



Jive and SharePoint Compared: People-Centric vs. Content-Centric Platforms

Executive Summary

SharePoint is, at heart, a content management system (CMS), and a good one. But its greatest strengths as a CMS are its greatest weaknesses as an intranet and collaboration platform. Its rigid architecture, designed for document storage and management, isn't built to support the fluid interactivity, personal connections, and compelling user experiences that modern intranets and high-performance collaboration demand. The result, typically, is low engagement, impaired productivity, frustrated users, and poor adoption.

Jive is designed from the bottom up with people and their needs in mind. Its rich interactions, consumer-style interface, and holistic architecture are all built to support more natural, frictionless, and engaging ways of working. While SharePoint intranets are often dull content repositories, Jive intranets are thriving communities, where companies and employees connect, communicate, and work together at every level. And whereas SharePoint creates silos and makes content hard to find, Jive opens up sharing, transparency, and access across the enterprise. It serves as a digital hub, integrating with other systems (including SharePoint) and bringing information into a common environment where everyone can easily find it and collaborate around it. The result is a leap in adoption, engagement, employee satisfaction, and productivity.

Many Jive customers achieve these benefits by replacing their outdated SharePoint intranets and/or difficult-to-use team sites with Jive. Others integrate Jive with SharePoint, using Jive as an intranet and/or collaboration hub while continuing to use SharePoint for content storage. The content can continue to live in SharePoint, but users can view, discuss, and interact with it transparently in Jive. Used in this way, Jive can help companies get better return on their SharePoint investment.

Document Management vs. Contextual Collaboration

With document-oriented systems like SharePoint, users have to carefully name their documents, set up detailed metadata, and deal with cumbersome document control procedures such as check in/check out. Many users find these procedures so unwieldy that they simply bypass the process by downloading the document and using email to share it. Or even worse, they download a copy and upload it to some other place within SharePoint. Confusing permission structures make it difficult to share and find content, leading some users to create even more versions. All of this leads to duplication and disorder, making it nearly impossible to manage or find relevant information.

With Jive – whether content is created in the platform itself or stored in other systems such as SharePoint and shared in Jive via integrations – everything is easy to find, track, and collaborate around because it's all centralized in Jive. All the conversations and interactions take place in context alongside the content itself; there's no need to laboriously track down and assemble the pieces from email threads, document libraries, assorted apps, and personal hard drives.

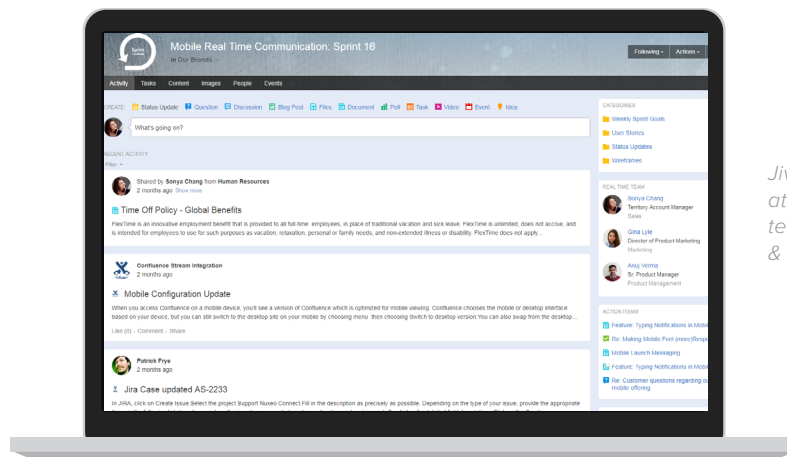
There are no complicated check-in and check-out procedures, and version control is automatic, enabling users to see the full document history. Jive's simple and effective permission structure makes it easy for users to collaborate with colleagues while protecting sensitive information. Users can find everything with one rapid search – even if the content is stored in external systems (as long as they're integrated with Jive).

Silos vs. Enterprise Hub

SharePoint tends to be focused on departmental document management and is notorious for creating silos. Pieces of content and related communications are often locked away in various team sites, accessible only to authorized team members and invisible to the larger organization. This poses significant barriers to cross-functional collaboration, and the challenges multiply when you consider that SharePoint is just one of nine overlapping collaboration tools currently offered by Microsoft (others include One Drive for Business, Outlook Email, Skype for Business, Office 365 Groups, Microsoft Teams, Delve Boards, Yammer, and Office 365 Video) – in addition to all the non-Microsoft communication and collaboration tools most companies use. This complicated patchwork makes it harder to find content, orchestrate processes, and coordinate projects.

Jive brings order to chaos by serving as a hub that unites formerly disconnected systems in one cohesive collaboration fabric. Pieces of content, conversations, and information are no longer isolated in separate apps. They're pulled into Jive and organized in collaborative spaces, where everyone can see, share, and act on them, and where the context and purpose are clear. Conversely, people working in external systems can directly access and interact with content, colleagues, and conversations in Jive. Jive automatically syncs information and interactions across all connected environments, so everyone works in lockstep.

Jive's open, vendor-agnostic framework and out-of-the-box integrations provide interoperation with a wide range of tools from Microsoft (Office 365, SharePoint), Google (Docs, Drive, Groups), Salesforce (Chatter), Cisco (WebEx, Jabber), and other leading vendors. Beyond that, Jive's robust APIs support an unlimited range of deep integrations with other apps and systems.



Jive powers collaboration at every level, from small teams to entire enterprises & ecosystems.

Collaboration: Where Do I start?

With a suite of separate apps including Yammer, MS Teams, SharePoint, and OneDrive, it's hard to even know where to begin the conversation around a document. Do you post it in Teams, where it's easy to share, or maybe put it in SharePoint because you need better version control? And what if some of the people you need to work with are using Yammer instead? Even Microsoft struggles to explain where to begin.¹ It can also be difficult to move content from one place to another without leaving orphaned documents and collaborators behind. The result, almost inevitably, is disconnection and fragmentation.

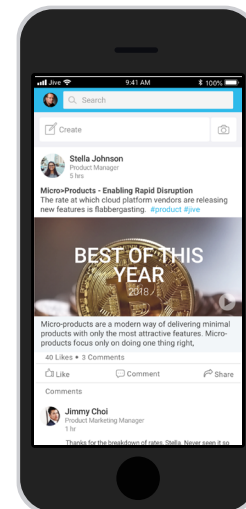
With Jive, it doesn't matter where you start the conversation. It's all united and in context inside Jive. There's one place to go for all the pieces of a project, with one consistent, highly engaging user experience.

Rapid, Unified Search

With document storage systems like SharePoint, users have to recall document names if they hope to find content again. By contrast, Jive's semantic search doesn't rely solely on string-matching, but applies a deeper understanding of the searcher's actual intent, enabling users to quickly find what they are looking for without knowing the exact document title. Moreover, when integrated with other systems, Jive enables users to find information no matter where it's stored – with a single efficient search. And it's not just limited to content: Jive can find people, places, and conversations, all in one search.

Knowledge Discovery

Whereas SharePoint helps employees connect with people and information they're already aware of (i.e., they have to know what they're looking for and where to look), Jive is designed to surface people and knowledge that employees don't already know, but should. For example, it proactively recommends experts and content based on users' behavior, interests, and relationships. This capability is powered by Jive's relationship graph, coupled with AI and machine learning. Jive's search capabilities likewise draw on graph-based user data along with semantic algorithms to understand the searcher's actual intent and quickly deliver precise, high-quality results.



Jive puts all the power of an interactive intranet and collaboration hub in user's hands, even on the go.

Easy Set-Up, Deployment and Upgrades

Implementing an intranet using SharePoint requires extensive customization and deployment efforts, along with significant ongoing labor for maintenance, upgrades, and user support. Jive, on the other hand, provides a complete, out of the box solution that drastically reduces labor and total cost of ownership. Jive customers report an 80% decrease in intranet implementation costs over traditional systems like SharePoint.

Easy set-up and deployment

Users can configure and launch a complete interactive intranet in a matter of days or weeks without the need for web development resources or customization. Cloud deployment and automatic updates reduce the load on IT departments.

Pre-built experiences

Jive provides core intranet experiences out of the box, including pages and spaces for onboarding, employee support, and departmental portals that business users can easily configure and launch without IT help.

Integrations with external systems

Jive intranets can fully leverage documents stored in systems such as SharePoint without the need to migrate any content. Users can view, discuss, and interact with the content transparently just as if it resided in Jive.

Decreased training and support

Jive requires little or no user training; its consumer-style simplicity makes it practically self-explanatory. Business users can launch and self-administer their own collaborative groups and spaces without assistance from IT. And Jive slashes support costs. Its ease of use means there are fewer support issues to begin with, and when issues do arise, Jive's pre-built support spaces resolve most of them with self-service resources and peer-based support. Jive customers report 17% reductions in help desk tickets.

Conclusion

While SharePoint provides a solid solution for departmental content management needs, Jive offers dramatic improvements in intranet and collaboration functionality.

Whether you're looking to replace SharePoint or enhance it, Jive provides distinct advantages that can help you maximize engagement, productivity, and knowledge sharing in your organization. The advantages include:

- **People-centric architecture** - Everything in Jive is designed to let people work as frictionlessly and naturally as possible, solving real business problems in the most efficient way.
- **Universal search** - Jive lets employees quickly find whatever they're looking for (content, people, places), no matter where it's stored.
- **Simple deployment and upgrades** - Get up and running quickly without customizations and complex deployment projects. Stay constantly up-to-date with automatic cloud updates.
- **Integrated Hub** - Move beyond static intranets and siloed collaboration to a fully connected hub, providing users with an integrated experience across the enterprise.

Sources:

1. [CMS Wire, "Microsoft Is Sending Collaboration Loopy"](#)

The numbers speak for themselves.

JIVE DELIVERS MASSIVE BUSINESS VALUE:

Higher productivity:

15%

increases on average

Lower implementation costs:

80%

decrease in intranet development costs

Less labor:

3FTEs max

many times lower than SharePoint intranets

Higher adoption:

71-83%

average daily user rates for Jive intranets, much higher than SharePoint

Lower support costs:

17%

reduction in support tickets

Better access to knowledge:

34%

less time to find knowledge and experts

**Verified results from hundreds of Jive customers*

Interested in how Jive can help you advance and enhance your business?

[Learn More >](#)

jive
an Aurea company