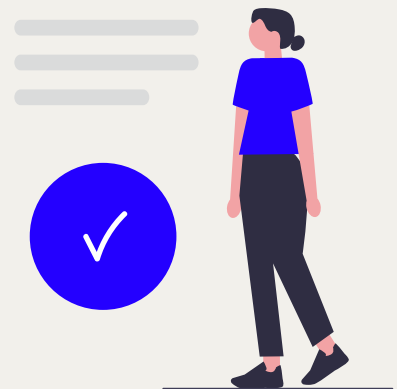# The Ultimate Guide To Choosing The Right Intranet

Why Choosing the Right Intranet Matters

A modern intranet is more than just a communication tool; it's a digital workspace that enhances collaboration, productivity, and employee engagement. Whether you're implementing an intranet for the first time or replacing an outdated system, making the right choice requires careful consideration. With the rise of remote and hybrid work models, organisations need a secure, scalable, and user-friendly intranet that fosters seamless communication. Additionally, cybersecurity threats and data privacy regulations make it essential to select a solution that prioritises security, compliance, and data protection.

This guide outlines the key questions you should ask when evaluating an intranet solution to ensure it meets your organisation's needs.

01 What are Your Organisation's Core Needs?

Before exploring different intranet options, define your organisation's primary goals. Do you need better internal communication, a central hub for knowledge sharing, or an intuitive tool to connect remote employees? Prioritising your needs will help narrow down the right solution.

02 Is the Intranet User-Friendly and Engaging?

Adoption rates depend on usability. Look for an intranet with an intuitive interface, personalisation features, and engagement tools like social feeds, reactions, and surveys. A mobile-friendly intranet ensures accessibility across devices.

03 How Well Does It Integrate with Existing Systems?

Your intranet should work seamlessly with your current tech stack, such as Microsoft 365, Google Workspace, CRM systems, and HR tools. Strong API support and third-party integrations prevent siloed data and enhance productivity.

04 What Security and Compliance Standards Does It Meet?

Data security is critical. Ensure the intranet complies with standards like ISO 27001, GDPR, ISAE 3000, and the C5 criteria catalogue. The platform should offer access control features and provide options for cloud or on-premise hosting. Robust security measures, such as encryption and backup recovery, safeguard organisational data. Additionally, verify if the provider has undergone external security audits to ensure compliance with industry standards.

COLIBO®

05 How Does the Intranet Handle Document and Knowledge Management?

An effective intranet should make it easy to store, retrieve, and share documents. Features like enterprise search, version control, wikis, and smart categorisation help employees find information quickly.

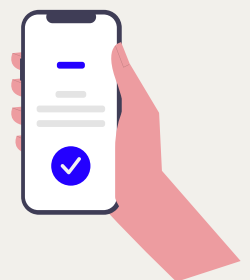## 06 How Effective Are Its Communication and Collaboration Tools?

A strong intranet should centralise internal communication while reducing reliance on emails. Look for features like news feeds, real-time chat, discussion forums, and knowledge-sharing spaces.

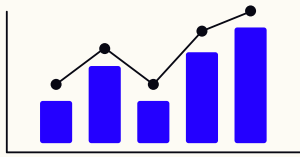## 07 Is the Intranet Scalable for Future Growth?

Your organisation's needs will evolve. Choose an intranet that scales with your business, supports multiple locations, and offers flexible user management. A modular solution allows you to expand features as needed.

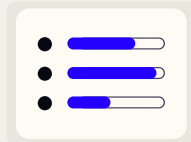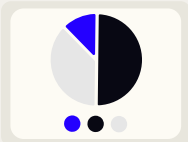## 08 Does It Support Remote and Hybrid Workforces?

With more employees working remotely, your intranet should support hybrid collaboration. Mobile access, cloud hosting, and asynchronous communication features ensure all employees stay connected, regardless of location.

09   What Analytics and Insights Are Available?

Adoption rates depend on usability. Look for an intranet with an intuitive interface, personalisation features, and engagement tools like social feeds, reactions, and surveys. A mobile-friendly intranet ensures accessibility across devices.

10   How Smooth is the Implementation Process?

A complex setup can lead to delays and frustration. Check if the provider offers guided onboarding, training, and ongoing support to ensure a seamless transition.

11   What Are the Costs and ROI Considerations?

Beyond the initial cost, factor in ongoing expenses for maintenance, support, and upgrades – the total cost of ownership. Consider how the intranet will improve efficiency and employee productivity to calculate a clear return on investment.

According to the Clearbox Consulting 2025 Intranet Report, Colibo is the intranet solution with the lowest total cost of ownership!

COLIBO®

12 Can You Get a Live Demo or Trial?

A hands-on demo or free trial allows your team to evaluate the platform's usability and features before committing. Take the time to explore and ask questions during the demo process.

13 What Do Existing Customers Say?

Request case studies or references from similar industries to understand the provider's track record. Speaking to current users can offer valuable insights into long-term performance.

14 How Customisable is the Platform?

A one-size-fits-all intranet won't suit every organisation. Ensure the solution allows branding, custom workflows, and adaptable features that align with your business processes.

15 How Reliable is Customer Support and Service?

Your provider should offer dedicated customer support, troubleshooting assistance, and regular updates. Look for reviews or case studies to gauge their reliability.

COLIBO®

> Choosing the right intranet is a strategic decision that impacts internal communication, employee engagement, and productivity. By addressing these key questions, you can confidently select a solution that aligns with your organisation's goals.

Objective Third-Party Insights

ClearBox Consulting is an independent research and advisory firm specialising in digital workplaces and intranet platforms. Their annual intranet report provides an in-depth analysis of the best intranet solutions on the market, helping organisations make informed decisions based on unbiased, expert evaluations.

If you're considering a new intranet solution, the ClearBox report is an excellent resource to help you make an informed decision.

To see how Colibo was rated in the ClearBox Consulting report, read our blog post:

Colibo's ClearBox Review

You can read the full report from Clearbox Consulting for free here:

ClearBox Intranet Report

COLIBO®