

ThoughtFarmer

2026 State of the Intranet Report

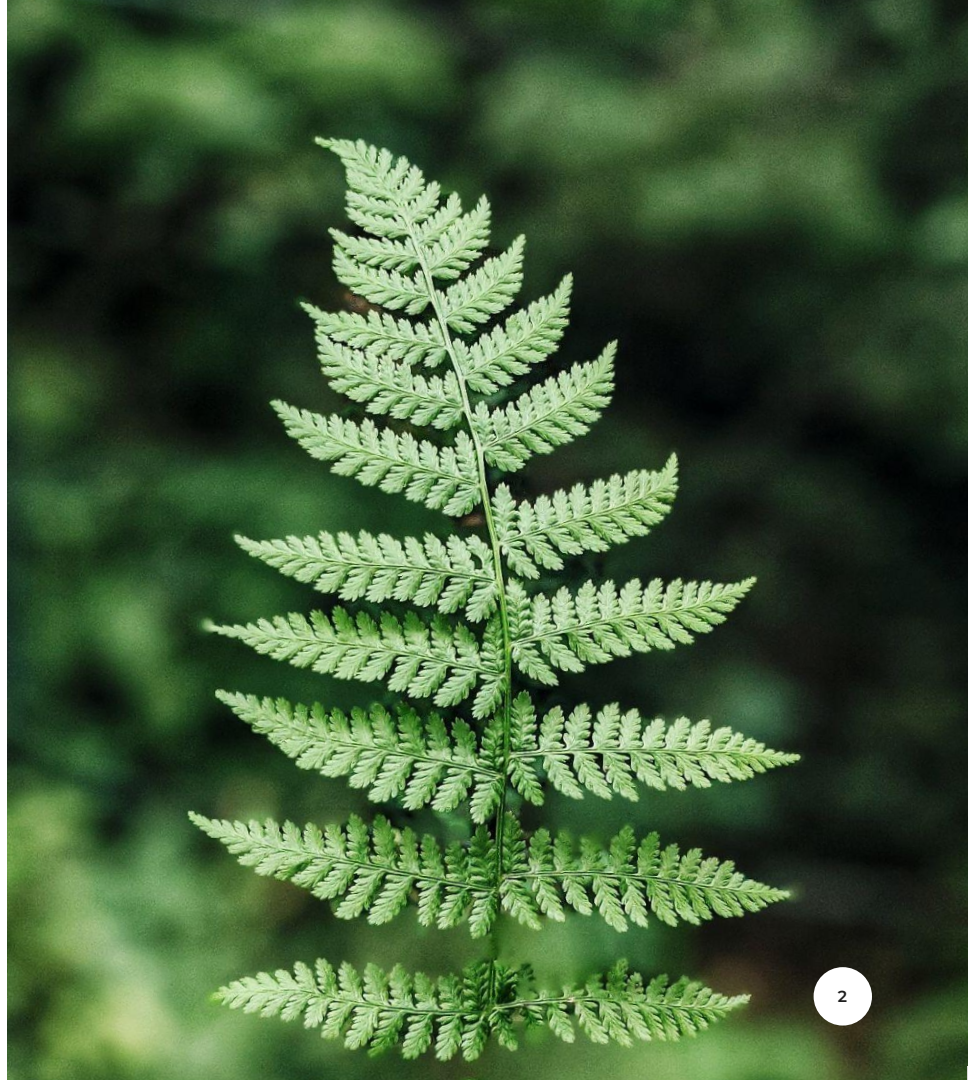
Survey results, key insights, and top opportunities for intranet success

Where Teams + Ideas Grow 

— What's inside!

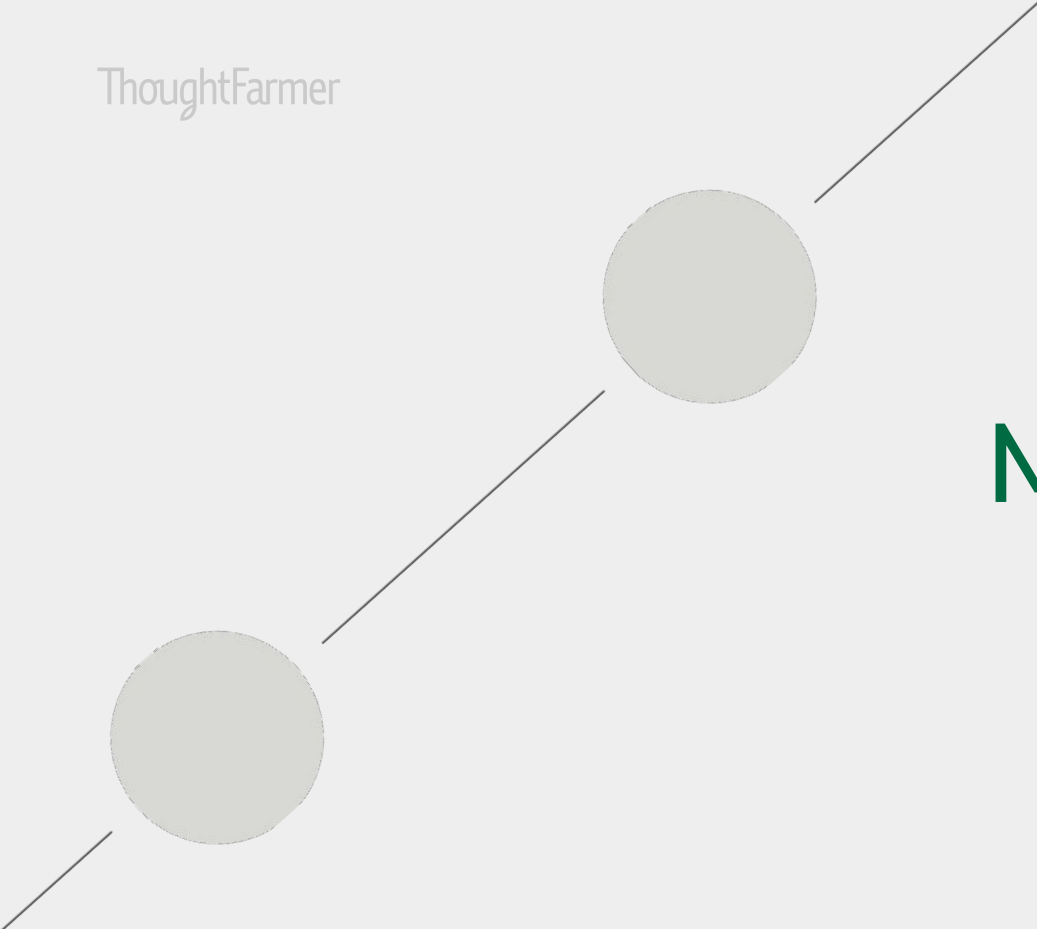
A thriving intranet can make a measurable impact at all levels of an organization, from improving the day-to-day employee experience to helping achieve important company-wide goals.

This report, based on our recent customer survey, highlights common intranet challenges and offers practical steps to help you unlock your intranet's full potential.



Contents

Methodology	4
Intranet survey results	8
Common intranet challenges	12
Top intranet opportunities	19



Methodology



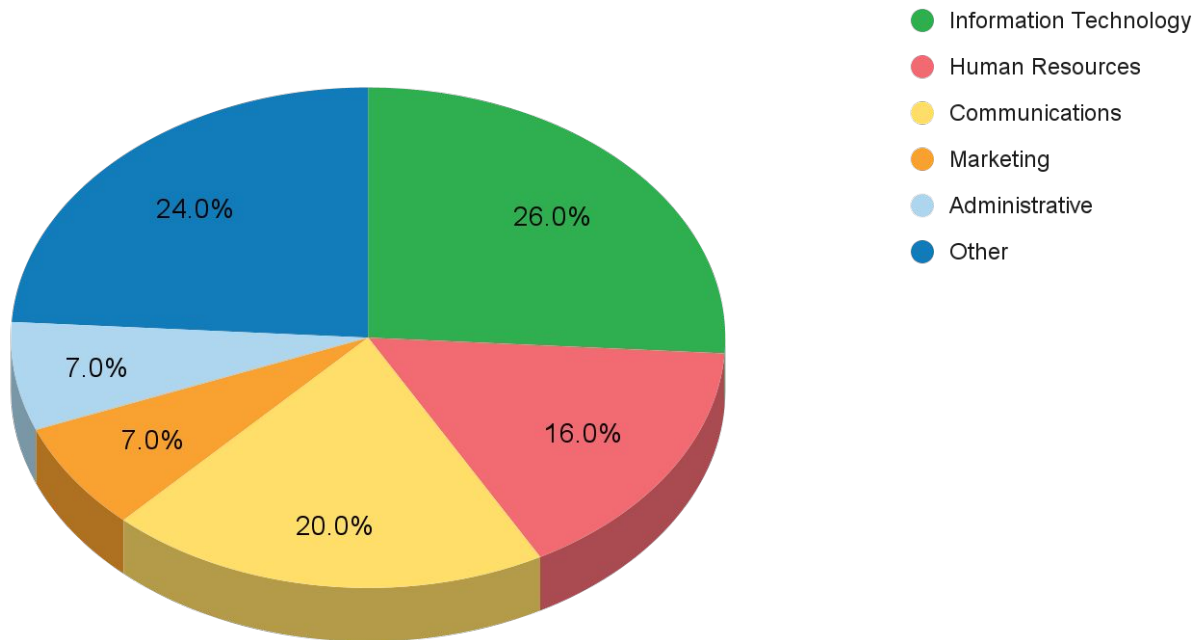
— ThoughtFarmer Survey background

In **August 2025**, we sent out a comprehensive survey to bring light to how ThoughtFarmer customers are using their intranet to address organizational goals and challenges.

We received **94 responses** that represent over a dozen industries and departments. The results show a clear pattern in the opportunities organizations face entering the next year.

Whether you're using a ThoughtFarmer intranet, a different platform, or looking to build one, we want to help make 2026 your intranet's best year yet. We've curated the top insights in this report and paired them with actionable strategies and tactics to help you get there.

Departments



Industries



Financial services/ Banking



Non-profit



Engineering/ Construction



Education



Healthcare



Transportation



Legal services



Government

Intranet survey results



Organization-level goals

What organizations are focused on this year

1.

Elevating the employee experience and expanding support

“

Streamlining onboarding experience for new staff so that all staff, regardless of their position, have a consistent and thorough introduction to the organisation.”

Admin
Non-Profit

2.

Improving internal communication and team collaboration

“

Our goal is to streamline the process of requesting tasks and improve project management.”

Human Resources
Financial Services and Banking

Organization-level goals (cont.)

What organizations are focused on this year

3.

Transforming and embodying company culture and values

“

As we grow, maintaining the ‘community values’ is going to be the biggest challenge. Intranet is the best, if not only, tool we have to do that.”

Executive
Financial Services and Banking

4.

Evaluating and implementing digital and AI transformation

“

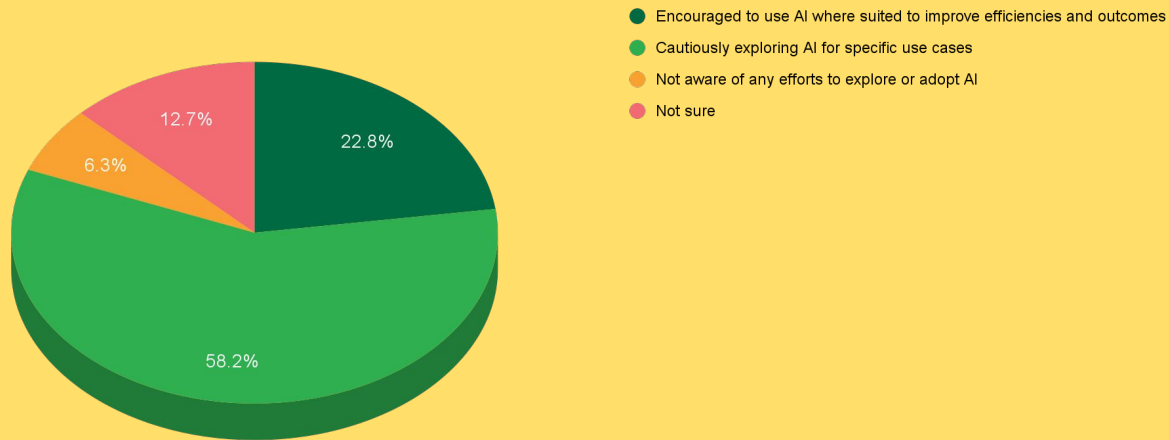
Support a growing employee base with the latest equipment and technology in a continuously changing environment”

Information Technology
Engineering and Construction

AI adoption

The majority of respondents are embracing AI with **58% of cautiously exploring** using AI and **23% being encouraged** to use AI.

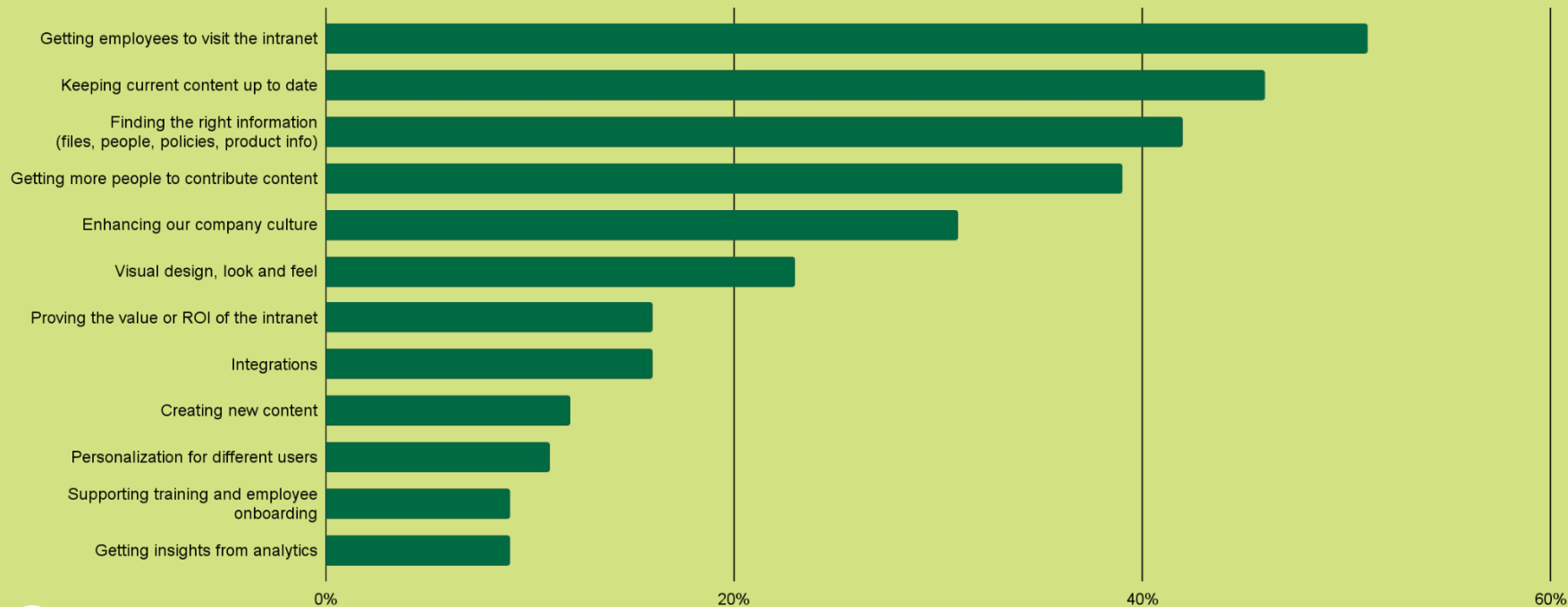
Organizations are realizing AI's potential for improving efficiencies.



Common intranet challenges

Common intranet challenges

Common intranet challenges



Common intranet challenges

Increasing intranet adoption and usage

51% of respondents shared that growing employee visits and engagement is a challenge. Employees are still defaulting to other communication methods, like email or workplace chat, for key workplace information.

Impact

Low intranet adoption prevents employees from experiencing the benefit of an interactive intranet. It can also make it challenging for project teams to justify the cost and time investment of an intranet.

“

I'd love our intranet site to be the first place people go every morning and use it as a first stop for information.”

Human Resources
Non-Profit

Keeping content fresh and updated

46% of respondents indicated that keeping content current is difficult. An ever-increasing amount of content, employee turnover, and lack of clear ownership are some of the main perpetrators.

Impact

Without up-to-date content, employees can't trust the intranet as a reliable source of information.

“

One of our biggest challenges is ensuring that staff consistently use and trust the intranet as their primary source of information. This is significant because if people go outside the framework, they risk missing updates, relying on outdated files, or creating their own versions of processes.”

Communications
Engineering & Construction

Making content findable and searchable

42% of respondents want to improve the way employees discover and search for content on their intranet. Incorrect tagging and search results clogged with outdated documents can make it difficult to navigate to important content.

Impact

Employees need to be able to find key information quickly and easily in order to work efficiently and provide timely customer service.

“

Locating content is pivotal to our organization and our teams need to locate information quickly to be able to provide good services.”

Communications
Financial Services and Banking

Encouraging staff to contribute content

39% of respondents note difficulty with encouraging staff to participate in content creation. Understanding how to add content, finding time to contribute, and knowing what to write are common pain points.

Impact

A single intranet administrator leads to a content bottleneck. Organizations need content managers from different departments to contribute team-specific content, or else content will become stale.

“

If we don't have new and refreshed content, there is no reason to visit the site. We want to make it easier for people to submit content but we don't want to give many people to post content since we want to make sure it gets reviewed appropriately.”

Information Technology
Non-Profit

Enhancing company culture

31% of respondents are hoping to improve how they uphold company culture via their intranet. They need help determining the best features to connect staff across distances and help clearly communicate company values.

Impact

A flourishing intranet with accessible culture-centered content can unify employees towards a common goal – regardless of department, seniority, or physical location.

“

Enhancing company culture: with staff working across the country both in off and remote, it's important to have a unifying space to share what's happening and promote who we are.”

Communications
Engineering and Construction

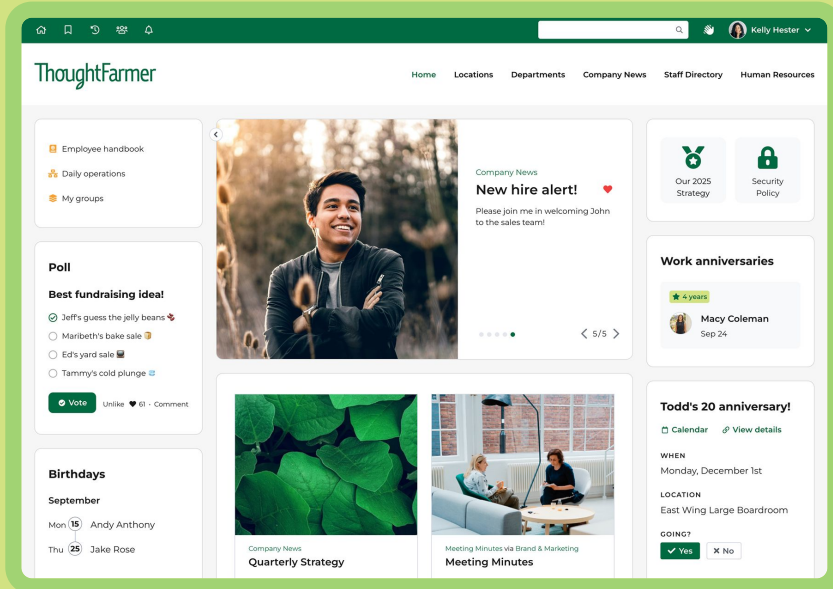
Top intranet opportunities 2026 —

Top intranet opportunities 2026

Transform your digital employee experience with a vibrant homepage

Want to improve intranet adoption and usage? Keep staff coming back to your intranet homepage as the central source of truth with:

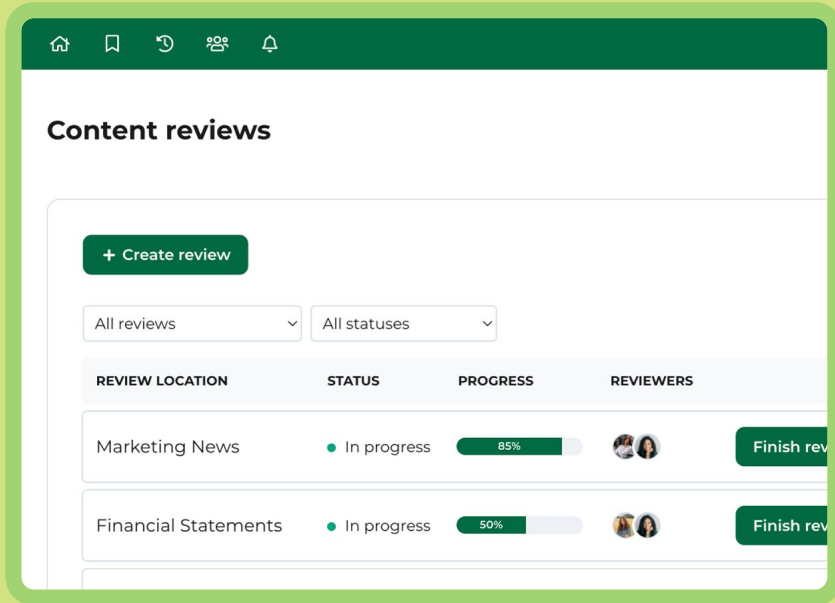
- Customized layouts unique to each employee's role, creating a tailored and highly relevant homepage experience
- An automatic, rotating news carousel that displays stories relevant to each employee's area of interest
- Employee shout-outs, spotlights, and peer recognition designed to bring staff together
- Must-read content labels to make it easy for employees to know what they need to review
- Display content about what matters most to your organization, whether that be your company-wide goals or a video from your recent all hands meeting.



Improve internal communications with structured content review

Keeping content fresh and up-to-date is not something that happens by accident. To keep your intranet reliable and usable, consider creating a more formalized content review process using:

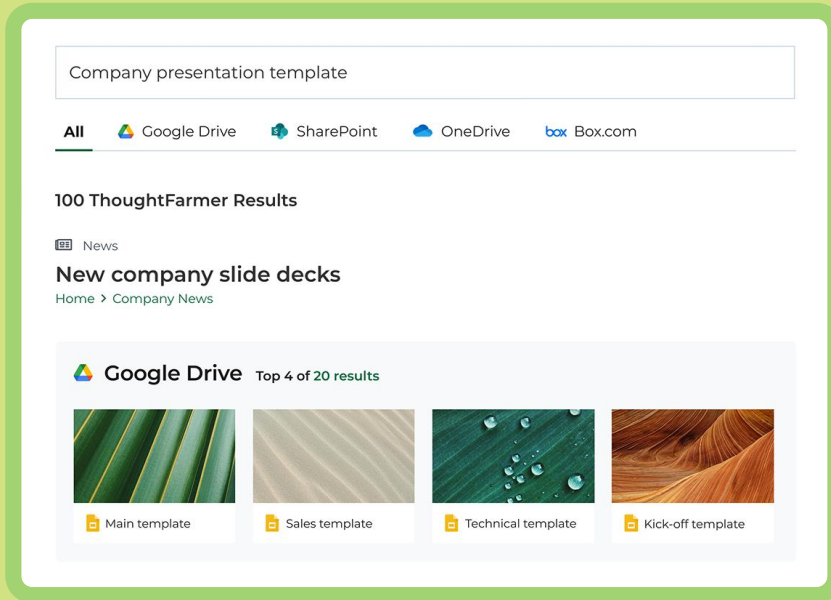
- Scheduled content reviews that remind content managers when it's time to give content a once over and refresh (schedule automatic reminders in ThoughtFarmer!)
- Content audit reports to help you see engagement with content over time, and determine what's still relevant, and what needs to be updated or removed
- Auto archive content that is time bound, like meeting notes or completed project pages, to make your intranet easier to navigate



Streamline how your employees find key information

You work too hard on your content for it to be buried in poor search results and confusing navigation. A successful intranet requires both great content and intuitive discoverability. Here are some ideas to help keep your most important content findable:

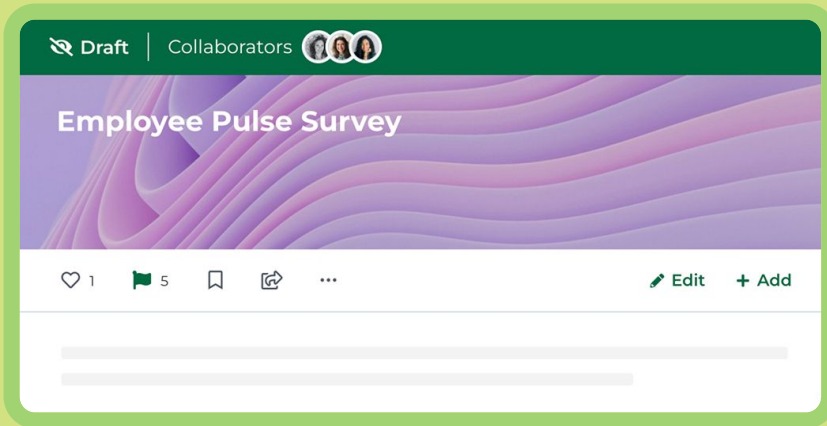
- Use Search analytics to see what terms your employees are searching most. This can reveal content that isn't easily discoverable through pages, quick links, or your main navigation
- Create a standard set of tags to link related content
- Redesign your navigation to reflect current company priorities
- Use quick links on high-level pages to keep popular pages one click away



Empower staff to contribute by decentralizing content creation

A successful, active intranet is a team effort. Despite this, many organizations find it challenging to encourage employees to contribute. Here are a few strategies to help nudge your staff to get involved:

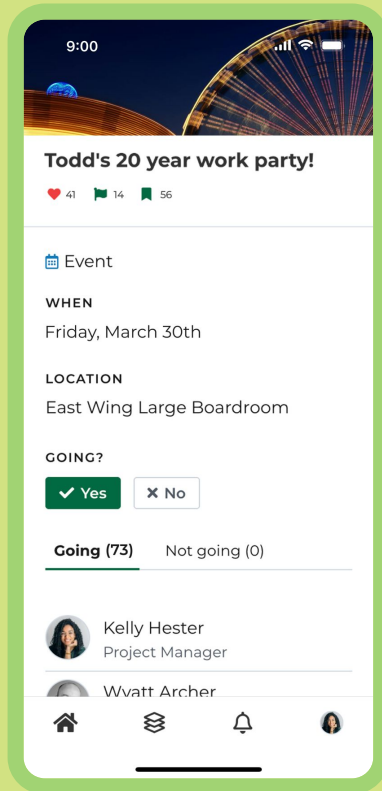
- Host periodic training sessions on how to use content-related features
- Appoint content managers from each department so every corner of your organization is represented
- Create a template library of pre-designed content to make it easy for your staff to create new content
- For ThoughtFarmer customers, encourage your employees to join the [ThoughtFarmer Community](#) where they can ask questions and find helpful how-tos
- Create an internal 'blog' where employees can contribute articles about projects and wins



Champion your culture with an intranet that brings your employees together

Hybrid workforces, cross-country offices, and field teams can make it challenging to ensure everyone is living and breathing your company culture. Your intranet can help bring everyone together – no matter where they work from. Here's how:

- Offer a mobile intranet app, so on-the-go employees can stay connected
- Proudly display your mission, vision, and values on your homepage with a Rich Text Editor card
- Feature employee birthdays, work anniversaries, and new employee welcomes to keep staff connected
- Gather feedback with polls and forms to get a temperature check on your employee's resonance with your culture



Build an engaging digital workplace

With the right features and improvements, your intranet can become a thriving hub for your employees, helping you achieve key milestones and long-term success.

Learn more about ThoughtFarmer, the all-in-one intranet with features designed to help you centralize knowledge, streamline communications, and grow employee engagement.

Book a demo

Visit our website



ThoughtFarmer

Where Teams + Ideas Grow 