Launch Guide
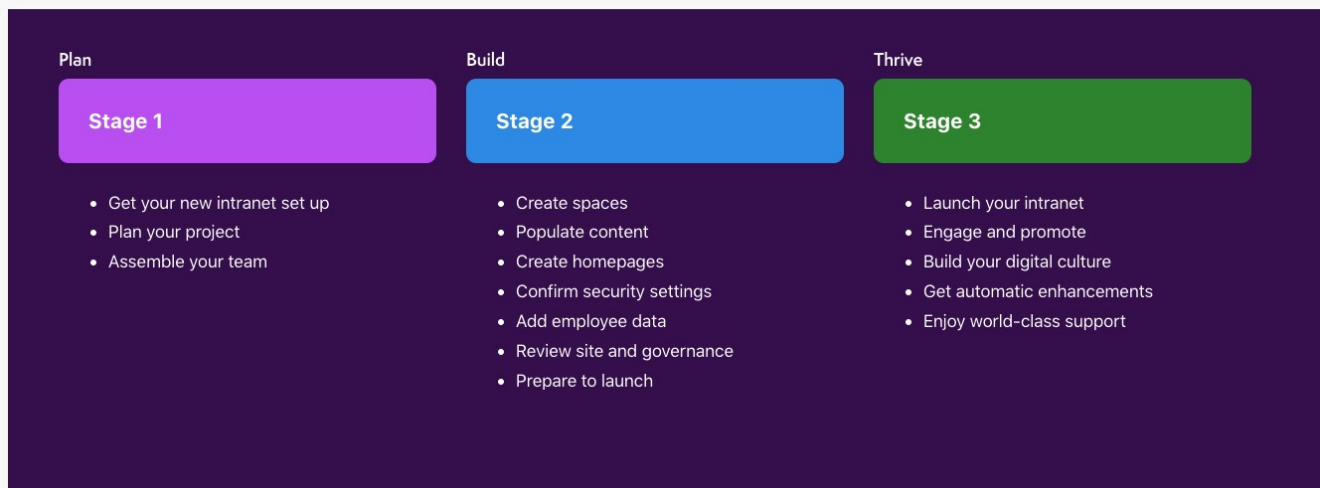
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This guide will help you and your intranet project team set up your Axero Intranet platform so your teams can realize a quick return on your investment.

The framework we share with our clients follows a three-stage path of Plan, Build, and Thrive, ensuring a clear path to a successful launch.

*Note: This documentation is meant to supplement your **customized Intranet Project Plan**.*

Setup

The first step in getting started is to set up your new intranet site. This includes addressing hosting, configuring basic settings, and branding your intranet. During this stage, you'll address the following:

- Domain Configuration
- General Settings
    - Collaborate and discuss with your internal project team the intranet features and integrations you would like for your intranet project by completing the Intranet Features Survey provided to you by your Implementation Manager.
    - You may reference the platform feature tour for additional information on features and to spur internal discussions and planning.
- Branding - Customize the appearance of your intranet by adding your logo, choosing the header color, and uploading a favicon.
- Single Sign-On (SSO)

Once your intranet site is set up, you will be able to access it and add additional core team members, spaces, and content.

Content

The next stage is to populate your intranet with content. At Axero, we take a "Content First" approach, as content is one of the most important steps to launching your intranet. To build your homepage, space homepages, and information architecture, you must create spaces and populate your spaces with content.

In this step, you'll address the following:

- Create Spaces - Create your top-level (parent) spaces for the different groups within your larger collaboration community.
  - You may download the Stock Space Images for a quality look and feel.
- Add Content - Add content to your spaces, making sure you have enabled content types in each space as appropriate.
  - We recommend leveraging our Unsplash integration, giving you access to beautiful, free images that encourage engaging page functionality.

After content is populated, your intranet will come to life with beautiful images, content summaries, easy navigation, and much more as you further customize.

If your team needs assistance migrating your content from another platform, we are happy to provide an estimate for this service. Contact us to learn more.

Intranet migrations.

We can migrate your data from just about any other platform. Our migration services cover all the stages of a software migration project, from the assessment and planning stages to the actual conversion. We have proven success migrating clients from SharePoint, Salesforce, and many other platforms.

- ✅ THEME AND TEMPLATE SETUP
- ✅ CONTENT MIGRATION
- ✅ WORDPRESS MIGRATION
- ✅ MIGRATE FROM OTHER VENDORS
- ✅ LEGACY SYSTEM MIGRATIONS
- ✅ EMPLOYEE AND USER MIGRATIONS

Customize & Design

The next step is to customize your intranet further to reflect your company's brand and culture and reach your intranet goals for launch.

In this step, you'll address the following:

- Page Builder - Learn how to customize your intranet appearance by creating a unique homepage and space homepages.
    - We recommend leveraging our Page Builder Templates if you prefer to avoid building your layouts from scratch. This allows you to import a template of our design, which you then configure to pull in your desired content.
- Localized content - Learn how to match the terminology that best suits your organization. For example, change *Cases* to *Tickets*, *Create* to *Add New Content.*
- CSS overrides - Leverage this styling language to accomplish more customization across your intranet by adding the CSS code right into our CSS code editor.
- Email templates - Address your email templates so emails have your organization's voice.
- Dynamic Properties - Manage global community dynamic properties.

Our How to Customize Your Intranet wiki is a selection of additional resources for those who wish to learn more about design and customization options.

You can continue to enhance and refine the design of your intranet as time goes on. Leverage additional design resources such as our videos and wikis, *or enlist our team in a special design project.*

Intranet design services.

Your intranet is the perfect place to build workplace culture through your brand. Our talented designers will help you customize your intranet's layout, look, and feel. We'll give you a visually compelling intranet that focuses on usability and user experience.

- ✅ BRANDING AND COLORS
- ✅ EMPLOYEE EXPERIENCE
- ✅ REBRANDING EXISTING INTRANET
- ✅ DESIGNING HOMEPAGES
- ✅ PERSONALIZED DESIGN ELEMENTS
- ✅ DRAG-AND-DROP LAYOUTS

People & Governance

Next, we encourage your IT and Site Administrators to learn about user-related features and configuration settings in Axero so that you prepare your intranet for people according to the governance your organization requires.

We encourage you to address the following:

- Roles - Understand Axero's default roles, custom roles, and role-setting capabilities.

- User Profile Page - Understand the user profile page and display capabilities.

- People Directory - Learn about Axero's org chart and people directory.

- User Space Assignment Rules - Auto-assign users to spaces by top-level role.

- Custom Profile Fields - You can add custom user profile fields to the registration page and user profiles.

- Add People - If you're not using SSO, now is the time to manually or bulk import users to your platform.

Now that you have addressed People and Governance according to your organization's unique needs and requirements, you are ready to launch your intranet!

Launch

Congratulations, it's time to launch your intranet to your user base! Following this guide helped prepare you for smooth execution.

We always recommend making your launch a special event in your organization, as this will help generate excitement and ensure engagement.

Prepare for launch by following our recommendations on how to announce your new intranet:

- Use a Launch Email Template

- Choose one or more announcement types

- Share Axero's User Welcome Guide for all platform users

Post-launch, consider reviewing your admin analytics and collecting user feedback to consider a plan for continued platform optimization. Let our services team know how we can guide this strategy and plan for growth.

How to Launch Your Intranet

tags : site-administrator