



ClearBoxCONSULTING

2023

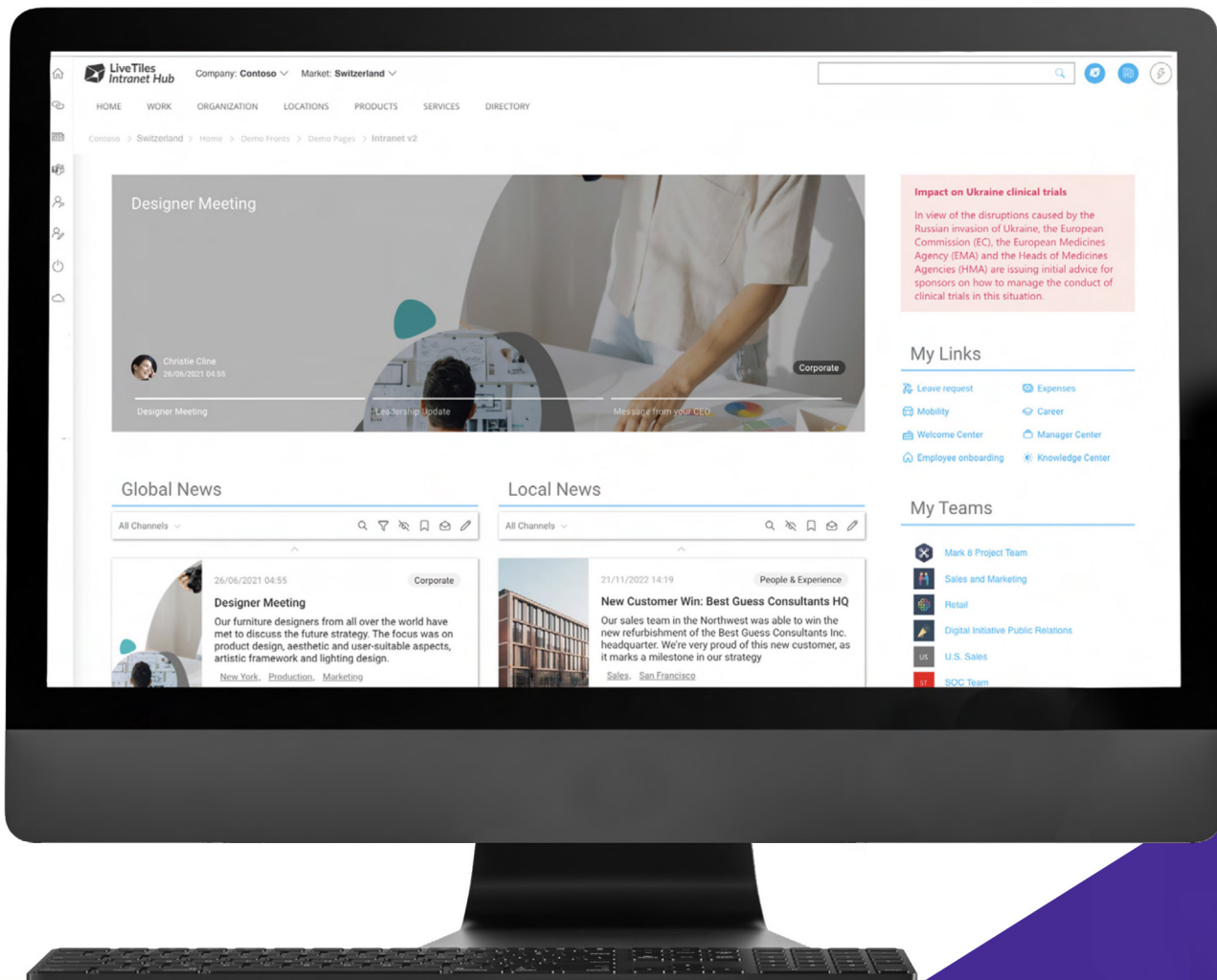


LIVETILES EXTRACT

# INTRANET AND EMPLOYEE EXPERIENCE PLATFORMS

Reviews of the best products on the market

V2.0



## Our view in one tweet

The @LiveTiles platform offers rich functionality for a SharePoint-based intranet, and extensive mobile features to engage frontline staff.





## LiveTiles Employee Experience Platform owned by LiveTiles

LiveTiles Employee Experience Platform, owned by LiveTiles (Melbourne, Australia), consists of a range of mature, feature-rich products and modules that have evolved since the company was established in 2014. The LiveTiles platform includes a SharePoint intranet product and an independent intranet product called 'Reach', which is optimised for mobile use. Each can be purchased separately, but LiveTiles say that enterprise businesses often use both products, and that is what we have reviewed here.

The SharePoint intranet product adds some well-designed features for navigation and information finding on top of the standard modern SharePoint offering. Reach provides an easy way for frontline workers to get connected, even those without a Microsoft licence. Both products

integrate well with Microsoft Teams, and the platform includes a rich People Directory module and some innovative wellbeing features. The product can also be extended through a documented API and plug-in framework, and grow into a central hub in an organisation's digital workplace.

Overall, LiveTiles offers a good modular approach with a smooth user experience across the products. There are however still some areas where integration can be improved and where there are overlaps between what the products offer. We recommend that customers take the time to work with LiveTiles or a partner to select the right services for their organisation. The Enterprise solution presented here will appeal to larger or more complex organisations with a broad range of needs, and is offered at an attractive 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 

## Key benefits

- The user interface across the different modules works well and some thoughtfully designed elements, such as the 'Everywhere panel', improve the experience further.
- Searchable and tabbed mega menus will help organisations with a complex information architecture.
- The Reach product serves mobile users well, including frontline staff without Microsoft 365 licences.
- The People Directory module is excellent, offering some of the richest functionality among the products in this report.
- The analytics module offers helpful reports for communicators to track the success of their campaigns.

## Improvements and considerations

- The user interface for administrators is not fully streamlined across the different modules, so admins will need to acclimatise to more than one.
- LiveTiles has worked to integrate the publishing experience between Reach and SharePoint, but some level of complexity remains. Communicators will need to spend time to understand the options, consider their content strategy, and use the available features for targeting their content to the right audiences.
- The analytics module is powerful but currently only reports on content stored in the Reach CMS; an integration with SharePoint content is on the roadmap.

## 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, customers only pay for active users, businesses over 20,000 users.  
Price includes: Training for admins, training for end users, customer success services, maintenance, product support, branding / theming services, updates and upgrades, choice of modules / add-ons, hosting, access to a community & webinars.



## Product type



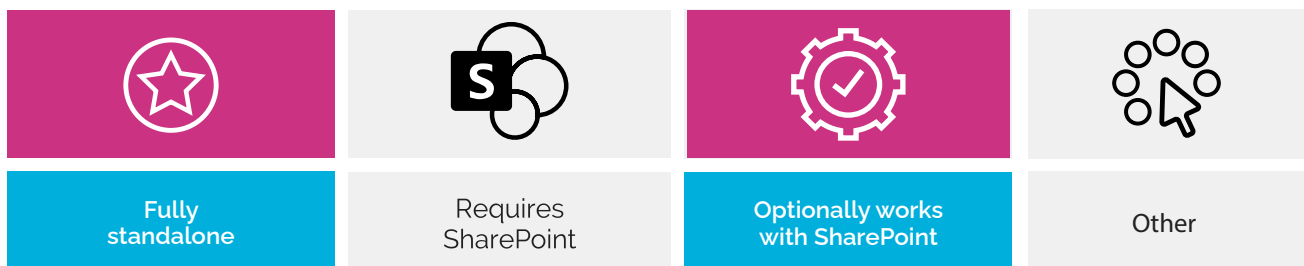
## Branding opportunities



## Target businesses



## Base systems



## Sectors



## You may also be interested in...



# COMPANY AND PRODUCT

## Company details



### Company

LiveTiles



### Company founded

2014



### Company locations

Melbourne, Australia (HQ), USA, Ireland, Denmark, Switzerland, Romania, Portugal



### ISO 27001 certified

Yes



### 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.



### Customers

Clients include: Pepsico, Virgin, Entain, UHG, Legal & General, Creditsafe, Deakin University, BDO, Bluescope Steel, Equans, Zürich Airport, Nestlé. Please [see their website](#) for more.

## Product and technical details

**Name of product** LiveTiles Employee Experience Platform

**Product launched** 2014

**Current version** 42.2.116

**Accessibility** WCAG 2.1 AA compliant

## 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, USA, Australia, any other Microsoft data centre region upon request.

## Client data encrypted

In transit only	In transit and at rest	At rest only
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## Authentication supported

Azure Active Directory	ADFS	Open ID	Oauth	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	OneDrive	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	MAM	Other
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## Reverse-out options

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

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## Languages supported

English, German, French, Spanish, Italian, Chinese, Turkish, all other languages upon request at no additional cost.

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## Machine translation

Yes - via the product

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## Right to left script

Yes

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## 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 LiveTiles' website) or up to 3 months for comprehensive platforms including Microsoft Teams and SharePoint integration with consulting engagements. Typical deployments leveraging the LiveTiles standard features without customisation but including integration with Microsoft 365 can be done within 2-4 weeks.

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### Product updates

LiveTiles provides 3 to 6 updates per quarter.

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### Product update process

All customers updated at once.

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### Technical support

LiveTiles provides up to all day, every day support with a 'follow the sun' model. Their support team is based in USA, Denmark, Ireland, Switzerland and Australia. They provide support in multiple languages including English, German, French, Spanish, Danish, Greek and Hungarian.

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### User community

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

## 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

What customers appreciate most about the product is how it adds value on top of SharePoint in those areas where standard SharePoint falls short. "The product sits well on top of SharePoint Online, providing additional functionality where there are gaps in the out-of-the-box SharePoint product" says one customer, while another praises one feature in particular: "The left menu, now called LiveTiles Everywhere, is quite powerful and a much more polished solution than the Microsoft app bar." For another customer, the add-on functionality is critical to the success of their intranet: "Our company has built our intranet around specific features that LiveTiles provides, such as the notice board, employee handbooks, and governance tools."

When asked about changes or improvements to the product, few customers ask for specific features, but instead comment on the overall evolution of the product. One customer wants "more focus on clients like us that still use classic SharePoint" while another requests "a smooth migration path for us, when new versions arrive"; LiveTiles says that this is on their product roadmap. Some other customers express concern about how LiveTiles is adapting to the fast-evolving Microsoft offering. "Microsoft almost closed the gap in features and LiveTiles has a tough time keeping up with the changes in modern SharePoint", according to one customer. Another customer suggests to "maybe de-customise things where possible, considering the advances that Microsoft makes". LiveTiles has said that this is an issue around the communication of new product features to clients, which they plan to address.

Feedback about working together with LiveTiles is mainly positive, although one customer expressed some concerns about the relationship: "While the support for issues has been OK, the client team has been difficult to reach after we signed the deal, and we had to rely on the partner." LiveTiles says that it is standard practice to handle implementations through their partner network. The majority of clients are happy with the levels of support, and one client praises the strategic guidance they received from LiveTiles: "Great support function, and outstanding help and guidance on more advanced and strategic matters."

## Designer Meeting

Christie Cline  
26/06/2021 04:55

Designer Meeting

Leadership Update

Message from your CEO

Corporate

## Global News

All Channels

26/06/2021 04:55 Corporate

### Designer Meeting

Our furniture designers from all over the world have met to discuss the future strategy. The focus was on product design, aesthetic and user-suitable aspects, artistic framework and lighting design.

[New York](#), [Production](#), [Marketing](#)

5 1

24/06/2021 17:37 Corporate

### Leadership Update

This year's Leadership Meeting took place in sunny Los Angeles and lasted 3 days.

[Corporate Communications](#), [Los Angeles](#)

7 2

23/06/2021 14:19 Corporate

### Message from your CEO

We are facing a major turning point in the global economy and society that will change the way we all do business.

[Corporate Communications](#), [Leadership](#)

1

## Local News

All Channels

21/11/2022 14:19 People & Experience

### New Customer Win: Best Guess Consultants HQ

Our sales team in the Northwest was able to win the new refurbishment of the Best Guess Consultants Inc. headquarter. We're very proud of this new customer, as it marks a milestone in our strategy.

[Sales](#), [San Francisco](#)

1

15/11/2022 03:56 People & Experience

### Team Event Switzerland

Last Friday we visited the brewery HAPF in the beautiful idyllic Almswiler.

[IT](#), [Basel](#), [Wellbeing](#), [Education](#)

6 2

18/10/2022 08:33 General People & Experience

### Security Update for COVID-19 Vaccines

The safety of authorised COVID-19 vaccines is continuously monitored, and updated information is regularly provided to the public.

[Education](#), [Compliance](#)

3 3

### Impact on Ukraine clinical trials

In view of the disruptions caused by the Russian invasion of Ukraine, the European Commission (EC), the European Medicines Agency (EMA) and the Heads of Medicines Agencies (HMA) are issuing initial advice for sponsors on how to manage the conduct of clinical trials in this situation.

## My Links

- Leave request
- Expenses
- Mobility
- Career
- Welcome Center
- Manager Center
- Employee onboarding
- Knowledge Center

## My Teams

- Mark & Project Team
- Sales and Marketing
- Retail
- Digital Initiative Public Relations
- U.S. Sales
- SOC Team
- Design
- Communications

## In the Media

- 25 Kristen Butler Quotes to Refill ...**  
Kristen Butler quotes can help you find posit...  
@POP 3 days ago
- 10 Things You'll Only Understand ...**  
More than any other zodiac sign, Aries know...  
@POP 4 days ago
- Dad Teaches Positivity by Writing...**  
Teaching children the power of positivity at ...  
@POP 7 days ago
- Women Who Released Self-Doubt...**  
Self-doubt can paralyze you with fear and m...  
@POP 9 days ago

## People & Culture

### Next Birthdays

- Patti Fernandez  
Dec 18, Sunday
- Nestor Wilke  
Feb 15, Wednesday

### New joiners

- Grady Archie  
Designer
- Irvin Sayers  
Project Manager

### Upcoming Events

- Friday, 09/12/2022 14:00 - Sunday, ...  
**Christmas Offsite**  
Location: [Hawaii](#)
- Friday, 16/12/2022 00:00  
**Team Event**  
Location: [Sheryl's Kitchen - Cooking Classes](#)

## My Work

### My Important Info

- IT Helpdesk
- Reception
- Wireless Password
- Facility Services
- G4S Security passphrase
- How do I add a printer?
- Guests with disabilities

### My Documents

RMSDemoLib

What are you looking for?


- |   |  |
|---|--|
| Blog Post preview.docx<br>MODIFIED A YEAR AGO                 | Contoso Purchasing Permissions.docx<br>MODIFIED A YEAR AGO |
| Credit Cards.docx<br>MODIFIED A YEAR AGO                      | Customer Accounts.docx<br>MODIFIED A YEAR AGO              |
| Customer Data.xlsx<br>MODIFIED A YEAR AGO                     | NX_Speedboat.jt<br>MODIFIED A YEAR AGO                     |
| Q3 Sales and Marketing Expense Repo...<br>MODIFIED A YEAR AGO | Q3_Product_Strategy.docx<br>MODIFIED A YEAR AGO            |
| Sales Memo.docx<br>MODIFIED A YEAR AGO                        | SolidEdge_853.jt<br>MODIFIED A YEAR AGO                    |
| Turbocharger_Model.jt<br>MODIFIED A YEAR AGO                  |  |

## Social Wall

All Posts


Waylon Smithers Jr.  
12/07/2022 10:12  
Everyone

Hi all,  
Please welcome our new employee and colleague...  
[Show more](#)



Megan Bowen  
15/03/2022 13:11  
(edited)  
Everyone

Hi all, sharing a video of my garden





# REVIEW

## 1. User experience and visual appeal



### SCORE

4

The LiveTiles platform encompasses two different intranet experiences: Reach, an independent product optimised for mobile, and a SharePoint-based product. Inevitably, the user interface will be slightly different in the two products, but LiveTiles does an excellent job of integrating both and offering a consistent user experience. For example, news articles are created once and are presented in a consistent way in the SharePoint desktop experience, in the Reach app, and in MS Teams.

Navigation is especially strong in the SharePoint intranet module. The mega menu is not dependent on the SharePoint hub infrastructure and includes features, such as a matrix-based navigation, that will appeal to large and complex organisations. We also like the 'Everywhere panel', which is a floating navigation bar that is customisable with shortcuts to content and intranet functionality. Details and screenshots of the navigation features are in the Highlights section. Navigation in Reach is centred around a simple left-hand navigation and is managed separately, so users accessing both products will see a slightly different navigation experience.

Notifications are available in both the Reach and SharePoint products, but accessed in different menu areas. In the Reach app, notifications are highly configurable, so employees decide on which topics and in which format they want to be informed. Reach is tightly integrated with MS Teams (more about this in Scenario 9) and notifications can also be integrated with the MS Teams activity feed.

The options to apply branding and visual identity elements in the Reach product are fairly basic, while in the SharePoint-based intranet they are extensive. The SharePoint product goes well beyond the standard SharePoint themes and includes a large collection of predefined designs to choose from. These are then adapted to specific needs within an integrated theme editor. There is plenty of flexibility to create sub-brands by applying different styles to different areas. If desired, LiveTiles or their partners will work with clients to design and configure the site themselves. We were shown some appealing examples from a selection of customers to illustrate what can be achieved.

## 2. Mobile and frontline support



### SCORE

3.5+

This scenario broadly covers Reach functionality, which is what LiveTiles recommends for mobile and frontline requirements. For those wanting the SharePoint intranet product on mobile there is no native app, but the site is fully responsive and can also be accessed through the MS Teams app.

Reach has been optimised for a mobile experience, although it is also available on desktop. Several options are supported to give users access. The product can work together with Microsoft 365 and Azure AD if desired, but a Microsoft licence is not required and many other identity management systems are supported. 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. The app is available in the public stores for iOS and Android, and deployment to managed devices using an MDM solution is also supported.

Reach has an attractive, card-based user interface with a single-column layout. Icons at the bottom of the screen give access to often used areas, such as 'my news' or 'my apps'. Other functionality is reached through a clear left-hand side navigation menu. Central to the app is the 'Stream' which brings news, events and social content together in a single feed. Reference content is targeted to specific profiles, so frontline workers see the procedures and the manuals that are relevant to them. The layout can be configured within the admin pane, where admins control what content is displayed in the navigation, and what functionality is available. White labelling in the iOS and Android app stores is available at an additional cost.

Several features within Reach will be useful for frontline workers. Reach offers a basic chat feature, which works on mobile, in the browser, and is also available via MS Teams. This will be valuable to organisations where office workers, working in MS Teams, need to communicate with frontline staff without a Microsoft licence. Another tool that's specific to Reach is an additional paid-for service called 'Roll Call', which asks users to confirm they're safe in case of emergency. There is also an innovative tool called 'MyReachZero' supporting actions against climate change; see Scenario 4 for details. For those who want to go beyond the built-in features, there is a documented API available that allows developers to build links to additional systems (see also Scenario 8).

## 3. Internal communication



### SCORE

3+

There are two approaches for publishing news and other content within the LiveTiles platform. While it is possible to use the standard modern SharePoint interface for news creation, the recommended approach is the Reach news editor, which is integrated with SharePoint. It offers a clean, well-designed template to work from, as well as features for tagging and targeting; details are in the Highlights section. Audience targeting is based on group membership and the use of publication channels. There is an option for users to indicate their preferences, but it's not as flexible as other solutions we've seen in this report. A solution that allows users to follow news based on keywords is on the product roadmap.

A role-based approval workflow for content approvers and creators is available out of the box; more complex workflows will need to be set up using Power Automate. There are some features to support the editorial process, such as an editor chat to have conversations about the

A role-based approval workflow for content approvers and creators is available out of the box; more complex workflows will need to be set up using Power Automate. There are some features to support the editorial process, such as an editor chat to have conversations about the

content of an article, as well as a preview function. There is also a simple overview available to authors and editors of articles in draft status.

Reference pages are handled the same way as news articles: the content can be created within the Reach editor or directly in SharePoint. LiveTiles offers a range of web parts that allow content authors to build rich and visually attractive pages. Reach pages are available inside the SharePoint solution, but SharePoint content is only available in Reach if the user has a license. Communicators and content owners will need to take this into account, for instance by using the audience targeting functionality to ensure that frontline workers have access to the content they need.

Urgent and crisis communications are supported in different ways across both products. A news article can be set as an alert message and will then appear as a banner at the top of the news area. Alert messages can also be published into a specific channel and displayed in a dedicated crisis web part; see the Highlights section for details.

The features of Reach can also be used to share content externally, for instance for staff to advocate and share content on social media channels. The analytics platform allows tracking of engagement statistics – see more in Scenario 7. There is no out-of-the-box integration with digital signage systems; LiveTiles say that this can be achieved using their API and open component library.

## 4. Community and engagement

SCORE

3.5

The Reach product offers a range of community and social features that are oriented towards mobile use, but are also available in the SharePoint product through specific web parts.

At the core is the Reach posts component. Posts are used to provide short pieces of information, ideas, and knowledge sharing. Users can comment, react (like and more, such as emojis) and @mention in Reach posts and news articles; it's simple for publishers to turn off these features where required. Users may add their own content in Reach 'Groups' in which communities collaborate or discuss a particular subject. In the SharePoint product, a community template is available where content from a Reach Group can be surfaced. LiveTiles has recently added a content moderation feature based on Azure Cognitive Services, and allow admins to remove inappropriate posts. Reach 'Groups' are comparable to Yammer groups but miss the richer functionality around gamification. There are also no templates in the product to support idea management in a structured way.

Reach powers functionality around events, where publishers complete a simple event template and share it into relevant channels. Users may register attendance in advance and access a moderated chat before, during and after the event.

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 team leaders to engage with their teams and get a sense of their wellbeing. Polls can be responded to via a link in a post, from within an email message, from Viva Connections or MS Teams. While there is some overlap in functionality with Viva Insights, we do see the value of this well-executed module that complements Reach and the SharePoint intranet product nicely.

An innovative tool that we particularly like is called 'MyReachZero', which allows organisations to engage with their employees on the subject of climate change. Employees enter their personal efforts and commitments into the tool, and a climate engagement tracker will show the impact of all individual contributions towards the company's net zero targets.



## 5. Information finding and knowledge management



SCORE

3.5+

LiveTiles offers an attractive search experience for users of the SharePoint-based product as well as for mobile users. In the SharePoint-based environment, a type-ahead search bar sits prominently in the header of the page and replaces the SharePoint search bar. Search results are presented on attractive cards, with thumbnails to reflect the type of content displayed. Users can filter the results using broad categories such as documents and people, and then drill down further based on additional refiners. Content stored in SharePoint as well as in LiveTiles' own CMS is indexed and displayed. There is also a separate option to search the navigation menus, as explained in Scenario 1.

LiveTiles also offers an integration with enterprise search provider Coveo. This will be of interest to large and complex organisations who wish to invest in enterprise search. Clients will need to purchase a separate Coveo licence to make it work.

The search experience for mobile users in Reach is similar, with the same card-based layout of search results and further filtering options. Accessing the search window is not consistent across the product though; there is a search menu item to access the global search, and in some places also a search box or a search icon to access a contextual search. We found the different search options on mobile less intuitive than in the SharePoint desktop product.

People search and user profile management are the focus of LiveTiles Directory, a separate product but included in the pricing submitted for this review. It comes with a customisable organisation chart and is one of the best people finding tools we've seen in this report, see Scenario 10 and the Highlights section for details.

Knowledge finding is supported in the SharePoint-based product in a number of ways. LiveTiles includes a provisioning wizard to set up SharePoint sites based on specific templates. Metadata can be associated with the site, and content published in the site will automatically inherit appropriate metadata, improving their findability through search. LiveTiles comes with a number of web parts and widgets such as an accordion and an automatically generated table of content for a documentation area. We also like the filtering web part that shows a visually attractive inventory of pages on broad topics such as a product catalogue or an overview of supplies.

## 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 in LiveTiles. Recent updates have improved the integration between the SharePoint and the Reach products, and a centralised 'Admin Center' is now available to manage users, permissions and audiences in one place. Not all admin functionality is integrated yet, so for some aspects administrators will have to use functionality in either of the two modules. LiveTiles say that they intend to integrate more admin functionality into the Admin Center over time. However, as with all feature-rich products, training will be needed to make sure that administrators make the most out of the product suite and know what to use when.

Managing page layouts is straightforward. The LiveTiles SharePoint module uses either the standard modern SharePoint experience for creating pages, or can be configured to use its own drag-and-drop functionality. A range of web parts is available 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 intelligently rearrange web parts based on usage statistics. Admins also have a straightforward interface to edit elements such as templates and metadata, as well as the mega menu and Everywhere panel.

A governance dashboard provides content owners with a simple interface to manage their content in Reach and SharePoint. From here, revisions of the content are accessible, and content can be unpublished if it has become outdated. Reminders can be sent to content owners when their content is due to expire, but we would also like to see additional features around the transfer of ownership of content.

Multilingual functionality within the product is comprehensive, assuming that you follow the recommended approach of using the Reach functionality for creating content. Publishers can choose to manually add translations that are saved alongside the original language version, and automated translation based on the Azure translation service is used to generate a draft version of the content. Based on the user's preferred language settings, content will be presented in their preferred language where available. In other situations, automated translation is available, for instance to translate social content on the fly. A helpful additional feature would be a mechanism to notify a translator if the original is updated.

## 7. Analytics



SCORE

3+

Comprehensive analytics are available in LiveTiles for content residing in the Reach product. Editors and administrators have access to a range of reports about content usage and adoption. There are also detailed reports that provide actionable insights into the reasons why a news article or campaign is successful or not; details are in the Highlights section.

On the SharePoint platform however, analytics are basic and limited to a heatmap of web parts on a page, and some high-level information on a page-by-page basis. LiveTiles says that it is on their roadmap to release a SharePoint connector into the platform. This will make it possible to include data about standard SharePoint content into the analytics reports, which would increase their value further. An integration with Google Analytics is also available, typically for those organisations who already use Google Analytics in other areas of the business.

Mandatory reads are supported in two different ways. A 'confirm' option is available on news articles and content pages, with a downloadable list of users who have confirmed they've read the content. It's also possible to make certain policies or procedures mandatory to read for a particular group of users. There are some useful features to track who has acknowledged reading the document, and send reminders to those that haven't, but this functionality is in a different area of the product, not integrated with the other analytics.

Communicators can see popular search terms in Reach, nicely integrated into the analytics reports. With some additional configuration, there is the ability to access more granular search data; 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; we look forward to seeing the SharePoint connector implemented to provide a truly cohesive experience.

## 8. Digital workplace integrations



SCORE

3+

LiveTiles has a number of integrations readily available within the product, and comes with an API and an integration platform for customers and partners to build their own. Integrations with enterprise business applications are available for ServiceNow, Workday and Salesforce. We were shown the ServiceNow integration, where users see a list of their open tickets and can create a new ticket. The experience works well both on mobile and in the SharePoint platform. Although the user can see progress made on open tickets, responses come via email and links will take users into the ServiceNow platform.

Other useful out-of-the-box integrations include a configurable RSS feed, integration with video platforms YouTube, Vimeo and Kaltura, and with Unsplash and Getty Images for stock photography. Worth mentioning is also an integration with Google Maps and OpenStreetMap to insert maps into SharePoint pages.

For customers and partners who want to go beyond what's available out of the box, LiveTiles includes a powerful connector framework, comparable to Power Automate, with a drag-and-drop interface. There is also a fully documented API that allows developers to build plugins for the Reach module. This has the potential to create similar experiences for end users as in the Viva Connections dashboard.

Integrations with popular collaboration and communication tools are available in the SharePoint product. A simple integration with Slack and Workplace by Meta displays content such as an activity feed within a web part and also within the 'Everywhere panel'. The product includes a 'Social' web part which displays content from various public social media channels such as Facebook, Instagram, Pinterest and Twitter.

The Events module within Reach integrates with MS Teams, but also with Zoom and WebEx to be able to create online events outside the Microsoft 365 environment, which will be beneficial for some organisations. The SharePoint module integrates with Box, DropBox and Google Drive, displaying content within dedicated web parts. The optional integration with Coveo (see Scenario 5) provides a federated search capability across many business applications, but the out-of-the-box search in LiveTiles does not 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. The SharePoint intranet makes full use of the underlying SharePoint features, and a rich collection of web parts make it possible to display content such as standard SharePoint news articles alongside content created in LiveTiles. We like the integration offered in the 'Everywhere panel' where an icon called 'My Work' shows a user's MS Teams, Outlook, and documents. The Microsoft 365 integrations in Reach aren't quite as deep, however, and may require some additional configuration using Power Automate.

The LiveTiles platform offers different ways to work with Microsoft Teams. Both the

SharePoint and Reach products are available as apps within MS Teams, just like individual SharePoint web parts, and also the 'Everywhere panel' can be accessed there. The Reach chat feature and notifications are also accessible from MS Teams, bringing all company chat together, as discussed in Scenario 2.

In the SharePoint intranet, LiveTiles has created a useful and thoughtfully designed site provisioning engine, which creates either SharePoint sites for communities or groups in MS Teams. A configurable wizard takes users through simple steps to request a site, asking about the type of group to be created, the business unit, location and owner.

Yammer content is made available through a web part in the SharePoint-based intranet. Viva Connections is supported as another way to bring the SharePoint product into MS Teams. Support for other Viva components in on LiveTiles' roadmap.

Videos from Stream can be used as a banner news story and can be played from a card within Reach, as well as embedded in pages; the Everywhere panel also plays videos from Stream. The search in Reach will federate content from Microsoft 365, while the SharePoint intranet uses the standard Microsoft federated search capabilities to integrate with the Reach CMS. 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, compared to previous versions reviewed in this report.

## 10. Wildcard

SCORE

4.5

LiveTiles demonstrated its People Directory as its wildcard. The Directory is an additional product (but was included as part of the pricing in this report) and is accessible in both Reach and the SharePoint intranet; people data is stored in Active Directory and in the SharePoint user profile. The People Directory helps organisations keep people data up to date, while offering a directory and organisation chart that include features that end users, communicators, and HR managers will welcome.

The real power of the People Directory lies in the back end, which includes a range of highly flexible and customisable features to ensure the quality of people data over time. The product 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, and it is also possible for HR managers to double-check what someone has entered. There are also settings for automatic profile photo moderation and approval, to ensure that only appropriate photos are uploaded.

The front end of the product offers an intelligent type-ahead search box with an autocomplete function that shows search results by categories such as department or job title. People information is then presented on attractive cards; clicking on a card opens a detailed view. From the profile, users have access to a well-designed organisation chart that can be dynamically explored.

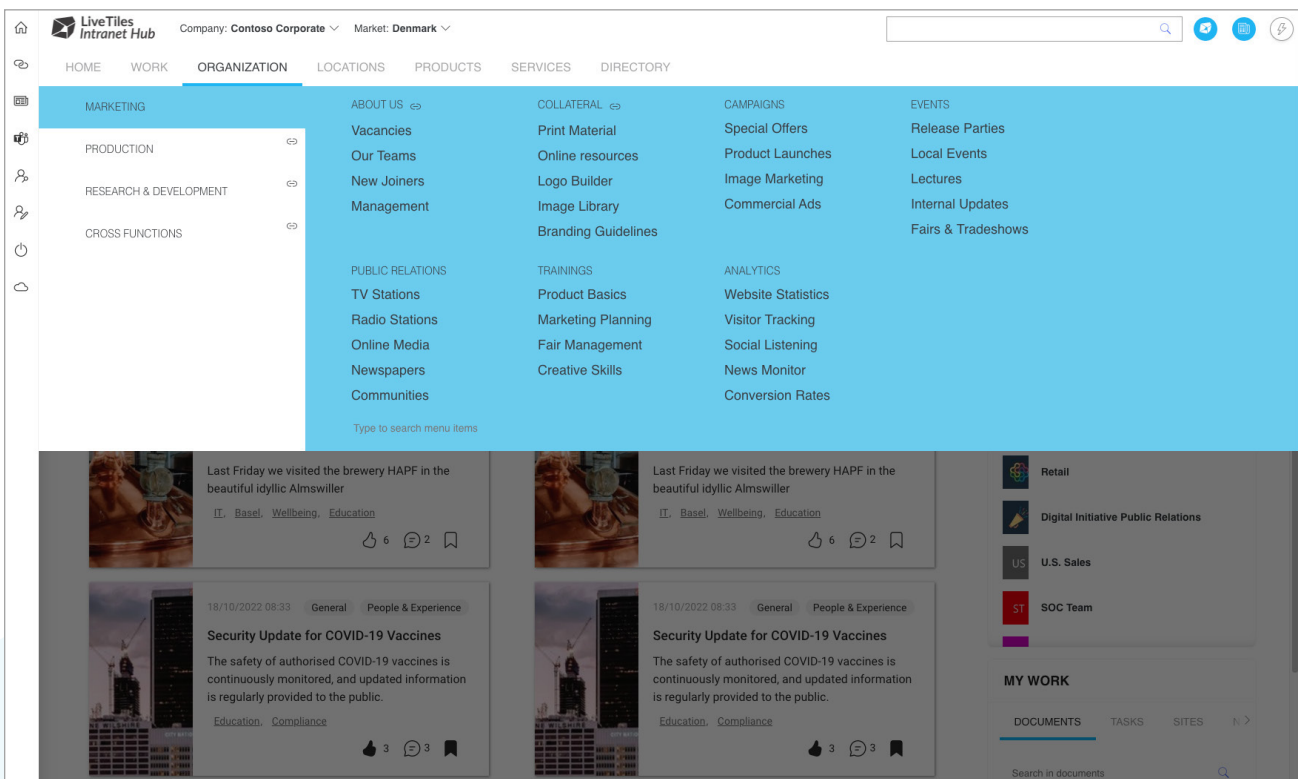
We were impressed by the richness of the features on offer in the People Directory, and by the attention to detail in the execution. It includes more profile information than other products in this report and delivers it in an attractive format. The real business value lies in the breadth and depth of the tools available to encourage profile completion, which will result in more accurate directories.



# PRODUCT HIGHLIGHTS

## User interface and navigation

The SharePoint product within the LiveTiles platform includes several noteworthy features to enhance the user interface and help people navigate across the intranet. Large and complex organisations will appreciate the matrix-type mega menu that displays menu items in different layers, using a tabbed interface. This can be combined, as shown in the screenshot, with a top-level menu from where users can choose between different companies or different markets, to support even the most complex multinational corporations. Audience targeting of menu items is available, and we like the option to search within the navigation menu, which will help users to find the right menu item quickly.



**Mega menus support a matrix structure with a tabbed user interface, and menu items are searchable.**

The 'Everywhere panel' is a floating navigation bar that is customisable with shortcuts to content and intranet functionality, such as an overview of 'My links', recent news, or information coming from external systems. The panel can be made to appear on any page within the intranet, so users always have access to the content they need most. It can either replace SharePoint's own app bar or integrate with it, so there is no conflict between the two.

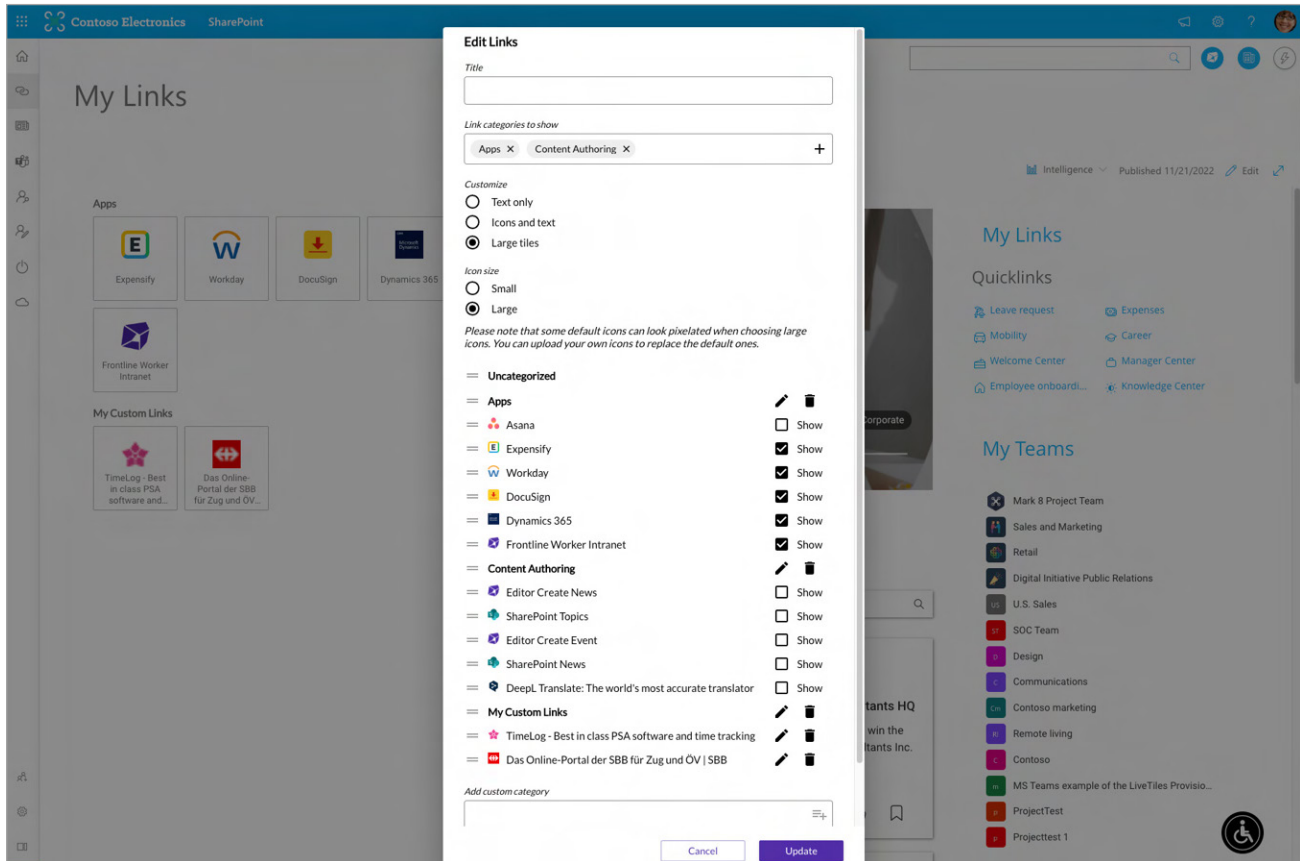
The screenshot displays the LiveTiles Intranet Hub interface. At the top, it shows the company name 'Gennex' and the market 'Ireland'. The navigation menu includes 'HOME', 'WORK', 'ORGANIZATION', 'LOCATIONS', 'PRODUCTS', 'SERVICES', and 'DIRECTORY'. A search bar is located in the top right corner. The main content area is divided into several sections:

- A large banner image showing a group of people.
- A news article titled "Supreme Court Seems Split Over Case That Co..." with a sub-headline "The justices are considering whether to adopt the 'independent state le..." and a timestamp of "13 hours ago".
- A poll titled "Quick Poll: Employee Wellbeing" with a sub-headline "Well-implemented employee wellness program is built on populations needs and wants, often through detailed workplace wellness cultural surveys and ..." and a timestamp of "Published a year ago in HR".
- A section titled "The digital workplace perfected" with a sub-headline "We've taken the best of our workplace tech and crafted it into t..." and a timestamp of "a year ago".
- A section titled "All Channels" with three news cards:
  - "New Customer Win: Best Guess Consultants HQ" dated 21/11/2022 14:19, categorized under "People & Experience".
  - "Team Event Switzerland" dated 15/11/2022 03:56, categorized under "People & Experience".
  - "Security Update for COVID-19 Vaccines" dated 18/10/2022 08:33, categorized under "General" and "People & Experience".

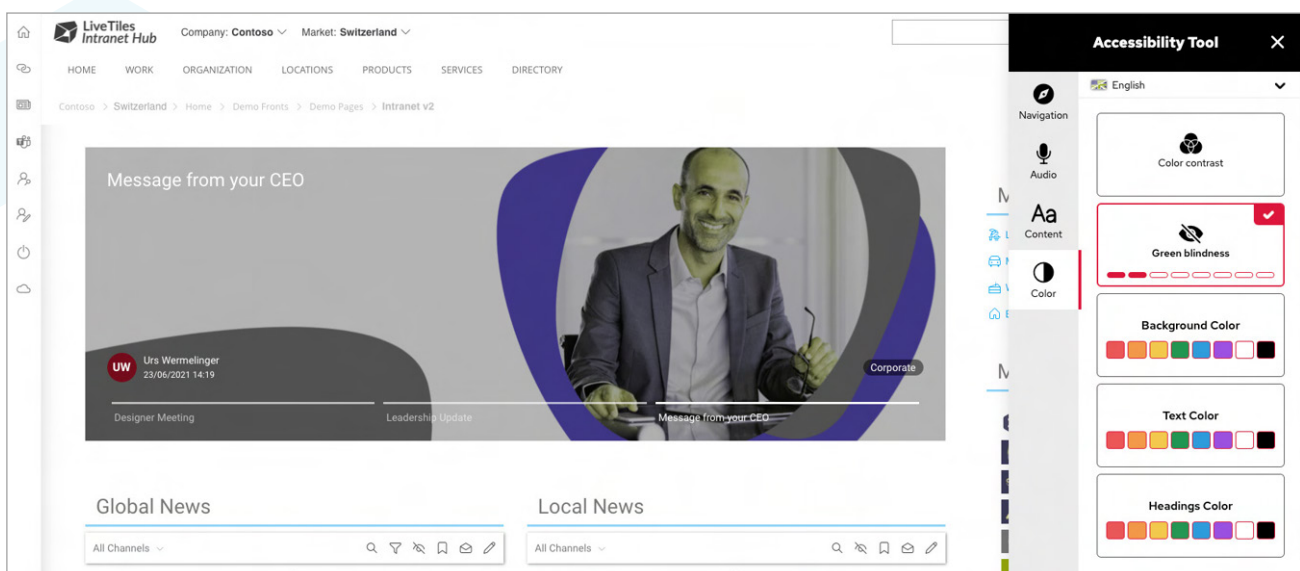
*The 'Everywhere panel' can be configured as a floating vertical navigation bar with configurable icons.*

All elements in the user interface are highly customisable. An example is 'My links' which can appear as a web part in a regular SharePoint page or as an icon in the 'Everywhere panel'. Users see a list of relevant links for their role and pick from the list which ones are relevant to add.

A final element worth mentioning is an integrated accessibility panel, where users can configure options for improved contrast, font size, and screen reader settings.



*Users select the links most relevant to them from a list that is targeted to their role.*



*An integrated accessibility tool allows users to configure options for improved navigation, audio, content, and colour.*

## Reach – connect frontline users

Reach is the product within the LiveTiles offering that is optimised for mobile usage. It is also available as a separate product, which we have reviewed in our [separate report](#). Reach also includes a browser-based desktop environment, separate from the SharePoint intranet, so organisations can use the product as a lightweight independent intranet. 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.

Reach supports many onboarding options, including sending 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, printed out, or set as a QR code to encourage people to sign up.

**Broadcast Ltd. Self Registration**

### 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/.../register>  
[Change this link](#)

#### Pending Requests

Search users

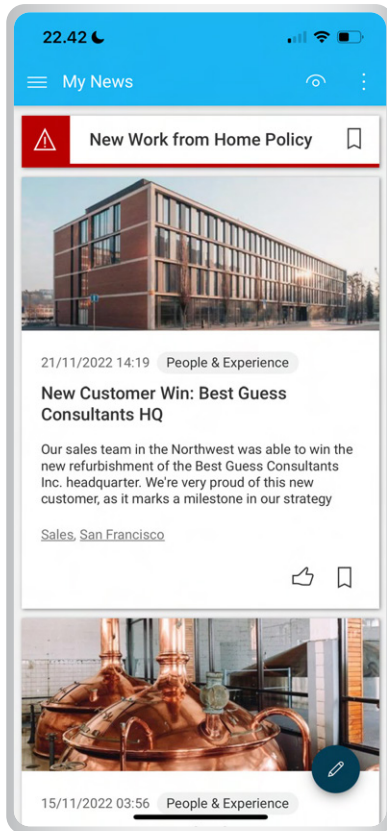
User ↑	Last login	Account type	
Non-Microsoft User	never	User	✓ Accept × Reject
Peter Lee	never	User	✓ Accept × Reject
Sonny Roy	never	User	✓ Accept × Reject

All users loaded

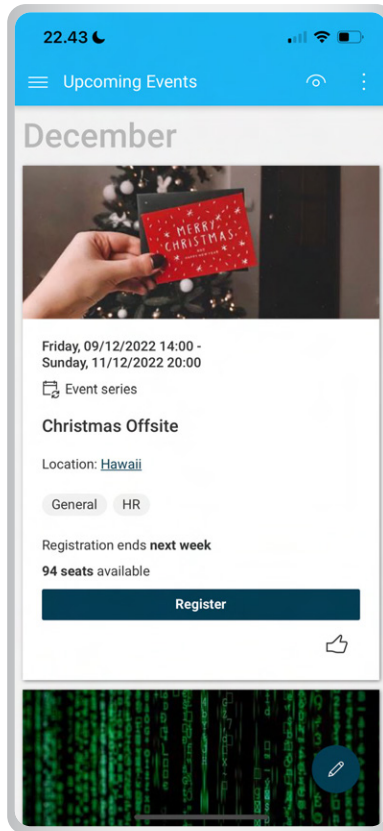
***Users can self-register to access Reach.***



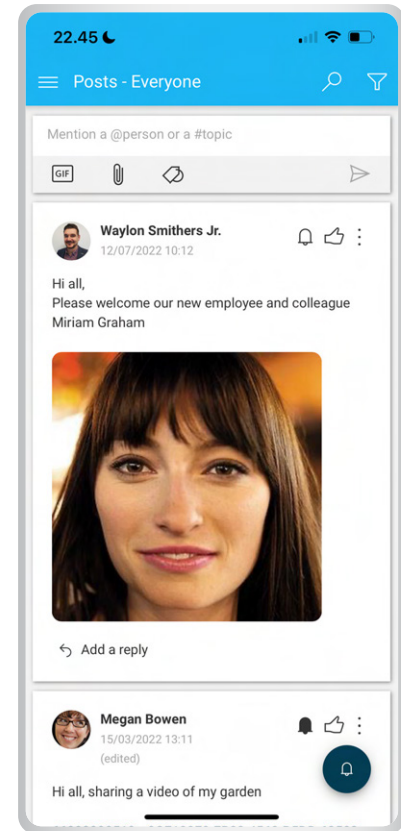
The Reach native app offers news, posts, pages, events, a people finder, and chat as core options out of the box. The push notifications are a useful way for communicators to draw attention to recently published news and users can update their preferences easily via the mobile interface. The chat functionality 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.*

We also like the 'Roll Call' feature; in case of a major crisis, employees get a crisis notification and are requested to give a status update whether they are safe or not. A crisis manager can then follow up based on the incoming data. Note that 'Roll Call' is an additional module for which the pricing is not included in this report.

The screenshot shows a Microsoft Teams interface with a dark blue sidebar on the left containing navigation options like Home, Stream, News, Posts, Pages, Events, People, Chat, and Emergencies. The main content area is titled 'Emergencies' and features a 'Roll Call Solutions' header. Below this is an 'Emergency summary' section for a 'Flood Warning'. It includes a severity scale from 1 to 10, with '5' selected. There is a text input field for 'Comments (optional)', a prompt to 'Provide further information if possible.', and three toggle questions: 'Are authorities helping you?', 'Do you require medical attention?', and 'Have you contacted your family?'. A red 'Send' button is located at the bottom of the form.

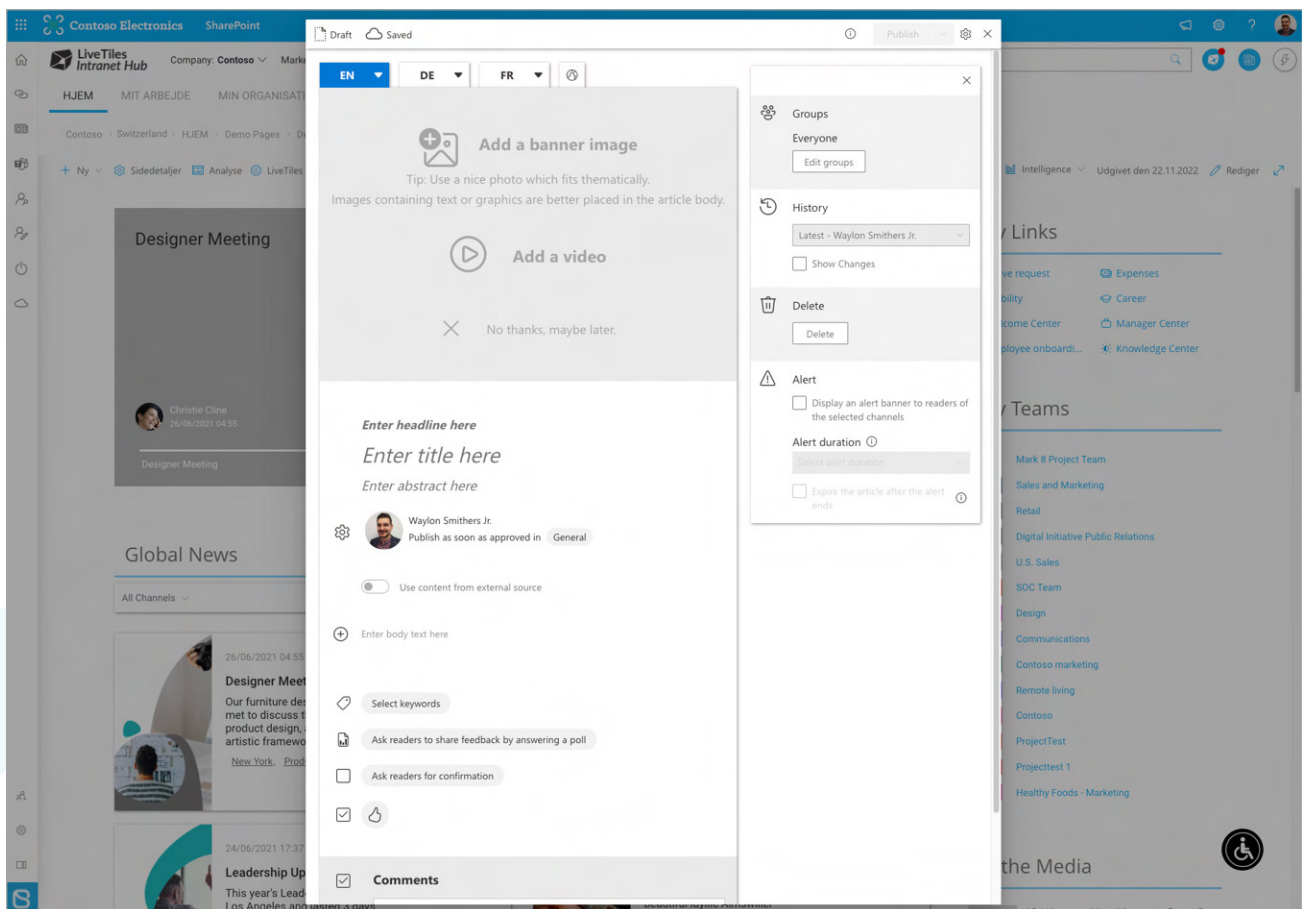
***In case of an emergency, employees are asked to give a status update, letting a crisis manager know if they are safe or not.***

## News

LiveTiles recommends using the Reach editor for creating news articles. Content created within Reach is stored in the product's own CMS, but can be displayed in standard SharePoint pages and also in MS Teams.

The Reach editor presents content authors with a clean and straightforward template, so users with no SharePoint experience can also easily create attractive articles. The product links with Unsplash and Getty Images for stock imagery. Images are easy to crop to size, move around on the page, and make text flow around them if desired. We like how simple it is to add a quick poll to the article during the creation process.

Targeting is handled through a mechanism of group membership and publication channels. Content authors can target a news article to one or more groups of users. Based on the groups selected, a number of channels for publication are predefined, with some degree of freedom for the publisher to add or remove channels. There is also an option to build target audiences dynamically based on user profile properties. For instance, a group can be set up to include all employees with a particular skill or interest added to their profile.



**News authors are presented a simple, intuitive template for creating news articles.**

The screenshot displays a SharePoint interface for 'Contoso Electronics' with a 'LiveTiles Intranet Hub' overlay. The hub shows a draft of a news article titled 'New water recycling plant @ HQ' by Waylon Smithers Jr. The article text discusses a project to process water locally at the campus. A poll widget is embedded in the article, titled 'What is stopping you from taking action?'. The poll options are:

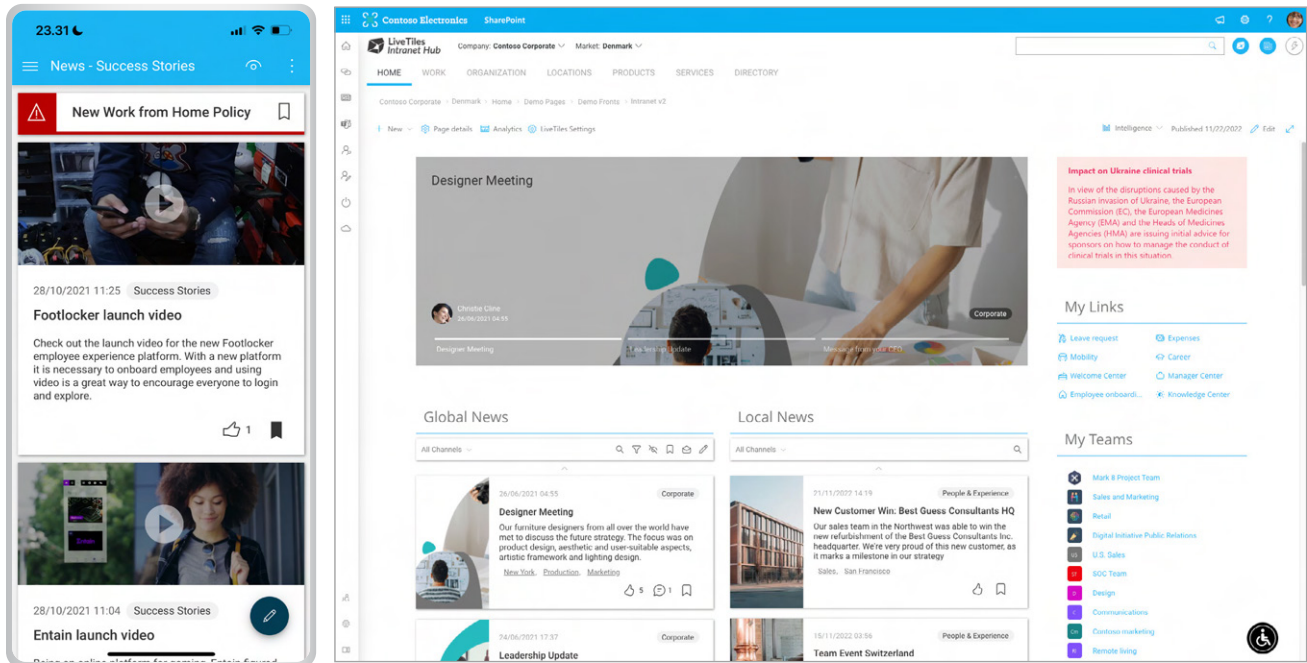
- None, I am keen to do whatever I can
- I think it will cost me too much money
- I don't know where to start
- I don't think my action will make a real impact
- I can never find the time
- Enter an answer here...

Below the poll, there is a confirmation message: 'The author asked for your confirmation. If you confirm and leave this page you can no longer reset your confirmation.' and a 'Confirm' button. The background shows the SharePoint navigation pane with sections like 'Designer Meeting' and 'Global News'.

***A quick poll is easy to add to a news article, while other optional features such as mandatory reading and commenting can be switched on or off.***



Crisis and urgent communication are well supported within LiveTiles. Alert messages can be set up and displayed in different ways. On mobile, users may prefer to receive them as a banner at the top of their news feed, while on desktop there is an option to display them in a dedicated web part that appears prominently on the home page, or as a modal popup window.



**Two different ways to display alert messages: as a banner at the top of the screen, or in a dedicated area on the home page.**

## LiveTiles People Directory

The People Directory is a feature rich module for organisations that value extensive and accurate profile data. By encouraging users to update their profiles, colleagues can be confident that they will find the right people when they search. The tool includes a powerful profile search, with an intelligent type-ahead search box, filtering and sorting capabilities, and an attractive presentation of search results. There is also a feature to export search results into a CSV format.

The screenshot displays the 'Profile Search' interface within the 'Contoso Electronics' SharePoint environment. The search bar contains the text 'market'. Below the search bar, there are filter options for 'DEPARTMENT' (Marketing, Sales & Marketing) and 'JOB TITLE' (Marketing Assistant, Marketing Manager). The search results for 'market' are displayed below, showing three profiles: Alex Wilber (Marketing Assistant), Megan Bowen (Marketing Manager), and Miriam Graham (Director). Each profile card includes a profile picture, name, job title, email address, department, phone number, and location. The interface also features a 'CLEAR SEARCH' button and a 'Page 1 of 1' indicator.

***A well-designed and powerful profile search function with filtering and sorting capabilities.***

Individual profiles will show a completeness rating and a link to add further content. Clicking the link will open a dialogue box where the missing fields are presented and where inline help explains why data needs to be added or updated. Data fields are structured and this structure can vary based on country and location, which will be useful for telephone numbers and addresses. Field content can also vary based on department, for instance by presenting users with different options for skills and expertise.

The screenshot shows a SharePoint 'My Profile' page for Megan Bowen, a Marketing Manager. The page is titled 'My Profile' and includes a profile picture and a notification that the profile is 88% complete. Below the profile information are several sections for editing details:

- CONTACT INFORMATION:** Display Name (Megan Bowen), First Name (Megan), Last Name (Bowen), Mobile Phone (+1 412 555 0109), Business Phone (+1 412 555 0109), and Email (MeganB@M365x062847.OnMicros...).
- 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).
- ME IN A FEW WORDS:** Spoken languages and an 'About Me' section describing her 8 years of experience in Sales and Marketing at Contoso, and her previous role in the U.S. Navy.
- 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. Projects include Digital Service Initiative, Project Nu, and Corporate Marketing Guidelines Review.

*On their profile page, users see a completeness percentage and are guided to add the missing information.*

We like the usage of bot technology to help with keeping profiles up to date. 'Hyperbot' will send email notifications to users, to remind them to either complete their profile further or to review it on a regular basis. The frequency and tone of the bot's messages can be configured. It's also possible to select users who should not receive automated updates, which we can see would be useful to protect senior 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 are correct. A health checker dashboard is available to an HR or line manager to follow up on progress.

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

- Hyperbot:** A toggle switch for 'Off/On' is currently turned on.
- Name:** A text input field containing 'Hyperbot'.
- Contact Channels:** A toggle switch for 'Email' is currently turned on.
- Personality:** A slider between three personality options: 'Relaxed' (smiley face with sunglasses), 'Standard' (neutral smiley face), and 'Formal' (smiley face with a speech bubble). The slider is positioned at 'Standard'.
- Email Templates:** A dropdown menu.
- Tenacity:**
  - Frequency:** A slider between three frequency options: 'Daily' (heart rate icon), 'Every other day' (heart rate icon with a gap), and 'Weekly' (heart rate icon). The slider is positioned at 'Every other day'.
  - Attempts:** A slider between 1 and Unlimited. The slider is positioned at 10.
- Profile Validation:**
  - A toggle switch for 'Off/On' is currently turned on.
  - Scheduled For\*:** A text input field containing '08/10/2021 16:46'.
  - Repeats Every\*:** A dropdown menu with 'Three Months' selected.
- Do Not Disturb:** A search input field labeled 'Search for User' with a magnifying glass icon. Below it, there is a table with columns for 'Email' and 'Actions', and the text 'No users' is displayed.

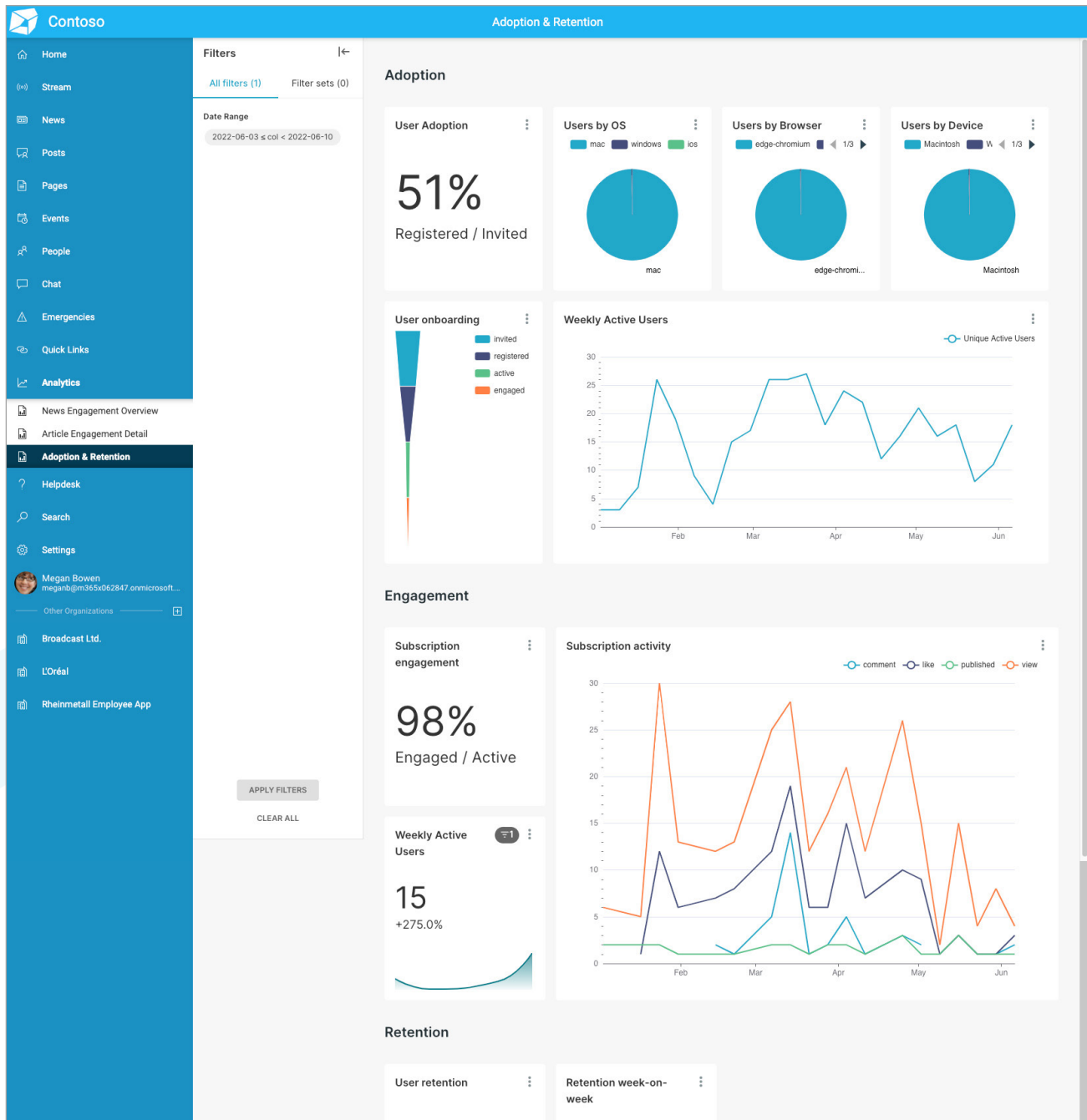
**LiveTiles' 'Hyperbot' is highly configurable, including its personality (tone of voice) and tenacity (frequency of reminders).**



# Analytics

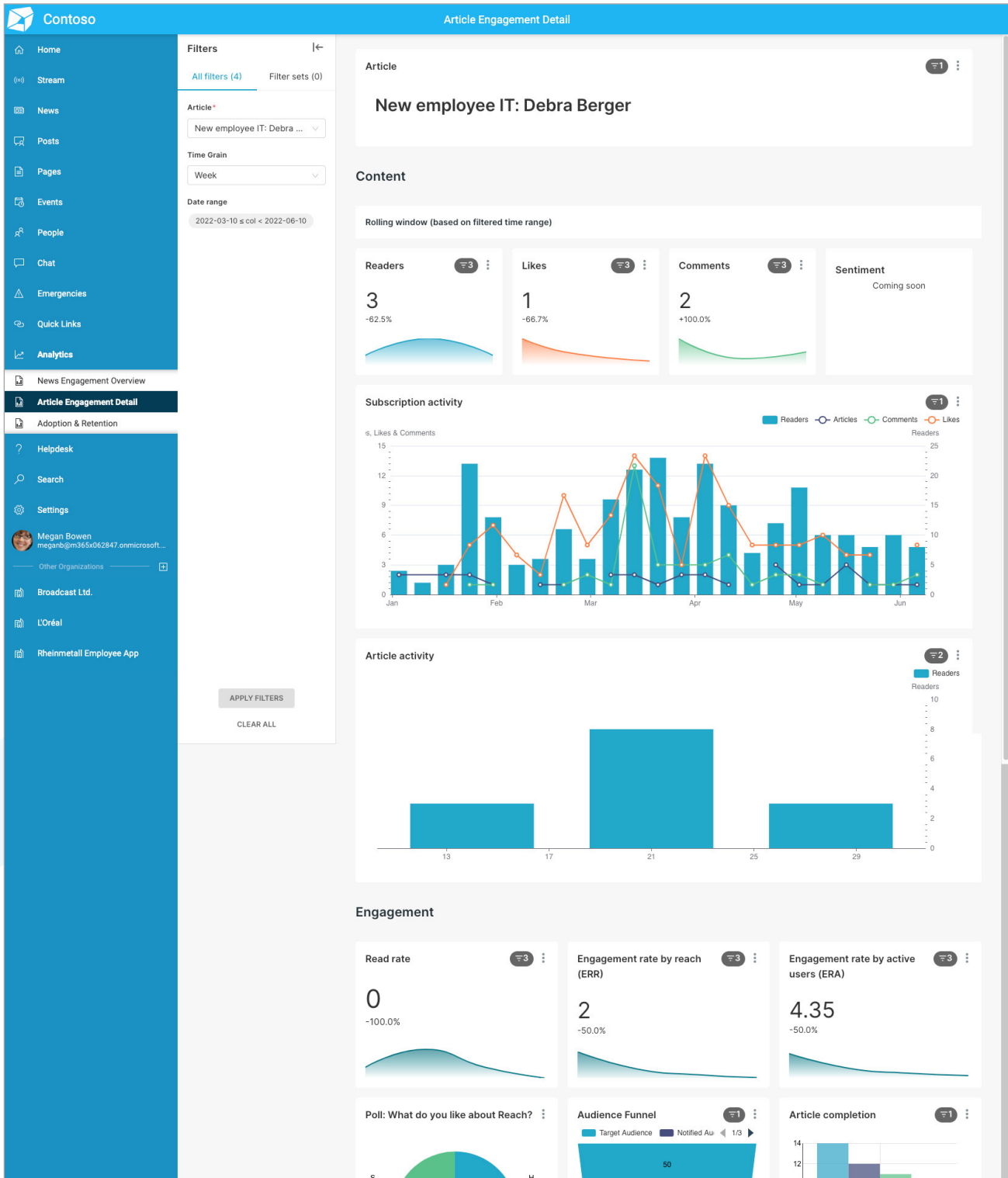
LiveTiles includes a comprehensive analytics module that has a lot of potential for content authors and communicators. It currently provides dashboards only for content stored in the Reach CMS, while the SharePoint content will be integrated via a connector at a later stage; LiveTiles says that this is currently in development.

A first dashboard focuses on adoption of the platform and engagement with its content. The adoption part shows how many users are invited, registered, and active on the platform. The engagement part has more details on engagement aspects such as number of likes, shares and posts created. Data can be viewed for different time periods, and filters are available to drill down on a particular department or country.



*An adoption dashboard gives information about user adoption of the product and their interaction with it.*

A second dashboard provides detailed insights into news articles and will be of particular interest to internal communication managers. An overall dashboard shows statistics on most successful news articles and engagement metrics over a given period of time. Communicators can also filter by campaign, to show the effect of larger communication initiatives, which is a nice feature. Drilling down into an individual article gives insights into how users have interacted with the content, whether they scrolled down to the end, and how they responded to an integrated poll.



**Detailed statistics about an individual article include an interesting 'audience funnel'!**

# THINGS TO BEAR IN MIND

The LiveTiles platform is primarily made up of two products, but also 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 differences that especially the administrators will need to get used to. LiveTiles is addressing this; a unified admin interface is now available for some, but not for all areas. Customers will also need to consider their needs and objectives carefully to make sure they select the right combination of tools, although LiveTiles and partners will offer advice.

LiveTiles includes a strong analytics platform which has the potential to provide communicators with in-depth, granular insights into adoption and campaign performance. Further integration with the SharePoint part of the offering will be needed to realise its full potential, but LiveTiles says this is on the roadmap.

LiveTiles is an experienced vendor with mature products, having gained knowledge and experience from acquisitions. The market has moved rapidly in the last few years as Microsoft keeps adding new functionality to SharePoint Online. We look forward to seeing how LiveTiles will evolve to support the Viva suite and other Microsoft innovation, a point also expressed by existing clients in the Voice of the Customer section.

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 breadth of functionality in the different modules presented to us, the price point is attractive to enterprise customers.

## Why choose this product

Although LiveTiles is making efforts to package the product attractively also for smaller customers, we believe that the natural target market for the product are large and complex organisations with a diverse employee base and a broad range of needs for their digital workplace. LiveTiles and their partners have the experience of working with large global companies and will provide advice, customisation and additional integration work when required. Large organisations with a significant population of frontline workers will be interested in the mobile features and the attractive price point.

Download the full report from Clearbox  
Consulting at [clearbox.co.uk](https://clearbox.co.uk)

