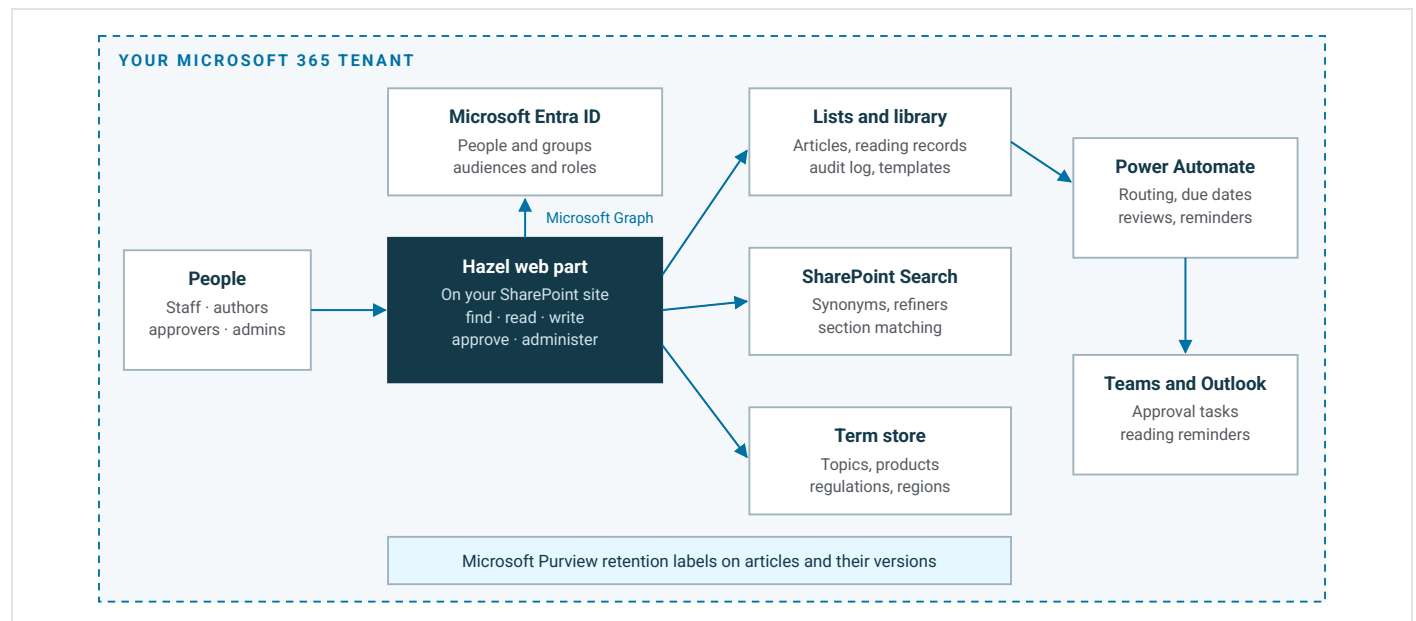


Hazel for IT and Microsoft 365 admins

Hazel is a knowledge centre for procedures and guides in Microsoft 365. It's a solution accelerator: iomer builds it for your organization as a single deployment package and installs it in your own tenant, on SharePoint lists, the term store, Entra ID groups and Power Automate. There is no new vendor platform, no second sign-in, and no data leaving Microsoft 365.

ARCHITECTURE

How Hazel fits into Microsoft 365



Your knowledge owner manages synonyms, recommended results and reviews from Hazel's console. New content types and approval routes come as a new version of your package, built and installed by iomer.

WHAT IOMER INSTALLS

One package, built for you

- ✓ The Hazel web part, built on the SharePoint Framework, for a modern SharePoint page in your intranet
- ✓ The Hazel site, lists, content types and term sets, set up with your types, routes, audiences and theme
- ✓ Power Automate flows for approvals, reminders and reviews, using standard connectors
- ✓ Nothing hosted by iomer: once installed, Hazel runs entirely in your tenant

WHERE YOUR DATA LIVES

In your tenant, as SharePoint content

- ✓ Articles, versions, reading confirmations and the audit log are SharePoint list items, under your security, retention and data residency settings
- ✓ No separate database, server or vendor cloud
- ✓ Sign-in with Microsoft 365 accounts; access follows SharePoint permissions and your Entra ID groups
- ✓ Optional AI answers are handled by Microsoft 365 Copilot within the Microsoft 365 service boundary, only over content the person can open

How iomer builds and installs Hazel

1

Plan

Content types, approval routes and a sample of documents to migrate.

2

Build

Your organization's deployment package, with your types, routes, taxonomy, audiences and theme.

3

Install

In your tenant, with your Microsoft 365 admin, who approves the app and its permissions.

4

Migrate

Your Word procedures, in batches, as structured articles.

5

Launch

Training for authors and admins, and a launch plan for staff.

SAME IN EVERY BUILD

A foundation reviewed once

- ✓ The web part, list schemas and search behaviour
- ✓ Approval, reminder and review flow logic
- ✓ The permission model for restricted content
- ✓ The audit log and version records

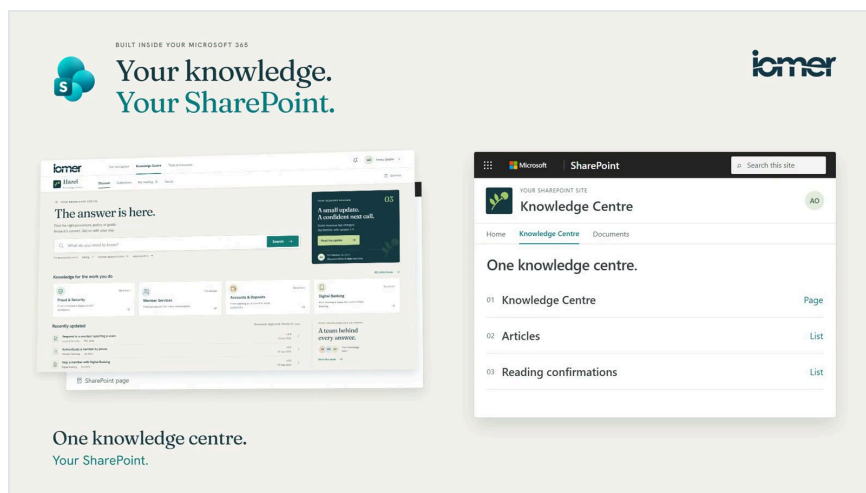
What differs between organizations is mostly configuration, not new code, so the foundation your security review looks at stays the same from build to build.

MICROSOFT 365 UPDATES

Built to keep working through Microsoft 365 updates

Hazel uses only supported Microsoft interfaces: the SharePoint Framework, SharePoint REST, Microsoft Graph, Power Automate with standard connectors, and Microsoft Purview retention labels. It doesn't change SharePoint's own page elements or rely on undocumented behaviour.

A recent example. Microsoft retired SharePoint alerts in July 2026. Hazel was designed to send its notifications through Power Automate, so the retirement didn't affect it. When Microsoft changes something Hazel relies on, the change reaches you as a new version of your package, built, tested and installed by iomer.



From the Hazel tour: the knowledge centre is a SharePoint page, and its articles and reading confirmations are SharePoint lists.

Microsoft 365 plans Hazel works with

PLAN	HAZEL	DYNAMIC AUDIENCES	RETENTION LABELS, MANUAL	RETENTION LABELS, AUTOMATIC	AI ANSWERS (OPTIONAL)
E5	Included	Included	Included	Included	Add Copilot or pay-as-you-go
E3	Included	Included	Included	E5 Compliance or Purview add-on	Add Copilot or pay-as-you-go
Business Premium	Included	Included	Included	Purview add-on	Add Copilot or pay-as-you-go
F3 (frontline)	Included	Included	Included	Purview add-on	Add Copilot or pay-as-you-go

Hazel uses SharePoint, the term store, Entra ID groups and Power Automate with standard connectors (F3 through SharePoint Kiosk and Power Automate for Microsoft 365). Dynamic audiences use Entra ID P1; assigned groups work on any plan. Checked against Microsoft’s licensing documentation in October 2026; Microsoft changes plan contents, so check before you buy.

BEFORE YOU START

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
- ✓ A Microsoft 365 admin to approve the installation with us

SECURITY AND COMPLIANCE

What Microsoft’s certifications cover

Your Hazel content is stored by Microsoft 365, which Microsoft independently audits against standards such as ISO/IEC 27001 and SOC 2. Those reports cover Microsoft 365 itself, not iomer, and are available in Microsoft’s Service Trust Portal (servicetrust.microsoft.com).

PLAIN FACTS TO PLAN AROUND

Search SharePoint Online has no search thesaurus, so Hazel expands synonyms itself. Approved articles publish as major versions and drafts stay minor, so search shows only approved content. Large migrations can take a day or more to index.	Records and sensitivity Retention labels apply to list items. Purview sensitivity labels don’t, so Hazel enforces Restricted with item-level permissions. Library attachments can carry sensitivity labels.	Scale Designed at the scale of 1,300 articles across 212 topics. Lists past 5,000 items need indexed columns and an archive, planned from the start.
Connectors The Approvals connector is standard and covered by Microsoft 365 licences. Integrations that need premium connectors need extra Power Automate licences.	Accessibility Designed to WCAG 2.2 AA: full keyboard use, visible focus, error summaries and reflow down to 320 pixels.	Removal Built from standard parts: remove the app from your app catalog, turn off its flows, and keep or archive the lists. Your content stays in your tenant.