

Digital Marketplace Service Description

LiveTiles: Workplace Solution

TRIAD

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G-Cloud 10 | Lot 2 Cloud Software

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next generation digital solutions



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1 Introduction

1.1 Company Overview

Triad is a trusted partner to many UK Government organisations, including the Cabinet Office, Ofgem Ministry of Justice, the Home Office, Business Energy and Industrial Strategy, Department for Transport, and the Construction Industry Training Board.

Triad has significant experience of leading agile projects and delivering digital services following the Government Digital Services (GDS)'s Service Design Manual, Design Principles and Digital Service Standard. We have guided digital services through GDS assessments and consistently deliver value to organisations.

1.2 Value Proposition

Creating a shared resource for collaboration online that can incorporate both new technology and legacy systems is critical to significantly increase productivity and save time for any business over the long run.

But developing an intelligent workplace that meets your needs today and remains relevant as business needs change can be time-consuming and expensive. This is where LiveTiles comes in.

The LiveTiles Design product suite forms an interface layer over Microsoft Office 365, SharePoint, or Azure that provides the tools users need to easily design and build intelligent workplaces that place their legacy, current, and future technological investments into a single pane of glass.

RAPID DEPLOYMENT

Enables rapid design, build, and deployment of functional intelligent workplace solutions—ready to go within days, instead of months.

LOWER COST

Provides a lower cost alternative to traditional custom-developed solutions, requiring fewer in-house development resources or contracted consultants. Plus, it leverages the existing technology investment in Microsoft Office 365 or SharePoint.

LOWER RISK

Lowers the ROI risk of building an intelligent workplace—pages can be redesigned in a few clicks, with the help of the usage metrics available in the Heatmap and Insights Pane features.

1.3 What the Service Provides

LiveTiles enables organisations to create true intelligent workplaces by designing compelling user experiences that maximise productivity across the board.

By providing a no- or low-code solution, businesses are empowered to design user-optimised portals based on Office 365 or Azure technology, and hundreds of available APIs. These portals are created using drag-and-drop functionality and can be enhanced with AI such as LiveTiles Chatbots.

LiveTiles Design is an all-in-one solution for creating beautiful, engaging sites that foster collaboration throughout your organisation, effectively managing content and seamlessly integrating third-party applications within a single platform.

The service is effectively the provision of a “Department in a box” for organisations. It consists of:

- A branded experience – templates are created for your use
- A base information architecture/structure – automated from scripts
- Training videos/resources
- Quarterly UX review and guidance sessions

1.4 Overview of the G-Cloud Service

Each service

- Access to tools
- Office 365 licenses (optional)
- Configuration and maintenance service
- Ongoing Support

2 Data Protection

2.1 Privacy by Design

Microsoft ensures that you remain the sole owner of data when you entrust your data to Office 365: buyers retain the rights, title, and interest in data that they store in Office 365. It is Microsoft's policy to not mine data for advertising purposes or use client data except for purposes consistent with providing buyers' cloud productivity services.

Microsoft's role as data processor

Microsoft use your data only for purposes consistent with providing you services you pay us for. Microsoft Engineers do not have standing access to any service operation.

We regularly disclose the number of law enforcement requests we receive through our transparency reports.

If a government approaches us for access to customer data, we redirect the inquiry to you, the customer, whenever possible. We have challenged and will challenge in court any invalid legal demand that prohibits disclosure of a government request for customer data.

Privacy controls

Privacy controls enable buyers to configure who in your organisation has access and what they can access.

Design elements prevent mingling of your data with that of other organisations using Office 365.

Extensive auditing and supervision prevent administrators from getting unauthorised access to your data.

3 Using the service

3.1 Ordering and Invoicing

Ordering

Orders for Triad services follow the procedures and processes outlined in our Quality Management System (accredited to ISO9001:2015). There are three defined stages: proposal, review and acceptance.

Buyers receive a formal proposal based on their needs, which sets out our recommended solution.

The proposal is subject to management review and approval. Subject to contractual acceptance, we will generate project documentation.

Acceptance of proposals generates Project Kick-Off protocols: we will appoint a Project Manager; create record repositories (e.g. for reporting and monitoring), requisition resources and set milestones.

Invoicing

Upon receipt of orders, draft invoices are reviewed/validated by our Finance Team, before submission to buyers by post or email, whichever is their preferred method.

Triad ensures accurate invoicing through:

- A state-of-the-art finance system
- Rigorous end-to-end finance processes (regularly audited)
- Automated and manual verification checks

Verification and accuracy checks are applied throughout the finance process.

3.2 Availability of Trial Service

We can support this on request.

3.3 On-Boarding, Off-Boarding, Service Migration, Scope etc.

Templates are provided within the Accelerator programme to ensure fast set-up and on-boarding. This will help users understand use cases and get up and running with templates and LiveTiles configuration. This enables organisations to master the platform and keep building experiences. Ongoing training and guidance to make sure you are leveraging the best new features

3.4 Training

We will provide introductory/on-boarding services to facilitate orientation to new service. This also enable organisations to make sure you are leveraging the best new features

4 Provision of the service

4.1 Customer Responsibilities

Provision of content to populate templates and intranets

4.2 Technical Requirements and Client-Side Requirements

SharePoint Prerequisites

LiveTiles operates with Office 365 SharePoint Online and SharePoint Server 2016/2013.

For all versions of SharePoint, you must configure an environment for apps – the “App Catalog”. For Office 365 deployments you must also enable “Custom Script” for SharePoint sites in the Office 365 Admin Centre.

LiveTiles focuses purely on extension of capability and will not deprecate any existing functionality from your site. Experiences built with LiveTiles are ASPX pages in a library like other SharePoint pages, simply with access to the full suite of LiveTiles capability.

Browser Support

LiveTiles officially supports the browsers supported by Microsoft for use with SharePoint. Currently this includes Internet Explorer 11 and current versions of Edge, Chrome, Safari and Firefox. Users on older browsers are unlikely to experience major access issues.

Browser extensions are not required to run LiveTiles.

User Authentication & Permissions

LiveTiles introduces no additional mechanisms. Users interacting with SharePoint experiences built with LiveTiles are simply managed via standard permissions routines.

Users that will have the ability to design experiences using LiveTiles are additionally added to the SharePoint permissions groups LiveTiles Owners or LiveTiles Designers.

LiveTiles Owners have full control over the application and can nominate specific page components and tiles that cannot be altered or configured by LiveTiles Designers. LiveTiles Designers can interact with the application, with access to all features except those that LiveTiles Owners have restricted them from.

Installation Process

For each of the three components of LiveTiles SharePoint (Design, Blueprint, Build) an appx file will be uploaded to the App Catalog.

The appx package will be added to the App Catalog by the Global Admin and requested in a target site collection for use by the Site Collection Admin.

Before LiveTiles can be used, the app must be requested for use in a target site collection by a Site Collection Administrator and approved by the Global Admin.

After you have successfully configured your App Catalog, the installation process and activation in a target site collection is usually complete within five minutes.

Application Architecture

The LiveTiles Design app installs itself into a sub-site in the target site collection with the requisite canvas pages, example lists, libraries and two SharePoint permissions groups – LiveTiles Owners and LiveTiles Designers.

When a LiveTiles Owner or LiveTiles Designer utilises LiveTiles Design, the app communicates with requisite components via CSOM and REST APIs.

LiveTiles communicates with the source via a secure https connection to the Microsoft Azure CDN and series of popular JavaScript and CSS libraries from secure CDN endpoints.

LiveTiles also communicates with our own LiveTiles Licensing Service (LTLS) when in designer to validate licensing.

The third-party Intercom service is also available to all users, which enables two-way real-time communication with the LiveTiles Customer Success team.

User telemetry and error-capture is also provided via Microsoft's Azure App Insights, anonymously capturing user data. Finally, in the event the LiveTiles Intelligence product is activated on an installation, it will report user activity back to our service.

An “offline” installation is available if organisations don’t wish to communicate via the internet. However, it is not our recommended approach because it creates a less seamless application update process.

Content Management & Information Security

Your content is stored 100% in your environment i.e. your O365 tenant or SharePoint 2016/2013 server. We do not host content for you.

LiveTiles is not a CMS platform and standard SharePoint mechanisms (sites, lists, libraries, navigation etc.) will continue to be where your content is stored. Therefore, your standard SharePoint content governance and permissions model will still apply. You will be able to apply further governance around who has access to the LiveTiles app.

Hybrid Cloud and On-Premise Deployments

Because LiveTiles supports simplified templating of solutions in JSON and provides a tool (Blueprint) for automating aspects of deployment, it provides an ideal approach to delivering a consistent UX across disparate environments including site collections, servers and even tenants. From a licensing perspective, there is no additional costs to hybrid deployments because licensing is calculated on unique users, not deployments.

Extensibility & Custom Development Options

LiveTiles is generally a no-code approach, but there are options for developers. LiveTiles provides rich capabilities for customisations beyond default options offered by our library of highly configurable tiles and productised APIs. In doing so, these mechanisms respect the best practices recommended for Office 365 development.

Specifically, the “Custom Tile” allows developers to create their own tiles with end-user configurable properties using popular JavaScript frameworks. You can also use this tile to integrate with external systems using REST APIs.

Product Updates

LiveTiles is an “evergreen” product with ongoing feature and function enhancements delivered on a regular basis in accordance with our Product Roadmap. Updates are rolled out automatically via a secure connection to the Microsoft Azure CDN.

Updates are received automatically and no downtime is required.

Updates focus on extension and not deprecation. Pages built with LiveTiles are unaffected until a LiveTiles Owner or Designer chooses to begin reconfiguring the deployment with the enhanced functionality.

4.3 Outcomes/Deliverables

Examples include:

- Configured look and feel with department identity
- Team page template
- News article template
- Personalised training reference videos
- Initial structure setup
- 2 on-site training workshops (train the trainer)
- Content migration excluded (customer task)

4.4 Termination Process

Minimum contract period is 12 months, advanced years can be purchased upfront e.g. 2 years to lock in price protection.

The Buyer can cancel the agreement and the existing content will continue to work, however they will lose the ability to modify any pages created with LiveTiles.

5 Our experience

5.1 PepsiCo

Like any large organisation, PepsiCo faced challenges with collaboration and connecting its business units scattered across the globe.

Looking for a tool to unite its resources and bring teams together, PepsiCo used LiveTiles to build a mobile-friendly intelligent workplace for its 300,000 people.

With a no code solution to building engaging team pages over SharePoint, PepsiCo are driving communication and efficiency across the business by consolidating its teams' applications and resources on a single screen.

With easy to build solutions...With a mobile-friendly dashboard that has the features, applications and resources its people use every day, PepsiCo has created a workplace that is truly its own.

LiveTiles empowers the people who best know the business requirements to build and design intelligent workplaces over Office 365, SharePoint or Azure with simple to use 'drag and drop' no-code features.

Anyone has the ability to turn concepts into reality and build engaging pages that integrate with simple AI technology and almost any third party business application such as Salesforce, WorkDay, Dropbox, Google Drive and social media feeds.

With LiveTiles, PepsiCo's teams across the world access their resources, company news and business applications on a single screen.

With a library of pre-coded 'drag and drop' features ensuring rapid design and huge UX cost savings, PepsiCo used LiveTiles to build engaging dashboards over SharePoint that have increased collaboration by uniting its people and its resources.

With a simplified SharePoint experience, PepsiCo has over 1,200 people from across the business (including marketing, HR and admin) designing and building workplace solutions with no code.

LiveTiles is 'design at the speed of thought', giving you the tools to transform your workplace by connecting business applications and resources on a winning user experience.

5.2 Cognition Education

Cognition Education Group is a leading global provider of education solutions, professional development, school management, publishing and digital learning. With seven international offices and six brands, Cognition Education Group is a dynamic and multidisciplinary team delivering services in over 20 countries.

With a group of award winning companies under one umbrella, Cognition Education Group used LiveTiles to create an intelligent workplace and bring its employees together on a single platform.

With an old intranet that was outdated and difficult to manage, Cognition Education's talented agencies and people across the world simply stopped using it.

"I would describe the old site as files in subfolders. With more folders and folders," Andy said.

"It became obsolete. People were starting to use their own shared services instead of the intranet. That's a result of lack of engagement and poor design."

"LiveTiles has been the strategy to bring everyone together in the one place."

With access to LiveTiles' library of pre-coded 'drag and drop' features, Andy produced a clean layout and a central location for resources, company news and updates.

Cognition Education is also looking forward to trialling LiveTiles Bots on its site, and implement AI assistants to automate mundane tasks and improve its search capabilities.

Cognition Education's six separate businesses, using a combination of Office365 and G Suite, are now united on a mobile-friendly digital workplace built with LiveTiles.

"LiveTiles has been the strategy to bring everyone together in the one place," Andy said.

"We wanted to make sure this is a site that truly reaches across all the brands. And what you've given us is a product that allows us to build something that works for us."

LiveTiles is helping Cognition Education utilise the features Office 365 provides, and make the most of its investment.

"There is no golden rule for the deployment of Office 365 Groups, Yammer, Skype or Teams. And a lot of confusion in the market," Andy said

"They're all great applications in isolation, but I've got more chat than I know what to do with and it's not necessarily improving collaboration or increasing staff productivity.

"With LiveTiles we have a single source of truth and it won't be allowed to deteriorate over time because it's so easy to use and update."

With little to no code, Cognition Education has built an intranet that displays the resources and applications its people use every day.

"I am not a SharePoint developer, but the product is so intuitive that you can work it out really quickly and build a leading-edge solution that is a million times better than base SharePoint," Andy said.

5.3 Campbell Global

Campbell Global is a timberland investment company based in Portland, Oregon. As a full-service firm, Campbell Global acquires and manages timberland for investors, while seeking to provide the highest quality service and expert management.

Knowing it had to utilise the capabilities of SharePoint, LiveTiles was a 'godsend' for Campbell Global. With 'drag and drop' features, the firm used LiveTiles to build a digital workplace and a truly global organisation.

Campbell Global brought its workplace to life with LiveTiles, using its library of pre-coded 'drag and drop' features to create 'The Landing'. With a mobile-friendly dashboard that integrates resources and business applications on a single pane of glass, Campbell Global has a digital workplace that has boosted productivity and put its global employees on the same page (literally).

Campbell Global recently upgraded its IT platform, and like many others was faced with utilising SharePoint to deliver an intranet that combines flexibility, functionality and a dynamic user experience.

For Shannon Callantine, Campbell Global's Publications Designer, LiveTiles was a 'godsend'.

"Our biggest concern when we migrated over was how we were going to use SharePoint and make something that is visually appealing where people actually want to use it and like it," she said.

Initially, Shannon was worried that developing something that looked good with the functionality the business required was beyond her skill set.

"My background is graphic design, I know very little about coding or the technical side of things. I enjoy the challenge of taking a blank slate and turning it into a visually appealing product," Shannon said.

"So when I saw LiveTiles and how easily I could create and customise SharePoint I was thrilled. We didn't need to hire a third-party to come in and help us code our site, which would've cost us a lot of money."

With no SharePoint expertise, Shannon used LiveTiles to create 'The Landing' – named after a cleared centralised area in the woods where logs are gathered for loading onto trucks for shipment.

"We thought it was a perfect name for our intranet as a place for all employees to come and share information and communicate with others," Shannon said.

With a library of 'drag and drop' tiles at her disposal, Shannon has replaced disparate web links with a seamless digital workplace and a central dashboard that displays all the information staff need on a single screen.

"It's been really easy. I just started playing around and dropping tiles," Shannon said.

"You can pretty much drop a tile on the page and there's no longer any need for someone to click anywhere else. People really appreciate that everything is just there. There's no, 'where did I save that' anymore."

Utilising SharePoint Online has allowed Campbell Global to go truly global, connecting its staff in Brazil, New Zealand, Australia and the U.S. The Landing is mobile friendly, giving teams the ability to connect seamlessly across devices, between departments and beyond time zones.

"We can all access the same dashboard, no matter where we are. You can be in the airport on your phone and our page is right there," Shannon said.

"I've created a page that includes each country's sale list. They just go to one site and they can see the top 15 acquisitions we're working on, or they can update the information. And it's all live."

6 Clients

Clients Of All Sizes Across All Industries



7 Further Information

If you would like to discuss this service, or any of the other services offered by Triad in the Digital Marketplace, please do not hesitate to contact us for an informal conversation:

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