sereno
INTRANET

A communications-driven intranet tool for charities that's easy to use and tailored to your needs

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The Charity Intranet
Challenge

Do you work in charity comms?

Do you find internal comms challenging?

Do you have an intranet and are you getting the most out of it?

sereno *intranet is an easy to use, communications-driven intranet solution crafted for charities.

Whether you already have an intranet or are thinking of implementing one, sereno *intranet offers significant benefits over other tools.

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...is aimed at charities
who need a tool to address internal communication challenges, sometimes replacing or complementing an existing intranet product

...is easy to configure,
cost effective, rich in functionality, well supported and able to improve over time

...puts you in control
of a consistent, easy to use communication platform tailored to the needs all staff and stakeholders, and providing a single point of access to enterprise sites, apps and directories

...is unlike other intranet tools
that can be expensive, complicated, high maintenance and difficult to customise (e.g. Sharepoint) or other products that leave you to do most of the work (e.g. open source tools).

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> "sereno have worked with CGL over many years. They have always provided high quality, flexible and creative services delivered on time and on budget.
>
> Mike Pattinson, Executive Director, CGL

cgl
change,
grow,
live

Common complaints about intranet providers

Many sereno customers have migrated to **sereno *intranet** from other intranet providers. Here's why.

WHAT YOU SAID ABOUT YOUR PROVIDERS	WHAT SERENO OFFERS
"Basic implementation costs seemed reasonable but it was expensive to tailor to our needs."	sereno *intranet is built on Drupal, the powerful low-cost open source tool, and we focus on making sure that it is tailored to your needs as part of the package.
"Support was expensive and the company unresponsive to support requests; we didn't feel valued."	We build comprehensive, personalised support into our package and make sure that we response quickly to any requests for help; we pride ourselves on deep and lasting relationships with our customers.
"We couldn't change or improve the intranet to meet our evolving needs, and in the end we had to completely replace it ."	We work with you to review the performance of the intranet every quarter, proactively suggesting and implementing improvements.
"The intranet provider didn't understand charity comms and the importance of good internal communications."	For over 15 years, sereno has focused on charities, and charity comms teams are our most important customers.

What our services look like

Setup & launch

Agree requirements → **Setup and configure** → **Enable and launch** →

Monitor & improve

Monitor → **Improve**

Infrastructure & support

Hosting

Technical support

Continuous improvement

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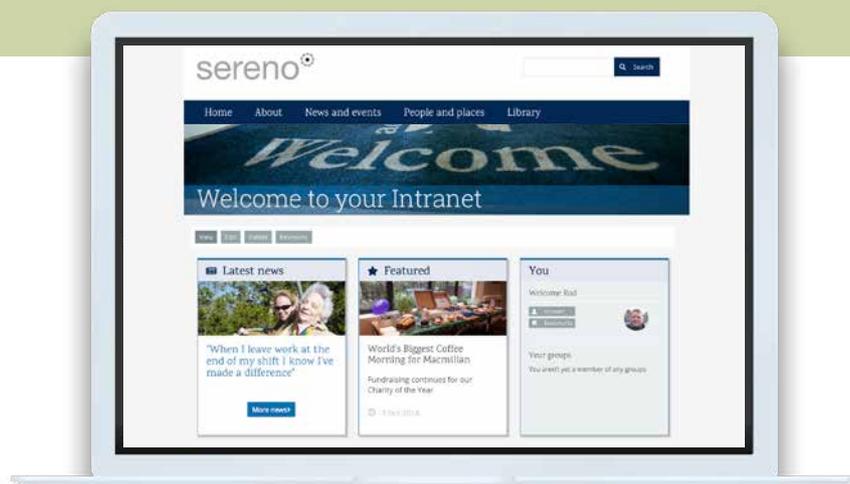
Features and Benefits

Social Networking
Increased engagement both vertically and horizontally across the organisation.

Blogs
Leaders can publish their thoughts directly to employees and other stakeholders.

Calendar
Benefits those who do not have access to shared calendar facility (e.g. volunteers).

Internal Vacancies
One place to publish and manage internal vacancies.

Partner Access
Key charity stakeholders are outside the firewall (e.g. volunteers), access recognises their importance and strengthens engagement.

Discussions
Supports comms need to monitor feedback e.g. to initiatives; capture ideas for service improvements.

Desktop, Tablet & Mobile
Caters for the needs of a diverse audience, regardless of device.

News & Alerts
Consistent messaging across the organisation.

User Directory
One stop shop, easy to find.

Documents & Files
Easy to find as all in one place; supports collaborative team working.

Forms Builder
Allowing for easy creation of questionnaires, adding engagement and buy-in.

Advanced Search
Easy to find specific information from a rich store.

Reports
Monitor how the site is being used and identify areas for improvement.

Wellbeing Zone
Hints and tips on wellbeing as well as links to third party tools and resources.

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> **"** sereno work brilliantly in partnership, and have collaborated closely with us to shape and adapt our plans within our budgets so we can achieve more for our money. **"**

sereno *intranet will give you...

... an internal comms platform that is tailored for use by charities and able to adapt to meet your needs

... a tool to publish consistent internal comms tailored to your audience leading to better understanding of mission and values and improved staff engagement

... a single point of access for enterprise apps such as the staff directory and calendar, ensuring that they are easy to find

... improved collaboration through use of online tools enabling teams to work remotely and leading to improved productivity

... a platform that improves over time, lengthening the life of your intranet and ensuring you maximise the return on your initial investment

... a cost effective and robust tool based on a well-supported open source platform (Drupal).

> **"** They are technically savvy, whilst being transparent and able to convert technical solutions into everyday language. **"**

Karen Tyrell,
Executive Director of Communications,
Addaction

addaction

Why Drupal?

sereno *intranet is built on top of Drupal – the world's best open source content management system. We often get asked why we use Drupal over other, seemingly more straightforward tools, such as Wordpress. Here's why.

Drupal offers rock-solid security, easy content editing, best- in-breed accessibility and above all a fantastic user experience.

Drupal is used by hundreds of educational institutions around the world including University of Oxford, Dundee University, Harvard University, Stanford Law School, and Rutgers University. There are over one million organisations using Drupal, including The Economist, Tesla Motors, The White House, Pfizer, the Government of Australia, and Time Inc.

Drupal allows us to match feature for feature even the largest intranet providers, whilst saving our clients license fees year on year. And as **sereno *intranet** is open source, you are not tied into restrictive ownership and support arrangements.

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