

The iomer Knowledge Centre Solution

Hazel

A governed knowledge centre that runs inside your Microsoft 365.



One place for staff to find the right procedure, policy or guide, and a governed way to write, approve and keep it current. Built on SharePoint, Entra ID and Power Automate, so your content stays in your tenant.

What Hazel does

Search built for staff

Suggestions as you type, synonyms, recommended results and a link straight to the section that answers the question.

Content types

Procedures, policies, job aids and FAQs, each with its own sections, Word template, approval route and review cycle.

Staged approvals

Subject-matter review, then compliance or committee approval, with due dates, attestation and separation of duties.

Version records

Each version's dates, author and approver, a word-by-word compare, and which version was in effect on any date.

Required reading

Ask the right people to confirm each new version within a window, and see who has and who hasn't.

Reviews and insights

Review reminders, content health, searches with no results and a full audit log, all exportable to CSV.

A view for everyone involved

STAFF

Find answers fast, see what changed, and confirm required reading in one click.

AUTHORS

Start from a template or import Word, follow the checklist, and track the reviews coming due.

APPROVERS

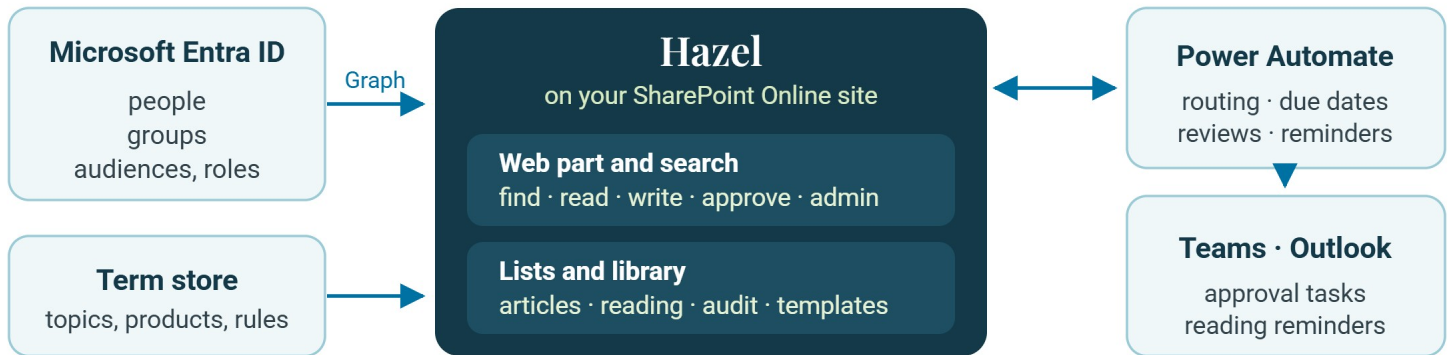
Compare changes word by word, approve with attestation, and watch content health.

OWNERS AND IT

Run types, workflows, taxonomy and search from one console, on SharePoint you own.

How it works

Everything runs inside your own Microsoft 365 tenant.



Specifications

HOSTING

Articles live in SharePoint lists in your tenant, under your own security and retention settings.

SEARCH

SharePoint Search, plus Hazel's own synonyms, recommended results and section matching.

CONTENT TYPES

Sections, guidance, fields, Word template, workflow, review cycle and reading rules for each type.

ACCESS

Internal, Confidential or Restricted. Restricted articles use item-level permissions and can't be printed.

IDENTITY

Entra ID groups for audiences and roles, resolved through Microsoft Graph.

WORKFLOWS

Staged approvals in Power Automate with due dates, escalation, attestation and separation of duties.

RECORDS

Version history with dates in effect, Microsoft Purview retention labels, and an audit log you can export to CSV.

ACCESSIBILITY

Designed to WCAG 2.2 AA: full keyboard use, visible focus, error summaries and reflow down to 320 px.

What you need

- SharePoint Online and Power Automate
- A Microsoft 365 account for every reader
- Entra ID groups for your teams and roles
- A knowledge owner and named authors

Delivered by iomer

1. **Discover** your content and approval routes
2. **Configure** the site, taxonomy and workflows
3. **Migrate** your Word procedures in batches
4. **Launch** with author and admin training
5. **Evolve** with ongoing iomer support



See it working. Ask us for a walkthrough of Hazel, set up with a procedure like one of yours.