

How Social Intranet Can Help HR Perform Better



Hariharan Ramadoss

Modern-day intranets act as digital workplaces that enable organisations to engage employees while leveraging the social networking paradigm, says Hariharan Ramadoss of CIGNEX Datamatics

Whether it is life in office or out of office, it is about going social. Gone are the days of the boring intranets that used to be nothing more than just information-sharing platforms. Modern-day intranets are refined and social and help HRs perform their tasks better.

TimesJobs.com caught up with **Hariharan Ramadoss, VP-consulting, CIGNEX Datamatics**, and explored how intranet has evolved over time. Excerpts from the interview:

What's the importance of intranet in the current social and digital trend scenario?

An intranet enables employees to share information, collaborate, and engage with each other to create a vibrant and effective organisation. Traditional intranets have focused primarily on document share and teamwork spaces. But organisations need to completely re-imagine intranets in the current digital age with increasing number of millennials who want constant connect and seamless workplaces.

Modern-day intranets are more social and engaging and act as digital workplaces that

enable organisations to engage employees while leveraging the social networking paradigm that everyone is so used to and helps in finding solutions to business problems faster in a collaborative way.

With mobility and WhatsApp like instant messaging capabilities, the intranets of today bring immediacy to interactions and an organic way of sharing ideas and learning. Some of them come with the predictive analysis capability built into them, which helps in measuring employee engagement that can be used as input in refining HR policies and in identifying future leaders.

How do social intranets create value for enterprises?

A modern social intranet saves time, efforts and cost. This is achieved with paperless document storage, easy and quick access to information and increased engagement with the latest social networking features which can be accessed anytime, anywhere from any device. It helps in increased productivity from instant collaboration through integrated tools like audio, video calling, instant messaging and it also drives innovation by facilitating crowd-sourcing of ideas, learning and initiatives.

Social intranet enables organisations in identifying and nurturing the right talent and future leaders through interesting insights created by the digital footprint of the employees.

What are some upcoming features we can see in social intranets in 2016?

An intranet should suffice four basic functions – content, fulfillment, search and conversation. Content would include broadcasting information across an organisation with the fulfillment work getting done as per standardised forms-based processes. Search helps in finding relevant information and conversation would connect people to share their skills and expertise.

How HR department can leverage technology like intranet to simplify their job role?

For HR, intranets can save a lot of their time by having a central repository for policy and process documents and a single gateway to all employee-related processes that would help them in cutting down on the administrative costs. Along with this, easy communication, increased engagement, managing and monitoring employee development leading to employee retention

are factors that would facilitate HR to simplify their job role. These are:

1. Singular place for policies, corporate documents and announcements
2. Run simple business process workflows
3. Events management
4. Training management
5. Appraisals
6. Attendance
7. Recognition and appreciation
8. Measure engagement
9. Resource management and skill finder
10. Information propagation

Does low employee engagement affect financial performance of an enterprise?

Actively disengaged employees erode an organisation's bottom line while breaking the spirits of colleagues in the process. Hence, companies with engaged workforces seemed to have an advantage in regaining and growing EPS (earnings per share) at a faster rate than their industry equivalents.

Can you list some interesting features of a modern social intranet?

Modern day intranets come loaded with interesting features like peer-to-peer voice, text and video chat, polls and surveys, peer appreciations, engagement scores, discussion channels, health and wellness, life hacks and other social networking features like share and comment.

How intranets can be beneficial for startups and SMEs?

Startups need powerful tools, which can save time with in limited budget. For this, an open source-based intranet with no vendor lock-in and the latest features can help them increase their productivity and save time. They can help in reducing TCO of business applications.