


INGENIUX



Solution Guide for Intranet and Employee Portals

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The digital workplace is constantly evolving. Employees demand tools that make it easier to collaborate, communicate and simply do their jobs. As a result, organizations are rising to the challenge.

Modern intranets and employee portals are perfect examples of solutions that provide easy access to information, communications, online services, collaboration, and engagement. And they do it in a way that is personalized to every employee.

The Modern Alternative to Legacy Portals and Intranets

Intranets have existed for a long time, portals equally as long. But these solutions are going through a major evolution both in terms of user experience and capabilities. We only have to look at modern consumer applications such as mobile apps, social networks and easy to use online consumer services to understand the employee expectations driving this evolution.

Older social intranets, intranets-in-a-box, traditional intranets and employee portals no longer provide the information and functionality needed for an efficient and effective digital workplace. A modern alternative is required, one that takes the best of these solutions, adds new capabilities and wraps it all in an engaging and purpose-filled user experience.

Ingeniux provides solutions that improve the digital experience of employees, including a modern Intranet and an Employee Portal. These solutions offer content-driven experiences that combine content management, application

integration, collaboration and robust security in a central interface, with the ability to easily extend and enhance it for specific use cases.

Break Down Information Silos

The information employees need to do their jobs is found in a myriad of systems across the organization, including CRM, ERP, marketing automation, file shares, shared cloud drives, content management systems and more. It's not always clear where the needed information resides, and employees don't have time to figure it out. What is required is a single place where they can go to get the right information; a place with a consistent experience that's easy to use.

Ingeniux is committed to providing a user experience that breaks down information silos and meets the needs of employees by offering a single point of access – a hub – to all applications, information, and content.

At a Glance: Intranet and/or Employee Portal Capabilities

 <p>SSO, Permissions and Access</p>	 <p>Directory, Profile Management</p>	 <p>Web Content</p>
 <p>Collaboration</p>	 <p>Social/ Community/ Calendar/Events</p>	 <p>Search</p>
 <p>Document Storage, Sharing & Collaboration</p>	 <p>Notifications/Activity Feeds</p>	 <p>Analytics</p>
 <p>Application Ingegration APIs</p>	 <p>Mobile</p>	 <p>Office 365/Google Apps Integration</p>

Intranet and Employee Portal Features

Note: The following features are available for both an Intranet or Employee Portal unless otherwise indicated.

A Content-Driven Employee Experience

Ingeniux takes advantage of native content management capabilities and a Page Builder visual portal designer to deliver content-driven experiences. Using Page Builder, web managers integrate content from business systems, bringing it directly into the portal or intranet giving employees immediate access to the information. Web managers can also create and manage content in the portal or intranet directly using a full set of content management capabilities.

Dashboards and Homepages

The Portal Dashboard (or Intranet Home Page) is a content-driven interface that surfaces the most important information and links personalized to each user.

When an employee enters the portal (or home page), they view a dashboard customized to their needs. The portal dashboard offers common sections such as news and events, training, help, support tickets, and commonly accessed links, in addition to personalized sections or links based on the user's own portal use.

Content Management

Ingeniux employee solutions are built on a foundation that includes a full set of content management capabilities. Administrators give access to authors, editors, and publishers for each department or team to create and manage content for their areas of the portal or intranet. In some cases, administrators may want to maintain control of content published in the portal or intranet; Ingeniux provides this through robust security and permissions system.

Ingeniux includes a Page Builder to visually develop web pages that are automatically responsive and follow standard templates defined by the company. Web pages can include content developed within the portal and content integrated from other business systems. Robust workflow is also available to ensure that all content published on the portal has gone through the appropriate reviews and approvals before going live.

Another key benefit of Ingeniux content management is its web governance capabilities. Ingeniux offers built-in features for quality assurance, so you can be sure the employee experience is free of unreadable text and broken links. It also includes a built-in accessibility checker.

Profile Management

Every employee has a user profile in the portal or intranet. These profiles are stored within the solution and integrate with HR systems that maintain the system of record for employee information. This integration enables personalization of the portal or intranet based on profile information, such as department or role. The portal profile may contain additional profile fields, some of which the employee can modify, to provide more information that will help personalize the experience further.

Single Sign-On, Permissions, and Access

There are robust security and permissions for users, groups and content assets built into Ingeniux Employee Portals and Intranets.

End-user single sign-on (SSO) depends on the platform integrations and requirements. The most common form is to use SAML 2.0 and any number of Identity Providers (IDP) such as Active Directory Federation Services (ADFS), Azure AD/Office 365, Shibboleth, Ping, Okta, etc. Ingeniux delegates credential management to the external system when using an external IDP.

The Ingeniux solution can integrate directly with Active Directory, LDAP, work with Central Authentication Service (CAS) or a host of custom providers, or it can provide security directly. Because it provides cascading authentication, Ingeniux can utilize multiple identity providers to manage access and group-level security in portals.

By applying permissions by role or group, organizations can easily manage access to content within the portal or intranet, as well as access to systems integrated through Single-Sign On.

Office 365 and Google Apps Integration

Most organizations provide employees with tools for creating and storing documents, including Office 365 and Google Apps. Ingeniux makes it easy to access content stored within these tools from the portal or intranet, as well as supporting the publishing of content created in these tools to the portal or intranet.

Document Storage, Sharing and Collaboration

In addition to offering integration with external solutions like Office 365 and Google Apps, Ingeniux also provides the ability to store, share and collaborate on documents directly within the portal or intranet.

Employees often work in groups or teams. Departments want a place to store information, projects, contracts, schedules and so on. The portal provides collaboration capabilities that enable employees to work together including shared workspaces and calendars, activity feeds and notifications.

Notifications/Activity Feeds

Ingeniux employee solutions include an activity feed feature that allows employees to follow other employees, teams, departments, groups or committees, and other activity feeds of interest to stay up to date on events and activities. Organizations can use activity feeds for work-related and social collaboration and communication.

This feed is often shown on the portal homepage and can offer an email option that sends regular activity feed updates to the employee's email address.

Notifications are also available within the portal to provide alerts and items of interest to employees – such as project updates, major events, upcoming deadlines, news, and other alerts. Notifications can appear highlighted in the portal and are sent via email or SMS.

Enterprise Search

The ability to find information quickly is critical for employees. Along with a well-defined information architecture set up by the company, the Ingeniux employee solutions also provide built-in enterprise search.

Ingeniux InSite Search provides a rich set of capabilities out of the box, including federation, faceted or guided search, secure search, and multilingual search. Administrators can customize search results by configuring search rankings and creating a custom search results UI.

Enterprise Search is deeply embedded in the portal or intranet, delivering superior results faster with lower cost implementation and easier upgrades.

Social Community

In some instances, community is an important aspect of the employee portal. The Ingeniux Employee Portal supports a social and community environment through a number of features including blogs, forums, activity feeds, social feedback (comments, likes, ratings, etc.) and interest groups.

Gamification is another feature that encourages engagement through features such as leaderboards, badges, and games.

Reports and Analytics

Ingeniux provides web analytics dashboards on a page-by-page and portal-wide basis. Analytics data is integrated via a provider model with pre-built connectors for Google Analytics, WebTrends, and Adobe Analytics.

Create custom reports or view a standard set out-of-the-box to track how employees use the portal or intranet. Regular monitoring helps companies see what areas of the portal are accessed most often and enables them to adjust the user experience by bringing more important, or frequently accessed information into the dashboard.

Analytics on communities can help groups monitor how well their community is performing, identifying the most popular content, top users, and frequent community questions or concerns.

There's also reporting on enterprise search usage, providing a view into frequent searches. Again, this information helps improve the experience by creating more content or bringing widely searched content into the dashboard, common links or navigation.

Third-Party Application Integration

Ingeniux software is built on the latest Microsoft technology; including ASP.NET 4.5 and MVC 5. It features a true three-tier architecture, support for the latest ASP.NET technologies including MVC and the Razor view engine, full Visual Studio integration, and open RESTful API elements.

The Ingeniux Employee Portal and Intranet provide a set of REST-based Developer APIs written in ASP.NET. These APIs enable access to the content store and content management capabilities, as well as to the content delivery tier where content is integrated from other systems.

Mobile Experience

Ingeniux solutions support mobile experiences out of the box. The Employee Portal and Intranet natively support Bootstrap and Foundation responsive frameworks. A plug-in system supports additional responsive frameworks. The Ingeniux Page Builder uses a responsive framework to generate the grids in which content items are added, and rows and columns set to visually layout a new page or modify an existing template.

Ingeniux solutions are device aware-applications that detect the user agent and device for each content request. The solution can target and render content based on device types and capabilities. Ingeniux packages a device profile library of over 20,000 mobile devices that is automatically updated weekly with new specifications. Use the library for loading emulations for desktop, tablet, and smartphone content emulation, as well as previews, and real-time device and capabilities detection for intelligent content display.

Managed Solution

Ingeniux solutions are available as managed (or hosted) solutions in the Cloud, or as an on-premises application. Managed solutions enable companies to accelerate growth and scale operations while controlling costs and reducing IT infrastructure support risks.

Ingeniux offers more than traditional multitenant SaaS solutions by providing each customer with a dedicated environment for its Ingeniux Intranet or Employee Portal application. Using this approach, each customer can define the network configuration needed to meet business, security, and compliance requirements.

The Ingeniux approach also provides greater flexibility. Upgrade when you

want, manage file-level access, write customizations and integrations, install additional applications or databases, and, perhaps most importantly, move the application to your servers if you want in the future.

Ingeniux's industry-leading Software-as-a-Service goes beyond traditional hosting by providing application management, change management, performance management, and application optimization.

The Cloud provides greater scalability, less management overhead for IT teams, and the peace of mind of having one number to call to address your web software, performance, and uptime services.

About Ingeniux

Ingeniux is the leading provider of web content management and digital experience software. We enable organizations to orchestrate the entire customer experience from acquisition through to sales to support and service, across any device, application, or website.

Ingeniux software is available as a fully managed software as a service or as an on-premise application. Ingeniux delivers unparalleled service and support to customers worldwide.

To learn more about Ingeniux portal and web content management solutions, e-mail info@ingeniux.com.

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PO Box 21466
Seattle, WA 98111

info@ingeniux.com
877 445 8228