

Enhance Intranet: Service definition



enhance365

Enhance365 Ltd.

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Overview

Enhance is an intranet solution co-developed by Enhance365 and All Things IC, to combine our technical and communication expertise to deliver SharePoint intranets that work for your people.

Whether you are looking to enhance what you already have with some new features, or create a fully-fledged intranet, Enhance is for you. With over 30 SharePoint web parts and extensions, the features you wish you had can be installed into your intranet in just a few clicks.

Enhance is designed to meet the needs of UK government organisations that want to improve their internal communication, collaboration and productivity. We help you create a modern and engaging intranet that empowers your staff to access information, share knowledge and work together effectively.

Enhance Intranet is based on Microsoft 365, leveraging its powerful features such as SharePoint, Teams, Yammer, Power Apps and Power Automate. Enhance can be fully branded to ensure that your intranet is aligned with your organisational branding and the GOV.UK Design System, which provides a consistent and accessible user experience across government digital services.

We follow an agile and user-centred approach to deliver your intranet in an iterative way, working closely with you to understand your requirements, test solutions and incorporate feedback. We also optionally provide ongoing support and maintenance to keep your intranet up to date and secure. By choosing our service, you will benefit from:

- A cost-effective and scalable solution that leverages your existing Microsoft 365 investment
- A user-friendly and responsive intranet that works on any device and browser
- A flexible and customisable intranet that can be tailored to your organisation's branding, structure and culture
- A collaborative and social intranet that fosters engagement, innovation and knowledge sharing among your staff
- A secure and compliant intranet that meets the government's standards and policies on data protection, accessibility and cyber security

Enhance Intranet includes over 30 brandable web parts and extensions, including:

- Personalised apps and quick links
- Advanced search web parts

- AI-powered page summaries
- AI-powered news digests
- AI-powered page translation
- Personalised greeting
- Campaigns banner
- Branded buttons and tiles
- Page contents list
- Tabbed content
- Page navigation breadcrumbs
- Automatically showing related page content
- Intranet-wide alerts
- Microsoft Clarity analytics integration
- Google Analytics integration
- Page style customisation
- Page review and governance tools

About us

Our history

For the last 12 years, we have been designing and building Microsoft 365 intranets for UK central and local government, multi-national organisations, FTSE 100 companies, some of the oldest and well-known charities as well as countless other customers. Through these projects we have developed and refined a proven delivery approach that we successfully adapt to any organisation – whether it's for a workforce of 500 employees or 25,000.

Why us?

Based on our experience of working with government customers over the last 12 years, we have created a reliable method for providing modern intranet solutions that follow Microsoft 365 best practice and government design standards.

We know that an intranet is a window into the culture of an organisation; it highlights the people, values and stories that make up the way you do things. We use internal communications experts to gather qualitative views through focus groups and conversations that can feed into detailed solution requirements for the technical teams to deliver. We recognise the importance of making sure that an intranet is developed to meet the needs of your organisation and will help you to define clear and detailed user stories to meet your objectives.

Enhance Intranet

Create a modern employee experience platform that aligns your employee requirements with your business goals and Microsoft 365 technology investments. We'll partner with you to deliver a service that engages your employees and promotes a personalised connection with your organisation.

Service features

- User research and user requirements capture through focus groups and content audit
- Development of content strategy and information architecture design to reflect identified user needs
- Modular and customisable components aligned to the GOV.UK design system to reflect your organisation's brand
- Creation of an interactive pattern library unique to your brand
- Expert Internal Communications specialists who will help you define all elements of the intranet solution
- Continuous access to a live prototype site throughout the development cycles for iterative review and playback
- Assisted user research/testing sessions to validate development against defined requirements before launch
- Content and site templates
- Launch communications and planning services
- Bespoke training for admins and content editors
- Optional content creation and upload/migration
- Optional ongoing support and maintenance, including the development or enhancement of new features

Service benefits

- Proven solution that adheres to GOV.UK design system
- Extensive technical and internal communications experience to create the optimised blend of skills and expertise required to develop your intranet platform
- Modular components that are completely customisable to your needs
- Development of bespoke components
- Adherence to WCAG to ensure your site is fully compliant with all government accessibility standards
- Integration with other Microsoft 365 apps and services
- Powerful search experience that can extend across Microsoft 365 products, including people directory

- Intranet fully aligned to the Microsoft 365 technical roadmap to ensure full compatibility and ongoing supportability
- Ability to create personalised content experiences and targeted content for increased relevance and user engagement

Microsoft 365 platform

The modern intranet solution will be built using SharePoint Online and will therefore require the availability of relevant Microsoft 365 licensing.

By building on the Microsoft 365 platform your intranet will benefit from:

- Integration with other Microsoft 365 apps including (but not limited to) Viva Connections, Viva Engage, Microsoft Teams, Power Automate and Power Apps.
- Full resilience and backup in line with Microsoft 365 service level agreements.

Pricing

The Skills Framework for the Information Age (SFIA) rate card will be used to calculate the price for your bespoke user needs and solution requirements.

Fixed price solutions can also be provided as required and will be calculated using the SFIA rate card.

All rates and charges within the pricing document and SFIA rate card are exclusive of VAT.

Where required, travel and subsistence expenses are charged to the customer at cost price.



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