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People first – secure always

HOW TO IMPLEMENT AN INTRANET IN
12 STEPS

The decision to implement a new intranet is a key step in your digital transformation journey

WELCOME

The new breed of clever, intuitive and integrated intranets areabout enablement: improving employee engagement and retention, allowing mobility, speeding-up processes, increasing efficiency through automation, encouraging collaboration, and providing spaces for innovation.

It creates a centralised hub where staff can interact with your organisation, its content, tools and each other, undertake tasks and make themselves be heard.

Critically, they can have a dramatic impact on your bottom-line, providing a return-on-invest (ROI) that outstrips many 'silver bullet' technologies that are currently being celebrated, such as marketing automation or enterprise resource planning (ERP) platforms.

There's a lot to have to think about and the effects of implementing a new one incorrectly, without considering your people, processes and technology, could be far reaching and costly.

Getting it right is a matter of the three Cs:

- Change

- Culture

- Commitment

This guide is designed to show you how, by following 12 steps, you can ensure that your intranet project more than stays on-track, but delivers a tool that everyone in your organisation wonders how they did without.

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01. THE OPPORTUNITIES AND CHALLENGES

Before we get into the nuts and bolts, it's important to remember why we're undertaking this project.

There are lots of benefits of investing in your intranet, many of which work on improving staff efficiency - here are some of the key ones:

- **Collaboration = efficient innovation.** By crafting a modern, 'Social Intranet', you're really facilitating collaboration: providing new tools and ways for your employees, no matter where they are, to communicate and engage with each other. This not only improves efficiency in multiple ways (creating easily findable homes for projects, resources, information etc.), but encourages more voices to be heard and new ways of working to be tried, which leads to innovation

- **Effective dissemination of information**. How many times have people said they've not seen an email you've sent them or not read the recent post on your intranet? Thirty one percent of employees never use their organisation's current intranet. [i] An effective intranet provides a way for top-down, bottomup and cross-organisational communications between one or many. Simply put, it's the best way to communicate and ensure that vital comms are seen

- **Improved culture, employee engagement and retention.** An organisation's culture is an easy thing to overlook, however it's becoming increasingly critical. Intranets help prevent us vs. them atmospheres by providing transparency. They can also be fun, creating a welcoming place that makes everyone feel like they're in 'it' together. In fact, Avanade discovered that a modern intranet can increase employee engagement by 53%[ii]. and when engagement rises, retention goes up by 78% [iii]

- **Increase mobility.** With a Cloud-based intranet, especially if it's connected with all of your tools and information silos, will enable your teams to work anywhere and, potentially, on any device. This increases productivity and efficiency, enabling your team members to undertake tasks in situ on-the-go

- **Improve customer experiences.** Intranets are a way of interconnecting all the platforms across your organisation. Each team now uses multiple tools unique to their roles and department, which might each hold their own insights about the customer. Through integrating it all together through an intranet platform, you enable these insights to be shared and find new, better ways of servicing your customers

- **Automate through integration.** Similarly, to improving customer experiences, integrating your intranet with your other tools could enable you to adopt new processes which reduce manual input through increasing automation. This not only makes employees happier by reducing laborious or manual tasks, but makes them quicker and more accurate to complete - all of which will impact the bottom-line

- **Better document management.** According to research firm IDC, workers spend 36% of their time searching for information spread across multiple systems.[iv] Worse still, they'll only find that information 56% of the time, which often leads to the duplication of content. Through improving the way that your organisation handles information, your employees can spend more time being productive, rather than constantly reinventing what you already have. Not only that, that information will be stored in perpetuity, meaning it doesn't walk out of the door every time an employee leaves your organisation

[i] Prescient Digital Media, State of the Social Intranet Report, [PDF], *Link*

[ii] Avanade, Digital Workplace Global Survey, [PDF], *Link*

[iii] Deloitte, The digital workplace: Think, share, do, [PDF], *Link*

[iv] IDC, The Knowledge Quotient: Unlocking the Hidden Value of Information Using Search and Content Analytics, [PDF], *Link*

As with any major technology project, there's always risk. The wrong move at any stage of the process can cost time and money, and ill-informed choices could lead to a tool that's worse than what came before it.

Complexity, lack of appropriate skills, the wrong team, misaligned objectives and attempting to do too much, too fast can adversely affect an organisation's ability to implement an intranet platform that will work for them.

Want help? Find a partner

Getting external help or working with a partner to help design and deploy the right solution for you, whether based on your existing technology or new systems, can save you a lot of pain and money.

Going down the wrong path leads to significant delays or to the delivery of a solution that's either not fit-for-purpose or isn't as good as it could have been, which could result in immediate staff disengagement. It might also not be future-proof because it's unable to accommodate new technologies or grow with your organisation. In fact, according to Standards Australia, up to 85% of all IT projects fail to meet their objectives,[v] run significantly late or cost far more than planned.

Finding a partner who can help you with process, identify your needs and direct effort effectively is a great way of ensuring success. Many will also have their own out-of-the-box solutions, crafted using their internal expertise and experience of many previous successful intranet project implementations, which can provide you with the foundation to build your own intranet upon.

All of this experience and intellectual property will also often come with a far-reduced price tag than if you go it alone -especially if it were to go wrong, so it's worth thinking about who you can ask for support from right at the beginning.

Fundamentally, your intranet project should provide you with a clear, measurable and ongoing ROI, and the best way of ensuring that happens is to work with a partner.

Want more? Visit Brennan's blog

If you want more insights from us, including BI, ERP, CRM and Marketing Automation technology, do visit our blog here.

[v] Standards Australia, Governance of IT enabled projects, [PDF], *Link*

THE 12 STEPS TO A SUCCESSFUL INTRANET IMPLEMENTATION

1. It's not about management buy-in, it's about a top-down approach

2. Build the (multi-disciplinary) team

3. Understand your key organisational goals

4. Analyse your old platform

5. Fact-finding - technical and users

6. Plan your intranet and long-term strategy

7. Pick a solution

8. Implementation and migration, planning and execution

9. Launch your intranet

10. Train

11. Measure, analyse and optimise

12. Maintain and enforce

1. It's not about management buy-in, it's about a top-down approach

In the era of digital transformation, intranets have become a critical component of any overarching digitisation strategy. The reason for this is that if you're unable to take a digital-first, collaborative approach to critical internal organisational processes, you'll be unable to push change when it comes to role-specific innovations that will lead to efficiency-savings, improved customer experiences, or any other form of organisation benefit.

In fact, in many ways, your intranet could be seen to be the lynchpin to the entire digital transformation process: it's the only universal organisation-wide system, setting staff expectations around collaboration, ways-of-working and cultural approach.

Therefore, a new intranet project needs to be approached with not just management buy-in, but with someone from the senior leadership team leading the entire process who is passionate about its success. This person should be versed in people management and project collaboration, be capable of articulating the rationale and reason for change, and be willing to act as the figurehead to drive adoption.

2. Build the (multi-disciplinary) team

Your new intranet is not only going to need to work better than your last platform, but if your previous system was a monster, it's going to face an up-hill battle to even get your staff to look at it fairly.

Your project figurehead, therefore, needs to assemble a team that's capable of delivering a platform that works first-time for everyone.

An intranet team will typically look something like this:

- **Senior manager(s).** To lead the project, run the budget, update senior management and the wider organisation on its progress, and then to lead adoption initiatives

- **Business consultant(s).** To liaise with every function within the organisation to understand what the intranet's being used for right now and what they'd like it to do. They need to have an understanding of intranet technology and what's possible when creating a modern, effective tool

- **Technical consultant(s).** To lead the project from a technology perspective. They, too, need to have a fundamental understanding of what's possible with intranet technology and will be key in ensuring that whichever platform is selected fits the organisation's wider technology stack, is compliant and can be supported and developed

- **HR/Internal Comms.** Generally it's HR's responsibility to run the platform on a day-to-day basis, so getting them involved (or whoever else it is that owns your intranet) is key

- **Other core team representatives.** Depending on how you use and integrate your intranet, it may well be important to have representatives from other teams that heavily use your existing (or should be your new) intranet. Some customer services functions may be carried out through it, so an Account Manager or Project Lead might need to be involved. Similarly, it could be that your Accounts Payable team spends all their time in it, or that you're passing your Internal comms functions to your Marketing team - whoever it is, it's important to get their input throughout the process

The team you assemble will be responsible for communicating how the project is going not just upwards, but to the whole organisation. After every stage below, the team needs to communicate what's going on and why, as well as how employees will be impacted and asked to assist

3. Understand your key organisational goals

With the team assembled, it's important to ground them with what the organisation's overarching goals are so that when they're in the thick of it later, they don't lose sight of what your organisation is trying to achieve.

The reasons for this go beyond simply perspective. By aligning your intranet with major business objectives, you'll be able to develop a platform that not only makes day-to-day tasks easier to complete and increase organisation efficiency, but that also helps you to achieve them. This, in turn, provides budget holders with a lens that enables it easy to quantify and then justify the time, money and effort necessary to implement, optimise and maintain the new platform; as well as give employees a hard reason for them to really embrace the new technology.

Your organisation's key goals need to also steer your intranets development, saving time, and can help your team understand how ambitious they can be with the new platform. There are any number of functions and technologies that can be incorporated into an intranet, but budget and complexity may lend priorities to one thing rather than another. If one of the organisation's key goal is to improve customer service and increase efficiency, your intranet may look very different at the end of the process than if the key goal was focused on developing a more innovative and collaborative internal working culture.

Through thinking along these lines, it's now also possible to start putting some tangible, measurable goals to the project: what can and needs to be measured that fairly assesses improvement and the contribution that the intranet is making to organisational objectives.

4. Analyse your old platform

Unless you're running a complete dinosaur and not a single member of the organisation is using it, then there will be some things that it's doing effectively and there will be data that you can use to shed some light on how well it is (or isn't) working.

Things to look into:

- Explore how your current intranet came into being and what led to it being in its current state (updates etc.)

- What is it currently there to do i.e. its objectives

- What functions and sections within it are and aren't being used

- What the current processes are and whether they're being followed

- Look at analytics to discover where there are pain-points and drop-offs

- How it's integrated with your organisation's wider technology landscape

- How up-to-date the content on it is

Additionally to the above, it's critical to identify who within your organisation is and isn't using your existing intranet, as well as if there's any patterns within teams, departments or offices - this is essential for the coming stages.

5. Fact-finding - technical and users

For any new technology implementation to succeed, it needs to fit your organisation as it exists and who your employees are, not as a hypothetical business that follows every best-practice and is staffed solely by automatons.

Change is achieved through incremental adjustments and nudges, rarely wholesale overnight change, so take the time to understand what's going on.

1. **Ask your employees**
    Whilst your employees are unlikely to be familiar with intranet technology and what else can be achieved through a new platform, they will be able to identify their particular pain-points or identify functionality that they enjoyed at a previous company that they would like to have again.

    Let them know that there's a project going on to improve their intranet and that you want them to have the opportunity to be involved. Create a short survey and ask them questions that focus on thinking about what they dislike and 'what it would be great if the intranet could do'. It's also worth asking them about what channels they currently use to communicate, as the goal of any modern intranet should be to improve how people collaborate and reduce your reliance on email.

    This mightn't ultimately influence any platform decision, but may help you to streamline processes and workflows that make their lives easier.

2. **Chart usage and what can be done**
    An intranet will only be used if it's useful, so you need to get to the root of what it needs to do for every user.

This is where your Business Consultant comes to the fore. They'll firstly need to identify user groups and personas based on every type of user within the organisation and identify what their personal needs are -this will often fall along demographic, team and seniority lines.

From there, you need to interview people that can shed light on their roles. Find out what it is that these groups do on the intranet and the processes involved through interviews and existing analytics. Observe them interacting with your current platform and identify weaknesses. See what devices are being used to access it (or not).

Then, it's about primary research. Interact with the platform to discover where there are bad workflows and where manual processes can be replaced by automation. Spot duplication of efforts within the intranet and your other platforms. They then need to go on to discover where there's multiple variants of the same content or old assets within the system; map the content and discover what's on there, where it is, who owns it, who looks at it, and how old it is.

If being conducted by an internal team member, it will also be important at this stage to go out and read-up on what intranet technologies can do for your organisation, the common features you should be looking to adopt, and why.

By the end of this phase, coupling what's been discovered and your new intranet expertise, there should be a clear understanding of organisation and staff needs, what your priorities are, as well as what the intranet must achieve.

3. **Technical view**
   The technical consultant should, at the same time, be working to find out more about the organisation's technological needs.

   Things to consider:

   - What's the current platform and what does the organisation's existing wider legacy infrastructure look like?
   - Where does information currently reside beyond the intranet platform (databases etc.)?
   - What SaaS platforms are being used by each department?
   - What are the security and compliance necessities?
   - What existing systems must be integrated and should be integrated with it?
   - What new platforms could be integrated that would improve the new intranet?

   As a result of this, the output should be a list of technological requirements necessary to feature in the solution that's picked, as well as what, fundamentally, the 'red-lines' are for the core platform.

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6. Plan your intranet and long-term strategy

This is effectively the stage where you design your intranet solution and consists of a few stages; it's about creating the documents that you're going to need not just now, but into the future.

1. **Articulate who your user personas are and what they need from the intranet**
   When it comes to an intranet, one-size does not fit all. The reality is that different people within your organisation are likely to need very different things from it based on who they are, what they do and how senior they are; therefore your solution will not only need to display different content for every user, but have an interface that's personalisable so that it displays different features that makes it more relevant to them.

   To help with this, forming user personas will make the design and personalisation process easier. Try and keep it to five or six and make sure that you articulate for each of them:

- Give them a name
- Describe who they are and what they do
- Outline how they work and what their view of an intranet is
- Talk about what they like in technology and what they don't
- Explain what their drivers for using the intranet are and the common tasks that they'll need to do through it
- What features will be most applicable to them and what should be on their homepage i.e. to guide your personalisation approach
- What content they're going to need see and be kept up-to-date on
- Outline how they'll need to be engaged to ensure adoption and whether they're likely to need ongoing support or a close eye kept on them

2. **Business objectives vs. usage analysis that details priorities and the business case**
   After all the research that's been done, you will have a list of needs and desires that would either take too long to incorporate into a single solution or simply be too costly. Therefore, you need to articulate what you're looking to achieve and why, detailing:

   - What features are being included, prioritised and why - as well as what's not going to be in it
   - How each feature will contribute to organisational value, both financial and user
     How complicated and expensive each aspect will be to implement, again, both financially and how disruptive to organisational processes it will be (this could be for the good or the bad)

- What other ongoing costs and work will be involved, things such as content curation and amount of ongoing input needed (governance, maintenance, onboarding/training etc.) by specific teams
- Articulate overarching intranet ROI and how it'll be measured. Employee efficiency is one of the easier things to judge as you can measure the amount of time that employees save by reducing laborious processes, making it quicker to find information, streamlining workflows, or implementing automations and integrations that reduce the need for manual or duplicate input. There are other things that you can value, also, especially if you're integrating technology and simplifying your technology stack, reducing employee churn by improving culture, or creating an intranet that largely looks after itself (reducing ongoing maintenance costs)

Risk analysis and mitigation. These should be noted, so that at all times it's possible to check to make sure that problems aren't arising, as well as having some prepared steps that you can take to mitigate them. These will likely be unique to your organisation and the intranet set-up that you're looking to put in place, but will likely base themselves around failings in the implementation, onboarding and ongoing use of the platform.

Depending on your approach, a good format for this piece of work could be a matrix that outlines each feature, talks about it in the context of your personas, and then goes into a cost/benefit analysis of each, before a detailed financial and risk assessment.

3. **Intranet roadmap**
   More than just a flow chart that shows how you'll implement your intranet, this needs to be a detailed timeline and explain:

   - The design process

   - What the stages are for selecting the technology platform

   - How you'll roll it out and train your employees - this can vary from a DIY approach, if you have internal expertise, or whether you need to find someone to technically implement it. The best projects start small and ensure quick adoption, but that then add features bit-by-bit over a longer implementation period

   - What content you will migrate and what will be archived, as well as the platforms Information Architecture (IA)

   - Ongoing needs - who is responsible for the way the platform is used by your organisation (governance) and its upkeep (both technical and in ensuring it's kept relevant)

   - How you're going to communicate the changes and continue to support its use into the future (e.g. onboarding of new staff)

   - Optimisation - when you'll review its performance, improve and add-in new features

4. **Design your intranet**
   This is a fundamentally critical stage -ensuring that an intranet is easy-to-use and follows user experience (UX) design best practice is the only way of ensuring that your intranet will be a success.

   You may need to outsource this if you don't have UX design capabilities in-house, as it's where you create aspirational wireframes that show the different interfaces and how they can be personalised.

The process should be led following a user-centred design process,meaning that your employees should be heavily involved with it. Have representatives of each persona test out the design to see how intuitive to follow it is and assess whether the functionality that they've been judged to need at first-hand is correct.

5. **Technical specification and assessment**
   Here is where you detail the specific technical needs of your intranet platform, based on what you need it to be able to do, its design and your wider technology stack. Things such as:

   - Overall platform architecture

   - Necessary integrations (both internal and third party) and how they need to interact

   - Required features

   - Customisations

   - User-led optimisation

   - Content-types required to support

   - Necessary analytics features

   - Licensing options, implementation costs and ongoing fees

   - Average implementation timescales

   - The support they can provide to you during implementation and beyond

The best way for undertaking this is through a RFI (request for information) matrix that outlines necessary features and which will then allow you to compare each platforms' performance against each others. This can get quite granular, so it's often important to leave space to be able to surmise each area of assessment to then be able to give a clear and comprehendible overview to external stakeholders and budget keepers.

7. Pick a solution

Assuming that you now have sign-off from senior management and have secured the necessary budget, with all of your planning in place, now comes the matter of actually selecting the solution that you're going to use.

Intranets come in all shapes and sizes, and can be based on any number of core technology platforms. From Content Management Systems through to custom-built Portals and Document Management tools, as well as combinations of all of the above, the choice can be somewhat dazzling.

Want more? We have an eBook full of information that can help you to convince your organisation that you need to do more with your intranet – How to Create the Business Case for a New Intranet

Fundamentally, your overarching objectives and your wider technology stack will give you the biggest steer as to what area you should be looking at, and analyst firms such as Gartner and Forrester will be able to give you a top-line view as to what platforms in that space you should be considering.

One other thing to also remember to consider here is that there are many companies out there that use the same underlying technology, but that have created their own solutions out of them that come with pre-built functionality and integrations that you may be looking for. There's no shortcut to discovering who the best ones are and their suitability will be based on your needs and the amount of support that you're going to need. Ask around and do some primary research.

RFI and RFP

Once you've got a view as to the various technologies and solutions there are, you'll need to identify who you want to speak to and then ask them to take part in your RFI and RFP (five or six is a good number).

Your team will then need to research them before shortlisting three solutions to take a closer look at. Invite them in to demonstrate their solutions, examine their financials and development plan, before speaking to reference customers and picking the right one for your organisation.

8. Implementation and migration, planning and execution

Whether you're going it alone or have selected a partner to help you implement your new intranet platform, your core intranet team may need to recruit some new skills into the team to deliver it, such as:

- Project manager
- Systems architect - to deploy the core platform and integrate it with your wider technology stack
- Developer - to customise it, ensure personalisation features work, migrate content and build-out functionality

- Designers - to tweak designs

- Testers - to ensure whatever's built works, all the content is there and suggest improvements along the way

- Trainers - who will help to roll it out and ensure adoption

Depending on the solution you've picked, a lot of this may be already done and negate the need for additional expertise. For example, SharePoint comes with pre-built integrations with both Microsoft and third-party technologies, as well as battle-tested UX interfaces that require configuration rather than designing it from scratch.

Similarly, if you're working with a partner, it's likely that they'll be providing these expertise and may even be able to support you with the time-consuming and sometimes fiddly process of migrating your content across into the new solution.

The goal with any implementation process should be to start small, deploy quickly, onboard and fine-tune. The amount of time taken from getting the go-ahead for the project to it actually being deployed is the number one cause for most projects to fail, because long project times lead to a loss of interest and organisation-shift, meaning that by the time the solution is being used it's already not fit-for-purpose.

Deploying a smaller solution and then growing-out functionality is a better way of getting employees onboard as it will ensure that they're not overwhelmed by the new system and can incrementally adjust to features as they're added. This way of working also ensures that you get some quick-wins in and secure ongoing funding.

9. Launch your intranet

Sometimes overlooked, but your organisation should conduct a multi-channel launch campaign for your intranet.

Throughout the process, as earlier stated, your core intranet team should have been keeping your employees informed as to what's going

on, why and how it will affect them. The launch campaign should be the culmination of this and, ideally, should be personalised to each persona.

Use all the channels at your disposal: conduct a organisation-wide meeting, brief line managers, via email, your (old) intranet and through any other medium at your disposal (such as posters in your office).

The campaign should be positive and express how this is going to improve not just their roles, but the organisation as whole. It'll need to make it clear what the timelines are for deployment and switchover, as well as let them know what support they will be given to adopt it (such as a personal or team training session), or where they can find ongoing support (e.g. online demonstrations and resources) and who they can ask questions to.

Finally, the campaign should also make everyone aware of what your expectations are with regards to their use of it and that problems should be raised to be fixed -shadow IT won't be accepted - failure of even a small percentage of your employees to fully embrace the platform, with its inbuilt workflows and automations, could mean that it falls down for everyone else. This is why that the launch should be spearheaded by the senior manager within your intranet team, supported ideally by your CEO, and be two-way, so that it doesn't alienate people and scupper the platform before it's even been given a chance to succeed.

10. Train

Once your intranet is up and running, adoption and its proper-use can only be assured if people know how they should be using it.

This is not just about training your employees to use it properly, but in ensuring that those tasked to run the platform (usually your HR or Internal Comms) are supported to do so.

The reality of this phase is that it will last at least a year. Change management takes time and user-onboarding requires training and then follow-up sessions, especially when you're launching a host of new features further down the road. Also, when problems are identified, you may need to tweak functions, promote certain ones and adjust ways of working - it's all just part of the process.

Organising regular drop-in sessions and continuing to create 'howto' on-demand resources (or leveraging those being created by your platform or implementation partner) is a good way of continuing to support your teams, as those that don't need it won't be encumbered.

11. Measure, analyse and optimise

Measuring how your new intranet is performing, comparing its utilisation statistics with that of your previous intranet and identifying any problems (whether it be particular areas with drop-offs or users that aren't utilising it) is critically important.

Intranets aren't 'fire and forget' projects, only through stopping to take stock are you going to ensure that you're optimising your platform and will get the ROI that you've identified during planning phase.

The team who are now running the platform should meet with members of the initial project team and, in conjunction with any feedback that you're getting, look at the stats that are coming out of your platform, such as:

- Basic analytics, including users, unique page views, time on page and bounce rate to spot problems and identify potential UX problems
- See who is and is not using it, both individuals and teams. Through doing this an speaking to them about it, you'll identify areas for improvement
- Look at how much content is being added or how people are contributing and interacting with the platform. Identify top commenters and encourage them to evangelise

Your roadmap should have an optimisation phase and there be inbuilt room within it to change priorities, create new personas, or add new features.

12. Maintain and enforce

Your intranet will require ongoing maintenance and, through your established governance structures, ways of ensuring that it's being used properly by the correct people.

Those charged with running the platform on a day-to-day basis need to be confident and able to:

- Enforce data quality standards
- Ensure that content isn't becoming old
- Make sure that information across the organisation is being communicated correctly, e.g. one-to-many conversations are occurring
- That change requests are being properly collected and judged
- Continue to tell your organisation about the intranet to reinforce its importance

- Report to senior management on the platforms ongoing success
- Support new-starters and generate platform advocates
- Work with IT/partner around any technical support

Ongoing governance and maintenance is ultimately about ensuring that all the work you've put in to get the project to this stage hasn't been wasted, so it shouldn't be treated as an afterthought, rather, a way to deliver ongoing and increasing value to the project.

03. THERE'S A LOT TO THINK ABOUT

Through remaining focussed, continuing to provide the resources and support necessary to see the project succeed, as well as being flexible enough to make changes along the way to meet the greater goals, you can ensure that your intranet project is loved by your organisation and drives forward your wider digital transformation project.

There's an awful lot there to think about, but having the right plan, picking the right platform and implementing it correctly are the cornerstones to the entire endeavour.

The reality of an intranet project is that it can take a lot of time and budget. However, by working with a partner who can help you to identify what your organisation needs to focus on, with extensive experience in similar projects, and who can offer a solution that comes with some preassembled features and out-of-the-box UX design optimisations; you can not only speed-up any project delivery, but also ensure that you get a best-in-class tool for a lot less than you thought possible.

Great partners will also be there to help you to not just design and implement the right tool, but migrate the content for you, add features that further improve your ROI along the way, and be there for the long-term to provide technical and usage support.

Get in contact with Brennan IT today to find out more about how we can help you to implement the right intranet solution for you, no matter your internal competency, needs or budget.

WHY ARE WE DIFFERENT?

We are uniquely positioned to design, manage, and optimise your complete IT environment, or just the parts you need help with, so your people can have a truly seamless technology experience, wherever they are working.

Our teams are crazy about delivering exceptional customer experience for our clients, which is why we continue to invest in our people, systems, and automation. This has resulted in us achieving world class NSP ratings of 80+.

Unlike nearly every other Managed Services Provider, Brennan offers a complete range of services across infrastructure, networking, end-user support, UC & telephony, IT security, hardware & software procurement, pre-paid support & project services, as well as bespoke business application development, such as CRM, intranets, and automation.

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