

Employee Communications

**The Employee Hub that connects, aligns
and engages your workforce**

Syntphony Employee Communications is a Microsoft 365-native platform designed to transform how organizations inform, connect and engage their people. It unifies channels, messages and employee experiences into a single personalized hub that helps every employee access the right information at the right moment, through the right channel. Built for Communication, HR and Digital Workplace teams.



Insurance



Telco, Media & Technology



Energy & Utilities



Retail



Manufacturing &
Consumer Packaging Goods



Automotive



Healthcare, Life Sciences & Pharma

Why syntphony ?

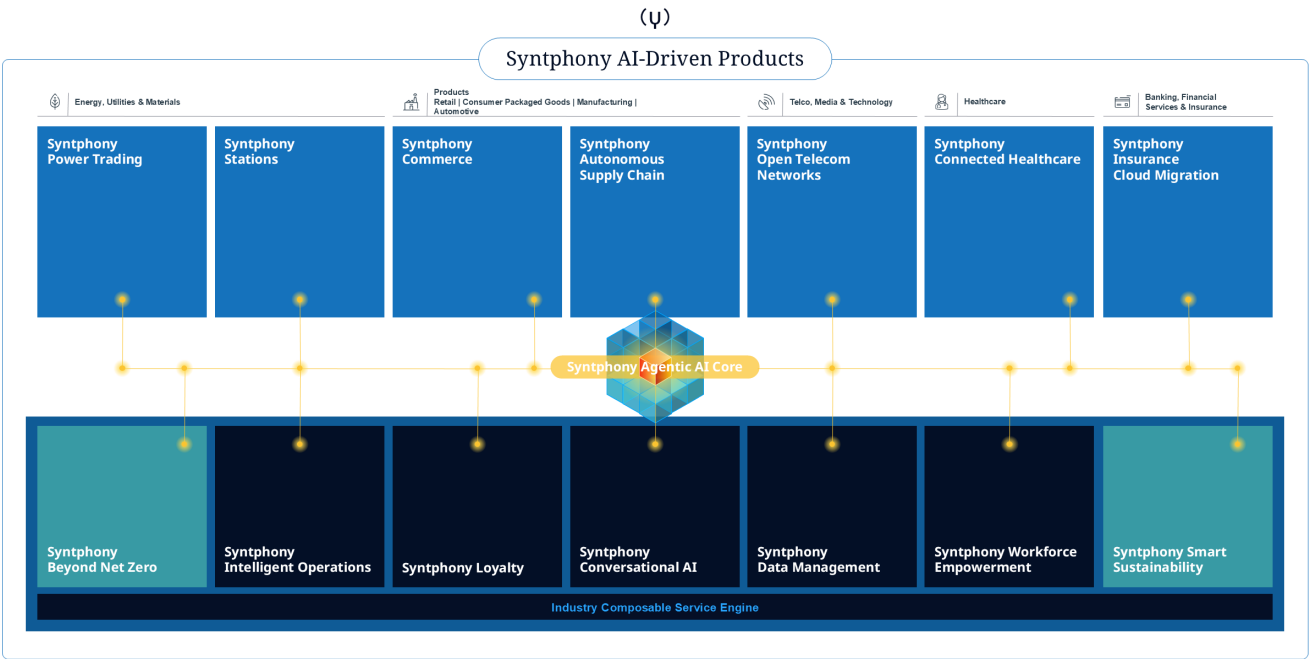
We develop products and solutions that are in tune with businesses



Syntphony is the composable platform of digital products and solutions from NTT DATA, created to help global organizations accelerate innovation, align business strategy with technology, and scale transformation initiatives with speed and efficiency.

Designed for enterprises that demand flexibility, modularity and integration, Syntphony offers a portfolio of ready-to-deploy, enterprise-grade digital products developed by NTT DATA's global talent network. By combining business consulting expertise, proprietary technologies and industry knowledge, the Syntphony ecosystem multiplies the value for clients, reducing time to market and unlocking synergies across multiple domains.

Syntphony is the AI-driven composable platform of NTT DATA, enabling clients to orchestrate scalable, resilient, and future-ready business solutions.



Syntphony Workforce Empowerment

We offer a cloud-native, modular platform that enables organizations to optimize operations, increase productivity and deliver tailored solutions with seamless integration of out-of-the-box capabilities across every industry, facilitating technology adoption with immersive learning.

NTT Data cloud-native assets and components drive digital transformation by seamlessly integrating automation, employee engagement and industry-specific solutions.

Employee Communications

We create digital workplaces that boost collaboration and employee engagement, integrating seamlessly with Microsoft 365 to personalize access, simplify governance and increase adoption across all teams and business units.

Learning Tech

We deliver adaptive learning experiences through a modular LMS, enabling fast, flexible corporate training while integrating seamlessly with business ecosystems and offering end-to-end support, content and strategy development.

Immersive Experiences

We enable companies to design immersive, shared and customizable VR scenarios that boost employee training, customer engagement and business integration through a scalable low-code platform.

Knowledge Search

We provide intelligent, semantic search across structured/unstructured data, improving collaboration, accelerating access to relevant knowledge and integrating seamlessly with tools like Microsoft 365, SharePoint and SAP.

The employee engagement crisis and the evolution of workplace

The global employee engagement crisis

Employee communication is undergoing a profound transformation. Organizations are facing a structural challenge that goes far beyond information distribution. The workplace is experiencing a global engagement crisis driven by fragmentation, uncertainty and the growing emotional disconnect between employees and organizations.

Global workplace data shows a clear reality:

- Only **23% of employees worldwide** are engaged.
- **62% are not engaged.**
- **15% are actively disengaged.**

This means that nearly four out of five employees are not fully connected with their organization, its goals or its culture.

In Europe, the situation is even more critical:

- Only **13% of employees** are engaged.
- **72% are not engaged.**
- **16% are actively disengaged.**
- **32% are actively looking for a new job.**

At the same time, negative emotions have become a daily reality in the workplace:

- **41% experience stress daily.**
- **22% experience sadness.**
- **20% experience loneliness.**

These figures reveal a fundamental truth: employees do not lack information. They lack relevance, clarity, connection and trust.



From information overload to meaningful communication

For years, organizations invested in intranets, newsletters and collaboration tools assuming more information would improve alignment. The opposite happened. **Employees today face excessive and fragmented communication across multiple channels:** Emails, Teams, SharePoint, HR portals, messaging tools and multiple apps compete for attention. Important messages get lost in noise. Employees struggle to understand what matters and why.

This fragmentation creates confusion and frustration. Employees feel overwhelmed and disconnected, reducing productivity and increasing turnover risk. Traditional communication approaches no longer work at scale.

The evolution of employee communication

The role of internal communication is shifting dramatically across three dimensions.

From publishing information to driving alignment

Communication is no longer about sharing updates. It is about helping employees understand priorities, navigate change and connect with purpose. Employees expect communication that helps them make sense of uncertainty and feel part of the organization's journey.

From generic messaging to targeted communication

One message no longer fits all roles, functions, geographies or contexts. Employees expect relevant communication tailored to their role, location, interests and moment in the employee lifecycle. Segmentation and personalization have become essential to relevance and impact.

From intuition to measurable impact

Communication teams are now expected to demonstrate measurable value.

Organizations need to understand how communication influences:

- **Engagement**
- **Retention**
- **Tool adoption**
- **Productivity**
- **Change management success**

Data-driven communication has become a strategic capability.

The strategic opportunity

Organizations that modernize employee communication can unlock powerful outcomes:

- **Stronger alignment and culture**
- **Higher engagement and retention**
- **Improved productivity and collaboration**
- **Better change management**
- **More effective digital workplace adoption**

Employee communication has moved from operational function to strategic business capability.

And this transformation requires a new generation of platforms.



A Microsoft 365-native communication ecosystem

Syntphony Employee Communications is an all-in-one employee communication platform designed to unify communication channels, orchestrate employee journeys and transform the intranet into a personalized digital workplace.

It enables organizations to move from fragmented communication to a single, governed and measurable communication ecosystem.

The platform integrates natively with Microsoft 365, extending SharePoint and Teams to create a unified employee hub that centralizes communication, tools and knowledge.

This hub becomes the digital entry point to the organization.

A place where employees can:

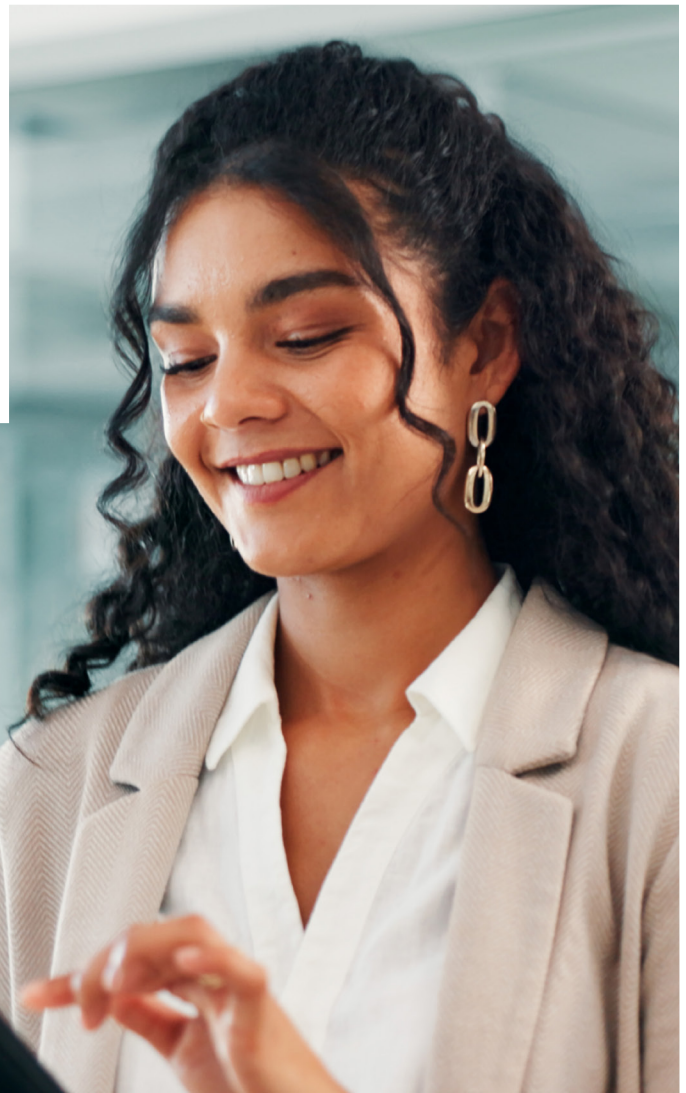
- **Access news and updates**
- **Find tools and resources**
- **Connect with colleagues**
- **Engage with culture and leadership**
- **Participate in communities**
- **Navigate their employee journey**

Transforming the employee intranet

The intranet evolves from a static repository into a dynamic communication hub that connects employees with the organization in a meaningful and personalized way. Organizations can:

- **Create a single integrated communication hub**
- **Simplify access to news, tools and resources**
- **Enable communities and knowledge sharing**
- **Provide consistent communication across business units**
- **Ensure governance, security and scalability**

The intranet becomes the central channel of the employee experience.



A new standard for enterprise communication excellence

Built for enterprise complexity

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Unlike generic intranet solutions, Syntphony Employee Communications is designed for large, distributed organizations with complex governance, security and scalability requirements.

It provides:

- Unified governance and content control
- Role-based permissions and workflows
- GDPR and ISO-27001 compliance
- Integration with enterprise systems
- Scalable architecture aligned with Microsoft roadmap

It combines enterprise-grade governance with employee-centric design.

Enterprise-grade SharePoint experience

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The platform enhances the SharePoint Modern Experience with a refined UX layer designed specifically for enterprise communication excellence.

Organizations gain:

- Modern and customizable interface
- Extended navigation and visual design
- WCAG 2.1 accessibility compliance
- Dashboard components for news, tools and resources
- Flexible storytelling layouts
- Responsive cross-device experience

The result is a visually engaging digital destination that drives adoption and connection.

One hub. Every employee.

Personalized communication & collaboration

Personalization ensures each employee receives content, tools and experiences tailored to their role, location, interests and lifecycle stage. This **reduces information overload and increases relevance**, enabling employees to focus on what matters. As a result, collaboration becomes more effective, communication becomes clearer and employees feel more connected to their work and organization.

Increased employee engagement

The platform creates an environment where employees can connect, collaborate and participate in the organization's journey. Social interaction, communities and targeted content foster belonging and engagement. When employees feel heard and connected, **motivation and retention improve**, creating a more resilient and committed workforce.

The employee hub

Syntphony Employee Communications consolidates tools, resources and communication into a **single digital hub**. Employees can easily find what they need without navigating multiple systems. This reduces friction, simplifies workflows and increases efficiency across the organization.

Always connected

Employees can access communication anytime, anywhere and from any device. This ensures alignment across remote, hybrid and frontline workers, keeping everyone informed and engaged regardless of location or schedule.

Seamless Collaboration

Foster seamless collaboration across your organization. Syntphony Employee Communications provides a platform for teams to collaborate effortlessly, share ideas, and work together towards common goals. Break down silos and unleash the power of collaboration with Syntphony Employee Communications.

Connected culture & brand

The platform connects employees with organizational values, culture and leadership through omnichannel communication and storytelling. This strengthens alignment, reinforces identity and builds a shared sense of belonging across teams and geographies.

Productivity starts with communication

When employees are informed, aligned and connected, productivity increases naturally. **Better communication reduces confusion**, accelerates decision-making and improves collaboration across teams.



Powered by enterprise innovation

UX & Accessibility

The platform provides a highly intuitive and customizable user experience designed to maximize adoption and engagement. **Accessibility standards such as WCAG, ATAG and the European Accessibility Act** ensure inclusivity for all employees. Features like keyboard navigation, screen reader compatibility and adaptive navigation elements support diverse needs and ensure equal access to information and tools.

Native integrations

Deep integration with Microsoft 365 enables seamless collaboration and centralized information management. Employees can access tools, documents and communication from a single environment while maintaining enterprise-grade security and compliance. Mobile access ensures connectivity anytime, anywhere.

Search & analytics

Advanced contextual search improves information retrieval by enabling scoped queries and personalized filters. Analytics provide insights into user behavior and content engagement, helping organizations continuously optimize communication strategies and content delivery.

Publishing & governance

Role-based permissions and approval workflows ensure content quality and governance. Audience targeting and tagging improve discoverability and deliver relevant content to the right employees.

Community & engagement

Community spaces foster collaboration and knowledge sharing beyond daily tasks. Social features such as comments, likes and feedback **increase interaction and empower employees** to actively participate in communication.

Mobile & extensibility

Responsive design ensures seamless experiences across devices. Open APIs and custom web parts enable organizations to extend the platform and build tailored solutions.

Security & compliance

GDPR and ISO-27001 compliance, risk assessments and continuous monitoring ensure data protection and organizational integrity.



Digital Workplace & IT

IT teams can drive Microsoft 365 adoption, governance and efficiency by extending SharePoint and Teams with enterprise communication capabilities while maintaining security and scalability.





About NTT DATA

NTT DATA - a part of NTT Group - is a trusted global innovator of IT and business services headquartered in Tokyo. We help clients transform through consulting, industry solutions, business process services, IT modernization and managed services. NTT DATA enables clients, as well as society, to move confidently into the digital future. We are committed to our clients' long-term success and combine global reach with local client attention to serve them in over 50 countries.