

The iomer Knowledge Centre Solution

Hazel

Find it fast.

Trust what you find.

A governed knowledge centre that runs inside your Microsoft 365, with the search your staff need and the approvals and records your compliance team needs.



CONTENT TYPES YOU DEFINE, EACH WITH ITS OWN TEMPLATE AND APPROVAL ROUTE



Procedure

SME review, then
compliance



Policy

Legal, compliance,
committee



Job aid

Manager approval



FAQ

Hidden if its review
lapses



System guide

Reviewed every year

The answer exists. Staff just can't find it.

Most organizations already have the procedures they need. The trouble is using them. They sit in Word files across libraries and drives, versions disagree, and staff ask a colleague instead of searching. When an examiner asks which version was in force last year, or who was told about a change, the answer takes days.



What changes with Hazel

TODAY

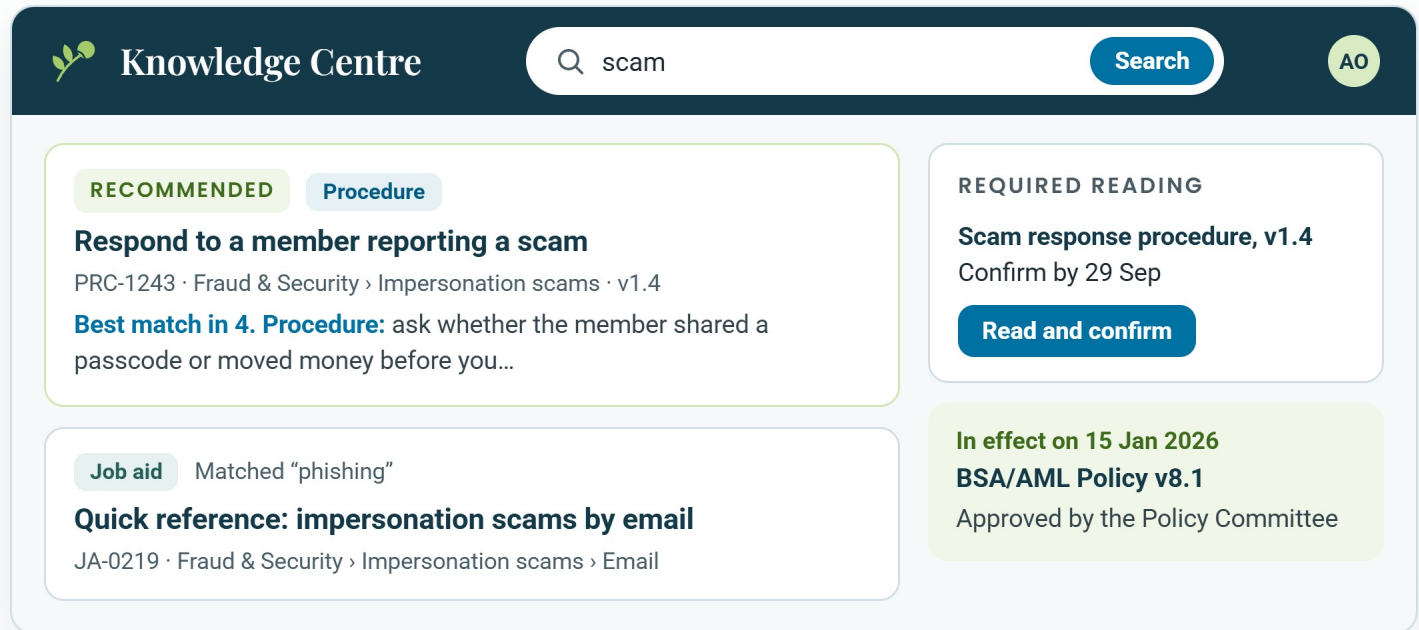
WITH HAZEL

Procedures scattered across Word files	→	One knowledge centre, searchable to the section
Several versions, none clearly current	→	One approved version, with its full history
Approvals by email and signature	→	Staged approvals with attestation on record
No record of who read a change	→	Required reading, confirmed and recorded

Sources: Gartner, "Gartner Survey Reveals 47% of Digital Workers Struggle to Find the Information Needed to Effectively Perform Their Jobs" (2023; 4,861 workers surveyed in late 2022); Gartner employee compliance survey (2024; 1,012 employees surveyed in December 2023); Microsoft Work Trend Index, frontline worker report (2022; 9,600 frontline workers in eight countries). The surveys cover general workforces.

Easy to find. Governed by design.

Knowledge owners set the rules once. Staff just find the answer.



The image shows a screenshot of a 'Knowledge Centre' interface. At the top, there's a dark blue header with a logo on the left, the text 'Knowledge Centre' in the center, a search bar with 'scam' entered, a 'Search' button, and a user profile icon labeled 'AO' on the right. Below the header, the main content area is divided into several sections. On the left, there's a 'RECOMMENDED' section with a 'Procedure' tag, featuring an article titled 'Respond to a member reporting a scam' with a link to 'Best match in 4. Procedure'. Below this is a 'Job aid' section with a 'Matched "phishing"' tag, featuring a 'Quick reference: impersonation scams by email'. On the right, there's a 'REQUIRED READING' section with an article 'Scam response procedure, v1.4' and a 'Read and confirm' button. Below that, there's a green box indicating 'In effect on 15 Jan 2026' for 'BSA/AML Policy v8.1'.

Illustrative search screen with sample data

STAFF

Find the answer in seconds

Suggestions as they type, synonyms and a link to the exact section, then confirm required reading in one click.

REVIEWERS AND APPROVERS

Approve with a clear record

See every change word by word, attest on regulated stages, and never approve your own work.

AUTHORS

Write once, from a template

Start from a Word template or import an existing document. A checklist catches gaps before it goes for approval.

KNOWLEDGE OWNERS

Keep every article current

Review reminders, content health and searches with no results show where to act next.



Synonyms

Search the way staff talk



Word import

Headings map to sections



Separation of duties

No self-approval



In effect on a date

For any past date



Restricted content

Hidden and unprintable



Audit log

Every change on record

Built on what you already own.

Hazel is a SharePoint solution, not another platform. Articles stay in your tenant under your own security, retention and data residency settings, people sign in with the Microsoft 365 accounts they already use, and it sits inside your intranet.

SharePoint

Lists, the term store and search hold and find every article, on a site you own.

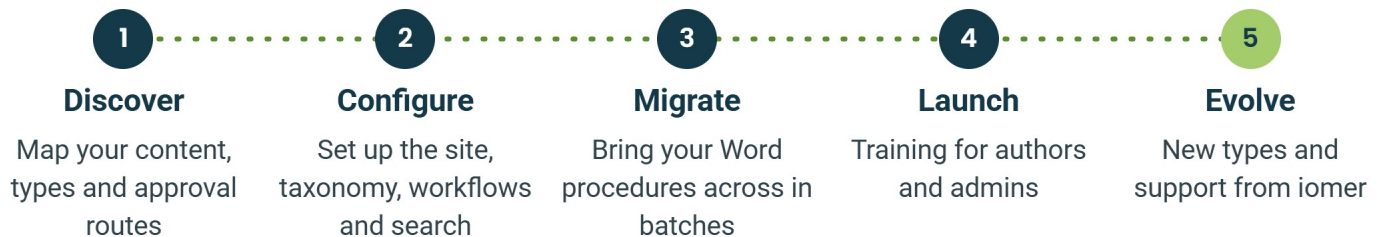
Microsoft Entra ID

Teams and roles come from the groups IT already maintains.

Power Automate

Approvals, due dates, reminders and review cycles run in the background.

How iomer delivers Hazel



About iomer

iomer is a Canadian digital workplace consultancy founded in 2000. We design Microsoft 365 and SharePoint solutions for organizations across North America, Europe and New Zealand, from intranets to the workflows that run on them.

People-centered systems with everyday impact.

Also from iomer: Journey for employee onboarding and Laurel for staff recognition, both inside your Microsoft 365.



See Hazel in action

Book a 30-minute walkthrough of Hazel, set up with a procedure like one of yours.

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