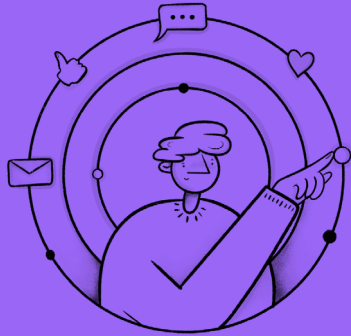
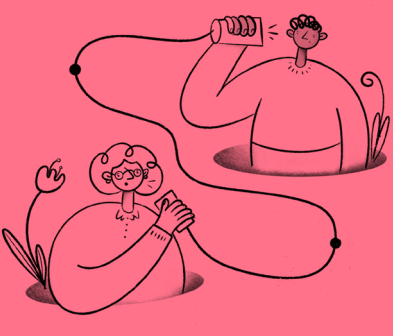


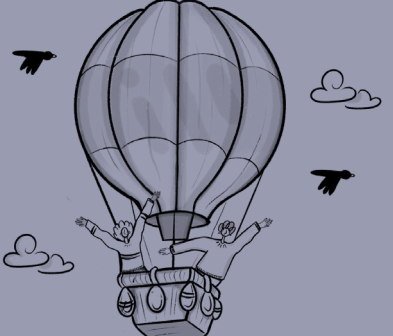


# Top KPIs for tracking intranet ROI

How to measure	Track unique users logging in daily, weekly, or monthly through intranet analytics tools.	Monitor page views, downloads, and time spent on specific content using analytics dashboards.	Track likes, comments, and shares on intranet posts to assess engagement levels.	Compare the volume of internal messages exchanged through the intranet platform to email usage.	Track the number of files uploaded, downloaded, and shared within the intranet.	Analyze usage of workspaces, task management tools, and collaborative document editing features.	Conduct employee surveys to understand how information access and communication improvements impact project timelines and working hours.	Track project timelines and completion rates to identify efficiency gains.	Analyze trends in help desk tickets related to information access or technical issues — a decrease suggests the intranet knowledge base is driving better self-service.	Compare employee turnover rates before and after intranet implementation.	Measure reductions in paper, printing, and administrative costs after moving processes to the intranet.	Compare training costs before and after using the intranet for onboarding and training purposes.	Use employee satisfaction surveys to gauge employees' sentiment about their jobs and the intranet.	Measure employee turnover rates before and after intranet implementation to identify retention improvements.	Track the number of shares on social media and blog articles created by employees, and consider survey results.	Analyze search queries and success rates to understand how effectively employees can find information.	Regularly audit content for relevance and accuracy; track updates and remove outdated information.	Track the number of content pieces created by employees and their interactions, such as views and shares.
Insight	Shows adoption and interest	Measures content interaction	Helps gauge community and engagement	Indicates efficiency of communication	Shows the level of collaboration and knowledge sharing	Helps assess the impact on teamwork and unity.	Highlights efficiency gains	Measures project management improvements	Reviews impact on self-service capabilities	Highlights savings from lower employee turnover	Indicates reduction in operational expenses	Shows savings from streamlining training on the intranet	Measures overall employee happiness	Indicates employee retention	Measures employee support for the company and brand	Assesses ease of finding information	Measures how current and relevant content is on the intranet	Reflects employee engagement in content creation
Metric	Active Users	Content Engagement	Social Interaction	Internal Messaging	File Sharing	Teamwork Features	Time Saved	Project Completion Rates	Help Desk Tickets	Reduced Turnover Costs	Lower Administrative Costs	Decreased Training Costs	Employee Satisfaction	Employee Turnover Rates	Advocacy	Information Accessibility	Content Freshness	User-Generated Content
Goal	<div>Employee Engagement</div> 			<div>Communication &amp; Collaboration</div> 			<div>Productivity &amp; Efficiency</div> 			<div>Cost Savings</div> 			<div>Organizational Objectives</div> 			<div>Content Management</div> 