Simpplr One Upgrade Communication Templates by Persona

Leadership Communication Template

Subject: Strategic Upgrade to Simpplr One - Enhanced Performance at Zero Additional Cost

Dear [Leadership Team/Executive Team],

We're upgrading our intranet platform to Simpplr One, delivering significant strategic value with no additional licensing costs.

Key Strategic Benefits:

- **Future-proof Investment**: Simpplr Classic will be discontinued. This upgrade ensures long-term value and prevents business disruption
- **No Additional Licensing Fees**: All platform improvements come at no additional software cost, though internal team time will be required for the upgrade process
- **Enhanced Security Posture**: Automatic security updates and enterprise-grade protection reduce organizational risk
- **Enhanced Employee Experience**: Faster innovation cycles and AI-powered features mean employees stay better connected, find information more easily, and receive important communications more effectively
- **Operational Efficiency**: Streamlined IT operations free up resources for higher-value initiatives

New Capabilities Driving Business Value:

Smarter Navigation for Productivity

- Configurable navigation tailored to organizational priorities reduces time-to-information
- One-click content creation accelerates communication workflows
- Customizable branding strengthens organizational identity across all touchpoints

Audience-Based Access Controls (ABAC)

- Hyper-personalized content delivery ensures employees only see relevant information, reducing noise and improving engagement
- Granular permission controls enhance security and compliance
- Simplified administration reduces IT overhead and scales with organizational growth

What to Expect:

- Plan for an approximately 14-hour Upgrade Window during [DATE/TIME]
- Intranet will not be down - it will be in Read-Only mode
- Seamless data migration with zero data loss
- Enhanced performance and user experience immediately post-upgrade
- Continued access via mobile app (no changes required)

Timeline:

- **Pre-upgrade preparation**: [2 - 4 weeks before]
- **Upgrade window**: [DATE/TIME]
- **Go-live**: [Morning of cutover]

Simpplr's dedicated project team will handle the heavy lifting, while our internal teams play a key role in ensuring upgrade success.

Thank you,

[CONTACT INFORMATION]

[suggestion: insert FAQ at below]

IT Team Communication Template

Subject: Simpplr One Upgrade - Simplified Management, Enhanced Security, Powerful New Controls

Dear [IT Team],

We're upgrading to Simpplr One, bringing significant improvements to platform management, security, and administrative capabilities.

Benefits for IT Operations:

- **Unified Management**: All user, integration, and permission management now happens within Simpplr One - no more Salesforce backend navigation
- **Enhanced Security**: Real-time security updates, consolidated permission management, and improved user visibility
- **Streamlined Integrations**: Easier connections with applications without CRM constraints
- **Reduced Complexity**: Intuitive, non-technical controls that free up IT resources for strategic initiatives
- **No Downtime**: Carefully planned 14-hour upgrade window with clear rollback procedures while intranet is in read-only mode still able to be accessed by users

New Administrative Capabilities:

Modern Navigation Management

- Configure left-hand navigation to match organizational structure and priorities
- Create grouped resources and quick links for streamlined user access
- One interface to manage all navigation elements across the organization

Audience-Based Access Controls (ABAC)

- Precise permission management based on dynamic audiences (department, location, employee type, etc.)

- Users can belong to multiple audiences simultaneously—no more rigid single-segment limitations
- Dramatically reduced need for unlisted sites and complex site permission structures
- Granular feature-level controls: determine who can manage newsletters, surveys, alerts, and more by audience
- Enhanced compliance and security through content-level targeting and restricted visibility

What You Need to Do:

1. **Pre-upgrade** (8-12 hours total): Work with Simpplr's Project Manager and Technical Consultant to complete portal setup, configure SSO, and prepare integration connections
2. **Cutover call** (2 hours): Provide Simpplr team access to accounts, approve security configurations, and validate integration setups
3. **Post-upgrade** (1-2 hours per integration): Final testing and validation of reconnected systems

Technical Details:

- **New URL**: [TO BE PROVIDED AFTER UPGRADE]
- **SSO**: Existing configurations will carry over
- **Integrations**: Slack, MS Teams, and other integrations will need reconnection
- **Mobile**: Ensure you have the latest version of the [Intranet Name] app - it will automatically redirect to the new platform

Security & Compliance:

- All existing data migrates securely with zero risk of data loss
- Enhanced encryption at rest (included in platform cost)
- Improved access controls and real-time security monitoring
- ABAC enables precise compliance with data visibility regulations

Timeline:

- **Preparation begins**: [DATE]
- **Upgrade window**: [DATE/TIME]
- **Cutover call**: Morning of [CUTOVER DATE]

Simpplr's technical consultant will support you throughout the process.

Thank you,

[CONTACT INFORMATION]

[suggestion: insert FAQ at below]

Communications/App Manager Template

Subject: Simpplr One Upgrade - More Powerful Tools, Easier Management, Precise Targeting

Dear [Communications Team and App Managers],

We're upgrading to Simpplr One, bringing enhanced features, simplified management tools, and powerful new capabilities for personalized communication.

Enhanced Communication Capabilities:

- **Centralized Platform**: Manage users, integrations, and permissions from one hub - no more app switching
- **Stronger Targeting**: Advanced audience controls for personalized, precise communications
- **AI-Powered Tools**: Writing assistance and content recommendations
- **Enhanced Analytics**: Better insights into content performance and engagement
- **App Tiles**: Streamline workflows by providing direct access to essential tools, improving visibility and speed for daily tasks
- **Configurable Experience:** Tailor the left-hand navigation to highlight your most critical communication tools and resources

Improved User Experience:

- **Faster Performance**: Faster loading speeds enhance user engagement
- **Enhanced Feed**: Multiple attachments, more reactions, improved 2-way communication
- **Better Search**: AI-powered search with smart answers
- **Navigation Control**: Build custom navigation that highlights your organization's most critical communication tools
- **Quick Links & Grouped Resources:** Create organized navigation that guides employees to exactly what they need
- **Content-Level Targeting:** Show different content to different audiences within the same site—perfect for "super sites"

What Changes:

- **New URL**: [PROVIDED AFTER UPGRADE] - update bookmarks and external links
- **Interface Updates**: Some menu items moved, tighter design, improved navigation
- **Enhanced Features**: Access to capabilities not available in Classic
- **Navigation:** New left-hand navigation structure with customization options
- **Permissions:** Enhanced role and audience-based access management

Timeline & Impact:

- **Upgrade Window**: Plan for an approximately 14-hour Upgrade Window during [DATE/TIME]
- **User Impact**: Minimal - same login credentials, improved interface
- **Mobile**: No changes needed - users refresh app

Your Role:

- Avoid scheduling communications during upgrade window
- Update any external links to intranet within 60 days after upgrade
- Review access assignments post-upgrade

Simpplr's dedicated project team will handle the heavy lifting and provide support where needed throughout this transition.

Thank you,

[CONTACT INFORMATION]

[suggestion: insert FAQ at below]

End User Communication Template

Subject: Exciting Upgrade Coming to [Intranet Name] - Faster, Better, Easier

Dear Team,

We're upgrading [Intranet Name] to give you a faster, more powerful, and more personalized experience with the tools you use every day.

What's Improving for You:

- **Lightning-Fast Performance**: Pages load faster, so you spend less time waiting and more time getting what you need done
- **Enhanced Features**: Better search, easier document previewing, multiple file attachments in posts
- **Smarter Navigation:** New streamlined navigation puts your most-used tools and resources right at your fingertips
- **More Relevant Content:** See content that actually matters to you based on your role, location, and team

What You Need to Know:

- **Scheduled Upgrade Window**: [DATE/TIME] for approximately 14 hours (overnight), you can still view, search and access all content on the intranet - you just can't create, edit, or delete anything temporarily
- **New Web Address**: After the upgrade, bookmark the new URL we'll provide, update any other bookmarks to the new URL
- **Mobile App**: Just make sure you have the latest version
- **Reconnections Needed**: You'll need to reconnect to [Slack/MS Teams/Other integrations you use]

What Stays the Same:

- Your login credentials
- Your files, posts, and content
- Mobile app access

Timeline:

- **Today**: Announcement of upcoming upgrade
- **[1 day before]**: Final reminder

- **[Upgrade date]**: System down overnight
- **[Day after]**: New and improved [Intranet Name] ready to use

Changes You Might Notice:

- New left-hand navigation with quick links to your most-used resources
- More personalized content—you'll see information relevant to your role and location
- Faster, easier platform experience
- [Insert new feature(s) - *see feature document*]

The upgrade is designed to be as smooth as possible. Our team has worked hard to ensure minimal disruption to your daily workflow.

Thank you,

[CONTACT INFORMATION]

New Navigation Communication Template

Subject: [Intranet Name] Just Got Smarter Navigation - Find What You Need, Faster

Dear Team,

As part of our upcoming [Intranet Name] upgrade, you'll notice a cleaner, more intuitive navigation experience designed to help you work more efficiently.

What's Changing:

Left-Hand Navigation

- All your key tools and resources are now organized in an easy-to-scan left sidebar
- Quick access to Home, Feed, Sites, People, and more
- Frequently visited content appears in "Recently Visited" for fast access
- Custom quick links to your organization's most important resources

Personalized Experience

- Navigation adapts to show the tools and features most relevant to your role
- Custom branding and colors that reflect our organizational identity
- Grouped resources that make sense for how we work

Why This Matters:

The new navigation is built for speed and productivity:

- **Save Time:** Fewer clicks to reach your most-used features
- **Reduce Confusion:** Clear, organized structure that's easy to understand
- **Stay Focused:** Quick links and recently viewed items keep you on track

What You Need to Do:

Nothing! The new navigation will be live after the upgrade on [YOUR UPGRADE DATE or January 12, 2026]. Here are a few tips to get started:

1. Explore the left sidebar to see all available features
2. Use the "Recently Visited" section to quickly return to content
3. Check out any custom quick links that we have added

Need Help?

If you have questions, reach out to [CONTACT].

We're excited for you to experience this smarter, faster way to navigate [Intranet Name]!

Thank you,

[CONTACT INFORMATION]

Audience-Based Access Controls (ABAC) Communication Template

Disclaimer Note: Ideal to send to App Managers, IT admins, Site Managers, & Content Managers. Please note this communication, depends on how you structure and build your audiences.

Subject: More Relevant Content, Less Noise - Personalization Coming to [Intranet Name]

Dear Team,

As part of [Intranet Name] upgrade, we're introducing Audience-Based Access Controls (ABAC)—a powerful new capability that ensures you only see content that's actually relevant to you, and that you have the right feature access and control.

What's Changing:

Personalized Content Experience

- Content, communications, and features can now be tailored based on your role, location, department, or team
- You'll see newsletters, alerts, and announcements meant specifically for you
- Less irrelevant content cluttering your feed and inbox

Smarter Site and Content Organization

- Sites can now show different content to different audiences—no more separate sites for every team
- One unified experience with personalized content based on who you are and what you do

Enhanced Feature Access Control

- Precise permission management based on dynamic audiences (department, location, employee type, etc.)
- Granular feature-level controls: determine who can manage newsletters, surveys, alerts, and more by audience

Real-World Examples (as Audience):

- **If you're in Sales:** You'll see sales-specific updates, resources, and communications—not manufacturing floor announcements
- **If you're in the US:** You'll see US-relevant benefits information and regional news—not content meant for other countries
- **If you're a Manager:** You'll see leadership resources and management tools—customized for your role

Real-World Examples (as Feature Owner, Manager, Admin):

- **If you're a Feature Owner of Newsletters:** You'll see and be able to edit all audiences and access groups related to Newsletters, and you can also create Newsletters for all audiences with those specific access groups related to Newsletters
- **If you're an Admin of Newsletters for Sales:** You'll see and be able to edit sales-specific audiences for Newsletters, you can also create Newsletters for that audience(s)
- **If you're a Manager of Newsletters for Sales:** You'll see sales-specific audiences, and will be only able to create Newsletters for that audience(s)

What You Need to Do:

As an app manager, site owner/manager, or content manager, here's what's new for you:

You'll now see the ability to restrict content to specific audiences. When you choose to restrict content, you can even create sub-audiences for more granular targeting.

Here's the best part: You don't have to use these features (audience restricting). You can continue sharing content to your site members and followers exactly as you do today—nothing changes unless you want it to.

When you do want more control, you'll find audience targeting options for:

- Push notifications related to content
- Feed posts

It's all about giving you options without disrupting your current workflow.

We're excited to deliver a more personalized, relevant experience that helps you stay focused on what matters most to your work.

Thank you,

[CONTACT INFORMATION]

FAQ Template

Q: Why are we upgrading? A: Simpplr Classic will be discontinued. This upgrade ensures continued support, enhanced features, and improved security at no additional cost.

Q: Will I lose any of my content or files? A: No. All content, files, and data will transfer seamlessly to Simpplr One with zero data loss.

Q: Does the way I log in change? A: No. The login location changes (new URL), but your login method and credentials remain exactly the same.

Q: How long will the system be in read-only mode (upgrade window)? A: Approximately 14 hours overnight [DATE/TIME] to minimize business impact. You'll still be able to view, search and access all content on the intranet - you just can't create, edit, or delete anything temporarily during the upgrade window.

Q: How are new updates handled? A: Simpplr One updates automatically on a regular schedule - no action needed. This means the system is the latest version with new features and fixes. Our IT and Application Managers will have a sandbox to test changes before they reach production.

Q: Do I need to learn a new system? A: No. The navigation has been improved but the core capabilities remain the same.

Q: What training and support is provided? A: Minimal retraining needed but resources are available at the Simpplr One Support page found here: [Simpplr One Support](#).

Q: Does this impact mobile access? A: Your mobile app continues to work normally. After the upgrade, simply make sure your app is the latest version.

Q: What if I have issues after the upgrade? A: Some concerns can be resolved by resetting your browser cache or updating to the latest version (mobile app). Please let our support team know about any major issues, so we can work to resolve them with Simpplr.

Q: Why do my search results look different? A: You're seeing more comprehensive results because Simpplr One searches your entire SharePoint environment, not just curated sites. This gives you complete visibility but may show the same file multiple times if it's stored in different locations. As the system learns user search items and clicked results, it will become faster and more refined.

Q: What's different about the new navigation? A: The new left-hand navigation is more intuitive and customizable. You'll find quick links, recently visited content, and one-click access to create content. Everything is organized to help you find what you need faster.

Q: Will the navigation look different for everyone? A: The core navigation structure is the same, but we may customize quick links and groupings. Additionally, features you don't have access to won't appear in your navigation.

Q: What are Audience-Based Access Controls (ABAC)? A: ABAC is a new personalization capability that ensures you only see content relevant to your role, location, department, or team. It reduces noise and helps you focus on what matters. It adds granular feature-level controls for better security and provisioning.

Q: How does the system know which audiences I belong to? A: Your profile data (department, location, employee type, etc.) determines which audiences you're part of. No action needed from you.

Q: Can I see content meant for other audiences? A: Generally no—the personalization is designed to reduce noise. However, you can always request access to specific sites or content if needed for your work.