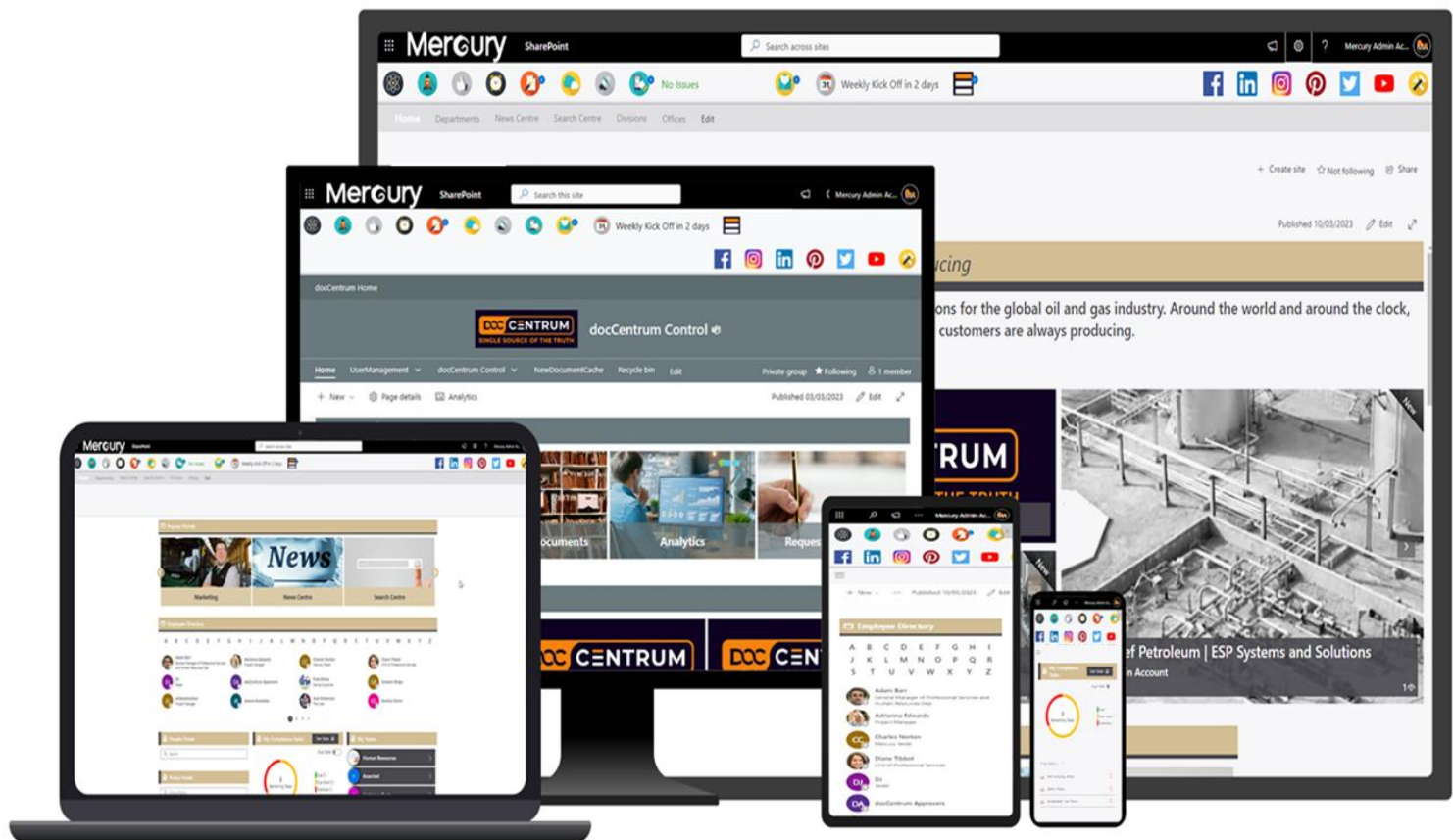
Built using SPFx standards, Mercury offers over 25 configurable web parts and extensions, including Command Bar and Mega Menu, tested against OWASP Top 10 vulnerabilities for security.

Mercury Intranet is in use across a range of organisational types, operating in a range of markets across the globe.

Detailed Descriptions

Mercury Intranet Features and Benefits

Mercury Intranet, provides advanced functionality that larger organisations need, and provides 25+ accelerators and display templates for you to use to build an intranet that is on brand and functional for all employees.



- Powerful tools for Communications Teams
- Deep integration with Office Apps such as Microsoft Teams Outlook, ToDo, OneDrive etc
- Social feeds in real time
- Announcements, Breaking News and Emergency Broadcast
- Targeted News, Content, Knowledge and resources
- Detailed user directory based on a full user profile
- Social activity through Viva Engage, surveys and discussion boards
- Deep integration with Teams – host your intranet in Teams app

Our Intranets provide solutions to the common challenges faced by organisations transitioning to an integrated and singularly identifiable digital workplace:

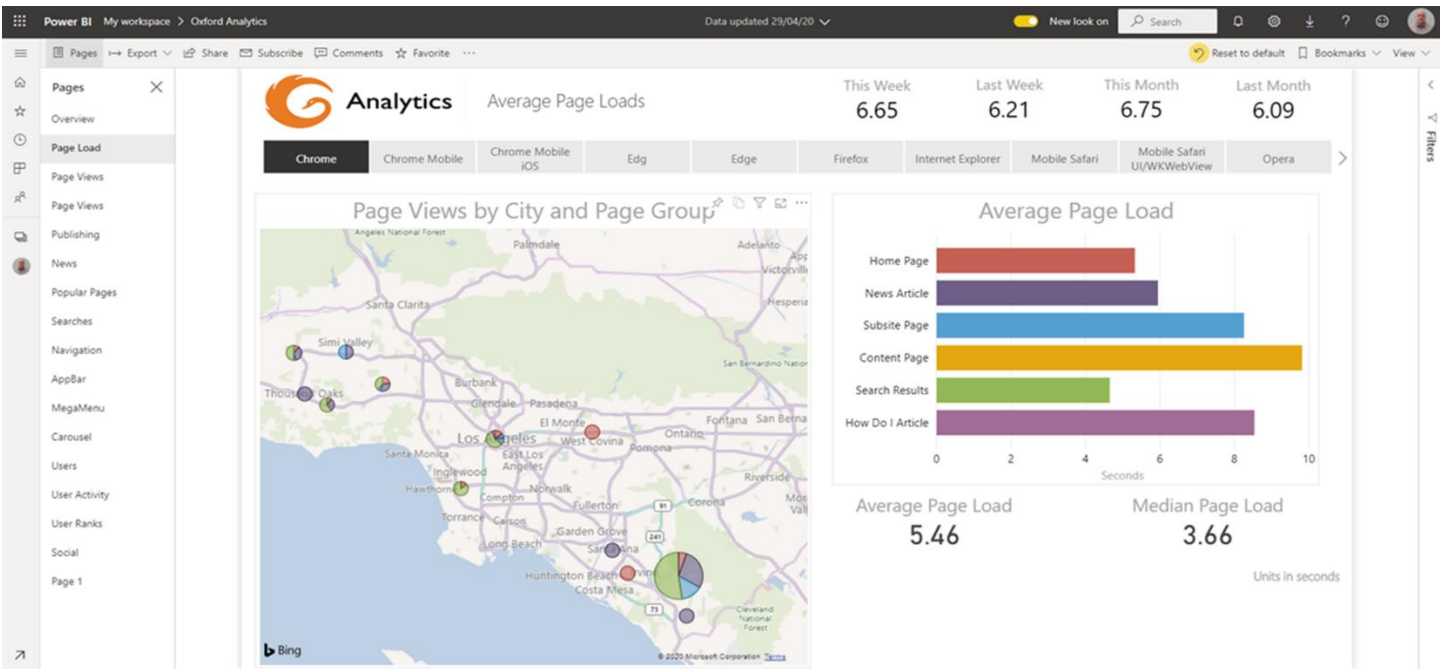
- Ineffective internal and external communications with no culture
- **Wild West** document management with no compliance
- No corporate knowledge sharing from a single location
- Dis-jointed Onboarding procedures
- No support for geographically dispersed, remote or hybrid workers

We provide templates for all types of pages you will need starting with the **Mighty Homepage**, the jewel in the crown of any intranet – so we make sure yours sparkles.

We supply the following Portals as standard:

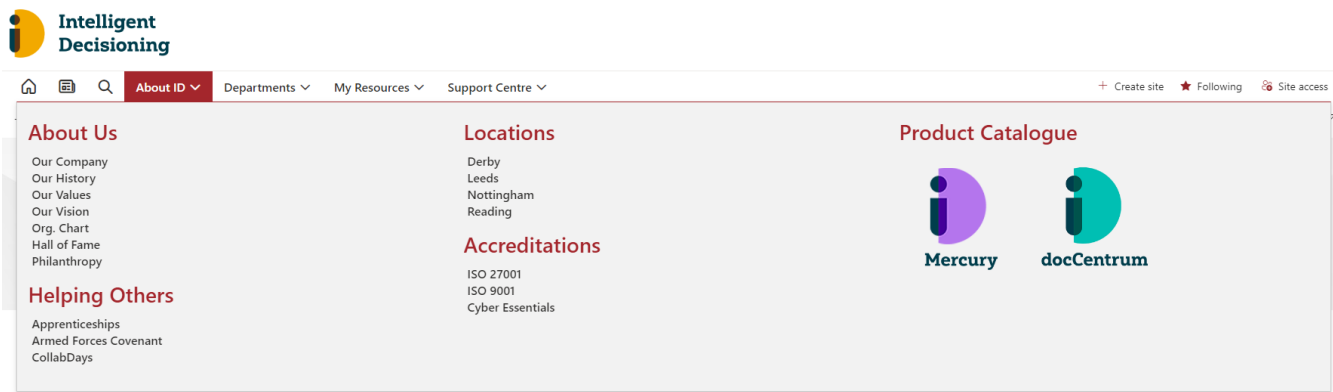
- Core Intranet
 - Home, News, Search, Showcase, Departments, Playground Hub enabled Sites
- Digital Asset Management
 - Manage your images, videos, publications and audio in a single place with support for Internal, External and Public access to assets through links or downloads
- Knowledge Management
 - Storage and surfacing of organisation knowledge through all devices

Mercury Analytics can come with click level which are stored and secured in your Azure tenant, meaning the data remains under your governance.



MegaNav

MegaNav is a separate, but complementary, highly customisable Mega Menu component that allows you to create rich graphical audience targeted menus. Some examples can be seen below:





Intelligent Decisioning

Home About ID Departments My Resources Support Centre + Create site Following Site access

Resources
Your company resources

- Leave Booking Requests
- My Portal
- My Policies
- Workstation Information
- Payroll

Policies & Procedures

- Employee Handbook
- Acceptable Use Policy
- Working from Home Policy
- Data Protection Policy
- Information Security Policy

Annual Leave Request Form

Document Request Form

Working From Home Checklist

Equipment Request Form

Software Request Form

Employee Referral Form

Training Request Form

Purchasing Holidays Form

Expenses Claim Form

Appraisal & Review Form

Incident Report Form

Accident Report Form



Intelligent Decisioning

Home About ID Departments My Resources Support Centre + Create site Following Site access

Service Desk

- Support Portal
- My Open Tickets
- Raise a Ticket
- Helpdesk

Contact References

- Tony Pounder
- Andy Smith
- Nik Boden

Intelligent Decisioning

Smart solutions simplified

Mercury docCentrum

Mega Nav Designer

Choose Hub to modify Mega Nav (leave blank for current hub)

Universal Settings Publish Discard Changes Clone Navigation

Home About ID Departments My Resources Support Centre +

Choose a dropdown to edit

News

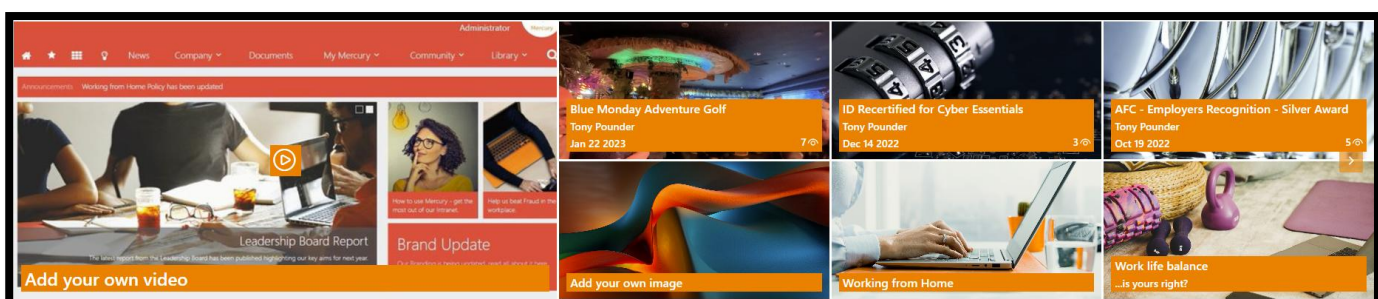
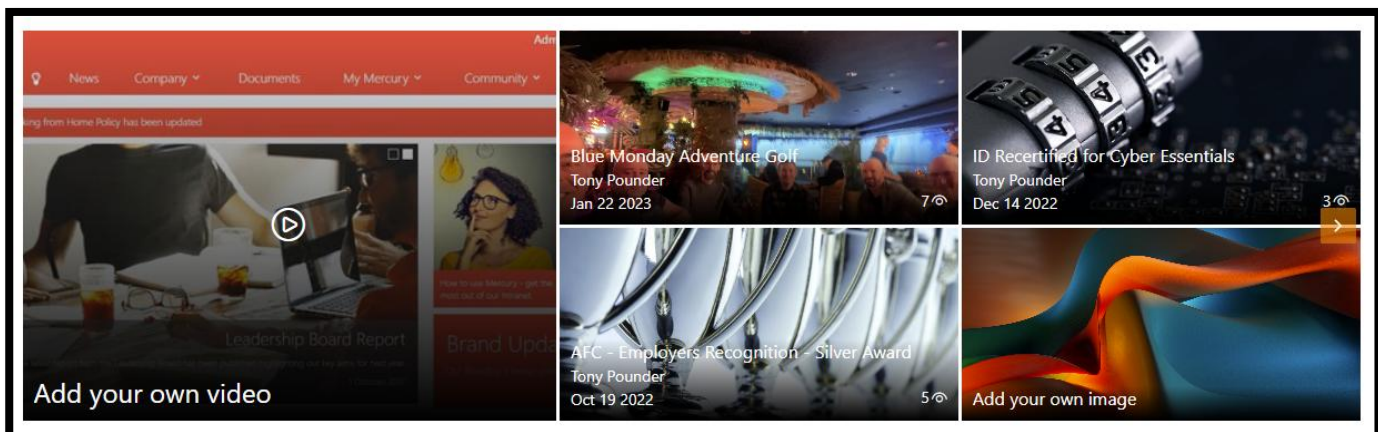
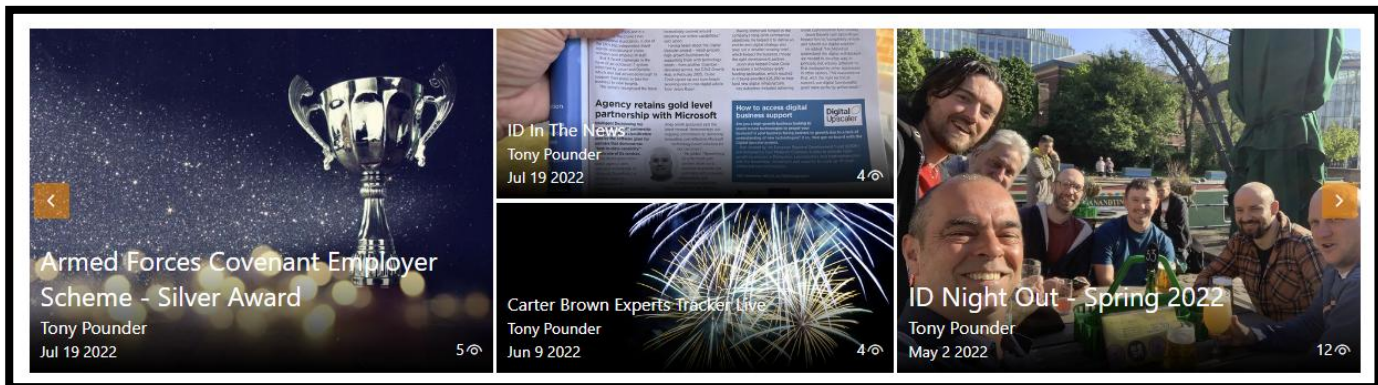
Hero Tile

The Hero is aimed at being the first thing you see on the Intranet or it's sub-sites. It's a means to load between 3 and 7 objects which can range from News, Images or Videos. Unlike most web parts which can be all of one or all of another, the Hero can hold all 3.

As it's built as a focal point of the site/page and because it's a large web part, it only functions in the 100% zone or full width.

You can set it to roll up News and transition to load more, or you can have it only transitions certain articles making some news more prominent than others.

It also has a list of extra features to help with accessibility including block text and a pause button for non-mouse users.

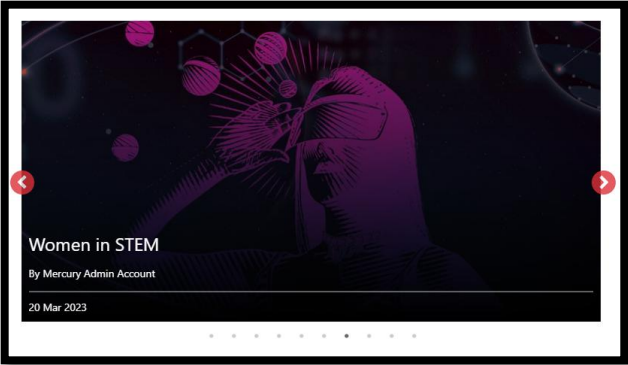


News Carousel

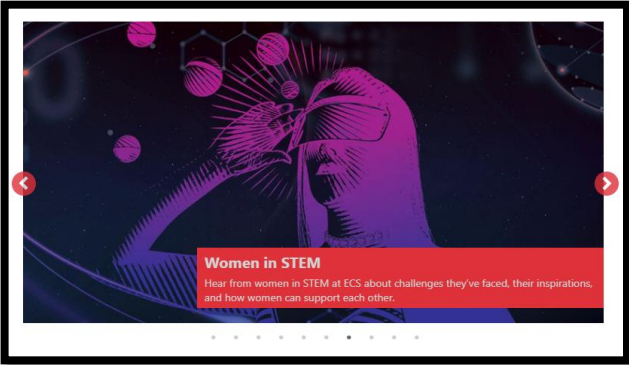
The News carousel is dynamically driven by the content (news articles) created. It's very easy to set up. Simply point it at the News you want to display along with how many items you want to see at a time and the News will be automatically displayed.

The carousel has 3 different modes to give you some flexibility in your page design. The first 2 are ideally suited in 50% or 66% zones but can also work in a 100% zone. The 3rd is specifically created for use in a 100% zone.

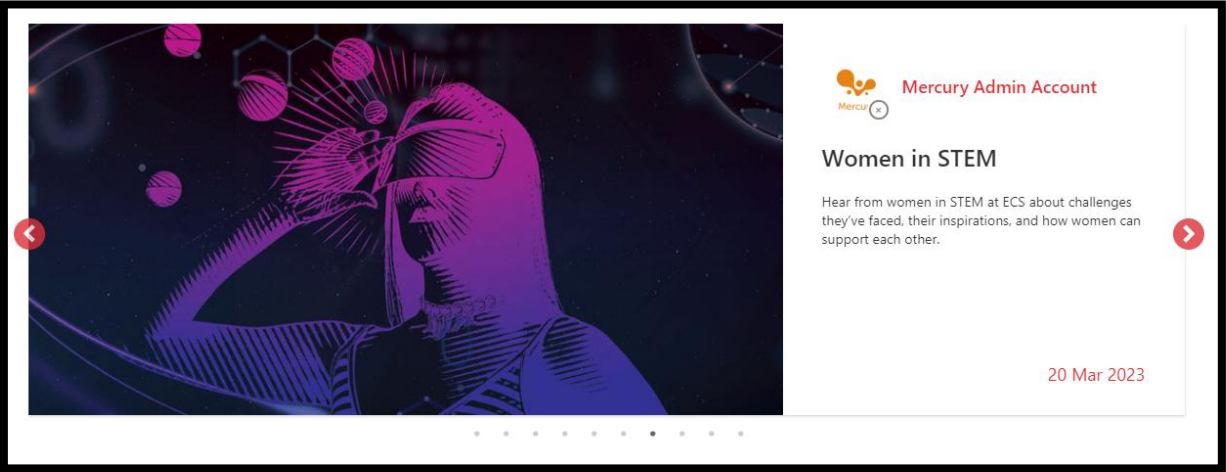
Detailed View



Simple View



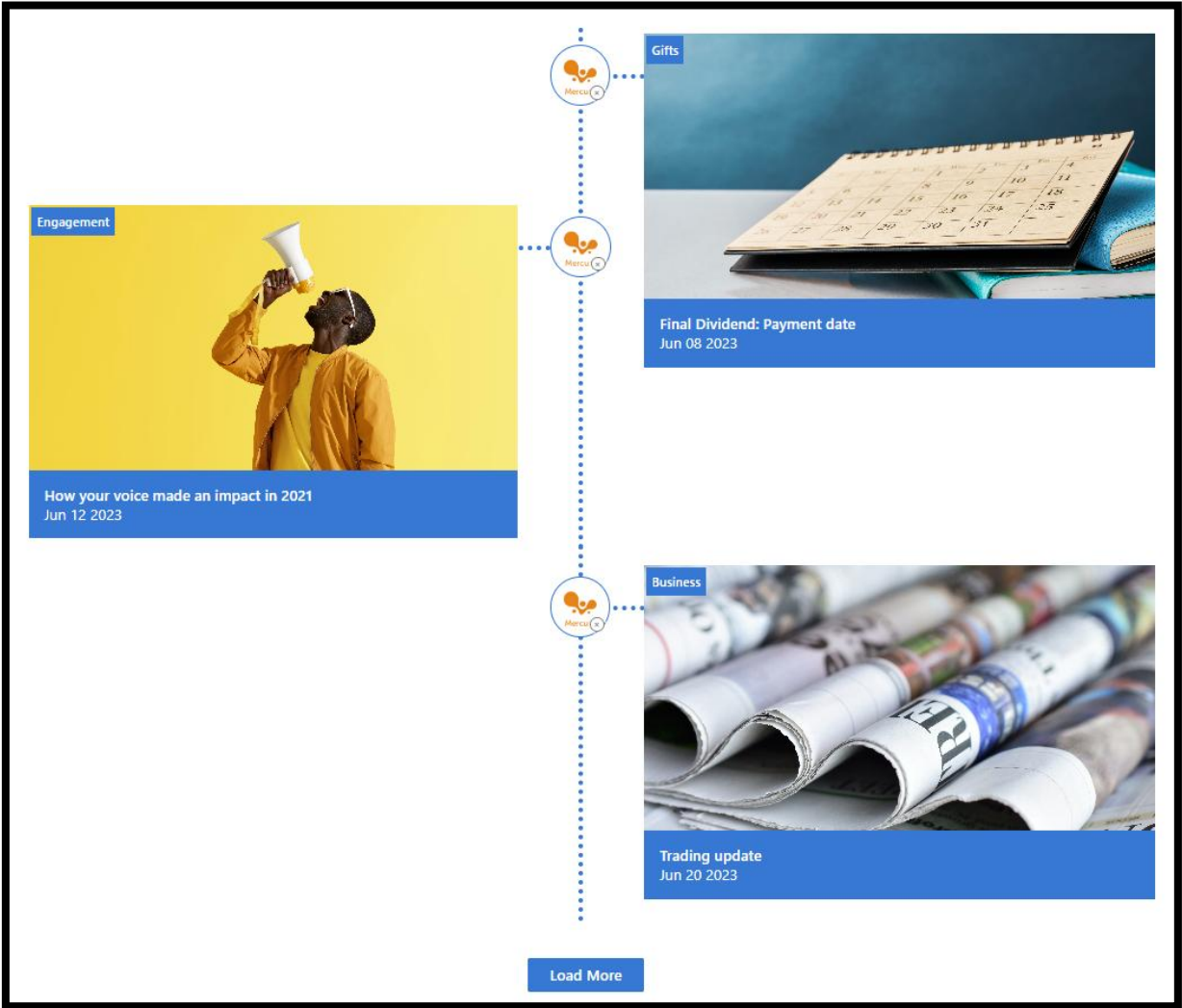
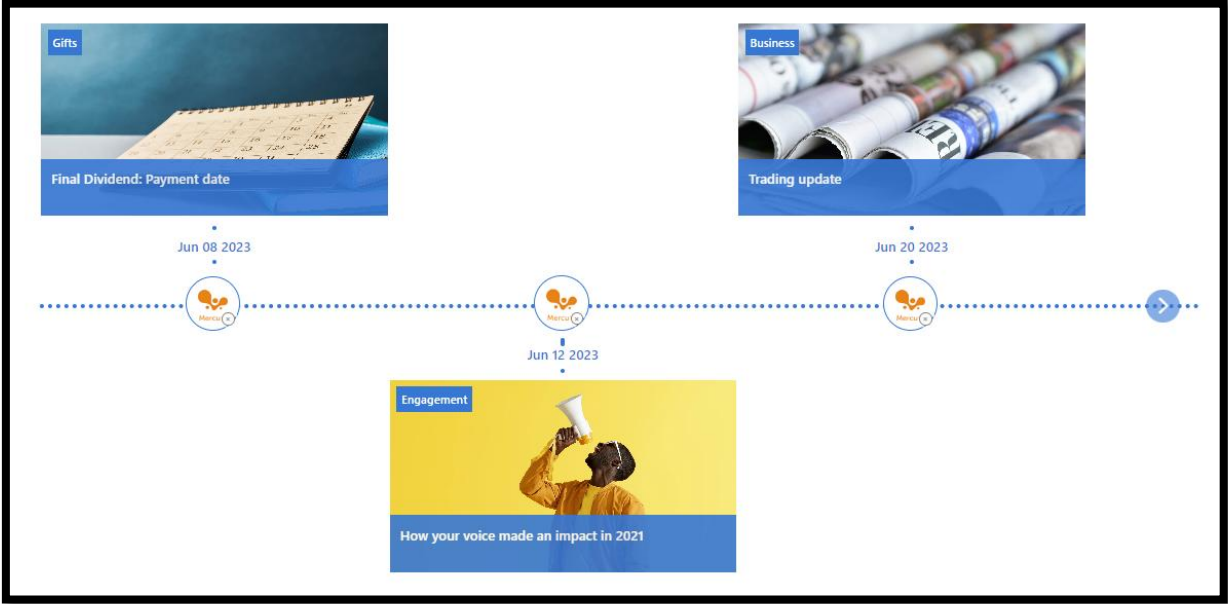
Split View



Timeline

The timeline is a means to display items in a chronological display, whether that be News Articles, Pages, or Events. You can select how many you want to show on first load then allow the carousel or 'load more' options to view further items.

You can choose to display the items either horizontally or vertically so they will work with most page layouts.



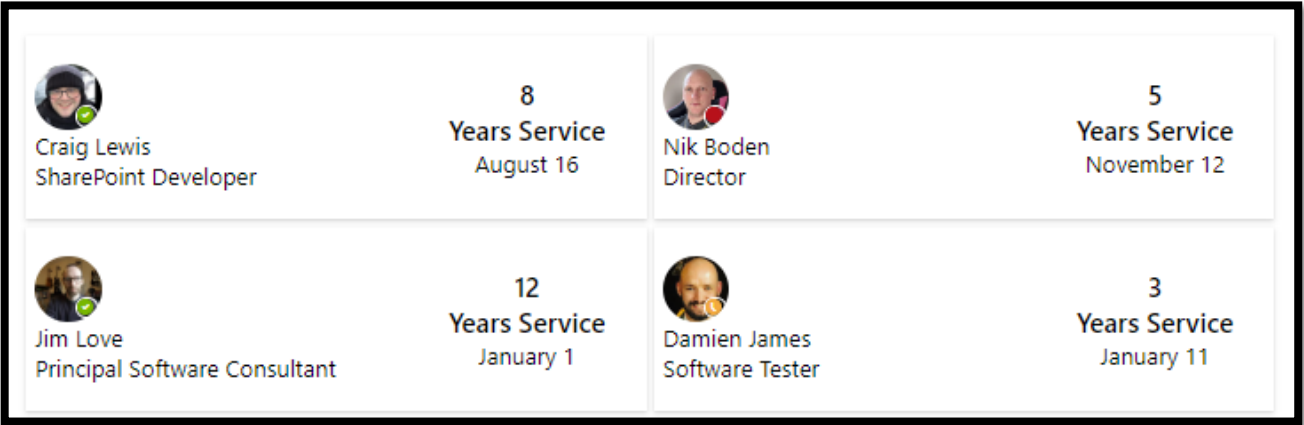
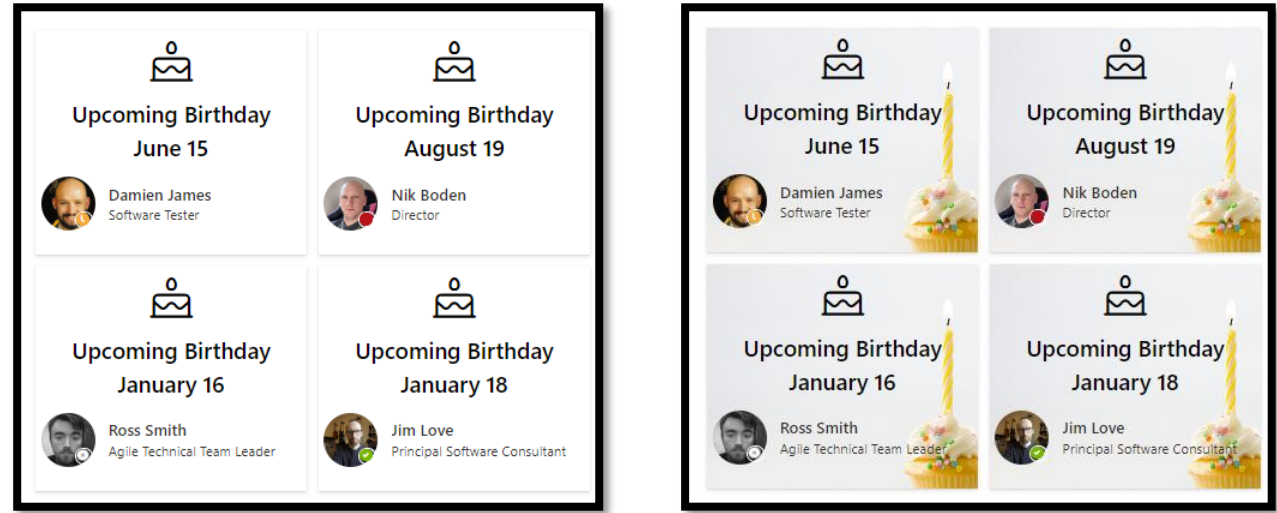
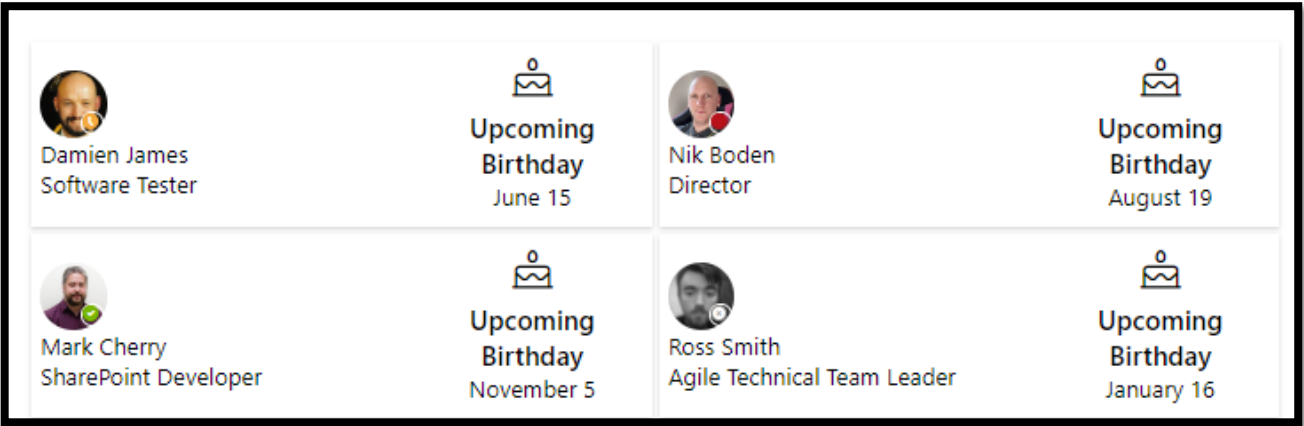
People

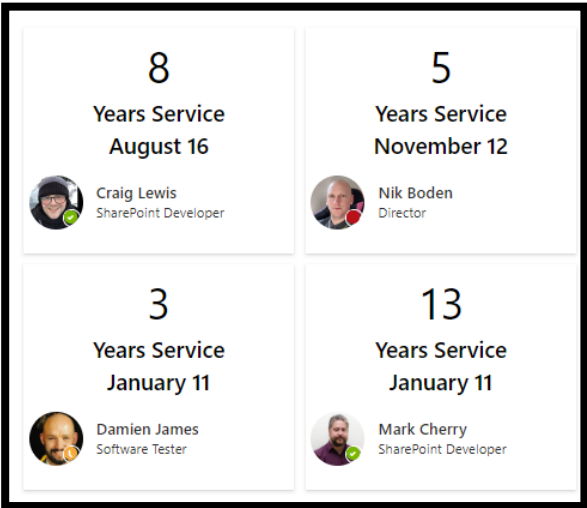
Birthdays & Anniversaries

Birthdays & Anniversaries consist of two parts. Firstly, the Web Part where you display the information and secondly, the Power Automate Flow which gets the information for your users from the SharePoint User Profile Service (UPS). Once the Flow is configured you can set it to return all the users in the business or just a specific group of them, so it could also be used for HR Personnel birthdays only or even New Joiners.

Once you've added it to your page, there are a few options available. As it's 1 Web Part for both types, you can choose if you want to display just Birthdays, just Anniversaries, or have them all return in to the one view.

Now you can choose how they display...Compact, Full, or Full with your own background image.





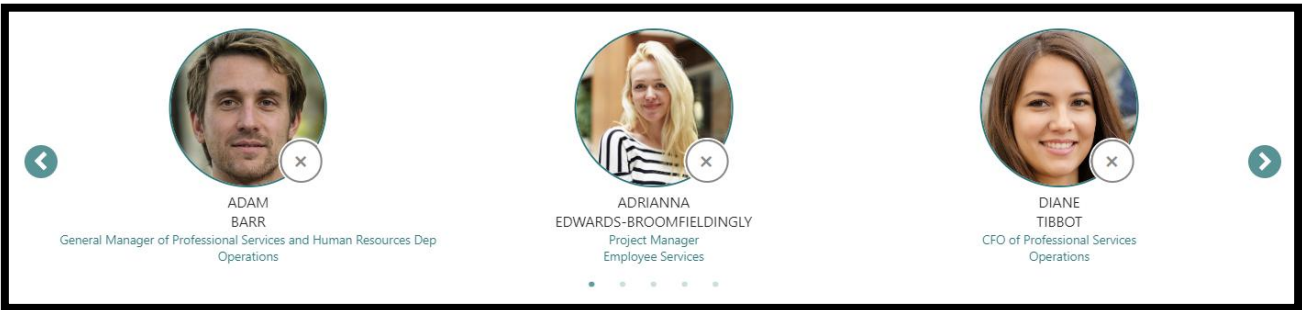
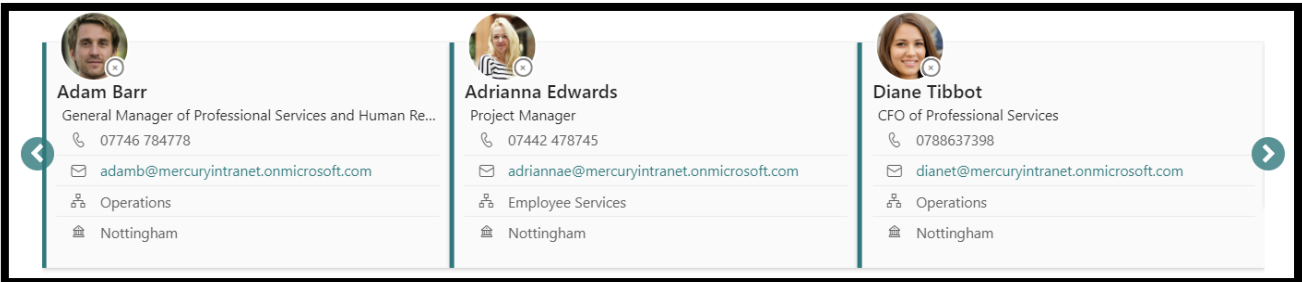
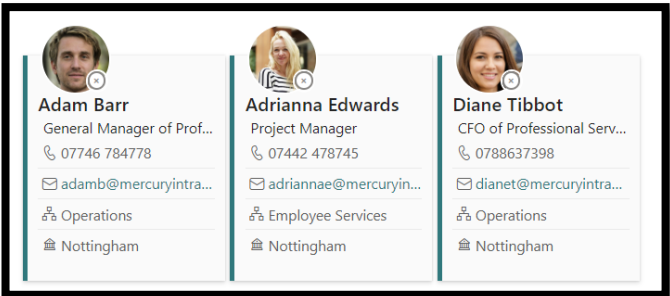
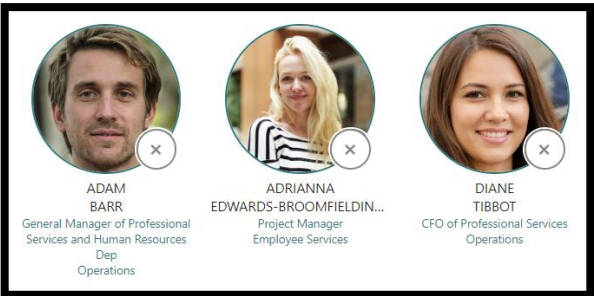
Meet the Team

Meet the Team was designed to display a group of users. i.e. on the HR page, you can display the HR Team.

It gives you the ability to load individual users, add an Azure AD group or a combination of the two.

It comes in a couple of views but there are also some sizing options and ordering options.

Also, if there are lots of people being returned, you can choose to add the list of users to a carousel, so you don't overfill the page.



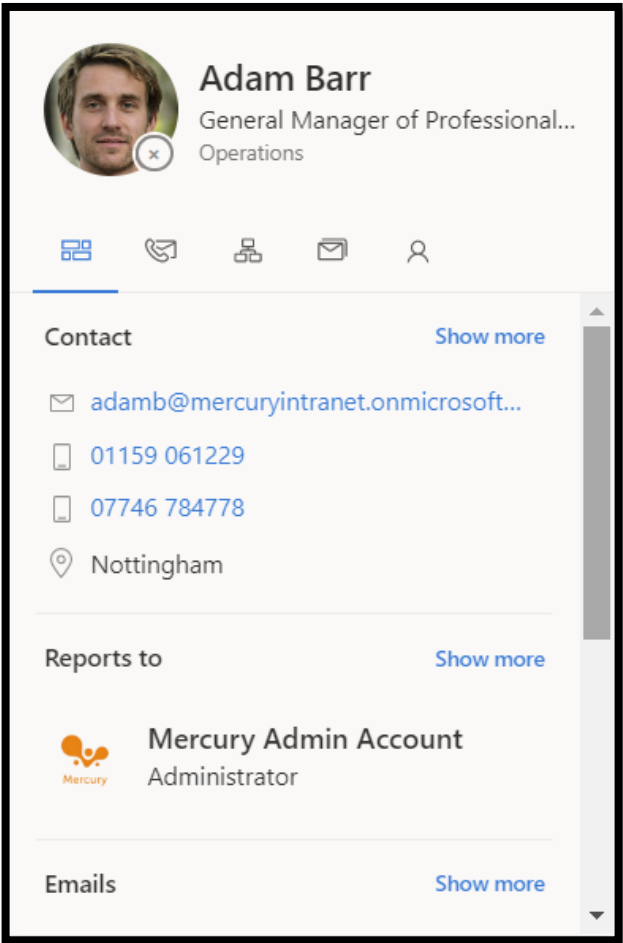
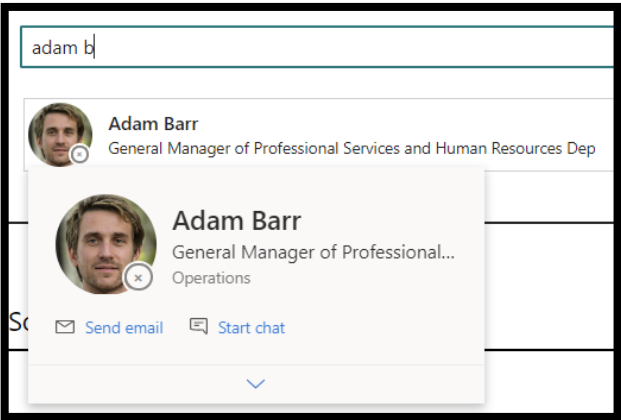
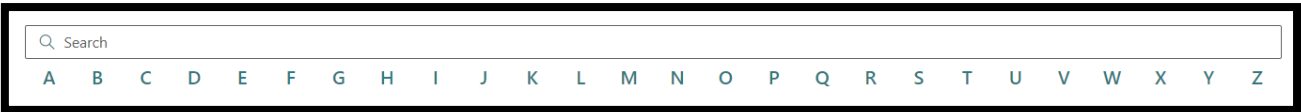
Employee Directory

This web part acts as an Employee Directory. It can show no one until you search so it works on a busy page, or it can load a number of users and paginate to be used on a standalone directory page.

It can be configured to return all users with the Organisation or any other group of users created in Azure AD.

To make it work with your page layout you have the option to Search or select from the A-Z.

When you do find the user you're looking for, you can hover over them to reveal the Contact Card...This is all the rich information about the user stored in Azure AD, and also includes the 'soft' data the user has input about themselves.

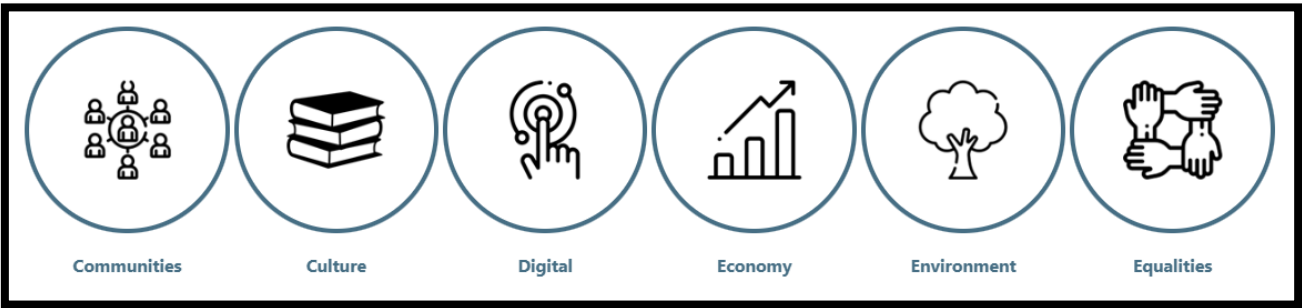


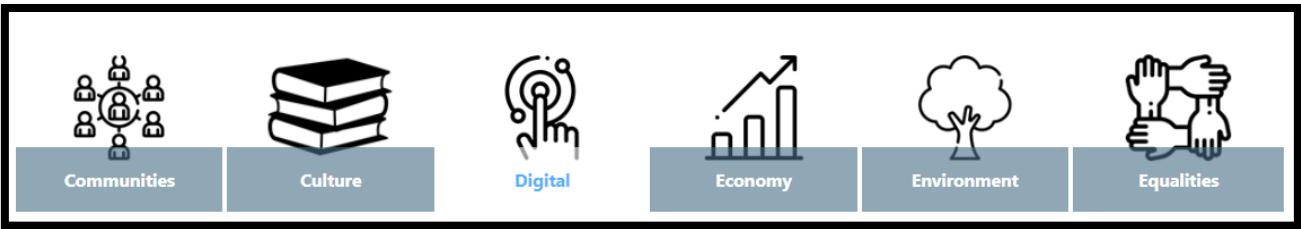
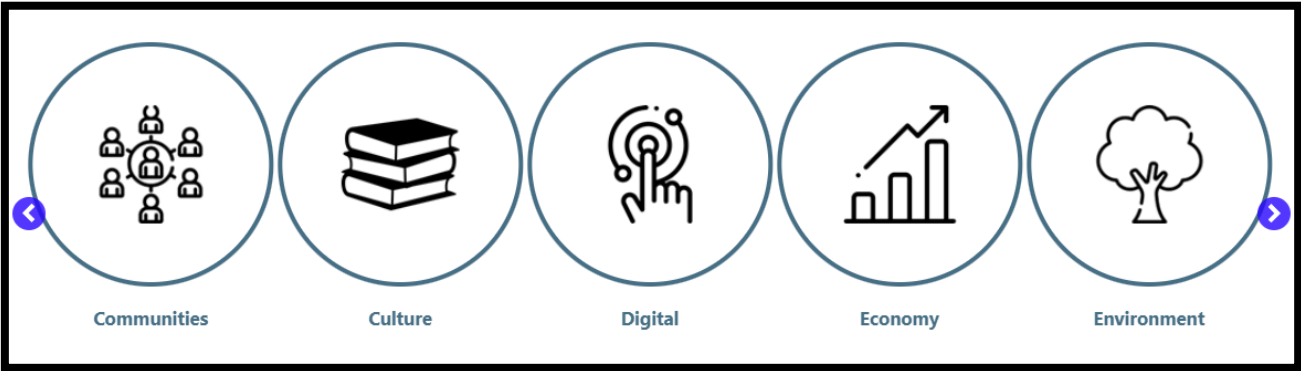
Navigation and Linking

Flexitiles

Flexitiles gets its name ‘Flexi’ as it’s our most flexible Web Part for creating graphical navigation. When you configure the Web Part, you just start with an image or group of images. Now, you start to determine the look... It can:

- be Square, Rectangle or Circular
- have the Title Text above the image, below the image, on top of the image, or appear on hover
- have a border ranging from 0-10px
- contain Text Colours and Background Colours
- load in a carousel where you can
 - o show how many items display at a time
 - o change the speed
 - o show manual arrows to move through the content





Group Links

Group links is designed for when you potentially have a large number of Quick Links or you simply want to categorise the links you have. The way it does this is by first inputting your various groupings, then simply assigning each link to a group.

As with Quick Links, all the colours, and icons are amendable to meet your styling requirements.

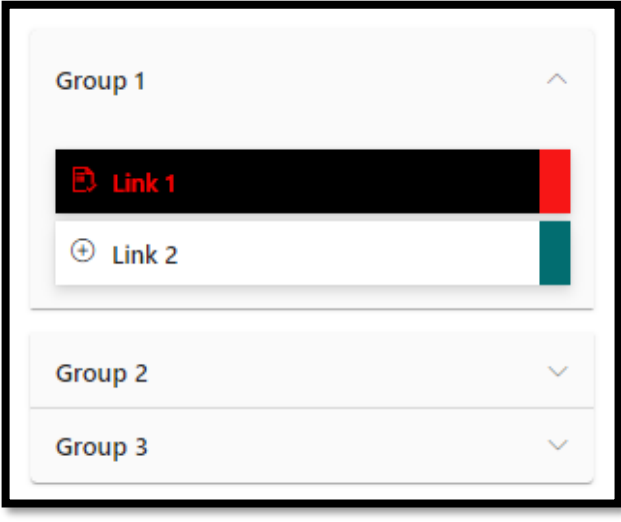
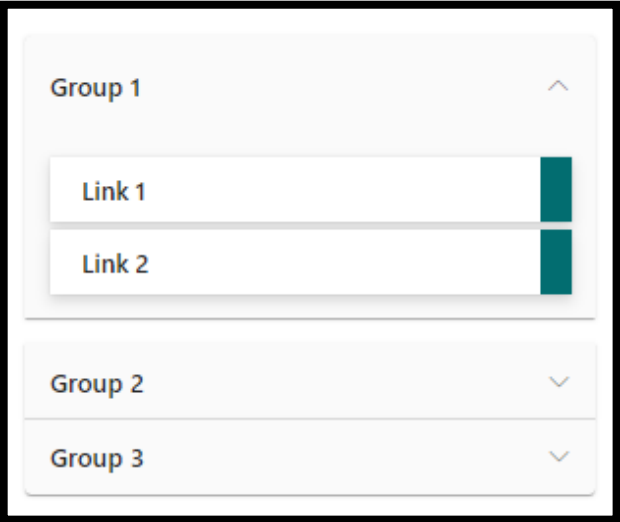
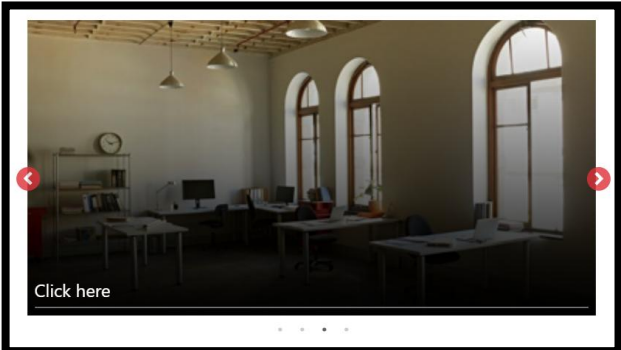
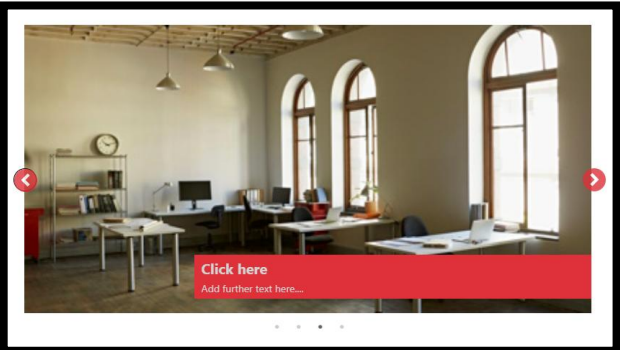
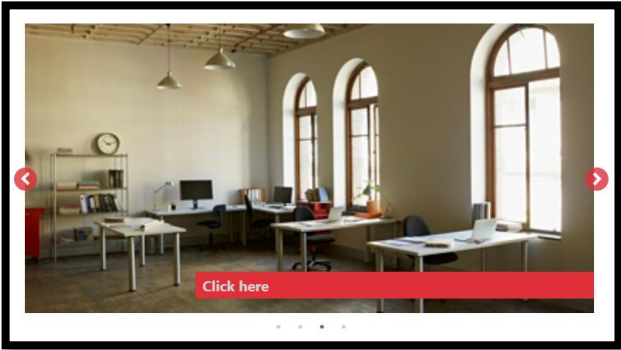
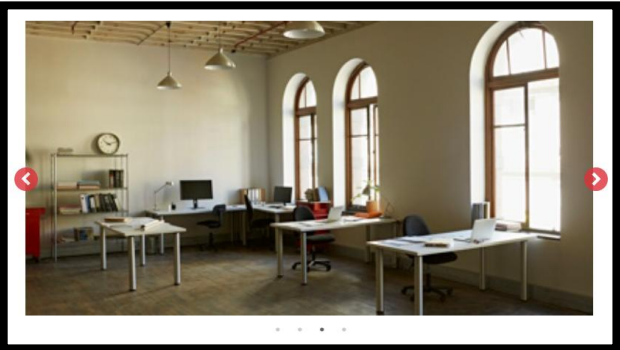


Image Carousel

The image carousel has most of the same styling characteristics as the 'News Carousel', however it does not support the 'Split View'.

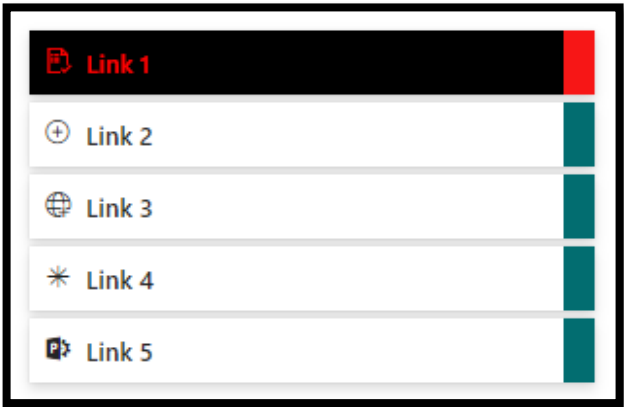
All you need to do is load some images to a library and choose whether you want to use it to display just the Images or add Text to the image and turn the image in to a clickable link.



Quick Links

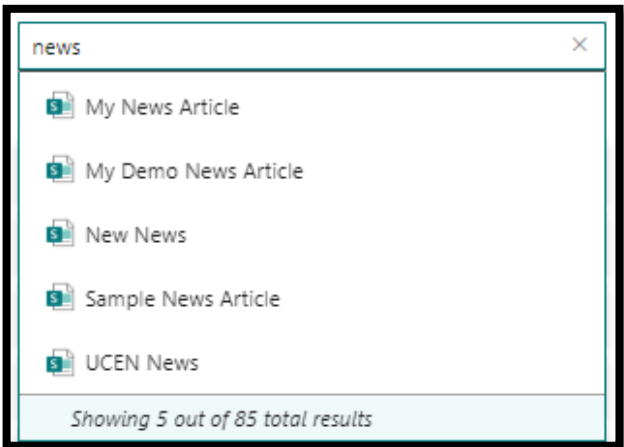
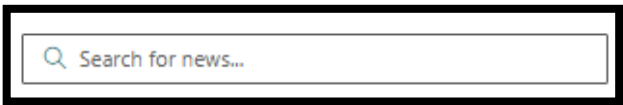
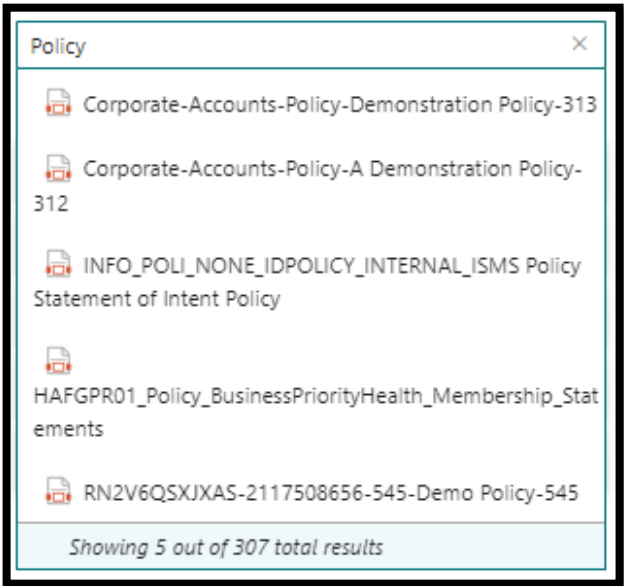
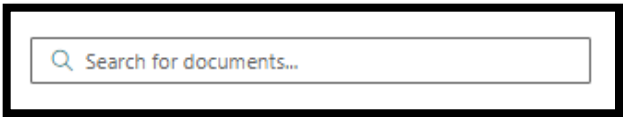
Simple links to aid in on page navigation. These quick links can hold any URL or mailto link in order to take users from one place to another. They also have the ability to choose the colours and whether an icon is required.

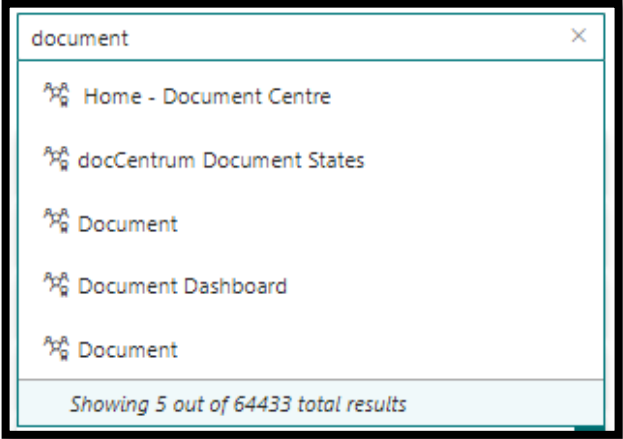
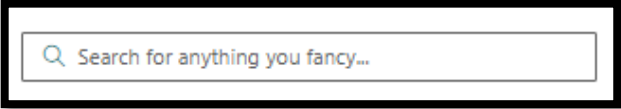
Also... You can choose if you want the link to open in the current browser tab or a new tab.



Quick Search

Quick search allows you to 'Quickly' search from a predefined set of results. It can be set up to Search Documents, News Articles or Custom.

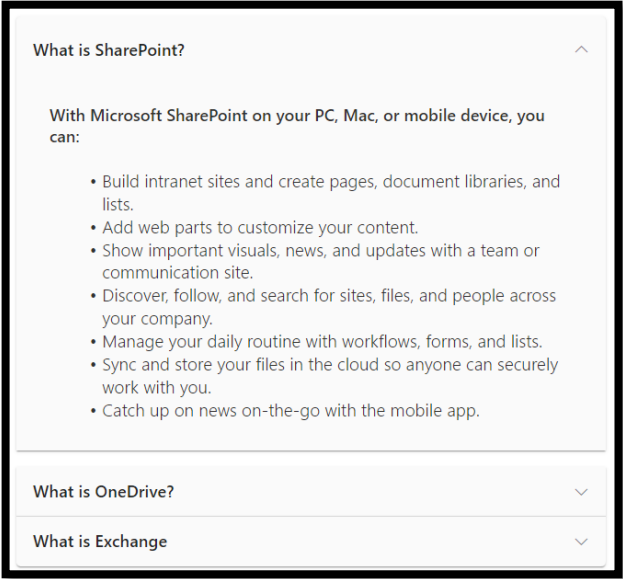
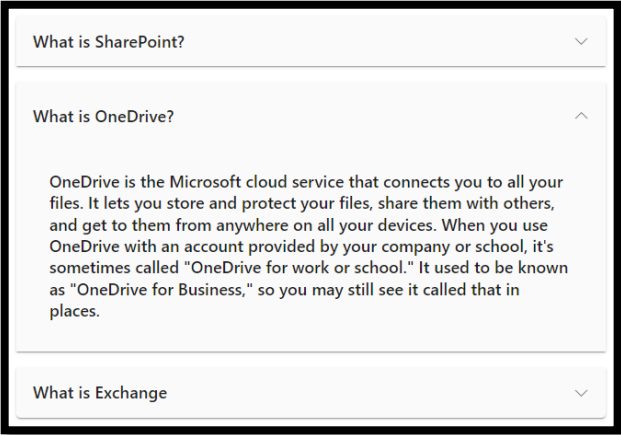




Information Sharing

Accordion

Based around a need to display large pieces of information such as Frequently Asked Questions, the accordion allows for a title followed by a full Rich Text body. The use of the Rich Text will allow for varying fonts, images and hyperlinks.



Calendar

The Calendar web part comes with 2 views... A full month calendar view and an individual events view. It can load information from either a single events list, multiple events lists or an events list held within a Teams channel.

To make events stand apart from one another the categories associated with the event can be colour coded (or you can leave them to match the primary colour of the site).

TodayPreviousNext

March 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	01	02	03	04
		Business...			Compan...	
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	01

Add Event

Tomorrow3:00 PM

Meeting
Business Update: Ask the Directors

↓🔗

03 MarAll Day

Get-together
Company Down Day

↓🔗

Add Event

Tomorrow3:00 PM

Meeting
Business Update: Ask the Directors

↓🔗

03 MarAll Day

Get-together
Company Down Day

↓🔗

Add Event

Teams

Human Resources

Description

Human Resources Team

Members



Channels

Select a Channel...

SM

Senior Management

>

C

CommunityTest1

>

A

Assorted

>

LT

Lightning Tools

>

Read More

Edit My Teams

Tips



Fun Fact

Vacuum cleaners were originally horse-drawn

Click here for all todays Top Tips

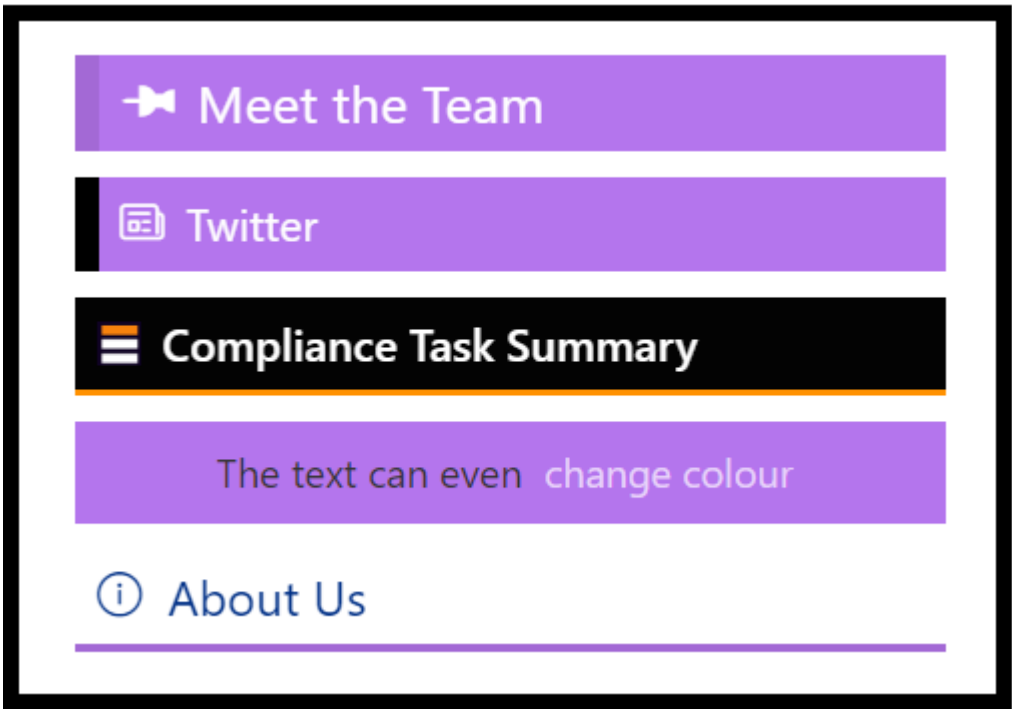
Design

Section Header

Section Header was created to address the lack of colour and design within your site pages.

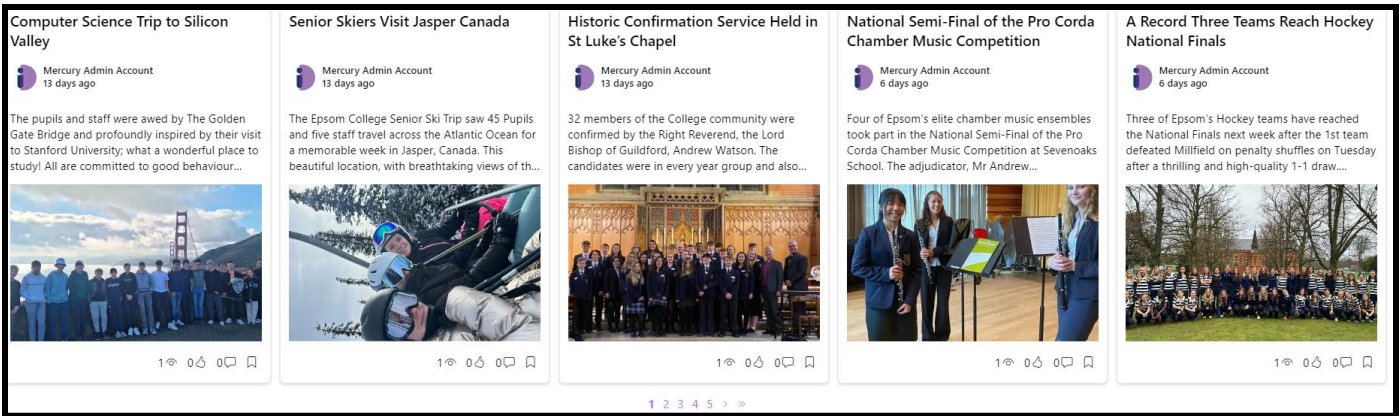
This web part allows you to create titles and banners to better illustrate another webpart, a section of a page or highlight the site you're on.

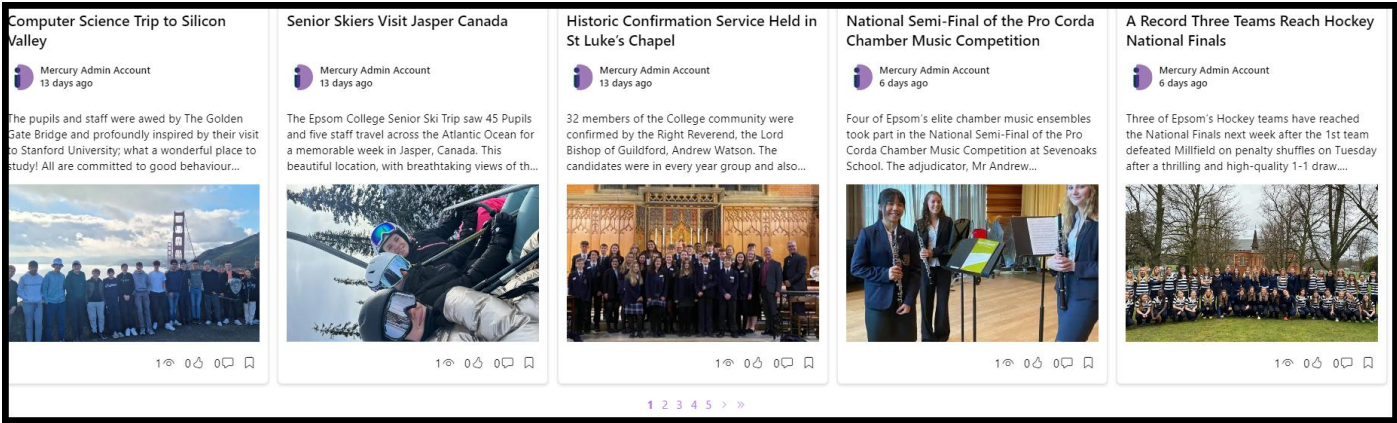
It also has a 'callout' function which allows you add a link button so you can navigate if you choose.



Search Results Templates

Content Tile





Events Card

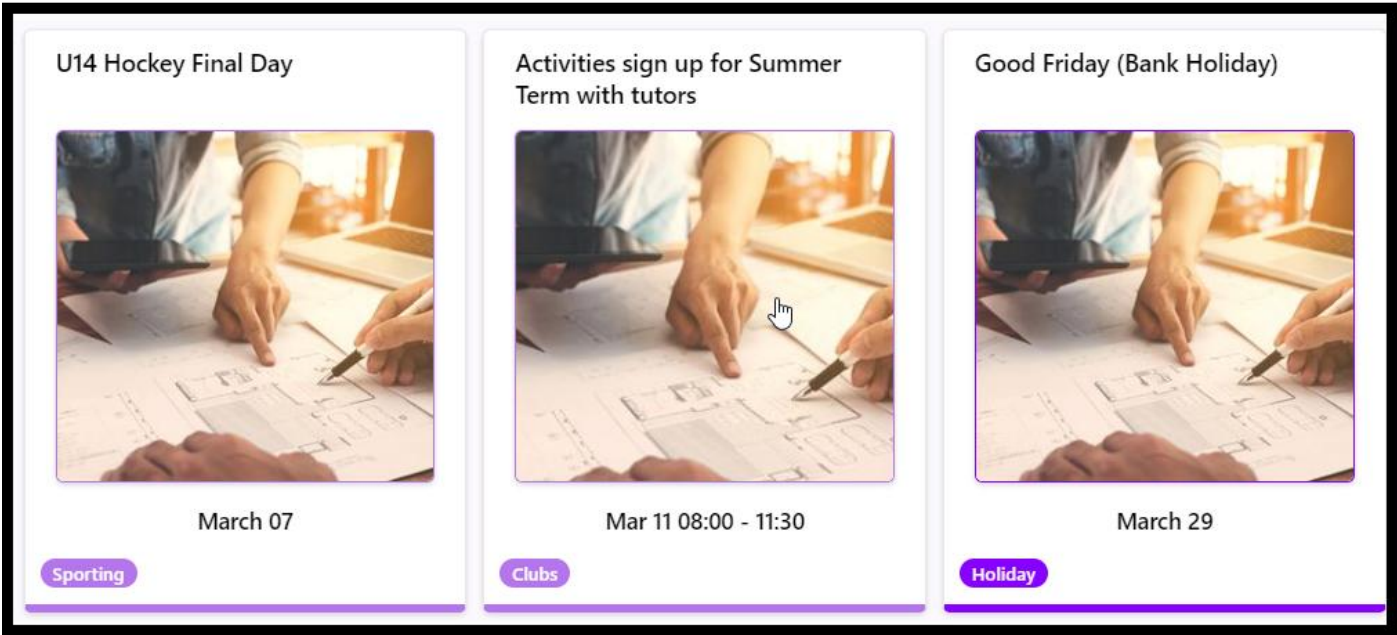
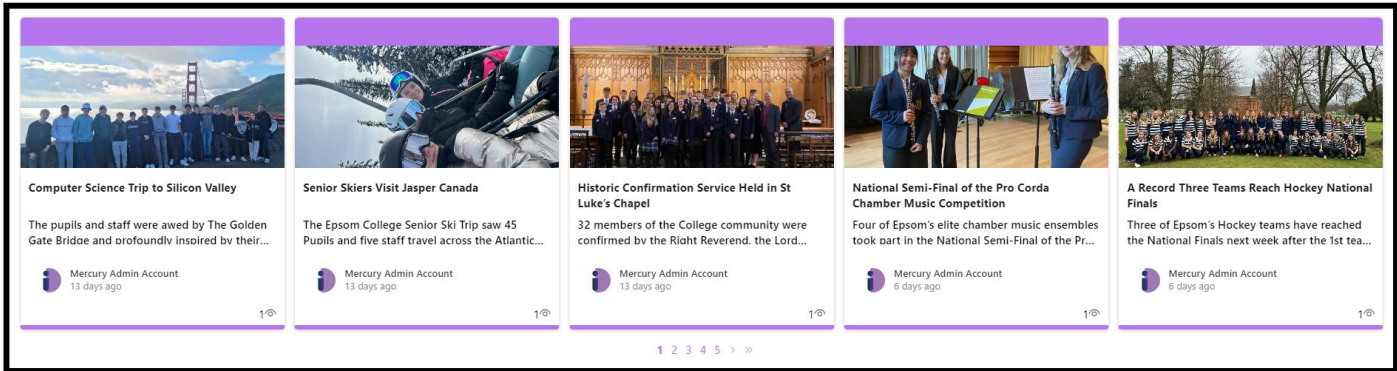


Image Tile



Simple Tile



Computer Science Trip to Silicon Valley
The pupils and staff were awe...

Mercury Ad... 13 days ago



Senior Skiers Visit Jasper Canada
The Epsom College Senior Ski...

Mercury Ad... 13 days ago

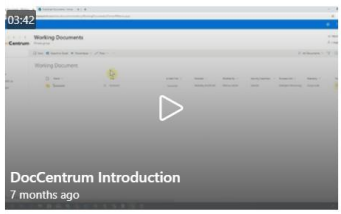


National Semi-Final of the Pro Corda Chamber Musi...
Four of Epsom's elite chambe...

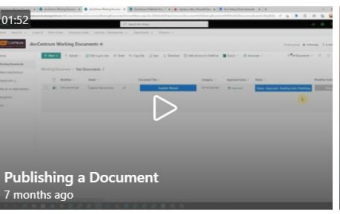
Mercury Ad... 6 days ago

1 2 3 4 5 > >>

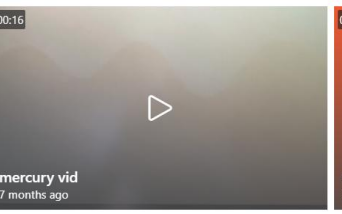
Video Tile



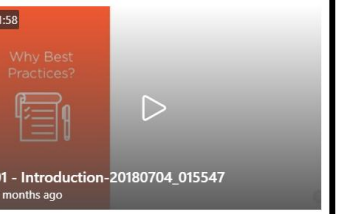
DocCentrum Introduction
7 months ago



Publishing a Document
7 months ago



mercury vid
7 months ago



01 - Introduction-20180704_015547
7 months ago

1 2 > >>

Big Tile



Mercury Admin Account 13 days ago
Computer Science Trip to Silicon Valley



Mercury Admin Account 13 days ago
Senior Skiers Visit Jasper Canada



Mercury Admin Account 13 days ago
Historic Confirmation Service Held in St Luke's Chapel



Mercury Admin Account 6 days ago
National Semi-Final of the Pro Corda Chamber Music Competition

1 2 3 4 5 > >>

Contact Card



Adam Barr
General Manager of Professional Services and Human Resources Dep
adamb@mercuryintranet.onmicroso...
Telephone 07787786030
Department Operations
Location Nottingham
Operations
Adam Barr



Adrianna Edwards
Project Manager
adriannae@mercuryintranet.onmicr...
Telephone 01159 061224
Department Employee Services
Location Nottingham
Employee Services
Adrianna Edwards



Andy Smith
andy@id-live.com
Andy Smith

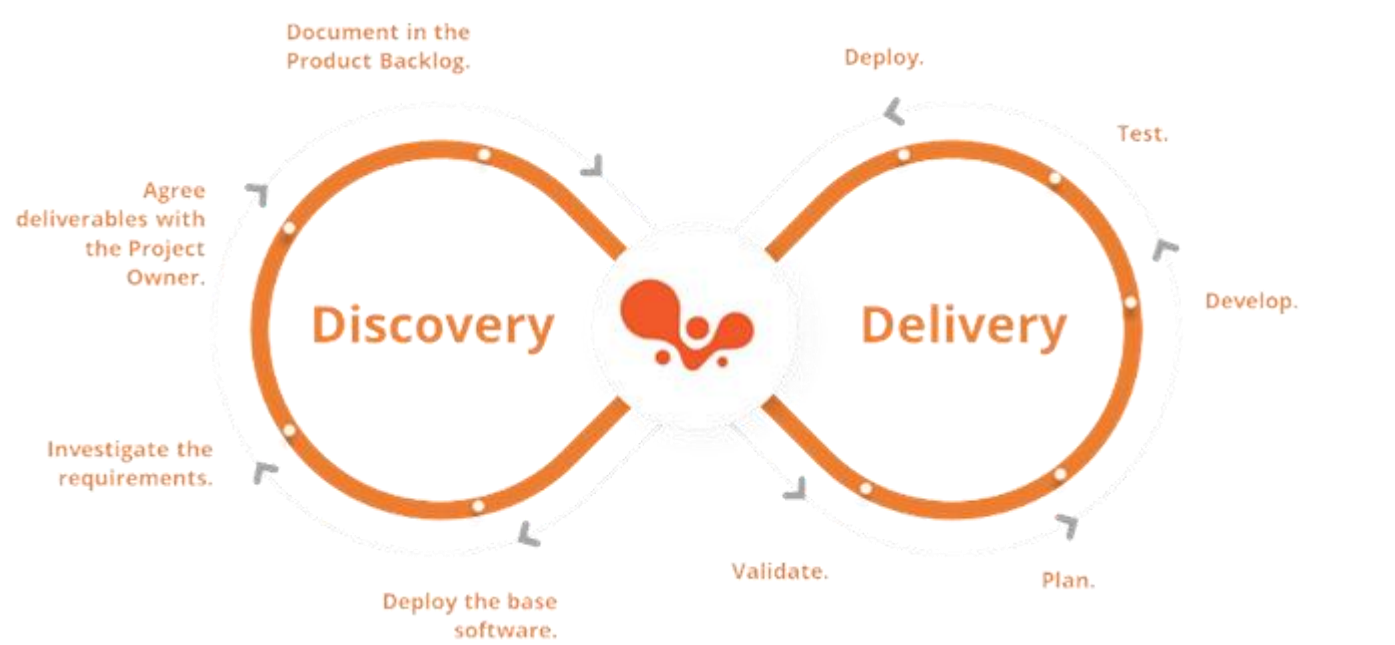


Tony Pounder
Director
tony@id-live.com
Tony Pounder

1 2 3 4 5 > >>

Project Approach

Our approach to delivering a SharePoint Online intranet always follows an iterative 2 stage approach of Discover then Deploy



Discovery Phase

The Discovery Phase is probably the most important phase of the project.

Discovery is an eight stage User Centric process leading the Project Team through a non-technical requirement gathering process. It covers.



Get it right now and the other pieces will fall into place. It allows us to understand the problem that needs to be solved and how best to go about this. Our approach has been refined into a slick multi step process designed to deploy solutions that are both fit for purpose and

We know there is a fine line between guiding non-technical staff through the huge amount of functionality in Mercury without overwhelming them. Our process is designed to give these users confidence as we guide them through the process in the direction they want and at a speed they are comfortable with.

The sessions are always delivered in context of your intranet using the live demonstrations from our hosted sites or your sites to put complex scenarios across in a simple to understand way.

We tailor your Discovery process to take you through the process of defining and deploying your Intranet. We map out a series of workshops that will take you by the hand and lead you through a series of decision points that will define how the Intranet looks and functions. This allows a business led approach to the Intranet not one where IT dictates the direction.

Delivery Phase

The Delivery phase of delivering an intranet is an iterative approach based on the following:

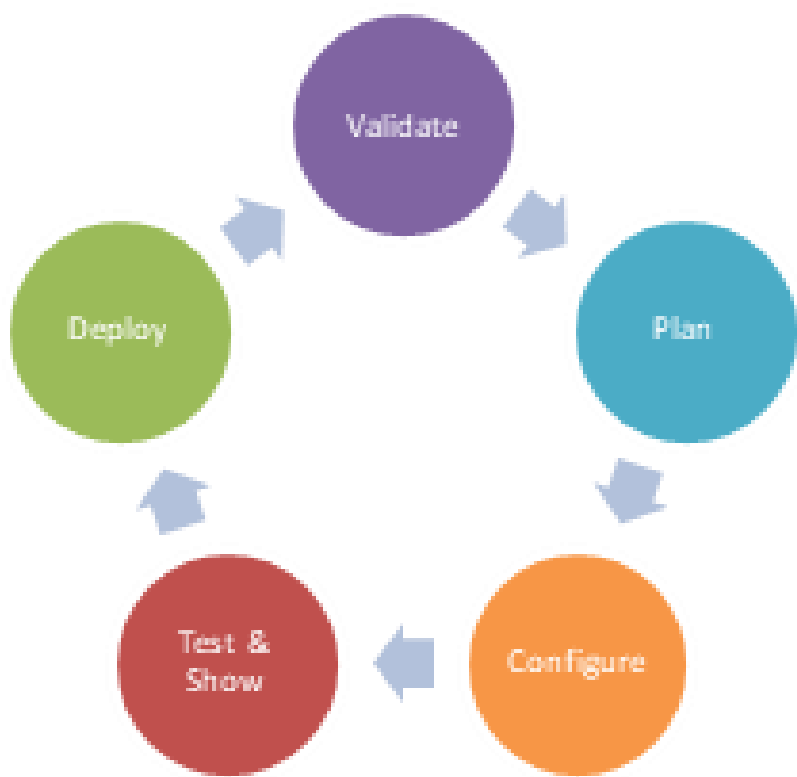
Validate requirements from the Product Backlog in DevOps so they can be used on the Board.

Plan the output from the Discover Phase into a package of deliverables as Kanban tasks.

Configure through an iterative process managed through Microsoft DevOps.

Test & show the quality of the intranet and ensure it meets requirements through scenario testing and guided show & tells.

Deploy the configured intranet and make functionality available to the user before moving on to the next iteration of the process.



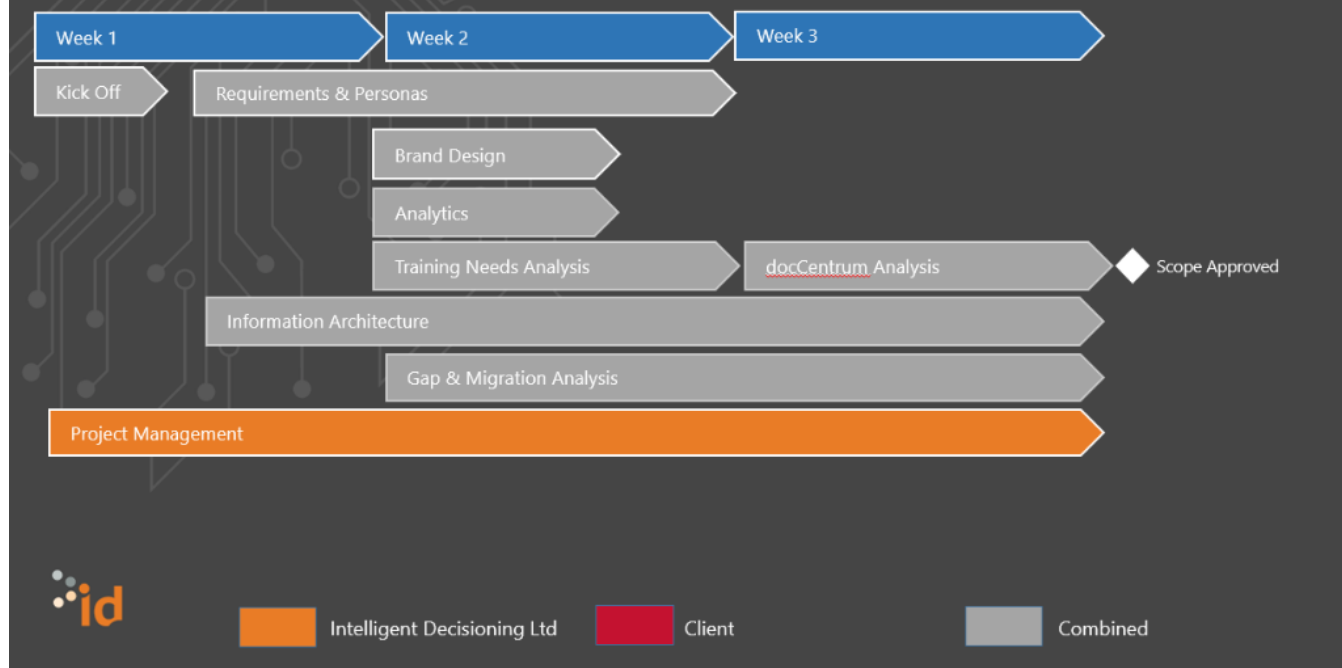
Typical Timescales

By following this process, we can work to tight timescales whilst keeping control of the project.

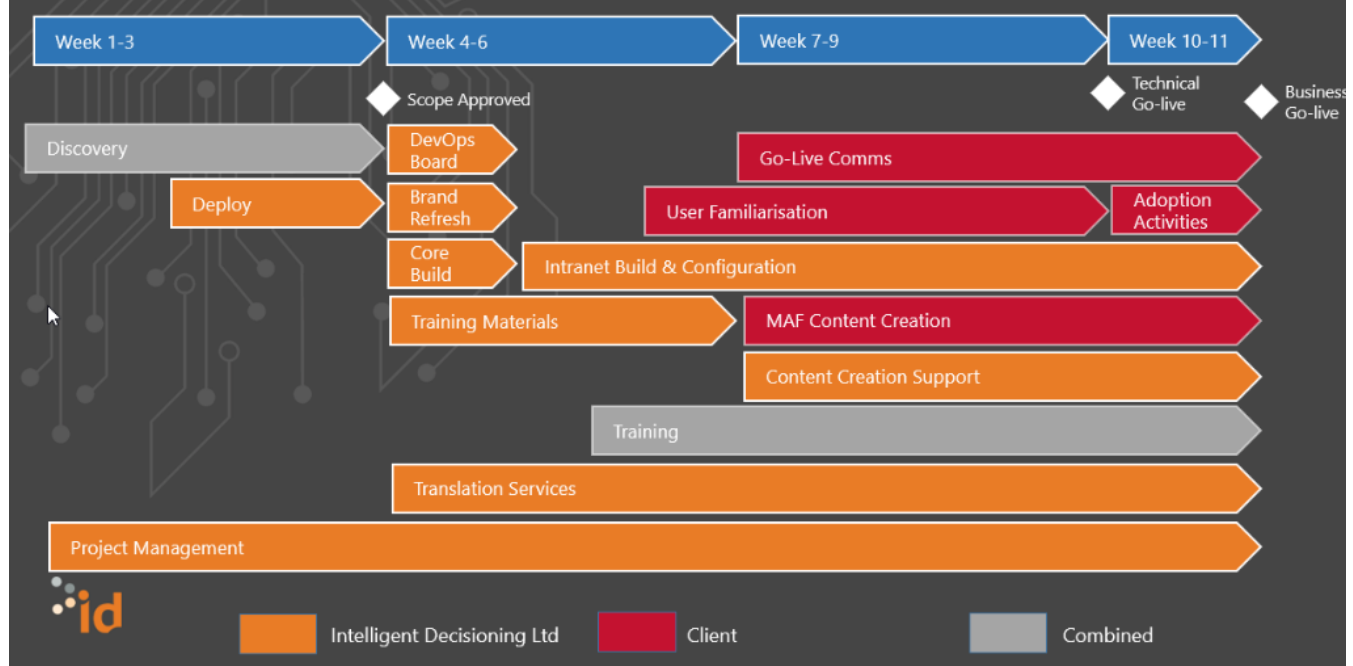
Due to the nature of the workstream approach, the initial software deployment and discovery can in effect start as soon as the contracts are awarded and signed.

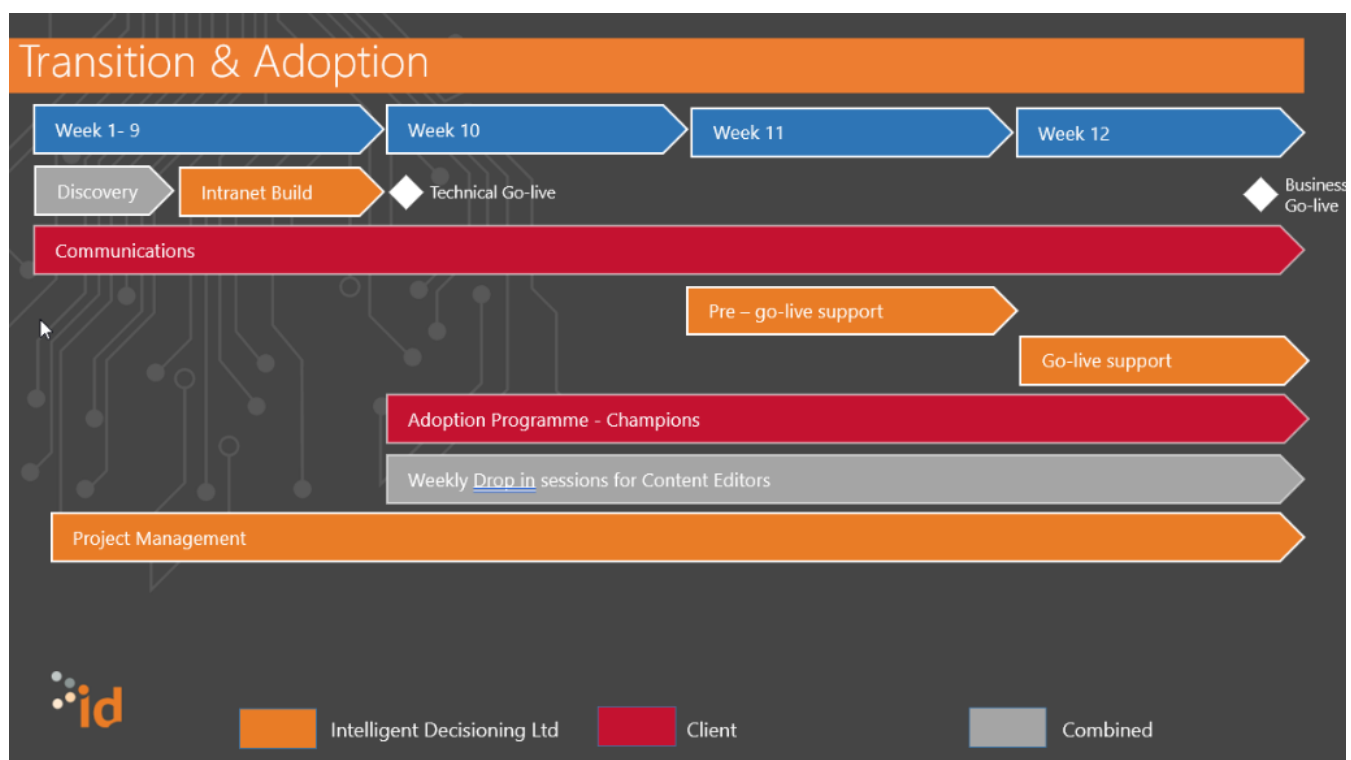
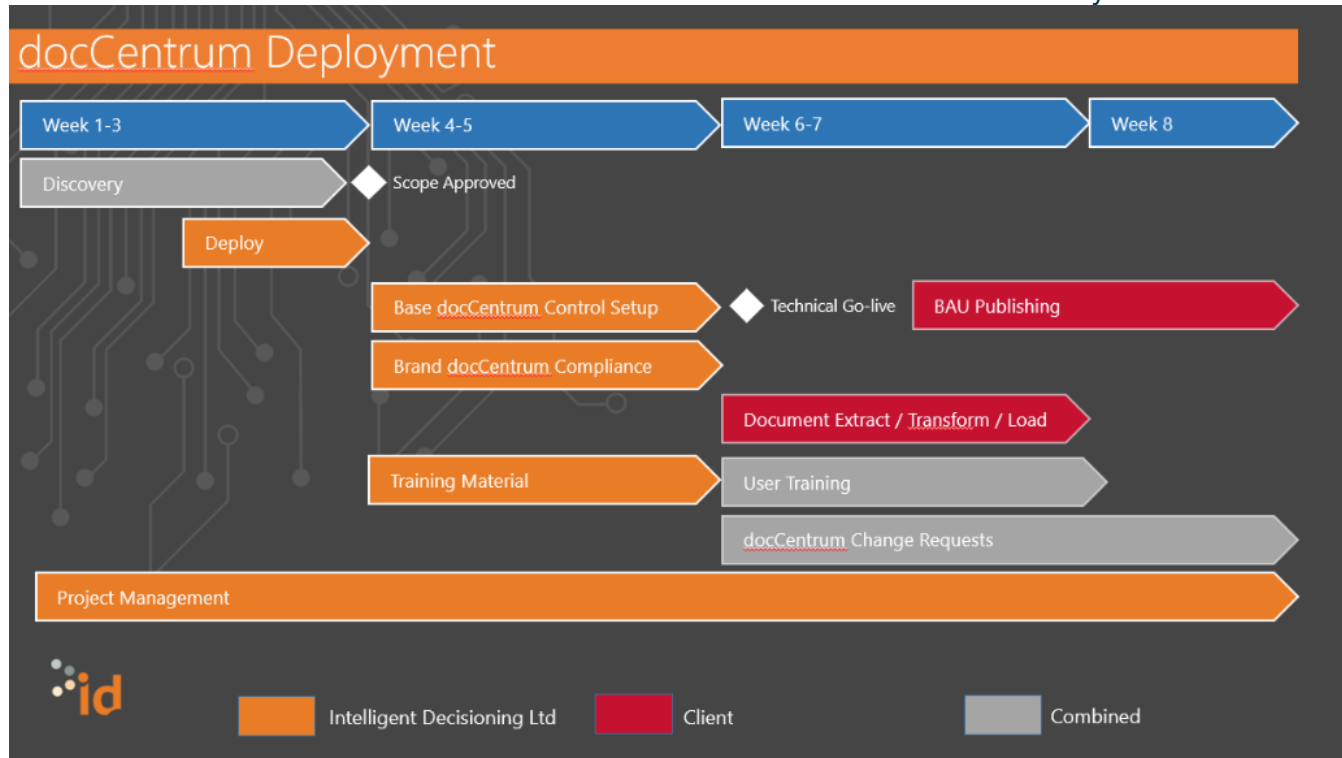
A typical intranet Deployment across the 4 workstreams *may* look like this;

Discovery – Candidate Timeline



Typical Intranet Deployment Elapsed Time 8 -12 weeks





Workstreams can run sequentially or in parallel.

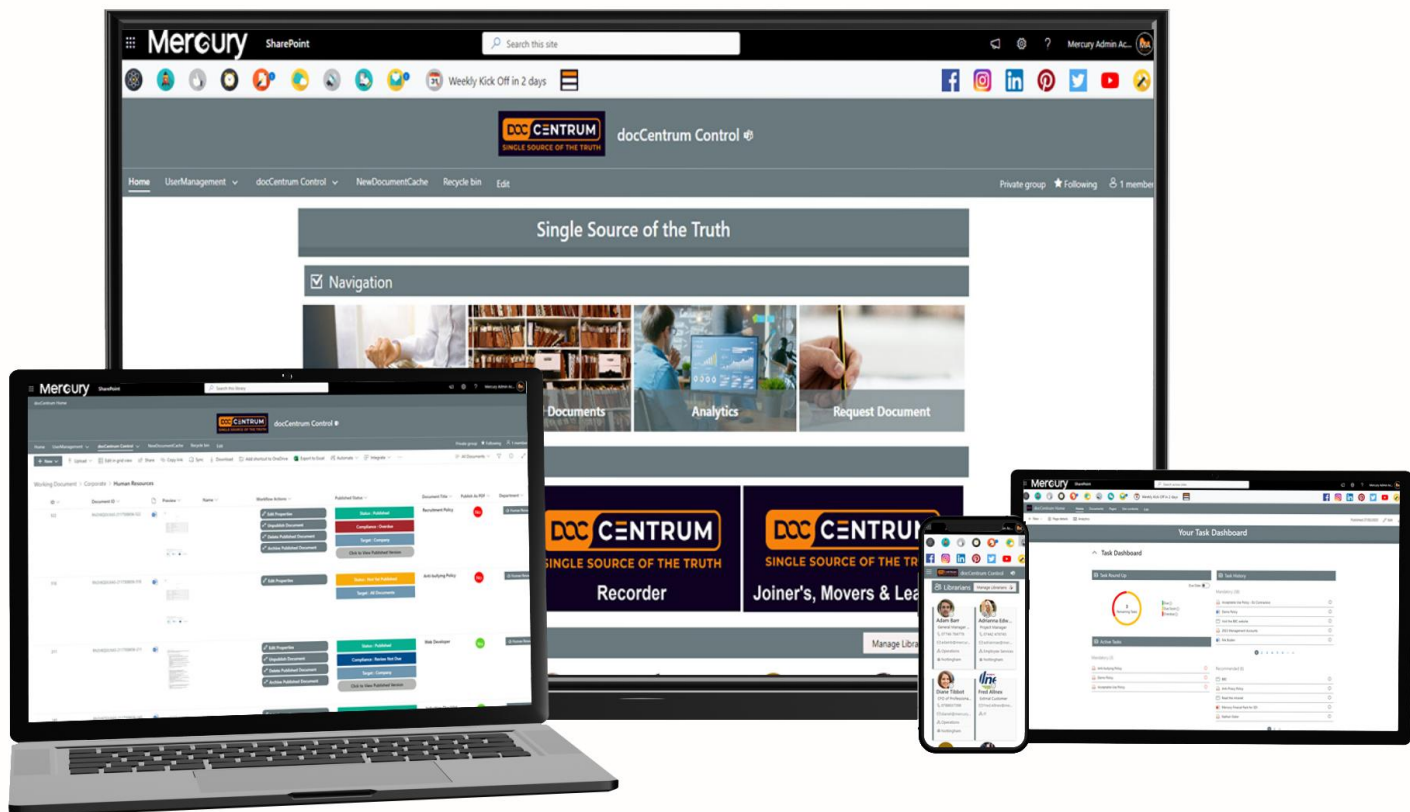
Pricing and Licensing

See G Cloud 15 Rate Card and Product Pricing document for pricing details.

Support and Warranty

- Warranty: Six-month warranty for in-scope functionality post go-live.
- Support: 12-month standard support for bug fixes and Microsoft updates.
- Consultancy: Retained consultancy available for enhancements.

docCentrum is a separate solution fully integrated into your Microsoft 365, Azure and Mercury Intranet investments, providing full-featured document management/control and auditable compliance, which is designed to reduce risk in the organisation.



A common theme in our Intranet deployments is the management of documents. We use the following diagram to guide our customers in where we physically store their documents. For controlled documents e.g. Policies it is important that we guarantee the “Single Source of the Truth” and our docCentrum product ensures this.



docCentrum Control provides a suite of tools for enhancing your document management experience, allowing you to manage the **“Single Source of the Truth”**

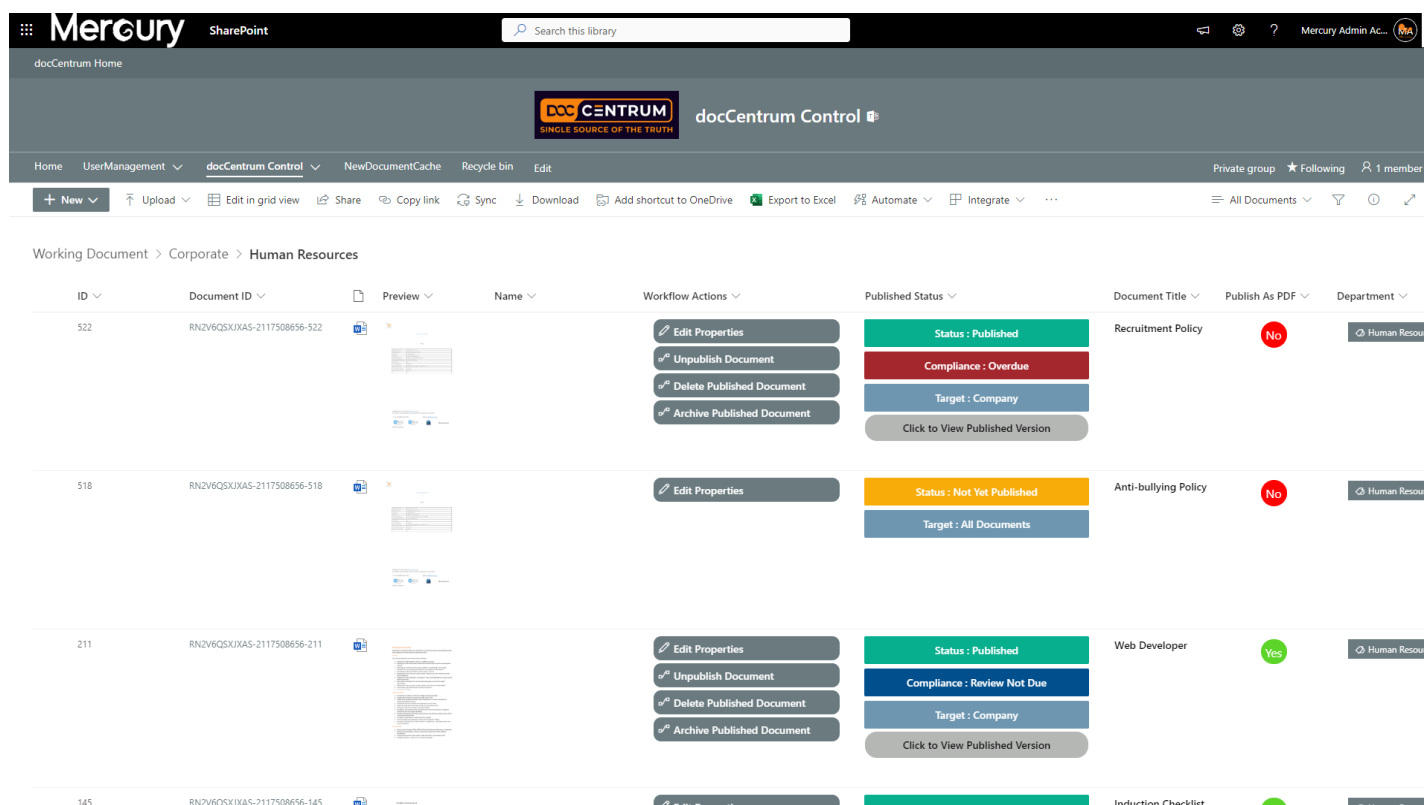


Figure 1 - docCentrum Control Dashboard View

It will:

- Store Working Documents in a single Site Collection with an automated publishing lifecycle to multiple Published areas
- Provide a full publishing lifecycle for Controlled, Part Controlled and Un-Controlled Documents
- Allows the implementation of Security Models to match your organisations needs
- Integrates with ALL Security and Compliance features in Office 365
- Simplifies the SharePoint document management experience for the end user

- Improves the onboarding experience for new staff as documents are stored in as few locations as the security model dictates.

docCentrum Compliance (Mandatory Read) reduces organisation risk by providing a simple and intuitive process for users to keep track of their reading assignments, including a clear confirmation process to explicitly acknowledge that they have read and understood the document.

Its benefits include:

- Integration with docCentrum Compliance
- Target tasks at individuals or groups
- Email Notifications for new tasks, reminders and escalation
- Read and Acknowledge tasks to track compliance
- Test and validate understanding of tasks through quizzes
- Real-time reporting of tasks
- Lifetime read receipts
- Comprehensive administration system

Note: ***docCentrum Compliance is currently not available on the shared tenant but we are working through the steps required to make this available***

About Intelligent Decisioning

Intelligent Decisioning Ltd (**id**) are a Microsoft Gold Partner with a specialism for SharePoint Online, Microsoft Teams and the wider Microsoft 365 (formerly known as Office 365) consultancy as well as the development of unique, cost-effective solutions.

id help businesses grow, adapt, and evolve with our specialist knowledge of SharePoint, Office 365 and the Microsoft Cloud.

From our offices in Nottingham and West Yorkshire we can provide the skills, resources, and expertise to allow your business to introduce SharePoint correctly. We can help strengthen your SharePoint development team, build innovative SharePoint applications and drive more business value from the SharePoint investments you have made.

Trusted Partner Network

We have a network of trusted partners covering everything from Office 365 development and training and believe that it is important to maintain a strong partner ecosystem. We are aware of the benefits in long-term customer relationships and strive to become a technology partner for our customers. This allows us to continue to support you and demonstrate functionality until you are at a point where you can do it alone.

Microsoft Partners

We are a Microsoft Gold Certified Partner. This means that we are trusted by Microsoft to

deliver first class SharePoint and Microsoft 365 solutions. Our Microsoft certifications also recognise the fact that we adhere to Microsoft Best Practices and follow the guidelines and procedures set by Microsoft when implementing Microsoft 365 solutions.

Our connection to Microsoft through our Partner status and other channels enables us to work at the forefront of Microsoft Technologies and access top of line support. We are constantly aware of new developments on the Microsoft platform and always have the product roadmap in sight, so you can rest assured that the compatibility of your solution on future versions is as ensured as it can be.

Use of Subcontractors and Partners

The above services are delivered by Intelligent Decisioning Ltd. Depending on the Buyer requirement, we may operate with partner organisations.

Social Value

Our CEO and Board of Directors set our corporate CSR policies and procedures, which are then governed by compliance and improvement teams. These teams cover Intelligent Decisionings entire CSR agenda and cascade its operational policies and procedures into each Business unit, where the Managing Director oversees their use.

Theme	Evidence
Fighting climate change	As a company, we have made an ambitious commitment to achieve Net Zero Carbon emissions by 2040 (or sooner) by supporting our Buyer’s net zero ambitions, creating software with inbuilt sustainability, and reducing our own impact. Our Carbon Reduction Plan demonstrates our ambition to become industry leaders in reducing our environmental impact in support of the UK’s Net Zero Target. Underlining this ambition, we are focusing not only on our direct emissions sources but also actively engaging with our wider supply chain to understand, measure and develop meaningful emissions reductions targets in line with our Net Zero Target.
Tackling economic inequality	We are committed to building an inclusive and diverse culture that tackles inequality in employment, skills and pay. We promote equal opportunity through all our activities and ensure rights for all employees are always protected. We have increased our focus and commitment to ensure we proactively implement equal and non-discriminatory treatment to all our workers. We have implemented a Diversity & Inclusion Strategy and have a Diversity and Inclusion Lead to drive the

	implementation of this strategy. This aims to tackle inequality in recruitment practices, team development, skills and pay.
Equal opportunity	We are committed to providing equal opportunities and building an inclusive and diverse culture.
Wellbeing	We actively promote a mentally healthy workplace and workforce integrating mental health and general wellbeing in all that we do from recruitment, appraisals to strategic management. Through our Health and Wellbeing Policy Champion we encourage a flexible and realistic work/life balance. These provide a foundation to support both the mental and physical health of our staff via: • Employee Assistance Programme/online Wellbeing Hub, offering 24/7 access to websites, e-mail, phone, and face-to-face counselling on personal issues. • Axa Health Workplace App for external mental health consultancy. • Mental Health Champions who support staff wellbeing in the workplace.

How to obtain further Information

For further information please see our website at www.id-live.com or contact us on 0845 643 9726.

