



ClearBoxCONSULTING



LiveTiles Extract July 2022

INTRANET AND EMPLOYEE EXPERIENCE PLATFORMS

Reviews of the best products on the market

V1.3



LiveTiles offers a mature platform and range of products that have evolved since the company was established in 2014. The LiveTiles platform includes a SharePoint intranet module and an independent intranet module, which is optimised for mobile use and is called Reach. Both can be purchased as separate products, but LiveTiles say that enterprise businesses often use both modules, which is what was presented to us and is included in the scenarios. LiveTiles includes other modules too, such as the excellent People Directory, and 'LiveTiles Vibe' for polling. Some of these were presented to us and have been included in relevant scenarios.

The standalone communications platform and app, Reach, provides an easy way to reach frontline workers without the need for a SharePoint licence. The People Directory product offers customers a way to manage their Active Directory, whilst offering users an organisational chart and phone directory they can use on the go. The search works well, and the overall user experience is good across the products.

Since we last saw the product, LiveTiles has made some improvements to their analytics, user interface and integrations, as well as continuing to evolve their roadmap of enhancements. There are still overlaps with what products can do, so we recommend that customers should take some time to work with LiveTiles or a partner to select the right services for their organisation. As ever, a clear content strategy will also make sure users have a smooth experience.

Overall, LiveTiles offers a good modular approach to customers. The Enterprise solution presented here would appeal to larger or more complex organisations, especially as it is offered at a good price-point.





Summary table of scenario scores

NO.	SCENARIO/SCORE
1	User experience and visual appeal
2	Mobile and frontline support
3	Internal communication
4	Community and engagement
5	Information finding and knowledge management
6	Admin experience and governance
7	Analytics
8	Digital workplace integrations
9	Microsoft 365 integration
10	Wildcard

Pricing

PRICE BAND	
250 users	
1,000 users	
5,000 users	
20,000 users	

PRICING MODEL

Subscription – price band based on number of users

PRICING NOTES

Discounts available for: Charities and non-profit organisations, Schools and Educational Institutes, Multi-year commitments, Businesses over 20,000 users

Price includes: LiveTiles SharePoint product, Reach, LiveTiles Directory, customer success services, Maintenance, Product support, Updates and upgrades, Choice of modules / add-ons, Access to a community & webinars



Key benefits

- The user experience across the modules we reviewed works well.
- Searchable mega menus add a nice touch for organisations with complex information architecture – and for users who want to get to the content they know, quickly.
- The Reach product can be used with or without SharePoint; it offers a way to connect users from multiple active directories and provides access for frontline staff without the need for Microsoft 365 licences.
- The search experience in and between the SharePoint and Reach modules works well.
- The additional LiveTiles Directory module is excellent, offering some of the best people and expert finding tools we've seen.
- Recent improvements to LiveTiles Analytics offer some nice reports to help communicators monitor the success of their campaigns, including being able to report by tagged keyword.



Improvements and considerations

- LiveTiles offers a consultative approach, which is good as there's a range of products for organisations to understand and choose from; intranet teams need to ensure they select the right package.
- The different modules do behave in different ways, so admins will need to acclimatise to more than one.
- LiveTiles has worked to integrate the publishing experience between Reach and SharePoint. The products offer good options to target content by audience; although communicators will need to consider their content strategy to make sure the right information is published to the right audience.

Product type



Branding opportunities



Target businesses



SMALL

less than 1,000 people



MEDIUM *

1,000 to 5,000 people



ENTERPRISE *

over 5,000 people

* The suite of products we were shown was aimed at the enterprise, although the Reach product may be suitable as a lightweight intranet for smaller organisations too.

Base systems

Fully standalone	Requires SharePoint	Optionally works with SharePoint	Other

Sectors

Business, consulting and management	Engineering and manufacturing	Retail	Public services, government and administration	Healthcare

You may also be interested in...





Megan Bowen
Marketing Manager
Your profile is 88% complete
[COMPLETE PROFILE](#)
[VIEW PROFILE](#)

WHAT'S NEW?

- All Channels
- Swiss Made** (News Switzerland)
New furniture factory in Switzerland
Research and Development, Marketing, Production, Bern
5 likes, 1 comment
 - Office-Corpus** (Learning Center)
Design by Christie Cline
Research and Development, Marketing, Production, Sales, Bern, Basel, Zurich
5 likes, 2 comments
 - Office Planner & Configurator** (Learning Center)
New planning & configuration tool now on the website
Research and Development, IT, Customer Success, Marketing, Production, Education, Technology
10 likes, 3 comments
 - Office-Desk Rustica Line** (Learning Center)
Presented
Production, Sales, Research and Development, Marketing, Logistics, Technology, Knowledge
6 likes, 1 comment

GLOBAL NEWS

- All Channels
- Quick Poll: Employee Wellbeing** (HR)
A well-implemented employee wellness program is built on populations needs and wants, often through detailed workplace wellness cultural surveys and analysis. Once wellness events, education programs, and challenges are underway, employee engagement is crucial to a successful corporate wellbeing initiative.
Education, Wellbeing, Corporate Governance, Leadership, Compliance, Knowledge
10 likes, 2 comments
 - Launch of the new Office-Showroom** (Marketing)
We are strengthening our market presence in the South of England: the interior furnishing professional invites you to London for the opening of a new showroom. The final countdown has just started. The due date is September 14th: we will open our 'Showroom London' then.
Marketing, London
1 like
 - Office LED floor lamp** (Marketing)
Thanks to its location on the desk's front side, the floor lamp impresses with the homogenous illumination of the complete workstation even without overhang. This homogeneity is achieved by micro-faceted asymmetrical reflectors. They direct the light precisely to the workstation and guarantee a high visual comfort without glare.
Research and Development, Marketing, Production, Sales, Basel, Bern, Zurich
7 likes, 1 comment

GET YOUR VOICE HEARD! [GIVE US FEEDBACK](#)

- EVENTS**
- Aug 18 @ 2:00 PM**
It Security and Awareness Training
Dear all,
As part of our ISO27001:2013 certification, we need to ensure that all employees are regularly trained on our IT Security related Policies & Procedures. Please sign in / register accordingly to ensure that you catch this.
No location set
[Attend](#)
 - Sep 1 @ 4:00 PM**
HR Update Call
Based on the results of the last HR topics survey, we have decided on the following topics:
 - Co-determination and employee participation
 - Anti-discrimination and data evaluation
 No location set
[Attend](#)

Twitter

LiveTiles @livetiles
Less is more when it comes to #internalcommunication at work. If you'd like to know why, read more about it in our latest article bit.ly/digital-comms-... #employeeengagement

What Really Matters in Internal Communications (according to ...)
Gallup says that communication is often the basis of any healthy relationship – including the one between an employee and their manager. Over the last two
livetilesglobal.com

My apps

- Expensify
- Workday
- DocuSign
- Dynamics 365
- Frontline Worker Intranet

[VIEW ALL](#)

Required reading

- Benefits
- Conflicts of Interest
- Anti-Virus Malware Policy

[VIEW ALL](#)

Recently used

- Untitled page - 2 (3 months ago)
- Fabrikam3DPrinterBrochure.pptx (4 months ago)
- X1050 Product Roadmap.xlsx (4 months ago)
- X1050 GTM Plan.pptx (4 months ago)
- Pricing Guidelines for X1050.docx (4 months ago)
- Contoso Purchasing Data - Q1 KJ copy... (4 months ago)

[VIEW ALL](#)

Joined teams

Search in Teams

- Mark 8 Project Team
- Sales and Marketing
- Retail
- Digital Initiative Public Relations
- US - U.S. Sales
- ST - SOC Team
- D - Design

[VIEW ALL](#)

COMPANY AND PRODUCT

Company details



Company
LiveTiles



Company founded
2014



Company locations
Victoria, Australia (HQ), USA, Ireland, Denmark, Switzerland, Romania



Customers
Clients include: PepsiCo, Virgin, Entain, Ministry of Defence, Legal & General, Creditsafe, Deakin University, Danish Ministry of Foreign affairs, DBO, Zurich Airport. Please [see their website](#) for more.



Typical client size
1,000-10,000 employees



Largest deployment so far
325,000 employees, dozens of countries



Partner locations
Please [see their website](#) for details



ISO 27001 certified
Yes



Other products in their range
LiveTiles Reach, LiveTiles Intranet, LiveTiles Everywhere (SharePoint and MS Teams navigation panel), LiveTiles Directory, LiveTiles Intranet Governance (for SharePoint and Teams), LiveTiles Vibe, LiveTiles Analytics, LiveTiles Policies (policy management tool).

Product and technical details

Name of product LiveTiles Employee Experience Platform

Product launched 2014

Current version 40.2.308

Accessibility WCAG 2.1 compliant

Stack solution

LAMP	WINS	MEAN	XAMPP	Other *
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* WINS + MEAN

Deployment

Client on-premises	Client private cloud	Microsoft Azure	Amazon Web Services	Vendor-hosted	Microsoft 365 tenant	Other
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Data residency

Western Europe (Dublin and Amsterdam), Switzerland, United States, Australia, any other Microsoft data centre region upon request.

Client data encrypted

In transit only	In transit and at rest	At rest only	No encryption
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Authentication supported

Azure Active Directory	ADFS	Open ID	Oauth	Amazon Cognito	G Suite	Other *
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* Azure AD B2C

Search Technology

Apache Lucene/Solr	Apache Lucene/Elastic	Microsoft	Vendor's own	Other *
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* Coveo

Document library sources integrated

Box	Dropbox	Google Drive	SharePoint	Other
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SharePoint/O365 versions supported (if applicable)

SP Server 2016	SP Server 2019	SP Server Subscription Edition	SP Online	Viva Connections
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Mobile app deployment

Google Play store	Apple store	MDM	Other
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Reverse-out options

A database export of data is transferred to the client upon request and before all client data is deleted.

Languages supported

English, German, French, Spanish, Italian, Chinese (China), Chinese (Taiwan), Japanese, Turkish, all other languages upon request at no additional cost

Machine translation

Yes – via the product

Right to left script

Yes

Set-up and support

Set-up process for new clients

Depending on the features chosen the setup can be anywhere from a one-click installation for a standalone deployment (as per the free trial on the LiveTiles website), or up to 3 months for comprehensive platforms including Microsoft Teams and SharePoint integration with consulting engagements. Typical deployments leveraging standard features, without customisation but including integration with Microsoft 365 can be done within 2-4 weeks.

Product updates

LiveTiles provides 3 to 6 updates per quarter.

Product update process

LiveTiles offers 3 options: all customers updated at once, customer decides timing only, customer can opt-out.

Technical support

LiveTiles provides up to 24-hour support (Monday to Sunday) with a 'follow the sun' model. Their support team is based in USA, Denmark, Ireland, Switzerland, and Australia. LiveTiles provides support in multiple languages including English, German, French, Spanish, and Danish.

User community

LiveTiles has a customer community and knowledge base, they run a Customer Advisory Board (CAB) for select customers, and also run user conferences such as 'LiveTilesX', 'Love Your Work' and the 'Let's Connect Conference' with Simon Sinek.

In their own words

LiveTiles says: "LiveTiles provides a holistic employee experience platform for both frontline and knowledge workers, combining a light-weight app focusing on connection, engagement and well-being with a turnkey intranet for more customized comms and collaboration applications and integration capabilities."

Their view of the marketplace

LiveTiles says: "The LiveTiles platform helps to connect people to an organisation's purpose, brand and vision, to engage employees around goals and values, to enable people to perform at their very best, to be healthy and happy at work and in life so that they're motivated to contribute to organisational success and inspired to find new and more innovative ways of working."

Voice of the customer

With reference to the SharePoint intranet product, customers say that LiveTiles offers a "decent product, out of the box" that provides some very good functionality. It offers "easy administration, without needing to be a developer" with "better options for corporate news than SharePoint online" too. One customer praised the "Global elements – the navigation and toolbar (mega menu and 'LiveTiles Everywhere' panel)". Another customer highlighted how well LiveTiles integrates with Power BI, as they use their intranet to host data, analytics, and insights.

Using the "easy and intuitive editor" of the Reach platform means communicators can offer targeted, regional, and themed content easily to frontline staff around the world. One person said that Reach has "significantly increased engagement with our distributed network". One customer praised how the interface is easy enough to use that the Reach channels can be managed locally. Customers like how the people directory product can be used to update Active Directory (AD) and "keep it correct" while giving end users a phone directory and org chart.

Customers welcomed the recent improvement in the LiveTiles admin reporting module. Having previously reported that they would like see better usage analytics, we can see that LiveTiles are listening to their customers and have made some recent improvements to their reporting options. One customer remarked that they would like to see "increased stability after code deployments". Another customer would like to see additional document management functionality within the Reach app so they're able to get rid of their intranet altogether; LiveTiles has recently improved this functionality, but we've not seen it in action yet. For the People Directory customers would like more detailed reporting available, without needing to "go to AD and run PowerShell scripts".

While it was acknowledged that the company has been through changes over the years, customers welcomed the responsive and knowledgeable support they receive from LiveTiles. One customer said "the overall experience was very good, we had professional and quick support with all our questions and requests. The flexibility and willingness to help was much appreciated."

REVIEW



1. User experience and visual appeal



SCORE

4

The LiveTiles platform encompasses two different intranet experiences: Reach – an independent product; and one based on SharePoint. Both are available separately of each other or a combined solution. Whether using the SharePoint intranet module or Reach, the interfaces have been developed to provide an enhanced experience for users.

In the SharePoint intranet module, the mega menu is not dependent on the SharePoint hub infrastructure – it's available anywhere the LiveTiles experience is deployed. We like the searchable navigation option which can help users find the content they need, quickly. Audience targeting is available both within content, and within the navigation menu. Additionally, there is an 'everywhere panel' (also available as a separate product), which is a vertical floating navigation bar that is customisable with shortcuts to content and intranet functionality. Recent improvements to this mean it's now available to integrate alongside the M365 App bar.

There are a range of options to style a SharePoint intranet, including one that offers a full-screen experience. LiveTiles, or their partners, will work with clients to design and configure the site themselves. It's easy to change the theme to create an attractive look-and-feel without in-depth technical knowledge (more in Scenario 6). It's also possible to target styling to specific links, which would be useful for organisations who have multiple companies or brands hosted on the same tenant.

Reach has been optimised for a mobile experience, although is available on desktop and can be integrated into Microsoft applications (more later). Since we last saw the product the styling of Reach on desktop has been improved.

LiveTiles does a good job of maintaining a consistent user experience across the products and has made recent improvements to better integrate the user experiences. They do behave slightly differently, however, so customers should make sure they have a clear content strategy to take advantage of the audience targeting options available, see Scenario 3 for more. Both platforms display notifications from both sources, although in different menu areas. Finally, the navigation in Reach is based around simple left-hand navigation, so users accessing both products are likely to see different content, and a slightly different navigation experience.



2. Mobile and frontline support



SCORE
3.5+

This scenario broadly covers Reach functionality, which is what LiveTiles would recommend for any mobile requirements. For those wanting the SharePoint intranet product on mobile there is no native app, but the site is fully responsive, and it provides a prompt for users to download a shortcut onto their device. Admins can select which web parts do and don't appear and set the responsive order of objects.

Reach is primarily an employee mobile app product, so it works well on mobile devices. First, there are several options available to give users access. Users don't require a Microsoft 365 licence, and Reach can be configured to accept and connect users from multiple tenants, which is helpful for complex businesses. It's also possible to upload a list of users, or users can be invited or self-register via a link or QR code and update their details themselves. External users can also be invited in. It's possible to bulk-upload and remove users via a CSV file.

Reach's layout is responsive, with full access to the desktop menu available in-app. Improvements to the UI mean that the cards will resize to fit content and make the best of space available. The layout can be configured within the admin pane, where admins control what content is displayed in the navigation, and decide what functionality is available. White labelling in iOS and Android app stores is available at additional cost, as are vanity URLs. Please see Scenario 5 for information on the Reach search.

News posts can be added from the Reach mobile interface or via the LiveTiles interface. It's possible to set up mobile user personas to enable easy targeting of content. Users receive notifications when new content is published, whether added on mobile or desktop. It's possible to configure which news types and channels provide push notifications, which is worth considering to make sure users don't get overwhelmed by updates. Users are also able to update their push notification preferences in quite granular detail.

Reach offers a basic chat feature, which works on mobile, the browser, or available via MS Teams. This would be valuable to organisations who don't have M365 or need to communicate with staff without a Microsoft licence. Another tool only within Reach is an integrated service called 'Roll Call', which asks users to confirm they're alright in case of emergency.



3. Internal communication



SCORE
3+

There are two publishing experiences as part of LiveTiles' offering. First is the Reach product, where a news template offers a clean and consistent look and feel. The Reach news editor links with Unsplash, and Getty images, both for using stock imagery and potentially to use as a Digital Asset Management (DAM) system. When adding images, it's easy to drag and drop to change the image focus. There's also a Canva integration, which would be useful for communicators. Reach doesn't offer the ability to add alt text on images, although captions are available for images in the body of an article.

It's possible to publish news on behalf of another user, where desired. Out of the box a simple role-based approval workflow is available, for approvers and creators; more complex or individual workflows would need to be set up via Power Automate or Zapier. It's easy to add appropriate tags for targeting, which is done via channels and is useful to define content via

location or topic / theme. Communicators can set channels to be mandatory, such as 'corporate news', while users are able to subscribe to the news that's relevant to them or see channels based on information stored in their profiles. The LiveTiles audience engine in both products can retain user information in the user profile, enabling targeted content without the need for parameters in AD.

In Reach, news articles can be set to show as a promoted 'alert' for a set period, before it drops back to being a regular news article or archived altogether. Mandatory read functionality, or 'confirmation', can be used to push content out to mobile users, who get a notification that there's an article which requires their attention. It's not possible to amend the confirmation notice wording, which we feel would be a helpful feature. Reach can also be used to share content externally – whether that's to customers via an extranet-type site, or for staff to advocate and share content on social media channels. The updated analytics platform allows tracking of engagement statistics – see more in Scenario 8.

The SharePoint intranet product offers the ability to provide web parts and widgets within the body of pages and articles, and provides integration options for Stream, YouTube, Vimeo and Kaltura as sources of content within pages. Reach Pages are now available inside the SharePoint solution (please see Scenario 9), but SharePoint content is only accessible in Reach if the user has a license. Communicators can get around this by making use of the audience targeting functionality to make sure frontline workers / Reach users aren't presented with content they're unable to access.



4. Community and engagement



SCORE
3+

The Reach product offers a range of community features. Posts are used to provide short information, ideas, and knowledge sharing. Users can comment, react (like and more) and @mention on Reach posts and news articles, and it's simple for publishers to turn off these features where required. Users may add their own content in Reach 'Groups' (where allowed). This uses the same template that publishers have access to, which is simple enough for any user to complete. There are currently no comment and content moderation tools out of the box, but LiveTiles has now built the foundations to enable this for customers if they require it (out of the box moderation is on the roadmap).

Reach also offers events functionality, where publishers complete a simple template and share into relevant channels. The events can be surfaced within the SharePoint intranet too, within LiveTiles web parts. Users may register attendance in advance and access moderated chat before, during and after events too.

Included within the price provided for this report is an additional poll and wellbeing product called 'LiveTiles Vibe'. Vibe offers interactive (and optionally anonymous) polls which allow teams to proactively engage users on their wellbeing. Polls can be responded to via a link in a news post, from within their email, Viva Connections, or highlighted via a MS Teams bot. If organisations are already implementing Viva Insights we're not sure if this would be the right add-on, but we can see value in it as a standalone product that complements Reach and the SharePoint intranet product nicely.

When looking at content published from Reach but viewed within SharePoint, the Reach reaction functionality is available, and users can see colleagues' reactions no matter where they're viewing that content. Please see Scenario 2 for details about the chat tool (which is available via Reach within the browser or app, or within Teams), although it is not available within the SharePoint intranet yet.



5. Information finding and knowledge management



SCORE
3.5+

LiveTiles offers a searchable navigation option as part of the SharePoint intranet product, which we think will be particularly useful for complex organisations or those with a lot of pages. The main search icon and bar has been increased in size (and can be styled further as customers require it) so it works alongside, or instead of the Microsoft search bar. When a user does look for something, the experience is good with content from Reach indexed along with Microsoft content. Results are presented on attractive cards, with thumbnails to reflect the type of content displayed, and users can filter results using tabs and then subsequent appropriate on-page filters.

Templates in the SharePoint site provisioning engine allow for content to inherit appropriate metadata, improving knowledge finding. LiveTiles also offers a Coveo-based search product which gives more granular configuration options and an interesting overlay, along with detailed search analytics. Clients will need to purchase a separate Coveo licence to make it work.

Reach offers an integrated third-party enterprise search as standard, which indexes content outside of Reach. The results presentation is basic and could use a little styling, although it does offer filters by author, as well as document type, channels, and keywords. The Reach enterprise search can also be used as a source for search-based web parts in the SharePoint intranet.

Reach allows for a simple, consistent IA with static pages and sub-pages of content. Within the pages themselves, there's a table of contents template, which allows for sections and subsections, which we can see would be useful to present a lot of information in one place. This content can also be fed into SharePoint, if required.

Within Reach, the People Search can take information from Active Directory, Azure Active Directory, Office 365, Delve, or the Graph API – while the user profile is hosted within Reach. The LiveTiles Directory, with a customisable org chart, is a separate product but is included in the pricing submitted for this review. It's among the best people finding tools we've seen in this report, please see Scenario 10 for details. We like that it's possible to search external users and those without an M365 licence via the People finder; however, there's no org chart functionality for those not in Active Directory and they wouldn't appear within SharePoint intranet searches.

Overall, there are multiple search experiences within LiveTiles, depending on what you're looking for or where you start. It's not a completely consistent or seamless journey although we've seen noticeable improvements in recent updates, and we expect that with a little training and time users will be able to have a good experience.



6. Admin experience and governance



SCORE
3.5+

You don't have to be a technical expert to use the site or page-level admin functionality within LiveTiles products. Recent updates have improved the integration between the SharePoint and Reach products so it's easier to update content from one place, and there's a brand new 'Admin Center' on the roadmap to improve this further. However, as with all new products, training will be needed to make sure admins and communicators make the most out of the product suite and know what to use when.

The LiveTiles SharePoint admin interface offers drag and drop functionality, making it simpler to configure pages than standard SharePoint. There is a range of SharePoint-based web parts to

help present information in an engaging way. Intranet managers can see built-in heatmaps that show which web parts are popular and use the tool to do an intelligent rearranging of web parts based on usage stats. We also particularly liked the directory web part that brings the org chart to pages, and the universal web part that will bring Reach content into the SharePoint platform.

Within the SharePoint product there is a 'governance dashboard' that provides a simple interface to manage content. This includes assigning permissions, which then gives editors more visibility of their published pages. Reminders can be sent to content owners when their content is due to expire, which is a feature missing from Reach. Admins can also easily edit elements such as templates and metadata; as well as the mega menu and everywhere panel, with a straightforward interface to add or edit links. Note that the structure of the SharePoint intranet is likely to be different from the structure of Reach, see Scenario 9 for more.

The admin interface for Reach is simple, found within a 'settings' menu that contains a list of options available. Within each menu option are a series of cards and toggles, such as to 'allow posts in this Group'. Clear icons accompany actions, giving admins visual cues as to how to edit content (via a pencil) or add new elements (via a plus sign). Reach offers a straightforward interface to control access rights, and permissions for group and channel content, as well as options to tag content.

We like the improved translation functionality, including auto-translation of content for editors. The SharePoint product can detect a user's language settings and present content in their chosen language where available. Users can translate content of Reach posts with one press of the world icon, which uses Azure translation services to translate on-the-fly. Publishers can also choose to manually add translations of content that are saved alongside the original language version. There aren't any tools to notify a translator if the original is updated, which would be a helpful addition. The SharePoint intranet product relies on Microsoft's tools for translation, although provides an option for editors to edit translated versions of content before they are published.



7. Analytics



SCORE

3+

LiveTiles has recently launched their own, improved analytics platform that reflects feedback from their customer advisory board. The analytics is designed to give in-depth statistics about site and content usage, and adoption. Some features are available out of the box, some will require additional configuration to apply, and some will be made available out of the box in future releases. We can see great potential for the platform, particularly when the SharePoint connector is implemented later in 2022; although currently the new analytics platform only tracks content accessed from Reach, which can include SharePoint content if a user started out via the Reach platform.

Provided analytics include the ability to see metrics by audience, how far users have scrolled, how they've interacted with content, and more. There are some particularly useful features for communicators, including the ability to track site usage by campaign keyword – see more in the highlights section.

Mandatory reads functionality is available via 'confirm' in Reach, with a downloadable list of users who have confirmed they've read the content. It's also possible to track acknowledgements of reading documents within policies and procedures within SharePoint, although this is via the policies and procedures functionality which is a separate interface to the analytics.

Communicators can see popular search terms in Reach and there's the ability to access much more granular search data, with some additional configuration. (This is in addition to the detailed search analytics if customers have selected the Coveo search product and paid the additional licence costs). The SharePoint intranet product currently relies on search analytics from Microsoft, although we look forward to seeing the SharePoint connector implemented to provide a truly cohesive experience.

LiveTiles also offers the option to integrate with Google Analytics, however they feel that the potential with their analytics engine is much better for customers; once the SharePoint connector has been implemented, we would agree.



8. Digital workplace integrations



SCORE

3+

Across both products, LiveTiles has a range of integrations already built for ServiceNow, Workday, Salesforce, Workplace from Meta (Facebook), Slack, Jira and others, along with an API which allows for partners to build more. There's a fairly straightforward interface to enable integrations, although they're largely one-way without custom development or configuration. Integrations can be surfaced within web parts or the everywhere panel within the SharePoint product, such as through RSS feeds or iframes, and linked to from Reach.

Zapier, Power Automate and Apache Camel integrations are supported to set-up additional forms and workflows; there's now an improved connector framework which offers a drag-and-drop experience. There are also integrations with YouTube, Vimeo, Kaltura, Getty and Unsplash to display content within pages and webparts across the site.

We saw an example where it's possible for users to create a Service Now ticket from mobile, and users are then able to see a list of their open tickets within the Reach app. Although the user can see updates to the progress, responses come via email and any links would take users to log into the ServiceNow platform. Another example was where Workplace from Meta (Facebook) content had been displayed within web parts and within the 'everywhere' vertical panel. The Workplace groups were displayed as a simple list to click-through to and the activity feed was displayed within a web part. We also saw how one client has created a chatbot to help users raise a ServiceNow issue.

It's possible to store 'Quick Links' in the admin interface, whether to external applications or internal shortcuts, and surface them in multiple areas of the intranet. These can be audience-targeted, and users are able to personalise their own links. This is something we know is welcomed by customers as an improvement on Microsoft's own functionality.

The Events module within Reach integrates with Microsoft Teams, as well as Zoom and WebEx to be able to create online events outside the M365 environment, which we can see will be beneficial for some organisations. The SharePoint module integrates with Box, DropBox, Google and other libraries, displaying content within dedicated web parts.

Coveo provides a federated search option, although the out-of-the-box search in both modules doesn't federate content from outside the organisation's environment.

9. Microsoft 365 integration

SCORE
3.5

The depth of integrations with Microsoft applications varies between the SharePoint intranet module and Reach. For example, the 'My Work' icon in the SharePoint everywhere panel has strong integration with Microsoft 365, such as showing a user's MS Teams, Outlook, documents, and more. The M365 integrations in Reach aren't quite as deep, however.

Users are able to access their own "My Documents" and access personal content through appropriate web parts within the SharePoint product. The Reach app can surface SharePoint content, published as an external Reach page and viewed in an in-app browser experience. News can be cross posted too, using Power Automate. It's worth bearing in mind that it relies on users having a M365 licence to be able to read beyond the teaser, which could present a disjointed user experience (unless SharePoint content is only published to a group of Reach users with a licence). Additionally, the hero web part on the home page of the SharePoint intranet can display content from Reach, SharePoint, and RSS feeds at the same time, which is a nice way to bring together information from multiple sources in a clean interface.

Reach is available as an app within MS Teams and the SharePoint 'everywhere panel' can also be accessed there. The Reach chat is accessible from MS Teams, bringing all company chat via one tool. It's possible to bring content from Reach into Teams, but there's no content from Teams available in Reach.

In the SharePoint intranet, LiveTiles has created a MS Teams provisioning engine that we think works well, including the option to create SharePoint sites for Communities. A wizard takes users through simple steps to request a site, which, in our demo, included the type of Team, business unit, location and owner. This provides configurable metadata inherited by content, which is useful in future searches. The team is created using a service principal in the backend, which will help in the future for administering the site, particularly if the administrator leaves.

There's a standard SharePoint Yammer web part that can be used on the intranet, and with configuration Yammer could be used for commenting. It would be possible for partners to build an integration between Reach and Yammer, but LiveTiles say this may add more confusion for users than it would benefits, given it is adding another social channel.

The SharePoint intranet works with Viva Connections, feeding content into the display. As Reach is built using adaptive cards, LiveTiles expect that content will be made available within Viva as Microsoft makes connectors available. Viva Topics is on their roadmap. Videos from Stream can be used as a banner news story and can be played from cards in Reach, as well as embedded within pages; the Everywhere panel can also play videos from Stream.

The enterprise search in Reach will federate content from M365, while the SharePoint intranet has M365 search federation as standard. Overall, the M365 integrations across both products are well considered and implemented and we've seen improvements to the way the SharePoint and Reach products work together.

10. Wildcard



SCORE
4.5

LiveTiles showed us their People Directory product as their wildcard. The Directory is an additional product (but was included as part of the pricing in this report) and is accessible in both Reach (where AD is used to populate user profiles) and the SharePoint intranet. The People Directory helps organisations keep people data up to date, while offering a directory and organisational chart that include features that end-users, communicators, and tech teams would welcome.

When looking for a colleague, users see a 'type ahead' autocomplete for suggested people, then are presented with attractive and detailed cards of people data. There's also a straightforward exportable table view, which offers a tidy list of relevant people results along with contact number and location. Each profile includes a nice, explorable org chart within a contemporary interface.

The Profile Directory encourages users to update their profile information, either when they visit their page or via email. The email notification is triggered by a bot, where the frequency and tone of messages can be configured. Admins choose whether users manually type information or select from a list, such as skills or interests. Fields can be configured to auto-approve, or if admins want to double-check what someone has entered as their local office or line manager then they may. There are also settings for automatic profile photo approval, where admins choose whether a photo with 'multiple faces' is acceptable, for example.

Admins choose the frequency that profile validation is run, prompting users to check their information. There's a percentage complete health checker which shows how many users have completed their profiles, with a score for each field available. We see this would be useful functionality for communicators to see progress and adoption. We would like to see more detailed reporting functionality within the product itself, a sentiment echoed by a customer who must go to AD and run PowerShell scripts.

Overall, the People Directory offers more profile information than many others out -of -the box. It delivers people information in an attractive format, and the tools available to encourage profile completion are likely to result in more accurate directories.

PRODUCT HIGHLIGHTS

Reach - connect frontline users

Reach gives customers the ability to connect with frontline staff and external users who don't necessarily have a Microsoft 365 licence. Some clients have taken this even further and used the Reach publishing platform to create a light extranet – publishing articles internally and then tagging content to allow for access by the general public. This could also be of interest to organisations that are happy for all, or a large section, of their intranet to be open to all, rather than behind a login.

Reach offers a link for users to self-register and get set up, without needing a specific invitation. Each client gets a custom link, which can be included in email communications or printed out (or even set as a QR code) to encourage people to sign up.

Self Registration

Enable Self Registration

Self registration allows users to join your LiveTiles Reach subscription without you having to invite them individually. You will get a custom link, which you can give to all potential users. Everyone who has the link can request access to your LiveTiles Reach subscription. All users who requested access are listed on this page. You can then accept or reject them. Once a user is accepted, they will receive an email and can start using LiveTiles Reach.

Registration Link

Users can register by visiting the following URL:

<https://reach.livetiles.io/broadcast/ld/register>

[Change this link](#)

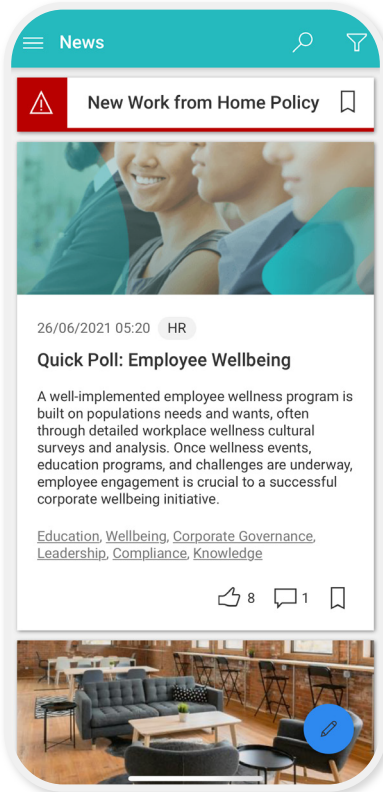
Pending Requests

Search users

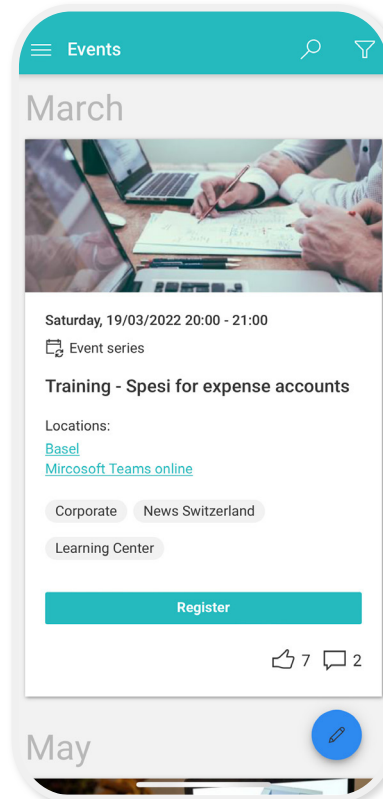
User ↑	Last login	Account type	
Non-Microsoft User [redacted]@gmail.com	never	User	✓ Accept ✕ Reject
Peter Lee peter@[redacted].com	never	User	✓ Accept ✕ Reject
Sonny Roy sonny.roy@[redacted].onmicrosoft.com	never	User	✓ Accept ✕ Reject

Users can self-register to access Reach.

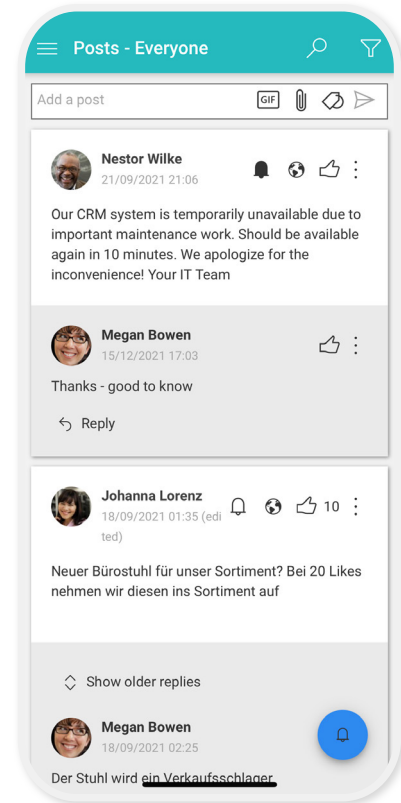
The Reach native app offers news, posts, pages, events, a people finder, and chat as core navigation options out of the box. The push notifications are a useful way for communicators to draw attention to recently published news and users can update their preferences easily via the mobile interface. The chat functionality provides a way for frontline teams to keep in touch with each other and with desk-based colleagues too. The chat removes the need for shadow tech like WhatsApp or needing expensive Microsoft licenses for the frontline. The chat is also accessible via MS Teams, bringing company chat tools together for desk-based users.



Reach provides an attractive interface with a good user experience.



We think communicators and HR teams will value the events functionality.



The chat tool is simple, but effective.

LiveTiles People Directory

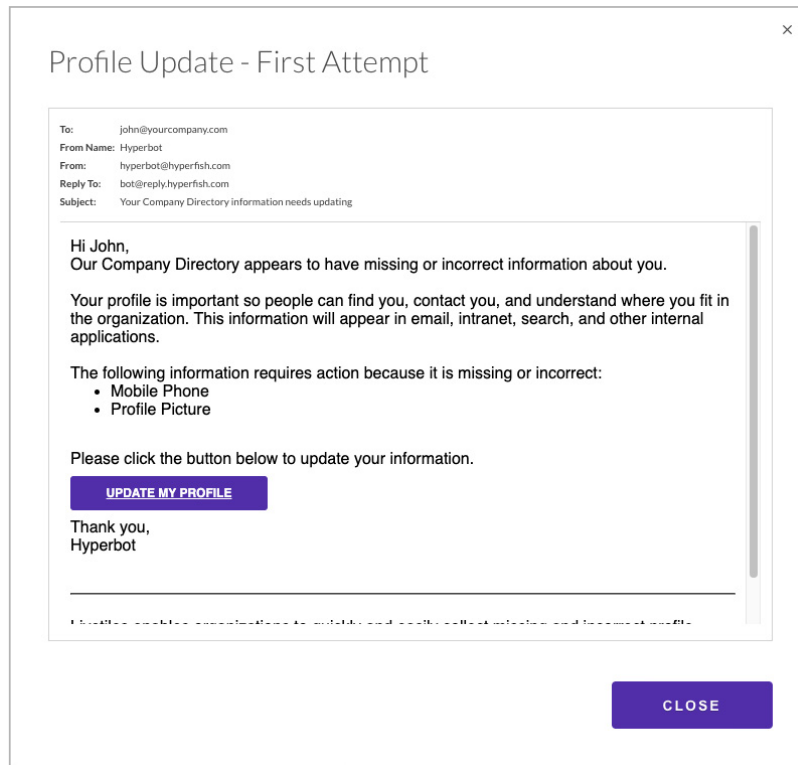
The LiveTiles People Directory is an additional product but is accessible in both Reach (where AD is used to populate user profiles) and the SharePoint intranet. The People Directory helps organisations keep people data up to date, while offering a directory and organisational chart that include features that end-users, communicators, and tech teams would welcome. It also offers targeted content capabilities without needing the data upfront in Active Directory.

The screenshot displays a user profile for Megan Bowen, a Marketing Manager, within the LiveTiles People Directory. The profile is titled "My Profile" and includes a profile picture, a completion status of 88%, and a "COMPLETE PROFILE" badge. The profile is organized into several sections:

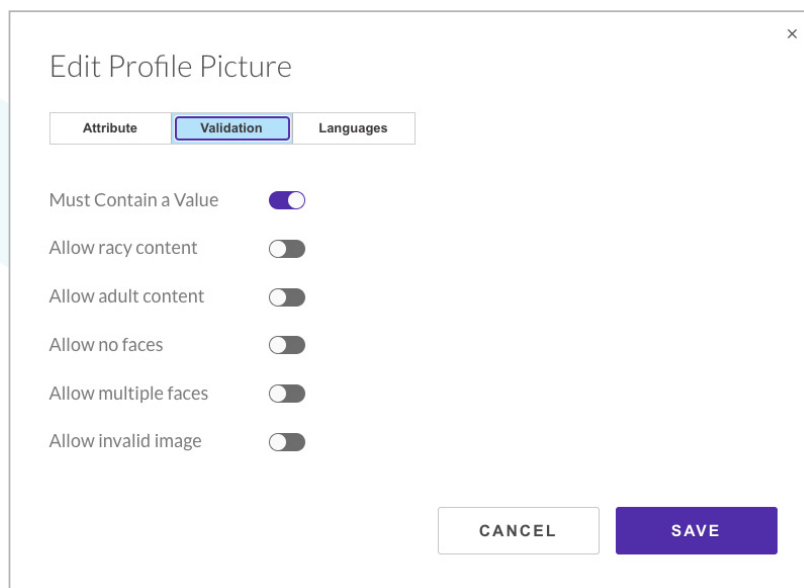
- CONTACT INFORMATION:** Display Name (Megan Bowen), First Name (Megan), Last Name (Bowen), Mobile Phone, Business Phone (+1 412 555 0109), and Email (MeganB@...OnMicro...).
- EMPLOYMENT:** Manager (Miriam Graham), Job Title (Marketing Manager), Department (Marketing), and Office Location (12/1110).
- LOCATION DETAILS:** Street Address (30 Isabella St., Second Floor), City (Pittsburgh), State (PA), Postal Code (15212), and Country (United States).
- SKILLS & EXPERTISE:** Skills include Business Strategy, Business development, Marketing Communications, Sales Cycle Control and Reporting Systems, Audit Training, Total Quality Management, and Quantitative Marketing Analysis. A "ME IN A FEW WORDS" section lists "Spoken languages" and "Projects".

Profiles are detailed and show the percentage complete.

The People Directory encourages users to update their profile information either when they visit their page, or via email. The email notification is triggered by a bot, where the frequency and tone of messages can be configured. It's also possible to select users who would not receive automated updates, which we can see would be useful to protect important stakeholders! Email content is editable and tailorable. Users are able to confirm their details via the link or reply by email to say that details aren't correct, too. There's a percentage complete health checker which shows how many users have completed their profiles, with a score for each field available.



Emails detail which fields need to be completed by a user.



Admins choose what sort of photo is acceptable.

Admins choose whether users manually type information or select from a list, such as skills or interests. Fields are configurable to auto-approve, or if admins want to double-check what someone has entered as their local office or line manager then they can. Approval workflows are set-up via the admin interface and information is stored temporarily within the Directory app, before it's written back to AAD.

The screenshot shows the Microsoft Hyperbot configuration page. The left sidebar contains navigation options: SETTINGS, Master, General, Approval, Attributes, Branding, Hyperbot (selected), Embed, and Org Directory. The main content area is titled 'Hyperbot' and includes the following sections:

- Hyperbot**: A brief description and an 'Off/On' toggle switch.
- Name**: A text input field containing 'Hyperbot'.
- Contact Channels**: An 'Email' toggle switch.
- Personality**: A slider control with three icons representing 'Relaxed', 'Standard', and 'Formal' personalities.
- Email Templates**: A dropdown menu.
- Tenacity**: Two slider controls. 'Frequency' has options for 'Daily', 'Every other day', and 'Weekly'. 'Attempts' has a slider from 1 to 'Unlimited'.
- Profile Validation**: An 'Off/On' toggle, a 'Scheduled For' date/time field (10/08/2021 5:46 PM), and a 'Repeats Every' dropdown menu (Three Months).
- Do Not Disturb**: A search bar for users, with 'Email' and 'Actions' buttons below it.

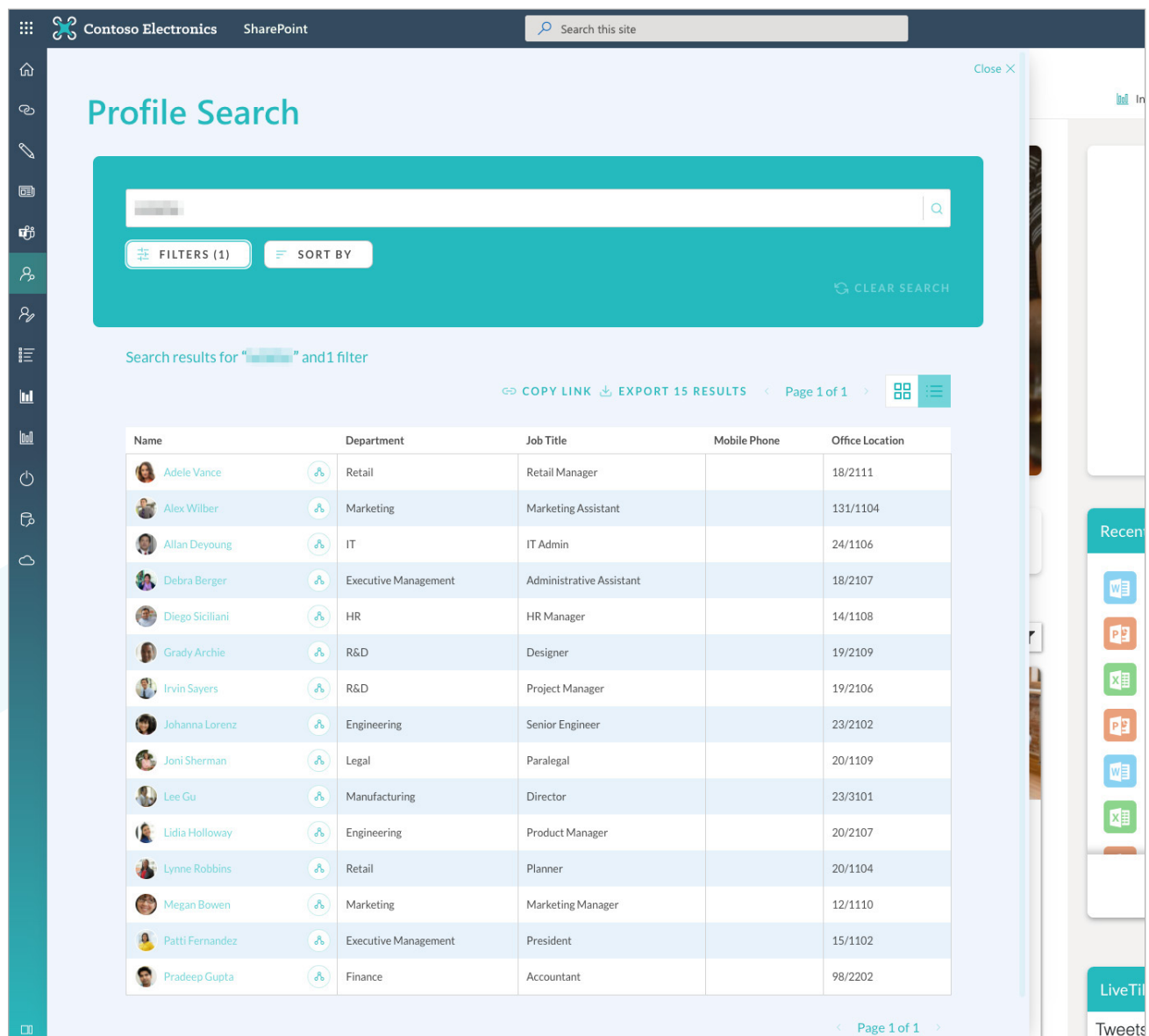
At the bottom right of the configuration area are 'CANCEL' and 'SAVE' buttons.

The bot is highly configurable, including its tone and tenacity.

Admins set the frequency that profile validation is run, prompting users to check their information. There are also settings for automatic profile photo approval, where admins configure whether a photo with 'multiple faces' is acceptable, for example. This allows the tone of profile photos to be centrally set, giving admins control over whether it's more like LinkedIn or more like Instagram.

All profile data is stored in the customer's Active Directory, Azure Active Directory, and M365 tenant. Information for external users and those outside AAD etc. can be stored within Reach; they are then searchable in both products but won't be displayed within an org chart. The directory can be configured to display or hide certain individuals, and the hierarchy levels can be set.

It can be hard to provide targeted communications without a comprehensive data clean-up, particularly when user details are stored in multiple tenants. The People Directory offers a way to communicate with users based on data they have selected or confirmed within their profile, which is incredibly valuable. By encouraging users to update their profiles, colleagues can be confident that they will find the right people when they search.



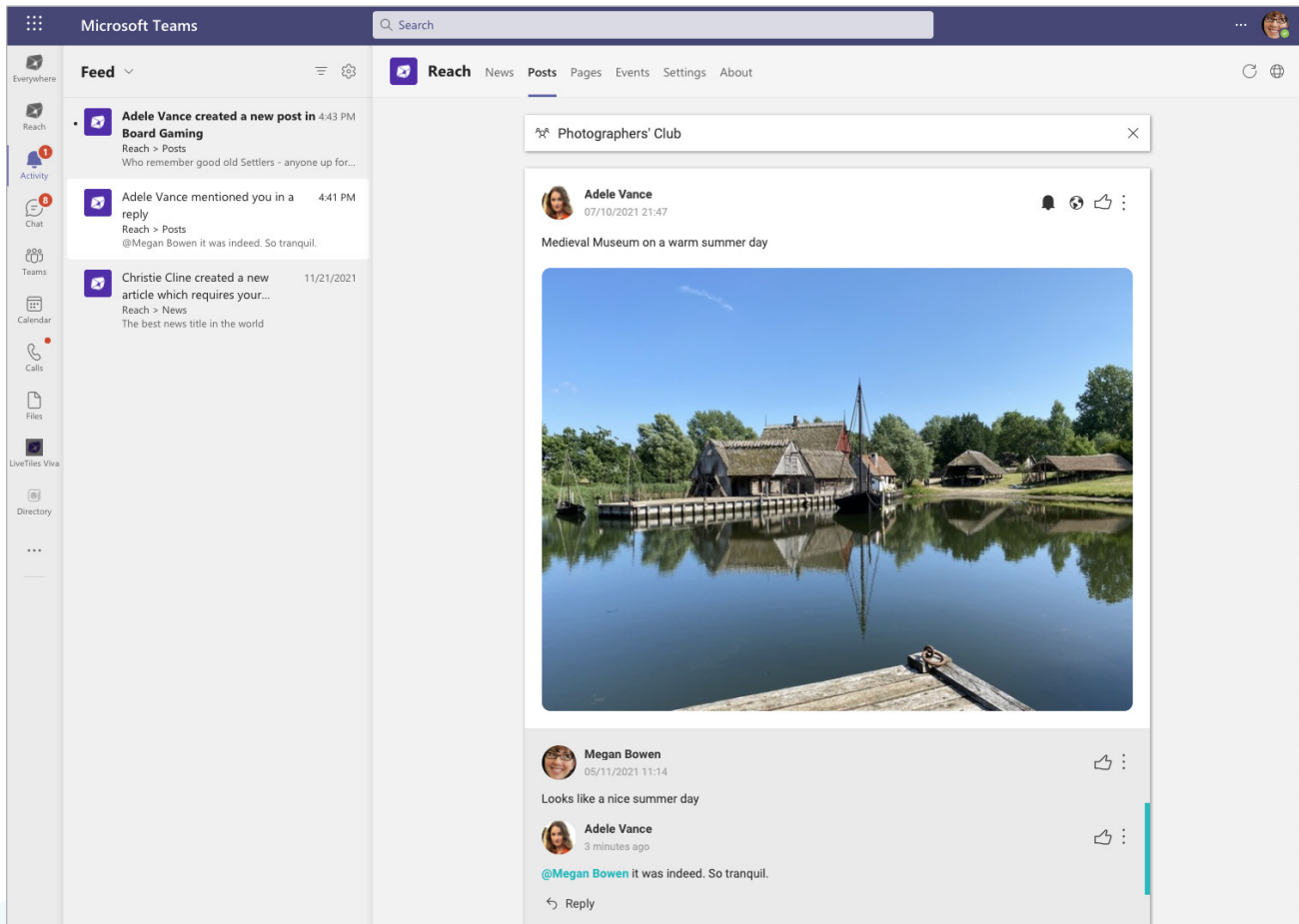
The screenshot shows a SharePoint interface for 'Contoso Electronics' with a 'Profile Search' window. The search results are displayed in a table with the following data:

Name	Department	Job Title	Mobile Phone	Office Location
Adele Vance	Retail	Retail Manager		18/2111
Alex Wilber	Marketing	Marketing Assistant		131/1104
Allan Deyoung	IT	IT Admin		24/1106
Debra Berger	Executive Management	Administrative Assistant		18/2107
Diego Siciliani	HR	HR Manager		14/1108
Grady Archie	R&D	Designer		19/2109
Irvin Sayers	R&D	Project Manager		19/2106
Johanna Lorenz	Engineering	Senior Engineer		23/2102
Joni Sherman	Legal	Paralegal		20/1109
Lee Gu	Manufacturing	Director		23/3101
Lidia Holloway	Engineering	Product Manager		20/2107
Lynne Robbins	Retail	Planner		20/1104
Megan Bowen	Marketing	Marketing Manager		12/1110
Patti Fernandez	Executive Management	President		15/1102
Pradeep Gupta	Finance	Accountant		98/2202

The people search results page is attractive and users can trust the information is accurate.

Integrations with MS Teams

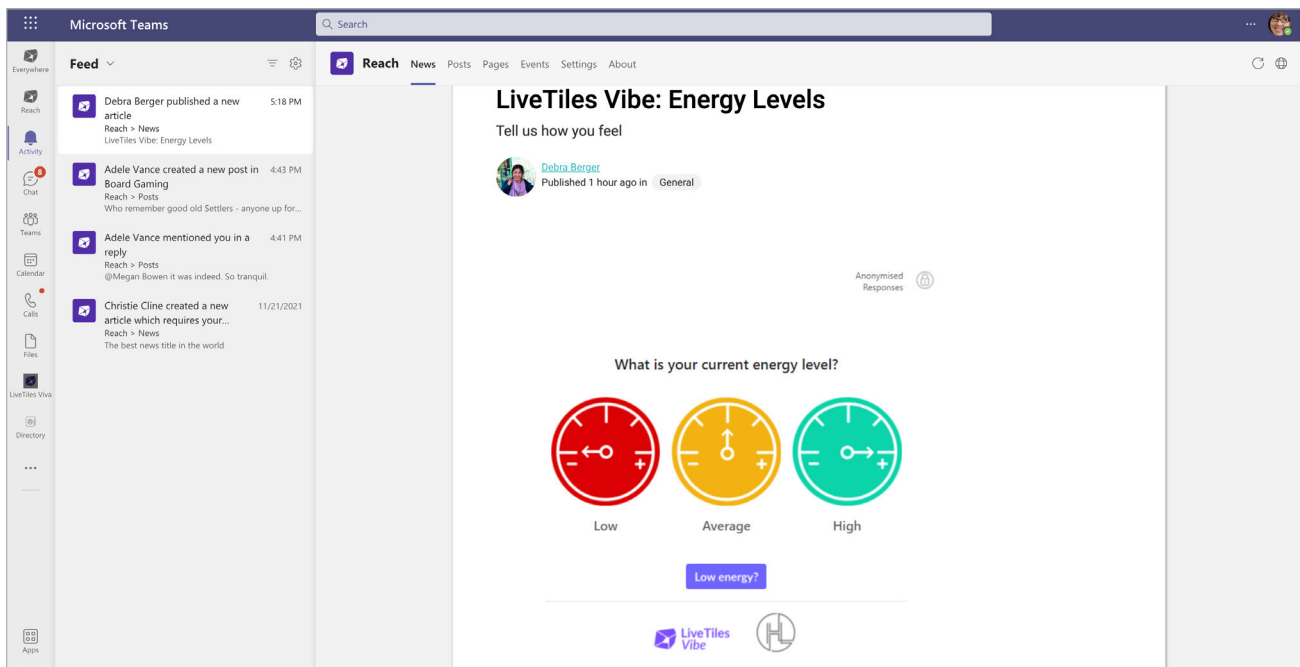
The LiveTiles platform offers several ways to work with Microsoft Teams. First, both the SharePoint and Reach products are available as apps within MS Teams, where all menu options are accessible by users. Notifications from Reach are integrated inside MS Teams too, and the chat tool is also accessible here. For businesses that use Reach and MS Teams, this integration brings all tasks together into one platform. There's no need for a desk worker to use the Reach interface if they don't want to, as they can get everything they need inside MS Teams.



Reach is available as a MS Teams app, bringing through notifications and chat.

In the SharePoint intranet, LiveTiles has created a MS Teams provisioning engine that we think works well. A wizard takes users through simple steps to request a site, which includes the type of MS Team, business unit, location and owner, which provides metadata useful in future searches. This metadata is configurable and is added automatically to future content. The team is created using a service principal in the backend, which will help in the future for administering the site, particularly if the administrator leaves.

Included within the price provided for this report is an additional poll and wellbeing product called 'LiveTiles Vibe'. Vibe offers interactive (and optionally anonymous) polls which can be responded to via a MS Teams bot. Admins use Vibe to issue short pulse surveys that track how a user feels working from home, or what their energy levels are. The functionality is basic but offers a simple way to monitor this information and show employees that the business is listening.



'LiveTiles Vibe' in MS Teams.



Analytics

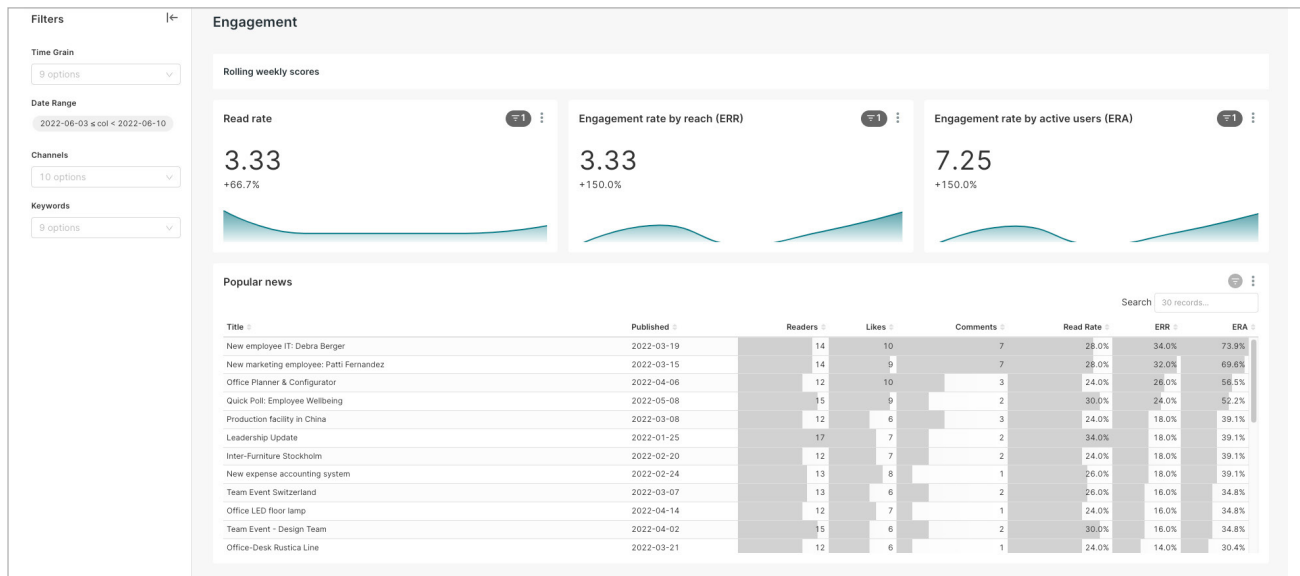
In early 2022 LiveTiles introduced a new analytics platform which has lots of potential for communicators. At the time of demo it covered content accessed via the Reach platform, with the SharePoint connector due later in 2022. The reporting dashboards we saw offered some useful high-level statistics as well as the opportunity to interrogate data further.

Out of the box the dashboards present data for communicators to be able to compare usage data against the previous 30 days or 12 months. It's also now possible to set specific date ranges to show within the reports, something that has been updated thanks to the feedback provided in our demo.

Communicators can see how far users have scrolled down a page, and there's granular data available to see how users have interacted with polls and other content, such as videos, that is embedded within articles. As content can be targeted to different audiences, it's also possible to see how many people have accessed content against the potential audience size, too, which is a nice feature.



Communicators can see rolling statistics by 30 days or 12 months out of the box – these stats show the past 5 months as that's the only data available at the time.



Dashboards show 'read rate' by the number of readers vs the potential total audience, engagement rate by reach (potential audience), and active users.

Another feature we particularly like is the ability to tag content via keyword, which can also be part of the structured metadata of content within a particular site or area, or set up for specific campaigns, so that communicators can track activity across all content tagged to that keyword.

Filters

Time Grain
Day

Date Range
2022-06-03 ≤ col < 2022-06-10

Channels
General × Corporate ×
HR ×

Keywords
9 options

- Corporate Communications
- Education
- Finance
- HR
- IT
- Marketing
- Research and Development
- Sales

Reports can be filtered by channel or keyword.

THINGS TO BEAR IN MIND



The LiveTiles platform offers a wide range of modules that do different things and perform in different ways. Overall, the user experience is good, the modules do work well together, and there are a lot of features to like across the platform. However, there are still a few differences that administrators will need to get used to although there is a new, unified admin interface on the roadmap to address this. Customers will also need to consider their needs and objectives to make sure they select the right combination of tools, although LiveTiles and their partners will offer advice.

The Reach app has nice features that would add value to frontline staff, but communicators will need to make sure they're using appropriate groups to target content if some staff do not have M365 licences. We've seen improvements to the news creation experience, including the ability to embed content from other services. There are also nice features within Reach that can encourage user generated content and build a sense of community.

Since we first reviewed the products, LiveTiles has launched a new analytics platform which has the potential to provide communicators with in-depth, granular insights into adoption and campaign performance. There are some good standard dashboards available out of the box, with the ability to provide additional configuration options if you work with them or a partner – and more updates are on the roadmap.

LiveTiles is an experienced vendor with mature products; it also has knowledge and experience from acquisitions of companies founded in 1999 and 2001. The market has moved rapidly in the last few years as Microsoft keeps adding new functionality to SharePoint Online. LiveTiles has worked closely with Microsoft in the past and we look forward to seeing how they evolve to support the Viva suite and further integrations.

Overall, the LiveTiles platform offers a flexible set of modules that can be configured and joined to offer businesses a suite of tools to match their needs. Given the range of modules presented to us, the price point would be attractive to enterprise customers.

Vendor roadmap

LiveTiles are continuing to evolve the functionality available as part of their new analytics platform, including work to improve the API for the export of data. They're also working to create a new 'Admin Center' to consolidate the various admin interfaces, which we can see will be beneficial for customers.

For Reach, they're looking to add the ability for customers to build their own content plugins, and working on an overhaul of the design of their mobile app. They are also working on a Viva Connections integration for Reach News.

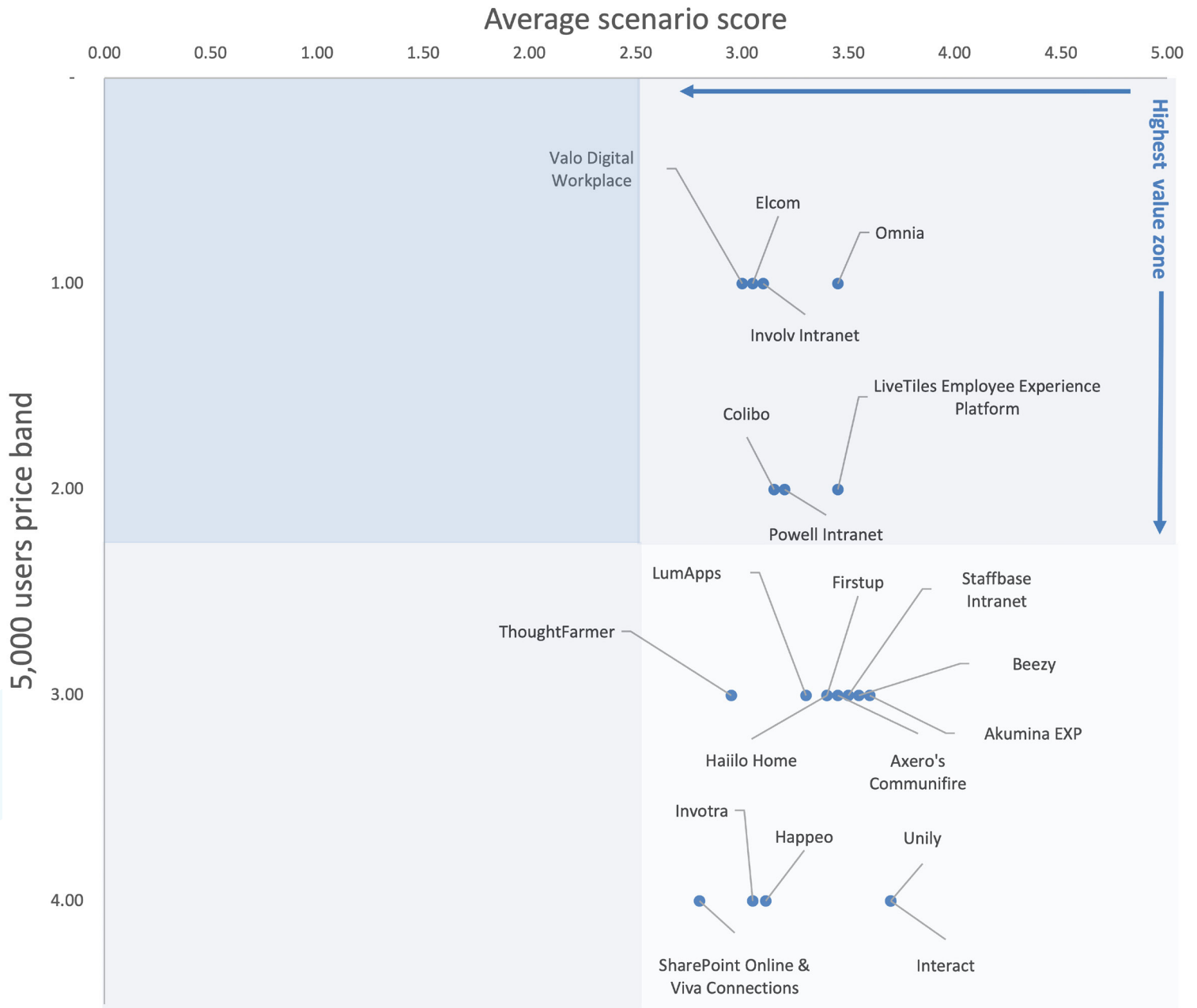
For the SharePoint product, they're looking to improve the user profile targeting, and provide additional 'Everywhere panel' variants. We know they're also still working on accessibility as there are features we'd expect to see, like alt text for images, coming soon.

PRODUCT	LOCATION	BASE SYSTEMS				PRICE BAND			
		Fully Stand-alone	Requires SharePoint	Optionally works with SharePoint	Other	250 users	1,000 users	5,000 users	20,000 users
Akumina		✗	✗	✓	✓**	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
ahead*		✓	✗	✓	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Atlas*		✗	✓	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Attollo Intranet*		✗	✓	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Axero's Communifire		✓	✗	✓	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Beezy		✗	✓	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Colibo		✓	✗	✓	✓**	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Elcom		✓	✗	✓	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Firstup		✓	✗	✓	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Fresh*		✗	✓	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
GO Intranet*		✗	✓	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
GreenOrbit*		✓	✗	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Hailo Home		✓	✗	✓	✓**	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Happeo		✓	✗	✓	✓**	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Ichicraft Boards*		✗	✓	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Injio*		✗	✓	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
IntelliEnterprise*		✓	✗	✓	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Interact		✓	✗	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Involv Intranet		✗	✓	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Invotra		✓	✗	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
LiveTiles		✓	✗	✓	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
LumApps		✓	✗	✓	✓**	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Mango Intranet*		✓	✗	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Omnia		✗	✓	✗	✓**	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Powell Intranet		✗	✓	✗	✓**	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Ripple*		✗	✓	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
SharePoint & Viva		✗	✓	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
ShortPoint*		✗	✓	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Staffbase Intranet		✓	✗	✓	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Titan Workspace*		✗	✓	✗	✓**	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
ThoughtFarmer		✓	✗	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Unily		✓	✗	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$
Valo Digital Workplace		✗	✓	✗	✗	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$	\$ \$ \$ \$

* See 'Product Overviews' section ** See the review for details

PRICE VS SCORE

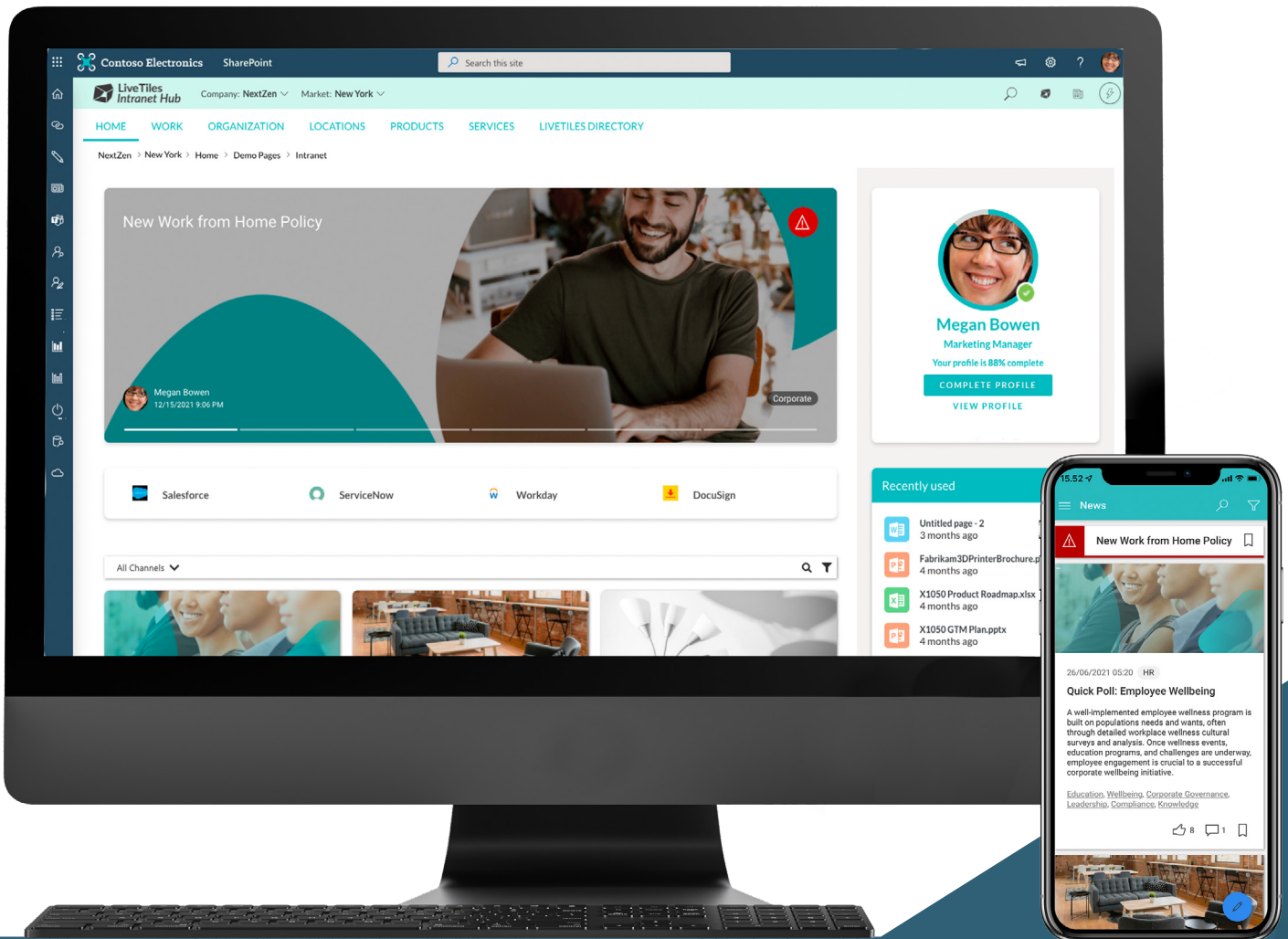
This chart shows vendor performance in our scenarios against the price band for 5,000 users. It gives some idea of price-performance ratio, but the positions do vary according to the number of licenses involved. In general, we maintain that there's no 'best' intranet platform, and instead encourage buyers to consider what is the best match for them. Sometimes a well-featured product is not worth the extra outlay unless you know those are features you'll need.



Products that appear in the top-right have the best price-performance ratio (in the 5,000 user price band). Updated in July 2022.



LiveTiles



Our view in one tweet

The @LiveTiles platform offers intuitive ways to improve your SharePoint intranet out of the box and Reach engages frontline staff who don't need an M365 licence.





You can download the full ClearBox report at

<https://www.clearbox.co.uk/best-intranet-platforms-reviewed-2022/>