Transport for London’s new intranet
by WM Reply
About Platform

Platform is Transport for London’s intranet, launched in July 2020, on Microsoft 365’s SharePoint Online. Platform replaced three legacy intranets and plays a key role in TfL’s digital workplace. Over 26,000 colleagues have used Platform since launch to stay up-to-date with the organisation and access the tools they need to work at TfL.

Platform delivers on four key areas of focus:

- Relevant and targeted content
- Enhanced global search
- Organisation-wide people directory
- Anywhere, anytime access
Using native SharePoint functionality wherever possible, and with WM Reply’s Accelerator to plug the gaps, TfL have migrated away from three legacy intranets onto a unified Platform.
SharePoint Online

As part of a wider digital workplace strategy, SharePoint Online was selected after a competitive tender process. With no additional licence costs and minimum bespoke development required, TfL are strongly placed to take advantage of the SharePoint-powered intelligent intranet functionality.

**Audience targeting** is used to ensure that colleagues are shown relevant news, content and tools. **Microsoft Search for SharePoint** returns results from the intranet and beyond. **SharePoint hub sites** are used to group and structure content while colleague’s **Microsoft 365 profiles** are front-and-centre to encourage collaboration.

Closely integrated M365 apps:

- Forms
- Delve
- Power Apps
- Power Automate
- Stream
- Teams
- Yammer
The Accelerator by WM Reply is a suite of standalone components that work alongside the native SharePoint functionality to plug the gaps in key areas. An evergreen installation ensures that the Accelerator adapts and updates as Microsoft 365 evolves.

Platform has been placed definitively at the centre of the TfL’s digital workplace. The Accelerator **Launchpad** component presents colleagues with over 80 workplace targeted tools with enhanced personalisation options. Content authors have been given **enhanced content creation tools** to create appealing and dynamic pages.
WM Reply performed a rigorous content audit and in-depth planning exercises to ensure over 700 content pages were migrated into a cohesive and easy-to-navigate information architecture.

Templatizing and house styles created consistency across disparate content types – improving readability for colleagues and reducing content authoring time. Custom imagery, alongside the native theming engine, gave a fresh look representing TfL’s brand and the social, inclusive and diverse nature of the culture.
WM Reply’s award-winning adoption and change management team worked closely with TfL to make sure the transition to Platform went off without a hitch.

Pivotal elements of our PROSCI certified change manage approach included:

- A detailed ADKAR assessment to ensure targeted change communications
- Stakeholders engaged and informed throughout
- Development and growth of a content authoring community for long-term supportability
Launched in July 2020, Platform has delivered the migration of three legacy systems onto a modern and refreshed SharePoint intranet that is accessible by over 20,000 colleagues anywhere, any time.
The facts

Great for: intranet home pages, ntranets

- 9 month project
- 65+ content authors
- 26,000 users
- 6 hub sites
- 1 intranet
- 700+ pages
- 14 Accelerator components
What they said

Feedback from TfL

Together we’ve managed to deliver something that has stopped and started and failed many times over the past decade. Your approach to things has been refreshing. Particularly with your out of the box mentality and championing the use of toolkit we’ve already invested in first.

James Mountford, TfL business owner

I am now building a space within Platform for the wider audience and for my team with targeted content that will make a whole lot of difference.

TfL colleague

I invested a bit of time to learn about SharePoint (and 365) and its features and can honestly say that the SharePoint and Office 365 experience thus far has been excellent.

TfL colleague

I think the Platform is a work of art. I think staff who are involved with digital technology in TfL have done an amazing job.

TfL colleague
Any questions?

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