



HOME PEOPLE DEPARTMENTS HR ZONE COVID-19 TRAINING NEWS EVENTS GROUPS OFFICES

WELCOME
to your new social intranet



- BOOK A HOLIDAY
- E-LEARNING
- CLAIM EXPENSES
- ANNIVERSARIES

4 Years ago
Toni Howard
Administrative Assistant
29-05-2017

COMPANY NEWS



TAKE OUR POLL

EMPLOYEE BENEFITS

What new Employee Benefit would you like to see?

VACANCIES

Head of Faculty



About Hub

Built By Us. Tailored To You.
Solutions Designed Around Your Needs.



hub.pancentric.com



The missing link in our systems. With limited internal resources available, I was very impressed with how easy The Hub was to setup and use.

It has allowed us to reduce the 'noise' created by an ever-increasing number of emails and comms, by focusing how and to who we communicate updates to.

The creation of one central point for information and communication has led to an increase in engagement with internal training & development.

*Rob Williams,
Business Support & Senior Operations Manager*





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The Hub: One Platform – Multiple Solutions



Social Intranets

Create a united digital workplace for hybrid employees, with smart tools helping them work & collaborate on any device.



Secure Portals

Connect & share assets with affinity partners, clients & franchises in a multi-site, multi-branded portal.



Knowledge Management

Centralise company & people knowledge in one accessible place, with connected cloud drives, tagging & smart search.



Internal Comms & Engagement

Encourage two-way communications, gather user feedback, monitor wellbeing & drive engagement with your content.

Why Choose The Hub?

Boost Productivity & Efficiency

Enjoy a more connected digital workplace that centralises your company resources and third party systems into one go-to solution. **Customisable navigation** and **smart search tools** make it easy for users find and access information quickly. Take knowledge management to the next level and streamline your internal processes with **workflow Forms** that help you gather, manage and respond more effectively.

Instantly Connect People

No matter where your users are in the world, The Hub connects everyone in one responsive solution. Drive collaboration in **private or public Groups**, encourage social interaction with **Likes and Comments**, increase employee engagement and inspire two-way feedback through **Polls, Surveys, News, Kudos Sharing** and more.

Tailor the Experience

Enjoy fully customising your employee experience with **intelligent Tags** that make it easy to control the content and branding to suit the individual needs of different users or offices, enabling you to deliver different experiences on a user, page or site-wide level. The Hub is the perfect choice for multi-brand organisations, allowing you to create completely unique **multi-site environments** in your one Hub.

Your Success is Our Goal

We're with you every step of the way, from onboarding to launch and beyond, with **personalised consultations** and ongoing customer support to ensure your Hub continues to deliver your users real value and helps your business grow.





Industry Recognised

Leading The Way

The Hub is proud to be recognised by the world's largest software marketplace, **G2**, as one of the industry's top solutions for intranets and employee communications.

Our platform is a **High Performer** in the global marketplace for Employee Intranets, Employee Engagement and Internal Comms solutions, ranking **Top #4 in UK** and **Top #7 in Europe**, as well as **Top #8 worldwide for Mid-Market organisations** (between 50 - 1,000 employees).



Users Love Us

G2 is a peer-review site, meaning our top rankings are generated by genuine user satisfaction ratings by real Hub customers. Thanks to [amazing feedback](#) by our happy customers, The Hub is proven to deliver you a solution that's easy to use, easy to manage, with outstanding customer support.





Delivering Value for Money

One Price Unlocks Everything

Unlike other intranet providers, we don't believe in modular pricing where you have to pay extra to unlock certain features, integrations or support. Instead we believe in one price that unlocks everything – every feature, every system setting, every usage report and every integration. There's **no hidden costs or add-ons**, simply one annual license fee based on your total number of Hub users, with free ongoing support.

Automatic Feature Upgrades

We want to deliver you real value for money and great user experiences, with an affordable solution that continually evolves to suit your needs. We stay on top of the latest industry trends and listen to all our customer feedback to continuously enhance The Hub's features for the benefit of all our customers. That's why every new or improved feature and integration we develop in future is released across every Hub, **completely free of charge**, ensuring you are always on the latest and greatest version. All Hub upgrades are seamless, and require no system updates or downloads. Simply login and start using the new features straight away!

You're in Full Control

The Hub is built for 'non-techies' and designed to be super easy-to-use by marketing and comms teams without the involvement of IT or any coding knowledge. Enjoy full control over the look and feel of your Hub, your content, settings and user permissions. **Any changes take less than 3 clicks**, and most of our customers are confident to be 99% self-sufficient with their Hub.

A Trusted Provider Worldwide

Delivering Success for Global Brands

We might be UK-based, but The Hub is delivering global success for our customers. We're proud to say there's **a Hub on every continent** (except Antarctica), used successfully in 48+ countries and 190+ geolocations. Whether you need a client portal, employee engagement solution, or multi-brand intranet, The Hub is an adaptable solution that grows to meet the needs of your business.

Proven to Improve Internal Comms

Hub customer, Portview Fit Out, won the prestigious CIPR Award for '*Best Internal Communications Campaign*' with their Hub. By successfully embracing The Hub's features, Portview saw a **52% increase in employee engagement**, with 95% of staff agreeing The Hub improved their internal comms.

Trusted by 'Risk-Averse' Insurers

It might seem strange to plug our customer base in the Financial Services, but Insurers are notoriously cautious about the solutions they trust to handle their data and company operations, only choosing to work with providers that are proven to be immensely robust, secure and meet their extremely high standards. That's why we're super proud over 36% of our Hubs are being used successfully by some of the world's top Insurance and Financial Services firms, with the likes of **Legal & General**, **Marsh** and **RSA Insurance** to name but a few, all choosing The Hub as their trusted provider of employee intranets and affinity partner portals. When so many 'risk-averse' insurers trust a solution, you know you're in safe hands.



Safe & Secure

Securely Hosted

The Hub is hosted on the Google Cloud Platform at UK data-centres, with nightly back-ups to AWS servers in the EU. Enjoy unlimited data storage and rapid implementation, with zero maintenance and no impact on your local IT.

Single Sign-On (SSO)

Setting up SSO is easy on your Hub, giving your users hassle-free login to your Hub, and seamless access to your other third-party systems.

Two-Step Authentication

Google 2-Step Verification provides an extra layer of security logging in, and is compatible with leading authentication apps Duo Mobile and Google Authenticator.

ISO 27001 Certified

Pancentric is proud to be ISO 27001:2013 certified in Information Security Management, and The Hub is fully ISO compliant. Our impeccable security processes and robust infrastructure ensure your data is safe and secure.



Google Cloud Platform



Google Authenticator

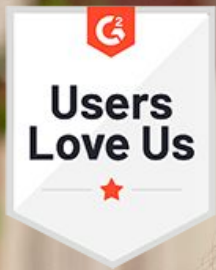


USERNAME

☐ Remember me ☐ Forgot password

LOGIN





The Hub is very easy to use & user-friendly, and it helps us to achieve our objective to easily share resources and improve internal comms across our network of 52 UK branches.

Pancentric is a very fun and innovative company to work with and cares a lot about customer satisfaction.

They are extremely flexible in how you want to build your intranet, providing full guidance and support. They are a pleasure to work with.

*Laura Blunt,
Quality Assurance Manager*



Congrats Eric on Making Employee of the Month!

Big shout out to Eric for bring epic this month

3 3



Welcome to Our New Starters



21 April



Mike Williams
Head of Technology

Our Team Updates



Meet the New Addition

We are thrilled to announce the appointment of Andrea Harrison who joins as a senior analyst.

2 2

Take Our Poll



What new Employee Benefit you like to see?

- ☐ Extra Holidays
- ☐ Pension
- ☐ Healthcare
- ☐ Half Day Fridays

Vote again

View results

Slack Channel

Features Overview

User Experience

Hub Communities



- ✚ Create unlimited multi-site intranet environments = Communities;
- ✚ Host private or shared content;
- ✚ Apply different branding, homepages, navigation & content for different users.
- ✚ Users can belong to multiple Hub Communities & switch in one click.

Themes



- ✚ Create unlimited bespoke Themes;
- ✚ Apply on a user, page or site level.
- ✚ Customise logo, fonts, colour palette and background imagery.

Multilingual



- ✚ Customise system messaging to the language of your choice;
- ✚ Store language translations & assign different languages to different users.

Homepages



- ✚ Customisable layouts;
- ✚ Bespoke Navigation Menus;
- ✚ *Quick Links & My Favourites* menus;
- ✚ *My Communities* menu for switching between Hub environments.
- ✚ Dynamic Homepage Containers with custom content or auto-populated from your Hub Content, including:
 - ✓ My Profile;
 - ✓ Activity & 'What's New' Feeds;
 - ✓ Large / Small Carousels;
 - ✓ News & Events Feeds;
 - ✓ Interactive Polls, Forms & Surveys;
 - ✓ Accordion menus
 - ✓ Videos & Image Galleries;
 - ✓ Group Chat Feeds;
 - ✓ Quick Links;
 - ✓ Document & Subpage Links;
 - ✓ Birthdays & Anniversaries;
 - ✓ New Starters;
 - ✓ Slack & Teams Channels;
 - ✓ RSS / Third Party Feeds & more

My Profile Menu



- ✚ Personalised shortcuts to a user's details and data inputs on your Hub:
 - ✓ Personal Profile
 - ✓ My Status
 - ✓ My Favourites
 - ✓ My Form Submissions
 - ✓ My Tasks
 - ✓ My Groups
 - ✓ My Notes

My Favourites Menu



- ✚ User personalised content shortcuts;
- ✚ All pages have *Add to Favourites* option
- ✚ Quick access via Heart menu in Nav Bar

Status Updates



- ✚ Custom defined list of user statuses.
- ✚ Update your status in two clicks;
- ✚ User statuses displayed in Contacts.

Knowledge Management

Resource Pages



- Unlimited hierarchy of pages & folders;
- Create Container Sub-Homepages;
- Restrict page editing & viewing access;
- Assign Content Owners & Editors;
- Auto-publish, schedule and set expiries;
- WYSIWYG content editor, with embeddable Hub features, including:
 - ✓ Forms & Assessments;
 - ✓ Polls;
 - ✓ Mail merge & Contact Selector;
 - ✓ Organograms;
 - ✓ Custom HTML;
 - ✓ Sortable tables;
 - ✓ Image galleries & videos;
 - ✓ Accordion menus and more...
- Embed cloud drive files and folders from GDrive, OneDrive & Sharepoint;
- Display subpages as interactive icons;
- Save Pages to Widget Template Library;
- Views Report to track engagement;
- Add to Favourites option;

Version Control



- Draft pages & work on multiple versions simultaneously;
- View full audit history of user edits;
- Rollback to previous versions;
- Send pages for approval & comments.

Image Manager



- Store, group & embed image folders.
- Download image assets.

Tags



- Create unlimited Tags & Tag Groups;
- Tag content & users to categorise and define relevant associations;
- Use Tags to refine search results;
- Deliver personalised content views and branding based on a user's profile Tags;
- Users subscribe to Tags in User Alerts to receive notifications about new content.

Documents



- Attach documents / files to pages;
- Download files or open in browser;
- View downloads report;
- Version control & audit history;
- Create Document Container lists & surface anywhere on your Hub.

Team Organograms



- Create unlimited org charts;
- Display as text or picture lists;
- Assign Line Managers.

Search



- Perform simple or advanced searches;
- Search within connected cloud drives (*coming soon*);
- Results displayed in relevancy order;
- Refine by date, tags & content type;

Digital Workplace

Forms



- Create unlimited Forms;
- Embed Forms anywhere on your Hub;
- Copy & reuse existing Forms;
- Allow anonymous submissions;
- Set expiry dates;
- Form fields include date options, radio buttons, text, file upload, dropdown etc.
- Assign Form Owners & Assignees;
- Add Line Managers as Assignees;
- Owner Only fields allow additional information to be added to submissions;
- Workflows allow forms to be assigned & additional information added;
- Add Form Statuses & update as submissions move through workflow.
- Add Form Alerts to be notified when a submission is created or updated.
- Manage, search & export form data;
- Display Form responses in containers;
- Users can view their own form submissions in *My Forms*.

Assessments



- Same features as Hub Forms;
- Create Questions & Answer options;
- Add scores & feedback to answers;
- Embed rich media into questions;
- Display results leaderboard;

Must Reads



- Create & assign unlimited Must Reads;
- Set timeframe for completion, and customise for different user groups;
- Users must 'Click to confirm';
- Sends Instant Alerts & daily reminders;
- View Read & Outstanding reports;
- Include a site-wide Banner Notification.

Offices



- Create unlimited offices & assign users;
- Add Google Maps location;
- Include address, contact info, etc

Contacts Directory



- View Personal Profiles, which include:
 - ✓ User's contact information;
 - ✓ Expertise & Hobbies;
 - ✓ Line management structure;
 - ✓ Group memberships,
 - ✓ Tags.
- Search & filter users by Tag, Office, etc.
- A-Z name selector;
- View Status Updates;
- Customise contact details displayed in Directory i.e. mobile, email, role, etc;
- Import & Export users
- Bulk send welcome emails & custom templates to all or a selection of users.

Vacancies



- Manage & publish internal vacancies;
- View & apply for vacancies;
- Upload CV & covering letter;
- Collate & view applications.

Engagement

News



- ✚ Create unlimited News articles;
- ✚ Organise articles in Categories;
- ✚ Tag news for quick searches;
- ✚ Approval workflow process with Editors, Approvers & Publishers;
- ✚ Draft & preview articles;
- ✚ Schedule or backdate articles;
- ✚ Send Instant Alerts when publishing articles – to all or a selection of users;
- ✚ Subscribed users will automatically receive notification via their User Alerts.
- ✚ Share news to Slack or Teams channel;
- ✚ Homepage News Containers auto-populate with the latest news.

Social Interactions



- ✚ Like & Comment on News & Pages;
- ✚ Like & Reply to other user comments;
- ✚ Receive notifications when someone replies to your comment.

Polls



- ✚ Create unlimited customised Polls;
- ✚ Single question with multiple choices;
- ✚ Allow a single vote or give the option for users to change their vote;
- ✚ Choose whether users can view current results before voting;
- ✚ Instant results in Bar or Pie Charts;
- ✚ Set time limits for voting;

Image Galleries



- ✚ Create unlimited Image Galleries;
- ✚ Embed images in thumbnail gallery;
- ✚ Click to expand & view slideshow;
- ✚ Like images in Galleries.

Videos



- ✚ Upload files to Video Store & embed;
- ✚ Embed third party videos anywhere..

Events



- ✚ Create unlimited Events & display as a calendar list of upcoming activities;
- ✚ Organise events in custom categories;
- ✚ Add event information, i.e. date, time, location;
- ✚ Add Google Map location;
- ✚ Attendee options, including:
 - ✓ I'm Attending
 - ✓ I Might Attend
 - ✓ I'm Not Attending
- ✚ Export attendees for readymade delegate lists;
- ✚ Send email via Hub to Attending / Might Attend delegates;
- ✚ Set recurring events;
- ✚ Search & filter Events by tags or phrase;
- ✚ Display All Events, Upcoming Events, or Events I'm Attending.
- ✚ Integrate with Eventbrite to display external events.

Communication & Collaboration

Email Broadcasts



- ✚ Bulk send outbound emails to all or a selection of Users;
- ✚ Create, store & reuse Email Templates;
- ✚ 'Send on Behalf of' feature;
- ✚ Define 'reply to' address per send;
- ✚ Save drafts, preview & test send emails;
- ✚ Send to user's external inbox or Hub InMail Inbox (*depending on if user has an email associated with their profile*).

Direct Messaging



- ✚ Send private messages between individual users;
- ✚ My Messages shows sent & received emails, grouping conversations by user.
- ✚ Users without email addresses can access Hub Alert Messages here.
- ✚ Turn DM permission on/off for users.
- ✚ Messages Report allows Super Admins to view all direct messages between users.

User Alerts



- ✚ Set Nightly or Weekly Alerts.
- ✚ Personalised notifications about new and relevant content or chats threads;
- ✚ Users can set personal preferences;
- ✚ Super Admins can set mandatory User Alerts for key content.
- ✚ Alerts sent to user's external email or to their internal Hub InMail Box.

Instant News Alerts



- ✚ Send Instant Alerts about new News;
- ✚ Alert all Users or a subset of Users.

Banner Notifications



- ✚ Display custom site-wide notifications;
- ✚ Show different banners to different users;
- ✚ Banner notifications display above your main navigation & content.

Groups



- ✚ Create public, private or hidden Groups;
- ✚ Group Space has unlimited pages for sharing content with Members;
- ✚ Group Chat Threads for collaboration;
- ✚ Group Email allows Owners to send emails externally to all/some Members.

Commenting



- ✚ Allow comments on News & Pages;
- ✚ Users can Like & Reply to comments;
- ✚ Report inappropriate comments for moderation and deletion;
- ✚ Super Admins can view all comments in Comments Report.

Chat Integrations



- ✚ Slack & Microsoft Teams
- ✚ Display Channel feeds on your Hub.
- ✚ Broadcast New Alerts to Chat Channels

Data, Permissions & Reporting

User Permissions



- ✚ Create unlimited 'User Types', bespoke site-wide permission levels for editing, viewing & managing features.
- ✚ Over 80 permissions to assign to users.

Viewing & Editing Restrictions



- ✚ Set viewing restrictions for individual pages or whole Resource areas for:
 - ✓ Individual Users or Offices;
 - ✓ Specific Groups;
 - ✓ Users matching certain Tags;
 - ✓ Entire Communities.
- ✚ Assign editing permissions to individual users for specific pages or areas without assigning full site editing rights.

IP Restrictions



- ✚ Lock Hub access to specific IPs.

GDPR & Data Privacy



- ✚ Customisable data privacy notice for first-time logins;
- ✚ Personal Data GDPR Report gathers all data on an individual user, including:
 - ✓ Contact details;
 - ✓ Profile information;
 - ✓ Login activity;
 - ✓ Page views;
 - ✓ Comments & Likes;
 - ✓ Messages.
- ✚ Users can run their own GDPR report.
- ✚ Super Admins can run GDPR report on all users.
- ✚ 'Anonymise User Account' feature permanently scrambles inactive user profiles and associated data.
- ✚ Customisable timeframe for storing user data:
 - ✓ Store in perpetuity, or;
 - ✓ Automatically anonymise inactive users after set time.

Reports



- ✚ Alerts Report;
- ✚ Comments Report;
- ✚ Content Engagement Report;
- ✚ Expired Content Report;
- ✚ Expiring Soon Content Report;
- ✚ Logins Report;
- ✚ Import Report;
- ✚ Messages Report;
- ✚ Must Read Report;
- ✚ Orphaned Content Report;
- ✚ Page Views Report;
- ✚ Personal Data GDPR Report;
- ✚ Redundant Content Report;
- ✚ Resources Sitemap Report;
- ✚ Search Report;
- ✚ Tags Report;
- ✚ User Activity Report;
- ✚ User Edits Report;
- ✚ Usage Report.

Integrations

Google

 Gmail

 Calendar

 Drive

 Office 365


Outlook


OneDrive


SharePoint


Microsoft Teams

 slack

 YouTube

 vimeo


Azure Active Directory

onelogin
by  ONE IDENTITY

okta

 endesk

eventbrite

facebook

LinkedIn

twitter 



Since we launched 'Centro', the size of our company has increased significantly. Despite this huge growth, the functionality of The Hub has enabled us to communicate with employees effectively, while creating an engaging environment to host all the information employees need.

The support from Pancentric has been second to none. From answering questions, to giving us tips about what we could try next, their help has been invaluable.

*Philippa Harrington,
Marketing Manager*

pib Group



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