iomer

LAUREL · EVALUATION GUIDE · OCTOBER 2026

Evaluating Laurel: a guide for HR, managers, IT and privacy

Laurel by iomer is staff recognition that runs inside your Microsoft 365: a wall everyone can see, recognition types with rules, approvals for the awards that matter, a view of who's being missed, and reporting HR can act on. It's a solution accelerator: the foundation is already built, and iomer builds your organization's version as a single deployment package and installs it in your tenant. Use this guide to run a fair evaluation, prepare for a walkthrough, and build a business case on your own numbers.

1 · WHAT TO CHECK

A checklist for each person evaluating Laurel

Bring these to the walkthrough. Each item is something you can see for yourself.

HR and the program owner

- ☐ Open the management console. Can you set up one of your awards as a type, with its audience, allowance and approval route?
- ☐ Set up a route that goes to a named approver, such as a safety lead or an HR panel. What happens when that person is named in the recognition?
- ☐ Open Reported items. How is a complaint decided, and what does the reporter see?

Managers

- ☐ Approve a recognition. What does the check tell you before it publishes?
- ☐ Edit the wording during approval. What happens to the original, and who is told?
- ☐ Open My team. Who hasn't been recognized in 90 days, and who else can see that?

Staff, frontline and internal communications

- ☐ Give recognition to two people at once. How long does it take, and what does Check and send show?
- ☐ Make a recognition private, then put it back. Who can undo whose choice?
- ☐ Does the wall look like your intranet once the theme is set?

IT, privacy and records

- ☐ What exactly does iomer install, and where does it run?
- ☐ Which Graph permissions does it ask for, delegated or application, and who approves them?
- ☐ Who can read private, waiting and declined recognition, in Laurel and in SharePoint itself?
- ☐ What happens to recognition when someone leaves, and how is an erasure request handled?

How Laurel compares with the other ways to run recognition

Here is when each alternative is the better answer.

OPTION	WHEN IT'S THE BETTER ANSWER	WHERE LAUREL DIFFERS
Praise in Teams	A quick thank-you between two people is all you need	Types with rules, approvals, a public wall and reporting for HR. Many organizations use both
A dedicated recognition and rewards platform	You want a global rewards catalogue, points redemption or payroll integration	Records stay in your tenant, people use the sign-in and intranet they already have, and rewards are optional
A recognition feature in your intranet platform	It covers what you need	Structured types, allowances, multi-step approvals and HR reporting, on the same SharePoint estate
A list and a flow built in-house	You only need a place to post thanks	Audiences, allowances, multi-step routes, item-level privacy, leavers, retention, accessibility checks and a console HR can run

What IT and privacy will ask

THE QUESTION	THE ANSWER
What can it see?	Two delegated, read-only Graph permissions: User.Read.All and GroupMember.Read.All. Laurel reads the directory as the person using it and never writes to it.
Where is the data?	In eleven SharePoint lists on your own site, under your security, retention and data residency settings. Flow run history is in your Power Platform environment. iomer holds none of it.
What runs in the background?	Only the flows you choose: Notifications, Private items, Draft clean-up and Weekly digest, on standard connectors, as a service account.
Who sees private recognition?	The two people named, the recipient's manager, approvers on its route and administrators. With the Private items flow, SharePoint locks the item to them too.
What happens when someone leaves?	One of five leaver rules you choose; Erase on request for a data-subject request, recorded in the audit log.

Data residency by market

WHERE YOUR TENANT IS	WHAT TO CHECK
Canada, the United States, the European Union or the United Kingdom	Microsoft's Product Terms commit to keeping SharePoint Online content in-country for tenants provisioned there. Laurel's records are SharePoint content, so they follow that commitment.
New Zealand	An in-country commitment comes through Microsoft's Advanced Data Residency add-on.
Anywhere	Check your tenant's data location in the Microsoft 365 admin centre, and the region of the Power Platform environment that will hold the flows' run history.

Laurel supports a fair, well-run recognition program and your privacy and records policies; it doesn't make an organization compliant with any law, and it doesn't replace managers who notice good work.

Questions to answer as a team

You don’t need every answer for a first conversation. They tell us both how Laurel fits, who should be involved, and how big the job is.

	QUESTION, AND WHAT THE ANSWER TELLS US	YOUR ANSWER
1	**How do people thank each other at work today?** Email, Teams praise, a spreadsheet or a vendor platform. Each points to what matters most: visibility, fairness, cost or where the data lives.	
2	**Do you run formal awards, such as values or safety awards?** These become recognition types with approval routes. More types mean a bigger design phase.	
3	**Who approves recognition now, and does it always follow the reporting line?** If safety leads or an HR panel approve some awards, the approver roster handles it.	
4	**Do you want points or rewards, or is recognition on its own enough?** Both are optional and off by default. Laurel records rewards; it doesn’t provide a catalogue or payroll link.	
5	**How many staff, and how many are frontline or without a desk?** Sizes the job, and tells us whether a Teams tab and phone access matter most.	
6	**Where is your Microsoft 365 data held, and does data location matter to you?** Laurel’s records stay wherever your SharePoint content already lives.	
7	**How reliable is your manager and department data in Entra ID?** Approval routes, My team and reporting depend on it. Gaps mean a clean-up task before go-live.	
8	**Who will own the program day to day?** Laurel needs an internal owner, usually in HR or internal communications.	
9	**What do you want to report on, and to whom?** Participation, fairness by site or team, or values. It shapes the reporting design and your launch measures.	
10	**How should recognition be handled when someone leaves?** Opens the privacy and retention conversation early. Bring in your privacy or records staff.	
11	**Are some recognitions likely to be sensitive?** Personal circumstances or health. The privacy choices and the search setting are decided in design.	
12	**Are you using Journey or another iomer accelerator today?** You already have the site design, the skills and the governance model, and Journey and Laurel share the same Entra ID clean-up.	

4 · BUSINESS-CASE WORKSHEET

Measure today, then again 90 days after launch

Use your own numbers. iomer doesn't supply industry benchmarks for these, because they vary too much between organizations to be useful.

MEASURE	HOW TO MEASURE IT	TODAY	90 DAYS AFTER LAUNCH
People recognized in the last 90 days, as a share of staff	From your current program, or a sample of teams		
Sites or departments with no recognition in the last quarter	Ask HR, or count from emails and nominations		
Recognition-related scores in your engagement survey	Your most recent survey		
Hours per quarter spent running award nominations	Ask whoever collects and judges them		
Formal awards with a recorded approval	Count last year's awards with an approver on record		
Per-user subscription you pay for recognition today	People × price per user × 12		

Reach = people recognized in 90 days ÷ current staff, by site and department.
Time spent running awards, per year = hours per quarter on nominations × 4.
Subscription you wouldn't renew = a per-user recognition subscription you'd otherwise keep, per year.

5 · NEXT STEPS

From first call to proposal

1
Discovery call
How recognition works today and what matters most.

2
Walkthrough
Thirty minutes with Laurel, set up with recognition types like yours.

3
Scoping workshop
Your types and routes, your Entra ID data and your privacy rules.

4
Proposal
A firm, fixed-price written proposal with a timeline.

Book a walkthrough at **www.iomer.com/accelerators/laurel/contact.html**, call **780.424.3122** or email **contactus@iomer.com**.