

The Forrester Wave™ : Intranet Platforms, Q1 2022

The 12 Providers That Matter Most And How They
Stack Up

February 23, 2022

By Cheryl McKinnon with Srividya Sridharan, Angela Lozada

FORRESTER®

Summary

In our 27-criterion evaluation of intranet platform providers, we identified the 12 most significant ones — Akumina, Beezy, COYO, Igloo Software, Interact, LiveTiles, LumApps, MangoApps, Microsoft, Powell Software, Simplr, and Unily — and researched, analyzed, and scored them. This report shows how each provider measures up and helps technology architecture and delivery professionals, along with their internal communications peers, select the right one for their needs.

Additional resources are available in the [online version](#) of this report.

The Appetite For Custom-Built, Homegrown Intranets Is Dead

The intranet market has undergone a major reinvention over the last few years. New, cloud-native platforms have shattered the stereotype of static, clunky, internal portals. Since [The Forrester Wave™: Intranet Platforms, Q2 2020](#), customer demand has decidedly shifted away from “build” to “buy.” Today intranets are software as a service (SaaS) apps and are designed for the communicators, designers, and authors who are responsible for creating relevant, tailored information for employees in an [anywhere-work](#) environment. Orchestrated delivery of content and communication, personalized for specific roles and employee personas, now supersedes generic corporate or departmental home pages. It’s not surprising that satisfaction levels with intranets have begun to improve. While intranets still lag in satisfaction behind everyday productivity tools such as email, calendars, and authoring apps, Forrester data shows that information workers are reporting higher satisfaction for intranets — 75% reported satisfaction in [2021](#) compared to 66% in [2019](#).

As a result of these trends, intranet platform customers should look for providers that:

- **Support personalization that is both top-down and bottom-up.** Internal communication is now a top driver for organizations investing in a new intranet platform. One-size-fits-all email blasts cause employees to tune out when information is not relevant to their role, geography, or mission. Employee communication pros now demand tools to segment their internal audiences, develop personas, and design content for various channels, such as mobile notifications, email newsletters, or feeds inside a collaboration app. Employees also want to be empowered to set their preferences for language, topics, or consumption frequency.
- **Integrate with essential enterprise applications.** Modern intranets don’t insert themselves as a default home page at every turn. Innovative platforms deliver content and communication into the employee’s work experience contextually. Deep integrations for productivity suites, such as Microsoft 365 and Google Workspace, are the norm. Integrations with key digital operations platforms, such as human capital management, enterprise service management, and customer relationship management, now include opportunities to deliver tasks from these systems to users, helping to avoid the distraction of context-switching.
- **Orchestrate content and communication across employee journeys.** Intranet platforms have taken cues from marketing and email automation technologies. Communication and employee experience (EX) pros now benefit from testing tools

Not Licensed For Distribution.

© 2022 Forrester Research, Inc. All trademarks are property of their respective owners.

For more information, see the [Citation Policy](#), contact citations@forrester.com, or call +1 866-367-7378.

and analytics to improve the reach and effectiveness of their communications. Emerging capabilities include templates for common journeys (such as new employee onboarding), editorial calendars, workflows to automate campaigns (such as phased communications over a long-term program), and reporting to gain insights into content performance (such as views of text vs. video formats).

Evaluation Summary

The Forrester Wave™ evaluation highlights Leaders, Strong Performers, Contenders, and Challengers. It's an assessment of the top vendors in the market and does not represent the entire vendor landscape. You'll find more information about this market in our report [Now Tech: Intranet And Employee Communications Platforms, Q4 2021](#).

We intend this evaluation to be a starting point only and encourage clients to view product evaluations and adapt criteria weightings using the Excel-based vendor comparison tool (see Figure 1 and see Figure 2). Click the link at the beginning of this report on Forrester.com to download the tool.

Figure 1

Forrester Wave™: Intranet Platforms, Q1 2022

THE FORRESTER WAVE™

Intranet Platforms

Q1 2022



Source: Forrester Research, Inc. Unauthorized reproduction, citation, or distribution prohibited.

Not Licensed For Distribution.

© 2022 Forrester Research, Inc. All trademarks are property of their respective owners.

For more information, see the [Citation Policy](#), contact citations@forrester.com, or call +1 866-367-7378.

Figure 2

Forrester Wave™: Intranet Platforms Scorecard, Q1 2022

	Forrester's weighting	Akumina	Beezy	COYO	Igloo Software	Interact	LiveTiles
Current offering	50%	3.52	3.27	1.77	3.43	3.50	2.58
Architecture and administration	17%	3.14	2.14	1.36	3.40	3.70	3.00
AI and analytics	15%	2.70	2.70	1.80	2.60	2.80	2.50
Employee communications	35%	3.70	3.46	1.84	3.36	3.70	2.40
Design and customization	33%	3.90	3.90	1.90	3.90	3.50	2.60
Strategy	50%	3.00	2.34	2.92	3.08	3.26	2.30
Market approach	17%	3.00	3.00	3.00	3.00	3.00	3.00
Product vision	23%	3.00	3.00	5.00	3.00	3.00	1.00
Execution roadmap	23%	3.00	1.00	3.00	1.00	5.00	3.00
Partner ecosystem	10%	3.00	1.00	3.00	3.00	1.00	3.00
Supporting products and services	15%	3.00	3.00	1.00	5.00	3.00	3.00
Delivery model	12%	3.00	3.00	1.00	5.00	3.00	1.00
Market presence	0%	1.25	1.00	2.25	2.00	2.50	2.50
Number of customers	25%	2.00	1.00	3.00	2.00	4.00	4.00
Revenue	75%	1.00	1.00	2.00	2.00	2.00	2.00

All scores are based on a scale of 0 (weak) to 5 (strong).

Source: Forrester Research, Inc. Unauthorized reproduction, citation, or distribution prohibited.

	Forrester's weighting	LumApps	MangoApps	Microsoft	Powell Software	Simpplr	Unily
Current offering	50%	3.14	3.17	2.15	2.25	4.17	3.78
Architecture and administration	17%	3.36	3.90	3.00	1.50	4.80	4.10
AI and analytics	15%	2.20	2.80	3.40	1.00	5.00	3.50
Employee communications	35%	3.00	2.76	1.72	3.00	3.94	4.30
Design and customization	33%	3.60	3.40	1.60	2.40	3.70	3.20
Strategy	50%	4.04	2.66	4.08	1.74	4.16	3.92
Market approach	17%	5.00	1.00	5.00	1.00	3.00	3.00
Product vision	23%	5.00	3.00	3.00	1.00	5.00	5.00
Execution roadmap	23%	3.00	3.00	3.00	1.00	5.00	5.00
Partner ecosystem	10%	3.00	3.00	5.00	3.00	3.00	3.00
Supporting products and services	15%	3.00	3.00	5.00	3.00	3.00	3.00
Delivery model	12%	5.00	3.00	5.00	3.00	5.00	3.00
Market presence	0%	2.00	1.75	5.00	1.25	2.00	1.75
Number of customers	25%	2.00	4.00	5.00	2.00	2.00	1.00
Revenue	75%	2.00	1.00	5.00	1.00	2.00	2.00

All scores are based on a scale of 0 (weak) to 5 (strong).

Source: Forrester Research, Inc. Unauthorized reproduction, citation, or distribution prohibited.

Vendor Offerings

Forrester included 12 vendors in this assessment: Akumina, Beezy, COYO, Igloo Software, Interact, LiveTiles, LumApps, MangoApps, Microsoft, Powell Software, Simpplr, and Unily (see Figure 3).

Not Licensed For Distribution.

© 2022 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the [Citation Policy](#), contact citations@forrester.com, or call +1 866-367-7378.

Figure 3

Evaluated Vendors And Product Information

Vendor	Product evaluated
Akumina	Akumina Employee Experience Platform
Beezy	Beezy
COYO	COYO
Igloo Software	Igloo Software
Interact	Interact Software
LiveTiles	LiveTiles EX Portal
LumApps	LumApps
MangoApps	Mango Intranet
Microsoft	Microsoft 365
Powell Software	Powell Intranet
Simplr	Simplr Virtual Headquarters
Unily	Unily

Source: Forrester Research, Inc. Unauthorized reproduction, citation, or distribution prohibited.

Vendor Profiles

Our analysis uncovered the following strengths and weaknesses of individual vendors.

Leaders

- **Simplr stands out with AI-powered content and communication delivery tools.**

Simplr’s cloud-native intranet and communication platform continues to evolve, meeting the challenges of hybrid and remote work. Its strategy is to help EX leaders in distributed workforces stay connected to employees, and this translates into a roadmap that includes more real-time reporting, sentiment analysis, and contextual delivery of content and communications to specific personas. Simplr’s investment in in-house AI-expertise and an enhanced focus on supporting clients via developer resources are paying off, but the vendor must continue to ramp up its go-to-market and partner ecosystem strategies to compete against larger competitors. Simplr’s strategic roadmap includes ongoing investment in analytics

Not Licensed For Distribution.

© 2022 Forrester Research, Inc. All trademarks are property of their respective owners. For more information, see the [Citation Policy](#), contact citations@forrester.com, or call +1 866-367-7378.

and dashboards to help EX pros understand employee journeys and map out communication campaigns, as well as the practical use of AI for rich media understanding and smart recommendations.

Simpplr's current offering strengths include its metadata, search, governance, internal communication, and integration capabilities. Areas for improvement include collaboration and templating capabilities. Reference customers rate Simpplr's search and reporting highly, along with its professional services and the flexibility of its design and internal communication tools. Reference customers report some dissatisfaction with the vendor's support for video and the flexibility of some publishing features. Organizations with more than 1,000 employees that must serve remote, desk, or mobile employees should consider Simpplr. It is a fit for internal communication pros who particularly want EX insights and embedded AI for automated governance, language translation, and smart recommendations.

- **Unily shines with features designed for internal communication and content specialists.** Launched initially as a SharePoint add-on product by a long-time intranet deployment consultancy firm, Unily has evolved into a modular, extensible platform for content and communication delivery that's suitable for enterprises serving information workers and frontline workers alike. Unily continues to mature its platform to meet a broader set of EX requirements and has adapted its packaging and licensing models to meet common patterns of customer needs. Its strategy is grounded in both thought leadership and customer engagement as part of its go-to-market, successfully building awareness and demand. Unily supports this vision with a roadmap to deliver workflow, no-code/low-code automation, and developer resources in order to solidify its place as an essential platform for employee journeys. The vendor's strategic roadmap includes additional investment in AI and machine learning (ML) for smarter search and recommended tags and content, as well as more developer resources, such as sandboxes and templates for designers.

Current product strengths include integration with other enterprise apps, along with its collaboration, communication, and repository capabilities. Its weaknesses include depth of AI/ML use, design tool limitations, and default reports/dashboards. Reference customers rate Unily's internal communication tools and content authoring features highly but report some dissatisfaction with its professional services and the robustness of its APIs. Consider Unily for an employee base that includes mobile or frontline workers and when internal communications is a top priority. Enterprises desiring a phased deployment will appreciate Unily's modular pricing model and its ability to serve both Microsoft and Google ecosystems.

- **LumApps has a strong vision for employee experiences driven by journeys and insights.** LumApps' vision for the intranet market goes beyond classic content and communication; it views its platform as an essential component of a digital EX. The vendor succeeds in attracting and retaining very large enterprises, primarily in North America and Europe, serving customers in both the Microsoft and Google suite ecosystems. LumApps continues to invest in rich user profiles, knowledge/social graphs, and internally focused campaign workflows to orchestrate employee-centric communication and processes. LumApps' partner ecosystem and services strategies, however, must keep pace and attract customer experience (CX) skills to fully equip customers to take advantage of this future vision. The vendor's roadmap includes enhanced investment in knowledge management, such as support for communities, Q&A tools, and personalized recommendations for relevant content, as well as additional app integrations.

Current product strengths include its content templating capabilities, flexibility of user interfaces, and overall repository services. Weaknesses include default dashboard and reporting tools and user adoption of current AI/ML capabilities. Reference customers report satisfaction with LumApps' internal communication tools, multilingual support, and social advocacy tools for employees to promote approved internal content. They reported dissatisfaction with search, reporting, and the depth of integration for Microsoft 365. Consider LumApps for large deployments that include multilingual or mobile workers, when both Microsoft and Google ecosystems are important, when video is a key component of communications, or when EX pros have a vision of mapping communication to key journeys.

Strong Performers

- **Interact delivers precision personalization but must cultivate partners to drive growth.** Interact has bootstrapped a powerful content and communications platform over the past 15 years, working directly with clients to design and deploy modern intranets as part of digital workplaces. Its strategy is to continue with an ambitious roadmap focused on improving experiences for authors and users alike, while meeting the stringent security, privacy, and accessibility needs of public sector, life sciences, and healthcare clients. The vendor's partner ecosystem strategy, however, is thin relative to others in this evaluation, as Interact delivers most consulting and delivery services directly, limiting its reach. Interact plans an enhanced partner network to help global growth, investment in more analytics for reporting and tracking, use of AI to check compliance with accessibility standards, and more apps and tools to support hybrid work, such as rewards and recognition features.

Not Licensed For Distribution.

© 2022 Forrester Research, Inc. All trademarks are property of their respective owners.

For more information, see the [Citation Policy](#), contact citations@forrester.com, or call +1 866-367-7378.

Strengths in its current offering include its metadata support, dynamic personalization capabilities, and robust design tools. Interact's support for content analytics and employee advocacy features lags others in this evaluation.

Reference customers have high satisfaction with the vendor's search, internal communication, and content authoring capabilities. They are less satisfied with its current reporting and dashboard tools and existing AI capabilities. Consider Interact when a secure cloud platform that meets privacy and accessibility requirements is a priority. Internal communicators who need granular controls over personas, roles, and delivery channels will value Interact.

- **Akumina excels with design tools but must continue to invest in native content services.** Akumina is broadening its core intranet and communication capabilities while remaining focused on its key differentiators, such as branding and design tools. While firmly committed to serving clients in the Microsoft ecosystem, Akumina continues to build its own repository capabilities, reducing its reliance on SharePoint Online for basic library services. Its strategy is driven by a vision for a comprehensive EX platform and using data from a user's digital context to deliver relevant content and communication, keeping employees in the flow of work and reducing context-switching. Akumina has a partner strategy that helps it punch above its weight and attract large enterprise clients. Its market approach and services strategy, however, need ongoing investment to better serve the needs of large global clients beyond the US. Akumina's strategic roadmap includes new workflow capabilities designed for employee journeys, improved digital asset management, and enhanced analytics and testing tools to help internal communicators optimize their content.

Product strengths include personalization tools, support for designers and developers, and application integration capabilities. Weaknesses include native search capabilities as well as default reporting and dashboards. Reference customers rate Akumina's content repository and authoring capabilities highly, along with its design and internal communication features. They are less satisfied with its reporting and search. Consider Akumina when branding, design, and internal communications are top requirements and your organization plans to invest in the Microsoft Azure ecosystem for its cloud strategy.

- **Igloo Software is a mature, proven platform but must increase its pace of innovation.** A pioneering cloud-native intranet platform, Igloo Software offers solid content repository capabilities along with packaged apps for specific horizontal use cases, such as knowledge management or new employee onboarding. Its services strategy remains stellar, with packaged consulting offerings for deployment health checks and a well-supported customer community. Its

roadmap, however, has lagged competitors, and it must accelerate its innovation in key areas such as integration with Microsoft Teams. Igloo Software's go-to-market activities must ramp up to battle for new customers in larger enterprises as it focuses on North America and Europe as key markets. Its strategic roadmap is to go deeper in overall platform modernization, AI, analytics, and smart recommendations, as well as fast-tracking integrations with key enterprise applications via partnerships.

Content lifecycle governance and strong collaboration capabilities are among the platform's current strengths, along with fine-grained controls to delegate administrative roles. Current gaps include minimal use of AI or knowledge/social graphs to drive automation and smart recommendations. Reference customers rate Igloo Software's content management, authoring tools, and internal communication capabilities highly but call out its APIs and current integrations as areas for improvement. Igloo Software is well-suited for midsized to large enterprises that value vendors that put a strong emphasis on customer success, as well as for companies that need to support multibrand/multiregional differentiated sites for specific lines of business.

- **Microsoft has a powerful vision for EX, but now it must execute.** Microsoft Viva, launched in 2021, is the foundation of Microsoft's vision for an employee experience platform (EXP). It extends current Microsoft 365 (M365) collaboration and content management capabilities with a repurposed Yammer for communities, AI-driven knowledge discovery, extended modules for learning management and workforce analytics, and integrations to deliver news into Microsoft Teams. Microsoft's market approach has the power to set the benchmark for how organizations define an EXP due to its massive installed base and ongoing momentum of M365. However, Microsoft must execute on this multiyear vision and address some key feature gaps that are often filled by its partners. Customers buying into Microsoft's vision today may still require third-party tools for personalized communications, especially for frontline workers. Its roadmap includes using AI to unlock knowledge embedded in content, enhancing search, and improving multilingual capabilities.

Product strengths include Microsoft's underlying knowledge/social graph, which connects people, content, and expertise, as well as its collaboration tools. Weaknesses include packaged reports and dashboards as well as internal communications tools. Reference customers rate Microsoft's professional services and content repository highly. They are less satisfied with its search and design capabilities and reported minimal experience with its AI tools. Consider Microsoft for a modern intranet when your organization has already made a long-term

commitment to M365 and has the IT resources to assist internal communication and EX roles responsible for content and communications.

- **MangoApps offers solid core capabilities but lags in its focus on large enterprises.** MangoApps, independently funded for nearly 15 years, has offered content, collaboration, and communication capabilities primarily to small and midmarket businesses, but it has increased its emphasis on large enterprises. The vendor's strategic roadmap focuses on regulated industries and the enhanced governance, legal, and privacy needs of those sectors. Its go-to-market strategy must ramp up to compete with newer competitors with deeper investment backing. While its delivery model is flexible, offering a range of cloud and self-managed hosted or on-premises models, this fragmented approach can be a distraction from innovation. MangoApps' roadmap includes investment in its own apps for adjacent use cases, such as learning management, task management, an employee advocacy module, and vertical-specific employee journeys.

Product strengths include content governance, information architecture that includes a site map view, and supporting tools for designers and developers. Current areas of weakness include a lack of content analytics and employee advocacy. Reference customers rate MangoApps' content authoring and management capabilities highly, along with its internal communication features and professional services, but they also express some dissatisfaction with its flexibility of notifications, employee survey tool, and calendar integration. MangoApps is a good fit for midmarket companies in regulated industries that want a comprehensive, well-integrated digital workplace platform with strong content, communication, design, and integration capabilities, and which value a vendor focused on customer support.

- **Beezy offers robust tools for the Microsoft ecosystem but now must look beyond it.** Beezy has offered enhanced communication and EX capabilities specifically for the Microsoft ecosystem for a decade. In 2021, Beezy was acquired by digital signage specialist Appspace. This acquisition creates new opportunities to expand beyond enterprises looking to enhance their SharePoint Online deployments and accelerates Beezy's partner reach. Beezy's go-to-market strategy punches above its weight and continues to build brand awareness within the Microsoft ecosystem. Its roadmap execution is responsive to customer needs but largely dependent on filling feature gaps for Microsoft 365 clients. Beezy's roadmap includes investment in integration across the Appspace portfolio, orchestrating content and communication delivery via new digital and physical channels, and deeper infusion of AI to provide intelligent information feeds to users.

Product strengths include Beezy's use of Azure AI services, its information architecture, delegated administration, support for accessibility standards, and templating capabilities. Weaknesses are tied to its content governance, metadata services, and heavy dependence on SharePoint Online to act as its core repository. Reference customers report satisfaction with Beezy's internal communication, search, API breadth, and content authoring capabilities. They also report dissatisfaction with its reporting tools, the pace of product updates, and consistency of customer support across time zones. Enterprises that are committed to the Microsoft 365 ecosystem for the long term and need to manage multibrand/multisite content and communication experiences across one or many Microsoft tenants should consider Beezy.

Contenders

- **LiveTiles has delivered a modern platform but must clearly articulate its vision.**

LiveTiles has grown via acquisition in recent years, integrating its product portfolio and rearchitecting its stack to be an EX platform beyond traditional intranet content and communication delivery. While aligned to the Microsoft ecosystem, it offers its own repository services in addition to an integration with SharePoint Online. Its strategy is to provide contextual experiences to various employee audiences via its Reach app but also through popular channels such as Microsoft Teams. LiveTiles' market approach is industry-neutral and supports a global growth strategy with a strong presence in Australia and the EU to serve clients with a worldwide presence. Its product vision is to deliver a unified EX platform; however, LiveTiles must crisp the positioning of its Reach platform and where its traditional intranet products fit. LiveTiles' roadmap will deepen its integration of Microsoft Graph to surface contextual content to users, extend its integration service via Apache Camel, enhance its analytics and dashboards, and provide workflows for employee journeys and communication campaigns.

Product strengths include its personalization and design tools as well as its flexible user interfaces (including mobile). Weaknesses include its native repository capabilities and developer support. Reference customers report satisfaction with LiveTiles' internal communication tools, professional services, and overall ease of use, but they expressed dissatisfaction with search. Consider LiveTiles to fast-track personalized employee communications, augment the Microsoft ecosystem, and minimize the constant, productivity-killing context-switching across employees' apps.

- **COYO must embark on a disciplined integration plan to optimize acquired technologies.** COYO is a SaaS intranet platform that has focused on the European

market over the last decade but is now pursuing a global growth strategy fueled by recent acquisitions. From its inception it has focused on mid-sized to large enterprises that have requirements for employee communication and engagement. Its strategy is to architect a comprehensive platform for content and communications as well as for employee social advocacy (via its acquisition of Smarp) and advanced analytics (via its acquisition of Jubiwee). This is a solid vision for the market, but COYO will require dedicated resources to retain customers, consolidate its platforms, and offer cloud deployment options beyond its own regional data center. COYO's roadmap includes enhanced integration with Microsoft Teams as a communication channel and deeper analytics and engagement tracking, while respecting data protection and privacy regulations.

Product strengths include employee advocacy capabilities via integration with the Smarp app, as well as reporting, collaboration and multilingual support.

Weaknesses include metadata, content governance, and personalization capabilities. Reference customers report satisfaction with COYO's content repository, internal communication tools, and support services. They report dissatisfaction with the breadth of its APIs, third-party app integration, and search configuration. Consider COYO when EU data residency is a priority and when a mix of desk and frontline employees need consistent communication and employee experiences.

- **Powell Software builds on Microsoft 365 but doesn't fill all of its feature gaps.**

Founded in 2015, Powell Software continues to grow its profile in the European and, increasingly, North American Microsoft ecosystems. Large enterprises have been its top focus, deploying in organizations with up to tens of thousands of employees, but Powell Software is adapting its packaging and pricing for small and midmarket firms as well. Its strategy has been to fill key feature gaps in the Microsoft 365 intranet and communication offerings, and it is attracting large Microsoft partners to drive its growth. Its product vision focuses on delivering employee experiences for hybrid, office, or frontline employees; however, it is dependent on staying steps ahead of Microsoft's own vision and roadmap. The vendor plans ongoing investment in delivering intelligent, contextual information feeds to users; enhanced design and templating capabilities; and analytics to surface subject-matter expertise and strong contributors inside an organization.

Product strengths include collaboration, delegated administration, and templating capabilities. Current weaknesses are related to its heavy reliance on Microsoft 365 to serve as its repository, metadata, reporting, workflow, and content governance capabilities. Reference customers expressed high satisfaction with Powell Software's internal communication tools, design capabilities, and professional

services. No reference customers had direct experience with Powell's reporting and dashboard tools or its use of Microsoft's AI. Large enterprises committed to the Microsoft 365 ecosystem should consider Powell Software to optimize communications and EX. The vendor provides multilingual deployments, cross-tenant search, and mobile apps for non-Microsoft licensed employees.

Evaluation Overview

We evaluated vendors against 27 criteria, which we grouped into three high-level categories:

- **Current offering.** Each vendor's position on the vertical axis of the Forrester Wave graphic indicates the strength of its current offering. Key criteria for these solutions include repository, search, governance, and metadata services as well as AI, analytics, employee communications, and design tools.
- **Strategy.** Placement on the horizontal axis indicates the strength of the vendors' strategies. We evaluated each vendor's market approach, product vision, roadmap execution, partnerships, supporting products and services, and delivery models.
- **Market presence.** Represented by the size of the markers on the graphic, our market presence scores reflect each vendor's revenue related to its intranet platform as well as the number of current customers.

Vendor Inclusion Criteria

Forrester included 12 vendors in the assessment: Akumina, Beezy, COYO, Igloo Software, Interact, LiveTiles, LumApps, MangoApps, Microsoft, Powell Software, Simpplr, and Unily. Each of these vendors has:

- **Product revenue of at least \$10 million.** Each vendor has a minimum of \$10 million annual revenue related to its intranet offering. This includes licensing, subscription, and maintenance, but not consulting services.
- **An offering sold as a packaged application.** Vendors offer a cloud-first intranet platform that's packaged as a standalone solution. Each vendor actively invests in its roadmap and go-to-market activities to attract, serve, and retain customers with this need.
- **Focus on enterprise clients.** Each vendor targets large, global organizations for its customer base and scales to deployments serving 5,000 or more employees.
- **Active interest among Forrester clients.** Forrester customers demonstrate active interest in these vendor offerings, including inquiry mentions and inclusion on shortlists.

Not Licensed For Distribution.

© 2022 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the [Citation Policy](#), contact citations@forrester.com, or call +1 866-367-7378.

Supplemental Material

Online Resource

We publish all our Forrester Wave scores and weightings in an Excel file that provides detailed product evaluations and customizable rankings; download this tool by clicking the link at the beginning of this report on Forrester.com. We intend these scores and default weightings to serve only as a starting point and encourage readers to adapt the weightings to fit their individual needs.

The Forrester Wave Methodology

A Forrester Wave is a guide for buyers considering their purchasing options in a technology marketplace. To offer an equitable process for all participants, Forrester follows [The Forrester Wave™ Methodology Guide](#) to evaluate participating vendors.

In our review, we conduct primary research to develop a list of vendors to consider for the evaluation. From that initial pool of vendors, we narrow our final list based on the inclusion criteria. We then gather details of product and strategy through a detailed questionnaire, demos/briefings, and customer reference surveys/interviews. We use those inputs, along with the analyst's experience and expertise in the marketplace, to score vendors, using a relative rating system that compares each vendor against the others in the evaluation.

We include the Forrester Wave publishing date (quarter and year) clearly in the title of each Forrester Wave report. We evaluated the vendors participating in this Forrester Wave using materials they provided to us by December 10, 2021, and did not allow additional information after that point. We encourage readers to evaluate how the market and vendor offerings change over time.

In accordance with [The Forrester Wave™ And New Wave™ Vendor Review Policy](#), Forrester asks vendors to review our findings prior to publishing to check for accuracy. Vendors marked as nonparticipating vendors in the Forrester Wave graphic met our defined inclusion criteria but declined to participate in or contributed only partially to the evaluation. We score these vendors in accordance with [The Forrester Wave™ And The Forrester New Wave™ Nonparticipating And Incomplete Participation Vendor Policy](#) and publish their positioning along with those of the participating vendors.

Integrity Policy

We conduct all our research, including Forrester Wave evaluations, in accordance with the [Integrity Policy](#) posted on our website.

Not Licensed For Distribution.

© 2022 Forrester Research, Inc. All trademarks are property of their respective owners. For more information, see the [Citation Policy](#), contact citations@forrester.com, or call +1 866-367-7378.

Survey Methodology

The Forrester Analytics Business Technographics® Workforce Survey, 2021, was fielded between May and July 2021. This online survey included 10,255 respondents in Australia, Canada, China, France, Germany, India, the UK, and the US from companies with two or more employees.

Forrester Analytics' Business Technographics ensures that the final survey population contains only information workers who use a device for work at least 1 hour per day. Dynata fielded this survey on behalf of Forrester. Survey respondent incentives included points redeemable for gift certificates.

Please note that the brand questions included in this survey should not be used to measure market share. The purpose of Forrester Analytics' Business Technographics brand questions is to show usage of a brand by a specific target audience at one point in time.

Please note that due to a programming error, not everyone who qualified to answer BYO2TABLET, BYO3COMPUTER, BYO4, BYO5, BYO5LAPTOP, BYO5TABLET, and BYO5SMARTPHONE completed these questions.

The Forrester Analytics Global Business Technographics Workforce Benchmark Survey, 2019, was fielded in June and July 2019. This online survey included 15,655 respondents in Australia, Canada, China, France, Germany, India, the UK, and the US from companies with two or more employees.

Forrester Analytics' Business Technographics ensures that the final survey population includes only information workers who use a connected device for work at least 1 hour per day. Dynata fielded this survey on behalf of Forrester. Survey respondent incentives include points redeemable for gift certificates.

Please note that the brand questions included in this survey should not be used to measure market share. The purpose of Forrester Analytics' Business Technographics brand questions is to show usage of a brand by a specific target audience at one point in time.

Not Licensed For Distribution.

© 2022 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the [Citation Policy](#), contact citations@forrester.com, or call +1 866-367-7378.



We help business and technology leaders use customer obsession to accelerate growth.

FORRESTER.COM

Obsessed With Customer Obsession

At Forrester, customer obsession is at the core of everything we do. We're on your side and by your side to help you become more customer obsessed.

Research

Accelerate your impact on the market with a proven path to growth.

- Customer and market dynamics
- Curated tools and frameworks
- Objective advice
- Hands-on guidance

[Learn more.](#)

Consulting

Implement modern strategies that align and empower teams.

- In-depth strategic projects
- Webinars, speeches, and workshops
- Custom content

[Learn more.](#)

Events

Develop fresh perspectives, draw inspiration from leaders, and network with peers.

- Thought leadership, frameworks, and models
- One-on-ones with peers and analysts
- In-person and virtual experiences

[Learn more.](#)

FOLLOW FORRESTER



Contact Us

Contact Forrester at www.forrester.com/contactus. For information on hard-copy or electronic reprints, please contact your Account Team or reprints@forrester.com. We offer quantity discounts and special pricing for academic and nonprofit institutions.

Forrester Research, Inc., 60 Acorn Park Drive, Cambridge, MA 02140 USA
Tel: +1 617-613-6000 | Fax: +1 617-613-5000 | forrester.com

Not Licensed For Distribution.

© 2022 Forrester Research, Inc. All trademarks are property of their respective owners.
For more information, see the [Citation Policy](#), contact citations@forrester.com, or call +1 866-367-7378.