

# MangoApps Customers

Hundreds of enterprises worldwide use MangoApps to reach their employees every day.



# Industry Recognition



**Leader** in IDC's Worldwide Experience-Centric Intelligent Digital Workspaces MarketScape for 2024.



**Visionary** in Gartner's 2023 Magic Quadrant for Intranet Packaged Solutions



**Strong Performer** in Forrester's 2022 Intranet Platforms Wave



**Customer Choice**  
by Gartner PeerInsights  
for Content Collaboration



**High Performer**  
in G2 Grid for  
Employee Intranet



**4.6/5 Stars Rating**  
in Gartner PeerInsights  
reviews for Intranet  
Packaged Solutions



**Leader**  
tier in G2 Momentum  
Grid for Unified  
Workspaces



**Shortlisted**  
vendor by Capterra for  
Digital Workplace



**Leader**  
in G2 Grid for Unified  
Workspaces

# Table of Contents

Table of Contents .....	3
Foreword From Our CEO .....	4
Unlocking the Potential of AI: A Comprehensive Guide .....	6
Executive Summary: Deploying Generative AI in the Digital Workplace .....	8
The Vital Role of Generative AI in the Digital Workplace .....	12
Overcoming the Hurdles of Enterprise-Wide GenAI Deployment .....	16
Identifying Practical Use Cases for GenAI in the Digital Workplace .....	20
MangoApps AI Assistants: Empowering the Modern Workforce .....	26
The Roadmap to an AI-First Employee Experience with MangoApps .....	34
MangoApps Customers .....	42
Retail, Non-Profit, Government, Healthcare, Manufacturing/Architecture, Accounting/Finance/Banking, Auto & Field Services, Education, and Other	
Customer Case Studies .....	46
Customer Success .....	74
Closing: Propel Your AI-Journey With MangoApps .....	78

# FOREWORD FROM OUR CEO

# Embracing AI's Future Practically and Affordably

In the last year, the push to adopt AI has grown, driven by its potential to vastly improve work efficiency and innovation. However, businesses have faced challenges in deployment, cost, and security, finding it hard to fully utilize AI's capabilities.

Employees are burdened with inefficient processes. They are spending as much as a quarter of their time searching for information, and often have to use multiple applications to complete a single task, which leads to frequent errors. Because of this, 92% of workers are keen for AI to streamline their tasks<sup>1</sup>, but financial leaders are cautious, with only 7% of CFOs planning to increase AI spending due to unclear use cases and ROI<sup>2</sup>.

MangoApps offers a unique way to cut through these challenges with AI solutions that have been purpose-built to solve these issues. Our newest solution, MangoApps AI Assistants, democratizes AI access for all employees in a secure, scalable, and cost-effective way. Through AI Assistants, MangoApps aims to fulfill AI's promise by addressing practical workplace challenges and facilitating AI deployment to all employees without overwhelming costs, or breaching security.

This book invites you to see how MangoApps can revolutionize your organization with AI deployment that is centralized, manageable, and economical. We offer the most efficient and practical pathway to unlock AI's benefits at enterprise scale. I hope you'll take the opportunity to consult with us to see how MangoApps can turn AI's potential into a reality for your business, and establish a solid foundation for our AI-integrated future.

A handwritten signature in black ink that reads "Anup Kejriwal".

Anup Kejriwal  
Founder & CEO  
anup@mangoapps.com

<sup>1</sup> Gartner, Predicts 2024: AI's Impact on the Employee Experience, Matt Cain, Stephen White, 9 January 2024

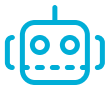
<sup>2</sup> CNBC, CFO Council Survey for Q1 of 2024, March 2024

**Unlocking The Potential of  
AI in The Digital Workplace:**

A COMPREHENSIVE  
GUIDE BY MANGOAPPS

# About this Guide: Navigating the AI Revolution with MangoApps

This book is meant to be your guide as it lays out a clear, actionable framework for business leaders to understand the practical application of AI in the digital workplace, and how MangoApps is uniquely positioned to serve that need. Through MangoApps, businesses can:



**Deploy Generative AI Easily:** Simplify the integration of cutting-edge AI technologies, and make them readily available to every employee in a centralized portal.



**Train AI on Enterprise Data:** Empower your AI solutions to learn directly from your own data, ensuring outputs are highly relevant and tailored to your specific business context.



**Ensure Secure and Compliant Use:** Operate with the assurance that your AI deployments are safeguarded within an enterprise-grade security framework.



**Achieve Economical Scalability:** Scale AI solutions across your organization without the worry of prohibitive costs or complex management overhead.



**Personalize AI For All Employees:** Deploy AI assistants that offer tailored support, from searching for information and finding experts to addressing general employee needs, ensuring every team member benefits from customized assistance.

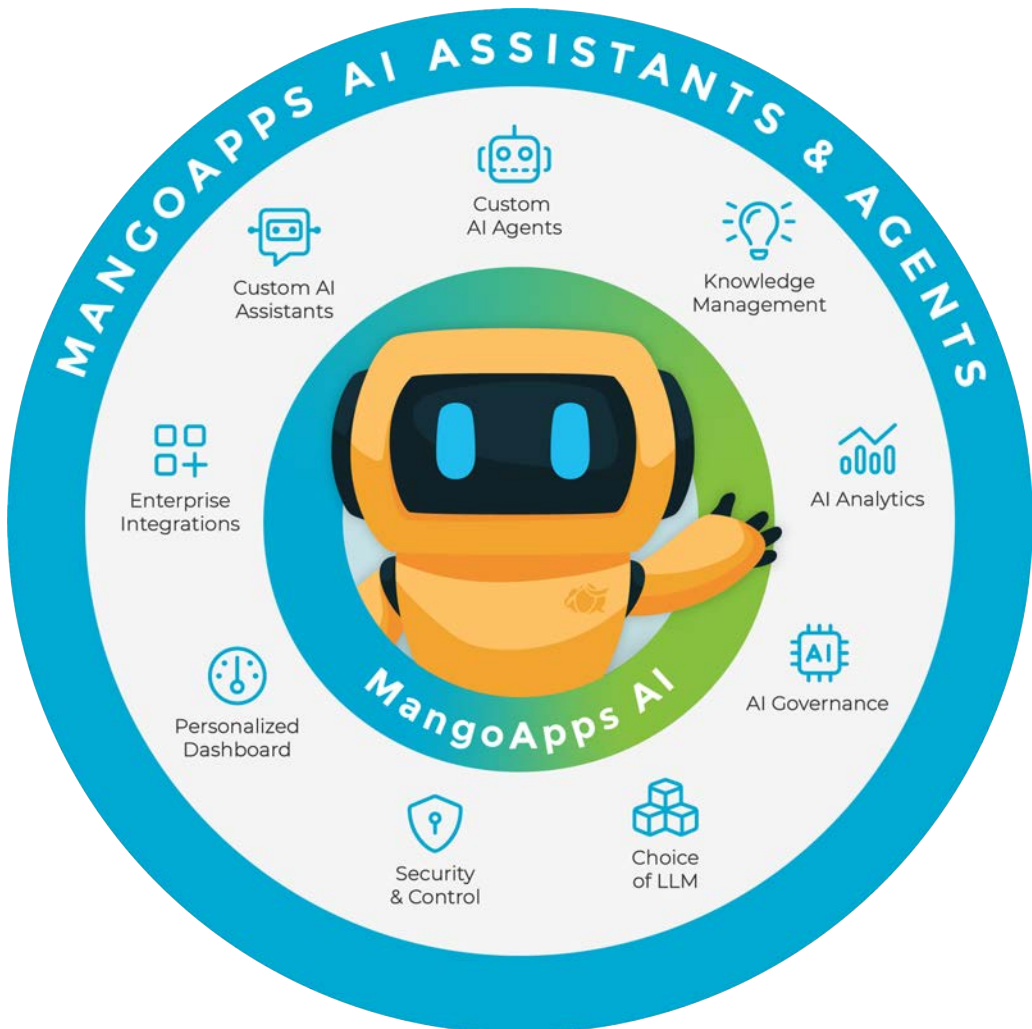
As you explore the subsequent chapters, you'll discover the “why” and “how” behind MangoApps' approach to unlocking AI's potential within the workplace. We invite you to see how MangoApps provides a unique solution for businesses to immediately harness AI's power at scale.

## **Executive Summary:**

# DEPLOYING GENERATIVE AI IN THE DIGITAL WORKPLACE

# Introducing MangoApps AI Assistant

MangoApps is at the forefront of enhancing digital workplaces and employee experiences, with a steadfast commitment to creating solutions that genuinely address the needs and aspirations of employees. Our ethos revolves around understanding the practical challenges within modern enterprises and responding with adaptable, user-centric tools. This approach ensures that every solution we craft not only integrates seamlessly into daily workflows but also substantially contributes to the success and satisfaction of employees across various industries.



As we look toward the future, AI represents the next horizon of our innovation efforts, grounded in the principle of delivering practical, hype-free solutions. Our journey into AI is motivated by a desire to provide tools that employees genuinely need and want—solutions that solve real problems and enrich the workplace experience. By focusing on the tangible benefits of AI, MangoApps is dedicated to pioneering advancements that offer real value, further establishing ourselves as a partner for businesses eager to explore the practical potential of AI in enhancing their digital environment.

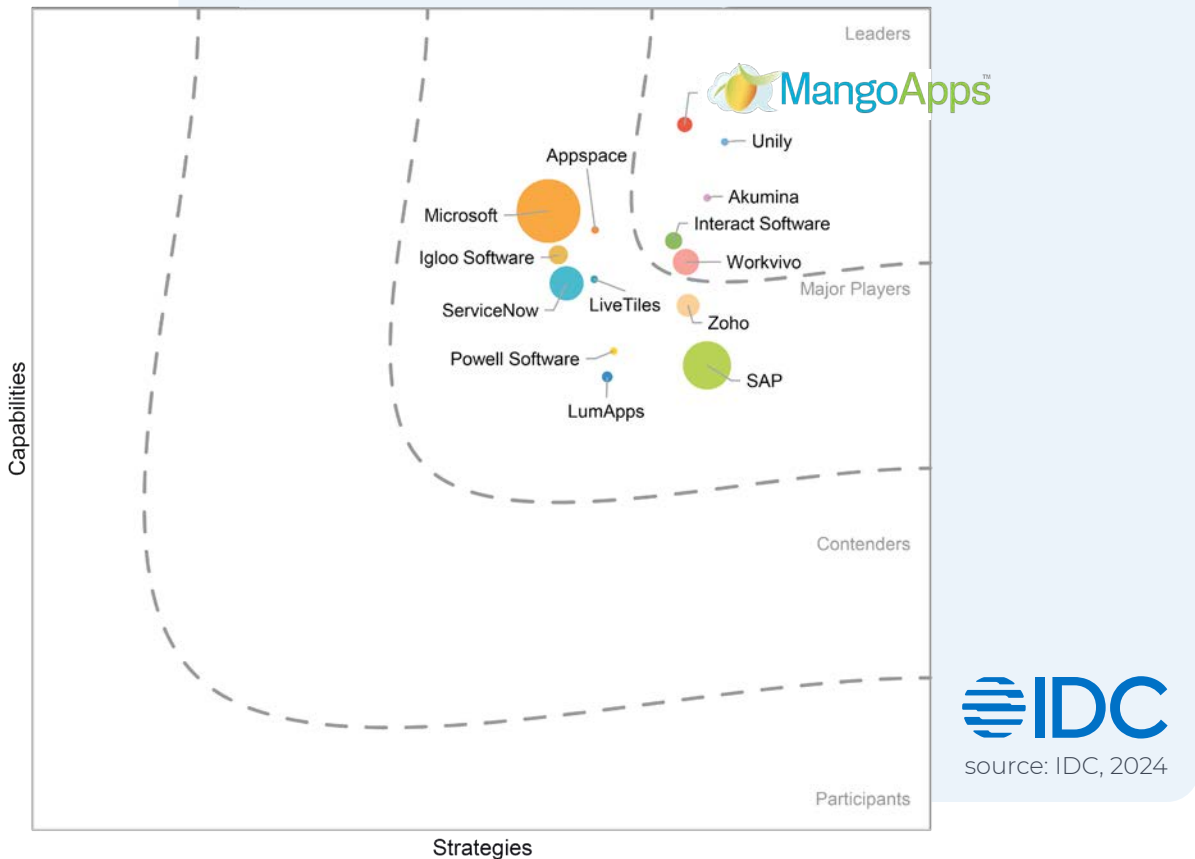
Business leaders universally acknowledge the transformative power of AI, but the daunting challenge remains: how to deploy AI like ChatGPT, Google Gemini, Claude, Microsoft Copilot and other third-party or custom large-language models (LLMs) across an organization in a manner that's straightforward, secure, managed, and cost-effective. Despite the widespread excitement around AI's capabilities, companies find themselves at a crossroads, seeking practical ways to integrate AI at scale without compromising on security or incurring unsustainable costs.

**Enter MangoApps AI Assistants** — the secure, straightforward, and economical pathway to deploying ChatGPT, Google Gemini, Microsoft Copilot and custom LLMs within your organization. Designed to be trained by and operate seamlessly with your enterprise data, MangoApps provides an enterprise-friendly AI platform that brings the revolutionary capabilities of Generative AI (GenAI) to every employee's fingertips.



**Why MangoApps?** Traditional AI deployments require substantial technical expertise and financial investment. MangoApps flips this paradigm by democratizing access to AI services through a centralized solution for AI integration, management, and enablement.. AI Assistants are engineered to enhance workplace efficiency, foster innovation, and streamline operations, all while ensuring the highest standards of data security and privacy.

**IDC MarketScape Worldwide Experience-Centric Intelligent Digital Workspaces, 2024**



**IDC**  
source: IDC, 2024

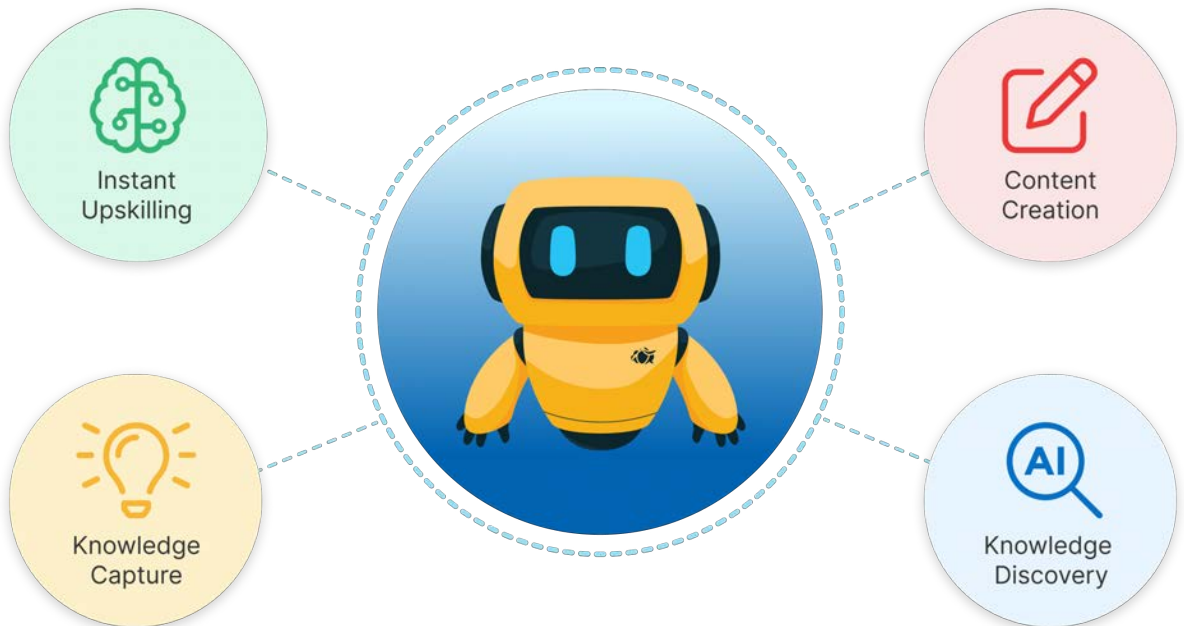
MangoApps was named a leader in Intelligent Digital Workspaces by IDC in 2024, after a thorough evaluation of platform capabilities, business strategy, and customer success. This is because, since 2008, customers have been using MangoApps to centralize the employee experience for desk and frontline workers for years with our Modern Intranet and Employee App solutions. We are already well equipped to integrate the disparate systems of your enterprise and centralize those resources into a single experience that is accessible by employees anywhere they are. It's a natural evolution of this unified experience mission that sets MangoApps up as the most efficient, centralized portal for AI services made available to employees.

# THE VITAL ROLE OF GENERATIVE AI IN THE DIGITAL WORKPLACE

# Accelerating Productivity, Efficiency, and Innovation

GenAI is transforming the workplace in ways we had only dreamed of until just over a year ago. It's not just another buzzword; it's genuinely revolutionizing how we work, making significant strides in productivity and changing the nature of tasks across industries. An MIT study of 444 professionals revealed that employees working with GenAI experienced a 37% productivity boost<sup>3</sup>, underscoring the compelling case for businesses to deploy AI solutions broadly and efficiently.

GenAI introduces four groundbreaking capabilities to the digital workplace, each with the potential to transform standard operations:



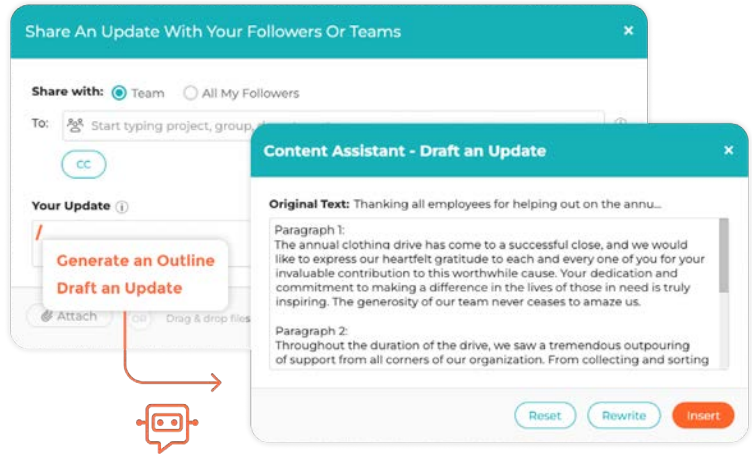
## Instant Upskilling

GenAI is transforming continuous learning by creating personalized learning paths, generating up-to-date training content, enabling immersive learning experiences through simulations, and providing 24/7 support via chatbots. This ensures training is relevant, engaging, and accessible to all employees, filling skill gaps efficiently.

<sup>3</sup> MIT, *Experimental Evidence on the Productivity Effects of Generative Artificial Intelligence*, Shakked Noy Whitney Zhang, 2 March 2023

## Content Creation

Leveraging AI for content generation empowers employees to produce high-quality, creative outputs more efficiently, from drafting emails to generating reports, thereby enhancing communication and documentation processes.



## Knowledge Capture

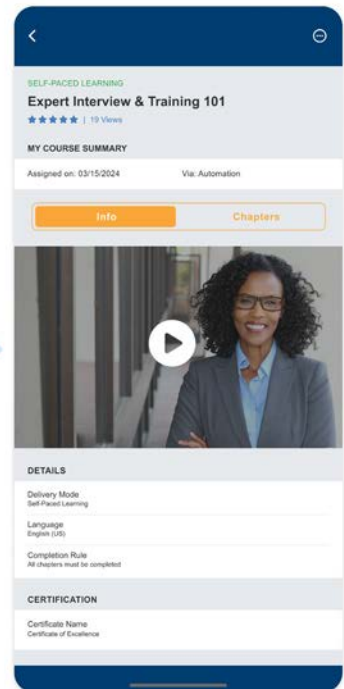
GenAI transforms interactions into structured knowledge assets and updates expertise directories, making it easier to capture and share organizational knowledge. By summarizing transcripts and extracting key information in line with enterprise standards, GenAI enhances search accuracy and fosters a culture of collaboration and knowledge sharing.



Video Interview with Subject Matter Expert



Training Course



## Knowledge Discovery

By providing direct, natural language responses to queries, AI streamlines the process of finding information and completing administrative tasks, thereby reducing time spent on searches and increasing focus on core responsibilities.

The screenshot shows a search interface for 'request time off' on a platform named 'ACME(130+)'. The search bar contains the text 'request time off'. The interface displays a search result titled 'Answer' powered by 'MangoApps AI Models'. The answer text explains that Paid Time Off (PTO) is a benefit allowing employees to take personal, non-working time out of the office, and details accrual and usage rules. Below the answer, it lists resources used: 'Company PTO Policy' and 'Vacation Vs. Long Term Leave'. A yellow robot icon is positioned to the right of the answer. The interface also shows 'Matching Search Results' with a document icon for 'Paid Time Off' and a calendar icon for 'PTO (Paid Time Off) Requests'. The left sidebar includes filters for Languages (English, Dutch, Spanish), Location (My Location), and Result Type (Files, Learn, News & Updates, Pages, Wikis, Feeds, Libraries).

## Significant Practical Considerations Are Holding Enterprises Back from GenAI

Incorporating AI into strategic initiatives offers businesses unprecedented opportunities for innovation, employee empowerment, and streamlined operations, leading to sustainable growth and a sharper competitive edge. Yet, realizing the full spectrum of AI's advantages necessitates overcoming significant barriers, including integration complexities and skills shortages.

As we delve deeper into the intricacies of AI adoption, understanding these challenges is crucial for formulating strategies to surmount them. The subsequent sections will address the common roadblocks to AI integration and outline practical approaches for businesses to harness GenAI's potential effectively.

OVERCOMING  
THE HURDLES OF  
ENTERPRISE-WIDE  
GENERATIVE AI  
DEPLOYMENT

# Lacking Flexibility, Scalability, and Security

The integration of generative AI (GenAI) across an enterprise heralds a transformative potential for the digital workplace, promising unprecedented levels of innovation, efficiency, and productivity. Yet, realizing this potential comes with its own set of formidable challenges, especially when it comes to ensuring the technology is economically feasible and scalable for organization-wide deployment.

The landscape of GenAI solutions, characterized by isolated tools and per-user subscription models, further compounds these challenges, imposing significant financial burdens on businesses aiming to democratize AI access among their workforce.



ChatGPT



ACME LLM



Claude



Content Assistant



Microsoft Copilot



Google Gemini



## Top 11 Challenges of Integrating GenAI in the Digital Workplace

As companies embark on integrating generative AI (GenAI) to revolutionize their digital workplaces, we've identified 11 key challenges that stand in the path of seamless adoption. Overcoming these hurdles is crucial for unlocking the true value and productivity gains that AI can offer your business.

Here's a closer look at these challenges:



- 1 Substantial Subscription Costs
- 2 Limited Deployment Support
- 3 Lack of Flexibility
- 4 Unclear Use Cases
- 5 Data Privacy and Security Concerns
- 6 Auditability and Transparency Issues
- 7 Limited Visibility into AI Utilization
- 8 Complex ROI Measurement
- 9 Integration Challenges
- 10 Talent and Expertise Shortage
- 11 Organizational Resistance

**1 Substantial Subscription Costs and Economic Model Discrepancies:** The high costs associated with AI subscriptions, alongside their variability, make budgeting a complex task. This issue is compounded by economic models favoring high flat fees or per-user subscriptions, which not only strain resources but also hinder scalability across larger organizations. This financial model favors well-resourced tech giants and creates barriers for smaller enterprises and industries that could significantly benefit from AI, like manufacturing and healthcare.

**2 Limited Deployment Support:** Mainstream AI services such as ChatGPT and Gemini offer scant onboarding and implementation support, lacking in structured training and best practice guides. Organizations are often left to figure out AI capabilities on their own, leading to uneven usage and potential underperformance.

**3 Lack of Flexibility:** The disparate nature of AI tools and their associated costs can lock companies into specific vendors or technologies, limiting the ability to seamlessly adapt to the most suitable or advanced AI solutions. This rigidity can stifle innovation and prevent organizations from leveraging the best that AI has to offer.

- 4 **Unclear Use Cases:** The absence of direct, impactful GenAI applications dampens enthusiasm and investment, especially among businesses cautious of navigating unproven AI territories without assured returns.
- 5 **Data Privacy and Security Concerns:** Employing AI without compromising data integrity demands adherence to stringent security measures and evolving regulations, a daunting task for many organizations.
- 6 **Auditability and Transparency Issues:** The opaque nature of some AI algorithms challenges the transparency and reliability of AI-derived insights and decisions, necessitating greater clarity.
- 7 **Limited Visibility into AI Utilization:** Without comprehensive insights into how AI tools are being utilized within the organization, optimizing deployments for maximum benefit becomes a significant challenge.
- 8 **Complex ROI Measurement:** The intangible nature of AI's benefits complicates the direct calculation of ROI, making it difficult for companies to justify financial investments against uncertain gains.
- 9 **Integration Challenges:** The technical hurdles of integrating AI with existing legacy systems require substantial adaptation, potentially hindering digital transformation efforts.
- 10 **Talent and Expertise Shortage:** The skyrocketing demand for AI skills surpasses supply, creating a bottleneck that limits the scope and scalability of AI initiatives.
- 11 **Organizational Resistance:** Cultural resistance to AI, from job displacement fears to doubts about its effectiveness, requires deliberate change management strategies to cultivate a supportive organizational mindset towards AI.

Without a comprehensive approach to these myriad challenges, enterprises find themselves in a precarious position, struggling to deploy GenAI at scale in a manner that benefits the entire business and uplifts productivity across the board. This pivotal moment calls for a strategic shift towards identifying and leveraging practical GenAI use cases within the digital workplace. In the following section, we delve into these practical use cases, providing a foundation for enterprises to understand how GenAI can be effectively integrated to transform operations, enhance employee productivity, and drive innovation.

IDENTIFYING  
PRACTICAL USE CASES  
FOR GENAI IN THE  
DIGITAL WORKPLACE

# Demystifying the Hype of GenAI

Even if a business is aligned on the reasons for needing AI, and have a clear idea of how they will deploy it, it's not always clear what they should deploy it to do. With all of the hype that surrounds AI, it's important to pinpoint practical use cases for GenAI, to ensure the business can see value quickly without too much complexity. These should not only deliver immediate benefits but also be simple to implement without significant technical effort or extended timelines.

## Practicality > Complexity

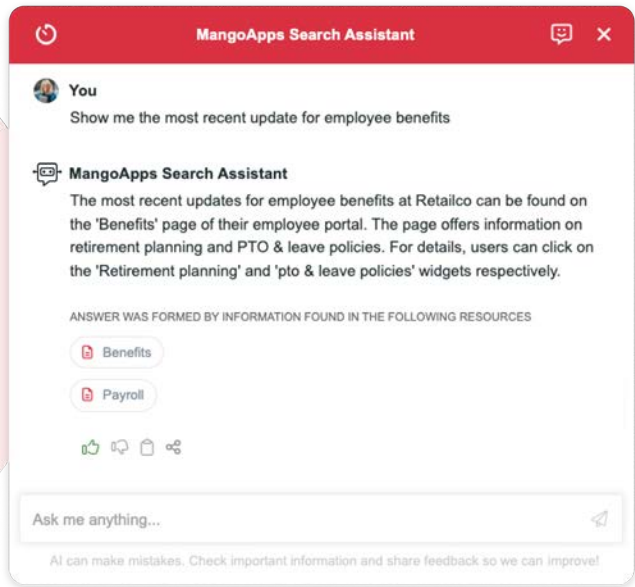
Choosing to focus on practical use cases over complex ones is a strategic move towards building a solid foundation for embedding GenAI as a regular function of employees' work. This approach demystifies AI integration, making GenAI's transformative potential both accessible and actionable across all levels of the organization. Starting with manageable applications is key to achieving broad adoption and driving real value.

We have pinpointed a handful of universally applicable use cases for any business in any industry, from conversational enterprise search to AI-powered content creation, designed to boost operational efficiency and enhance employee satisfaction without the need for heavy investment or navigating undue complexity.

## AI-Powered Employee Self-Service Assistants

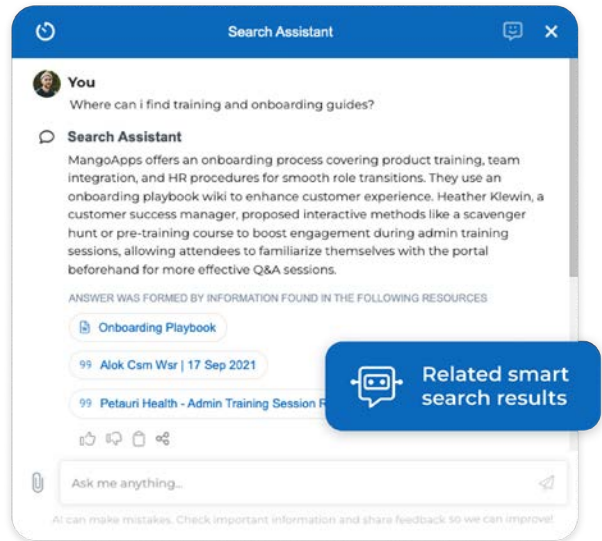
- Transforming HR and IT services, these assistants handle inquiries and tasks with ease, from policy questions to technical support, offering instant resolutions in natural language.
- They revolutionize HR services by providing immediate answers to common questions, significantly reducing response times and improving employee experience.

# AI-Powered Employee Self-Service Assistants



## Conversational Enterprise Search

- Streamlining access to information through natural language processing allows employees to find data as if they're having a conversation, making search intuitive and efficient.
- AI-driven semantic search goes beyond simple keyword matching, understanding the intent behind queries to deliver precise results—even when exact terms are elusive.



## AI-Enhanced Knowledge Harvesting

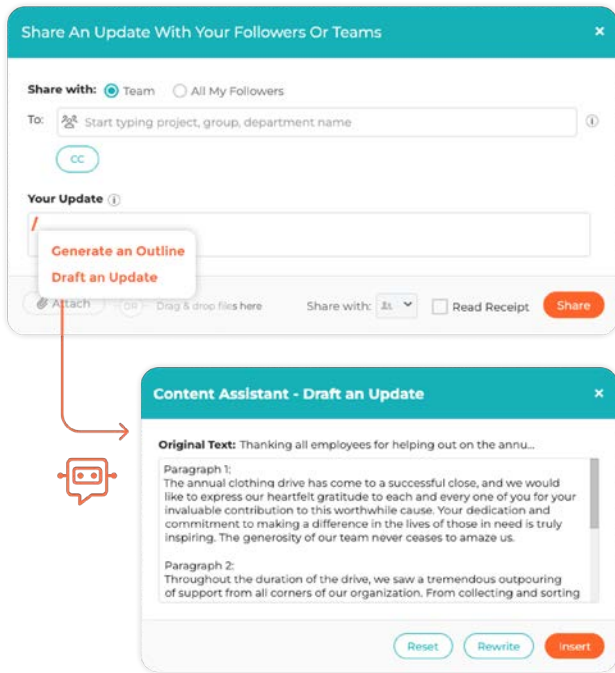
- Capturing and leveraging organizational knowledge is streamlined with AI, transforming scattered documents into a cohesive knowledge base, thus preventing knowledge loss and making it discoverable for others.
- By synthesizing data into organized knowledge artifacts, AI assists in unearthing valuable insights, thereby enhancing the collective intelligence of the organization.



## Personalized Employee Experiences

- AI tailors the workplace experience to individual needs, learning from interactions to offer contextually relevant information and support, thereby elevating job satisfaction and productivity.
- This adaptability ensures employees receive the information and assistance that is not only timely but also aligned with their location, background, specific roles and historical interactions.



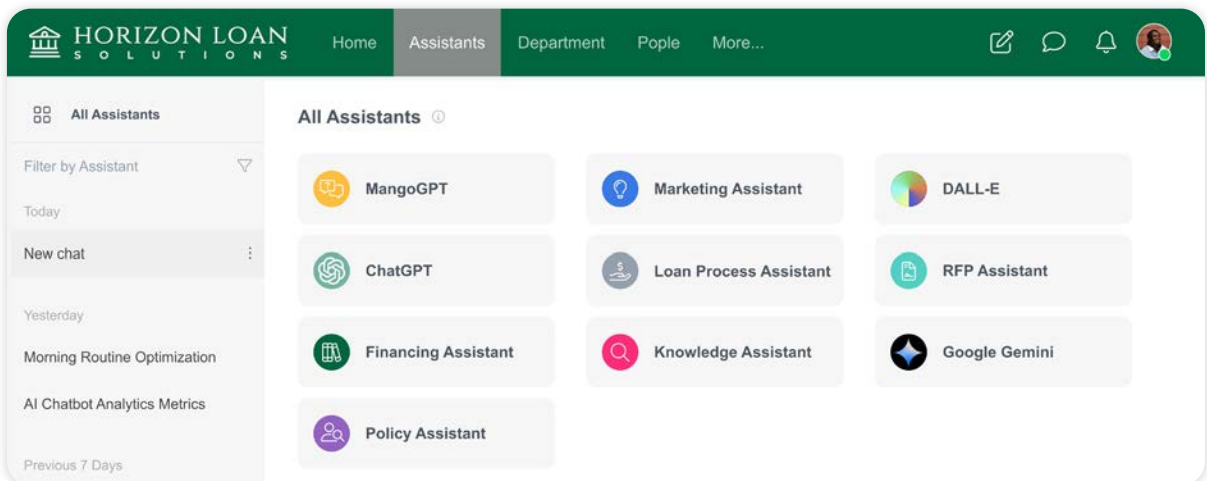


## Content Creation and Curation

- AI accelerates and refines the content creation process, ensuring outputs are relevant and engaging, while also assisting in curating content that resonates with target audiences.
- By training on company data, AI assistants produce content that accurately reflects the organization's voice and audience needs, streamlining the content development lifecycle.

## Harnessing GenAI for Simplicity and Practicality

These use cases underscore GenAI's potential to simplify complex processes and make significant productivity and efficiency gains within the digital workplace. By focusing on these accessible applications, businesses can start to leverage the power of GenAI, bringing its transformative benefits to every employee.



## A Practical Solution

In the next section we will introduce MangoApps AI Assistants, the only practical solution meticulously crafted to address the challenges of deploying GenAI in the enterprise digital workplace. Purpose-built to not only navigate but conquer the complexities of deploying GenAI in the enterprise, MangoApps AI Assistants are engineered to support the practical use cases we've detailed and much more.



**MangoApps AI Assistants:**

EMPOWERING THE  
MODERN WORKFORCE

# The Fastest and Safest Way to Deploy AI at Scale

MangoApps AI Assistants redefine the integration of generative AI (GenAI) within the digital workplace, emphasizing the efficient capture and discovery of organizational knowledge. MangoApps doesn't simply introduce AI tools to your employees; it allows you to customize how AI tools are deployed and used to fit the unique demands of your team, thereby streamlining workflows, enhancing data accessibility, and reinforcing data security. Unlike any other platform, it makes AI both affordable and scalable, breaking down the barriers for smaller enterprises to leverage this powerful technology.

One of the key strengths of MangoApps AI Assistants is the flexibility it offers in selecting the specific AI or Large Language Model (LLM) that best suits your company's needs, allowing for a tailored approach to AI integration. This adaptability ensures that businesses can harness the optimal AI resources for various tasks, from automating mundane operations to generating insightful analytics for strategic planning. Furthermore, by centralizing AI tools, MangoApps does more than provide a unified platform for usage; it fosters an environment where sharing ideas, best practices, and prompt libraries becomes the norm. This not only enhances individual productivity but also cultivates an AI Center of Excellence within your company, promoting continuous learning and innovation.

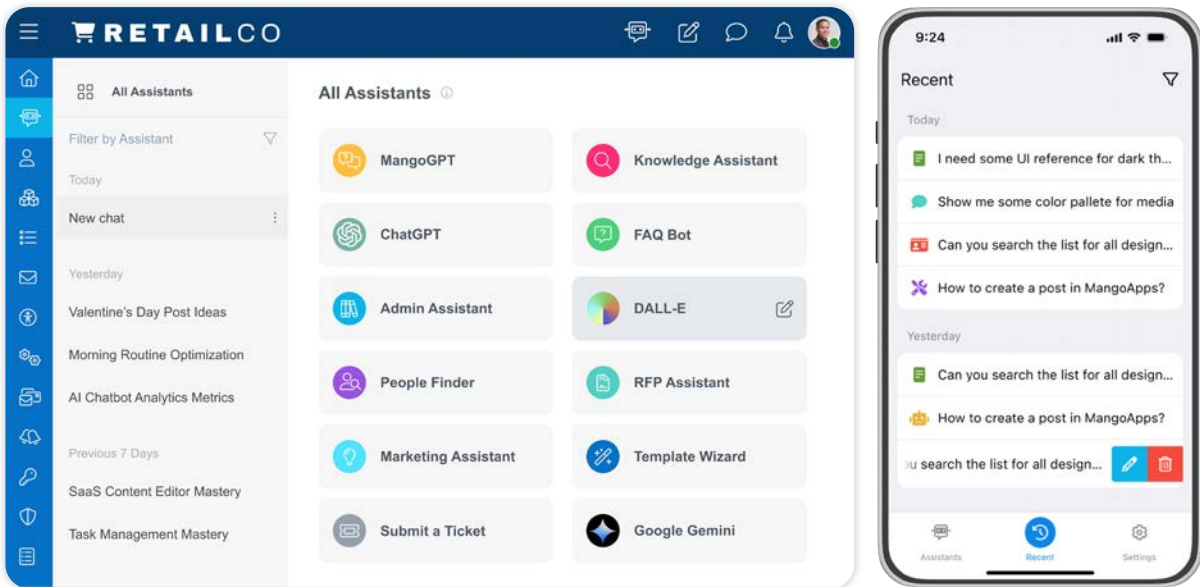
Here are a few highlights of what makes MangoApps AI Assistants unique.



## Universal and Affordable AI Service for Every Employee

MangoApps AI Assistants integrates with third-party AI services through API consumption-based models, eliminating the need for individual subscriptions per employee. This substantially reduces costs and increases the range of AI tools available to the workforce.

- Leverages API consumption models to integrate a wide array of AI services, offering flexibility and choice.
- Removes the financial barriers of individual AI tool subscriptions, making advanced AI accessible at a fraction of the cost.
- Ensures employees have access to the best and latest AI services, from analytics to customer service enhancements.



## AI Assistants for Every Employee Need

AI Assistants can be deployed with pre-configured settings for common needs or fully customized in a no-code environment to handle any employee need or use case.

- Pre-configured and custom AI Assistants provide guidance and help employees with specific tasks.
- Enables business end-users to tailor AI Assistants directly, without IT intervention.
- Trained on private enterprise data for highly accurate, organization-specific support.

## Custom AI Training on Enterprise Data

Harness Retrieval Augmented Generation (RAG) to train AI models on your company's data. This approach minimizes risk, bolsters security, and enhances accuracy and relevance.

- Leverage unique enterprise data to ensure your employees get context-driven outputs and real, relevant answers to queries
- Reduce incorrect or irrelevant information risks by restricting outside data when needed
- Maintain security by ensuring that your data stays within your environment and isn't stored in any other system.

The screenshot displays the 'FORESTRY Admin Portal' interface. The top navigation bar includes a hamburger menu, the 'FORESTRY Admin Portal' title, user profile 'Nick Available', and a settings gear. The left sidebar lists various modules: Home, Domain, Users, Modules (highlighted), Navigation, Email, SSO, Automation, Notifications, Security, Compliance, Moderation, Governance, Integrations, Branding, and Reports.

The main content area is titled 'Modules > AI Assistant > My Assistants > Create an Assistant'. It is divided into 'Insights' and 'LLMs' sections. The 'Configure Assistant' section includes:

- Large Language Model (LLM):\*** A dropdown menu set to 'MangoApps Self-Hosted LLM'.
- Greeting Message:** A text input field containing 'e.g. Hello, how can I help you today?'.
- Substitution Tags:** A row of buttons for 'FIRST NAME', 'DISPLAY NAME', 'NETWORK NAME', and 'TIME GREETING'.
- Instructions:** A button labeled 'Add Instructions'.
- Default Prompts:** A button labeled 'Add a Prompt'.

The 'Knowledge Base Setup' section includes:

- Knowledge Base Type:\*** A dropdown menu set to 'MangoApps Team Knowledge Base'.
- Select a team:\*** A search input field with 'Sales Team Workspace' entered.
- Content Types:** A grid of checkboxes for 'Pages', 'Files', 'Posts', and 'Wikis'. 'Pages', 'Posts', and 'Wikis' are checked.
- Enable Access For:\*** A search input field with 'Sales Team Workspace' entered.

A 'Save' button is located at the bottom left of the configuration area. A dropdown menu is open from the 'Select a team' field, listing the following options:

- Customer Success Workspace
- Product Management Workspace
- Sales Team Workspace
- Design Requests US
- MangoApps Sales Leads
- Product Documentation

## Enhanced Security and Privacy

MangoApps AI Assistants prioritize a security-first architecture, guaranteeing that your private corporate data is safeguarded and never used to train public LLMs. Stringent measures are in place to ensure the utmost data sovereignty.

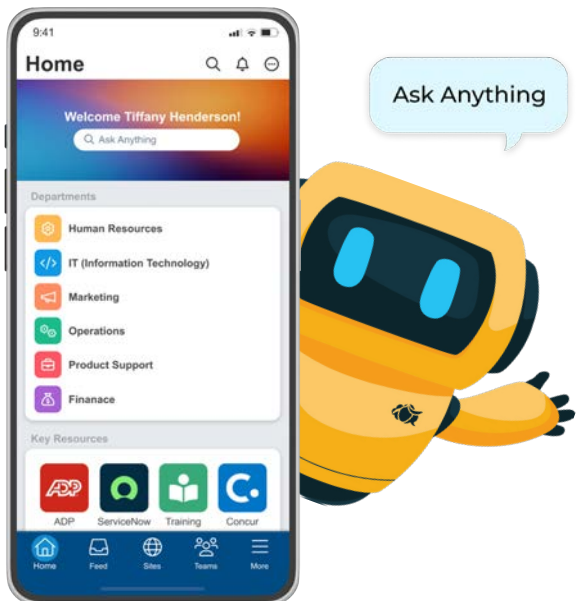
- Prioritizes the protection of your corporate data at all levels.
- Ensures your information never trains public models, keeping data proprietary.
- Aligns with privacy regulations, safeguarding against unauthorized access.



## Role-Based AI Utilization

Introduce a role-based access system to AI services and allocate specific AI capabilities directly tailored to employees' job functions and requirements. Meticulous, role-defined access permissions bolster security and enhance operational efficiency.

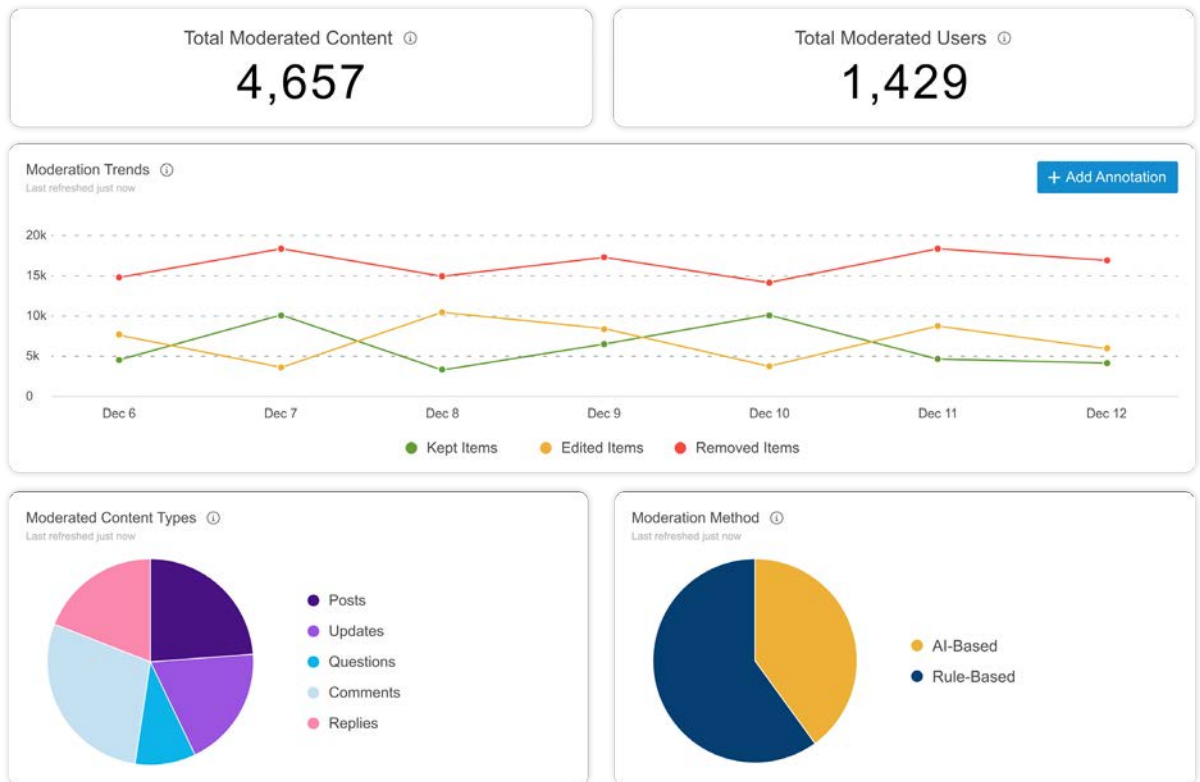
- Assign AI capabilities based on specific job functions and requirements.
- Align AI tools with user needs for improved performance.
- Strengthen security measures with role-based access controls.



## Proactively Manage Compliance and Security with AI

Stay ahead of security challenges with AI that proactively identifies risks and ensures compliance. MangoApps AI automates the detection of PII and unusual patterns, alerting admins to potential issues before they escalate.

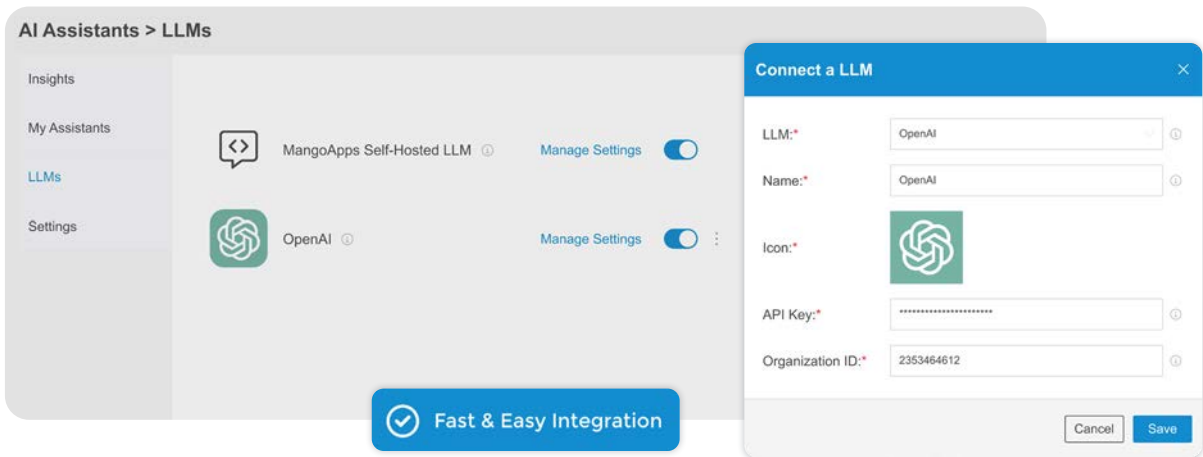
- Upload and monitor custom PII patterns for heightened security.
- Detect and address unusual activity early to prevent breaches.
- Streamline admin tasks with comprehensive tools for managing flagged content.



## Leverage the LLM of Your Choice for Each Assistant

MangoApps AI Assistants seamlessly melds with your current IT infrastructure, facilitating effortless deployment and scalable growth throughout your organization without disrupting existing workflows.

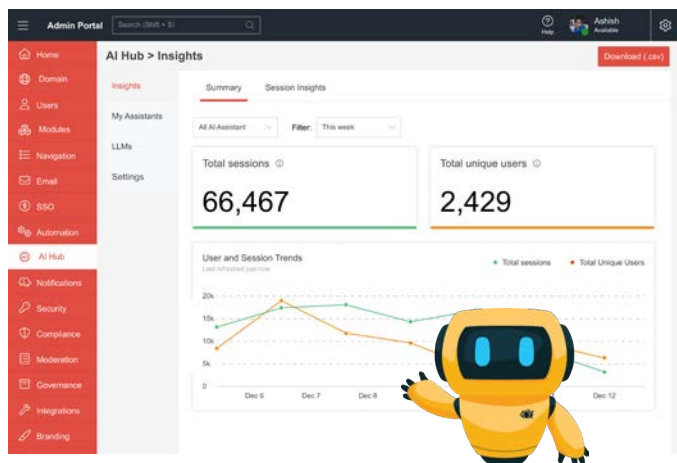
- Integrates with existing infrastructure without operational disruptions.
- Designed for easy scaling to match enterprise growth.
- Bolsters existing processes with advanced AI capabilities.



## Usage Data Enables Continual Improvement

MangoApps AI Assistants pull data from multiple LLMs and let you understand at a high level how your employees are making use of this technology.

- Identify and close gaps between different employee segments
- Understand at a glance what value employees are getting out of your AI Assistants and make informed decisions with this data
- Get a clearer understanding of the ROI of your AI investments to justify growth over time

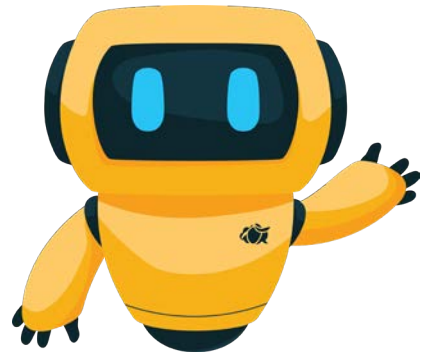


## A Future-Proof AI Foundation

Deploying MangoApps AI Assistants is a strategic move that positions your company at the forefront of AI integration, establishing a resilient foundation for both current advancements and the ongoing evolution of your digital environment. In contrast to existing tools that often impose significant challenges for companies looking to implement their own AI solutions—demanding extensive expertise and additional development effort—MangoApps emerges as a vendor-agnostic platform characterized by its adaptability. This ensures that as you develop your own AI Assistants or integrate emerging capabilities, your team has centralized, consistent access to all AI resources. Opting for MangoApps as this central hub today equips your company to rapidly adapt to future technological shifts, securing a competitive advantage in the swiftly changing tech landscape.

### **Don't let the opportunity to be at the forefront of AI integration pass you by.**

MangoApps is ready to partner with you, ensuring your digital workplace is not only prepared for the future but actively shaping it. Contact us now to explore how our AI Assistants can revolutionize your operations, streamline your processes, and empower your workforce like never before.



Looking ahead, the integration of AI across your company serves as a precursor to a broader, more integrated digital transformation. While the immediate goal may center on deploying AI to enhance employee experiences, this initial step naturally sets the groundwork for future unification under a single platform. Our Intranet, Employee App, and Intelligent Work Apps solutions are designed to further this transition, offering a unified platform experience that centralizes all employee services, with AI at its core. This isn't a transition you need to rush; as your company becomes more comfortable and familiar with AI's benefits, evolving to a fully integrated digital workplace becomes a natural next step to amplify your AI investment, which we provide a roadmap for in the next section.

# THE ROADMAP TO AN AI-FIRST EMPLOYEE EXPERIENCE WITH MANGOAPPS

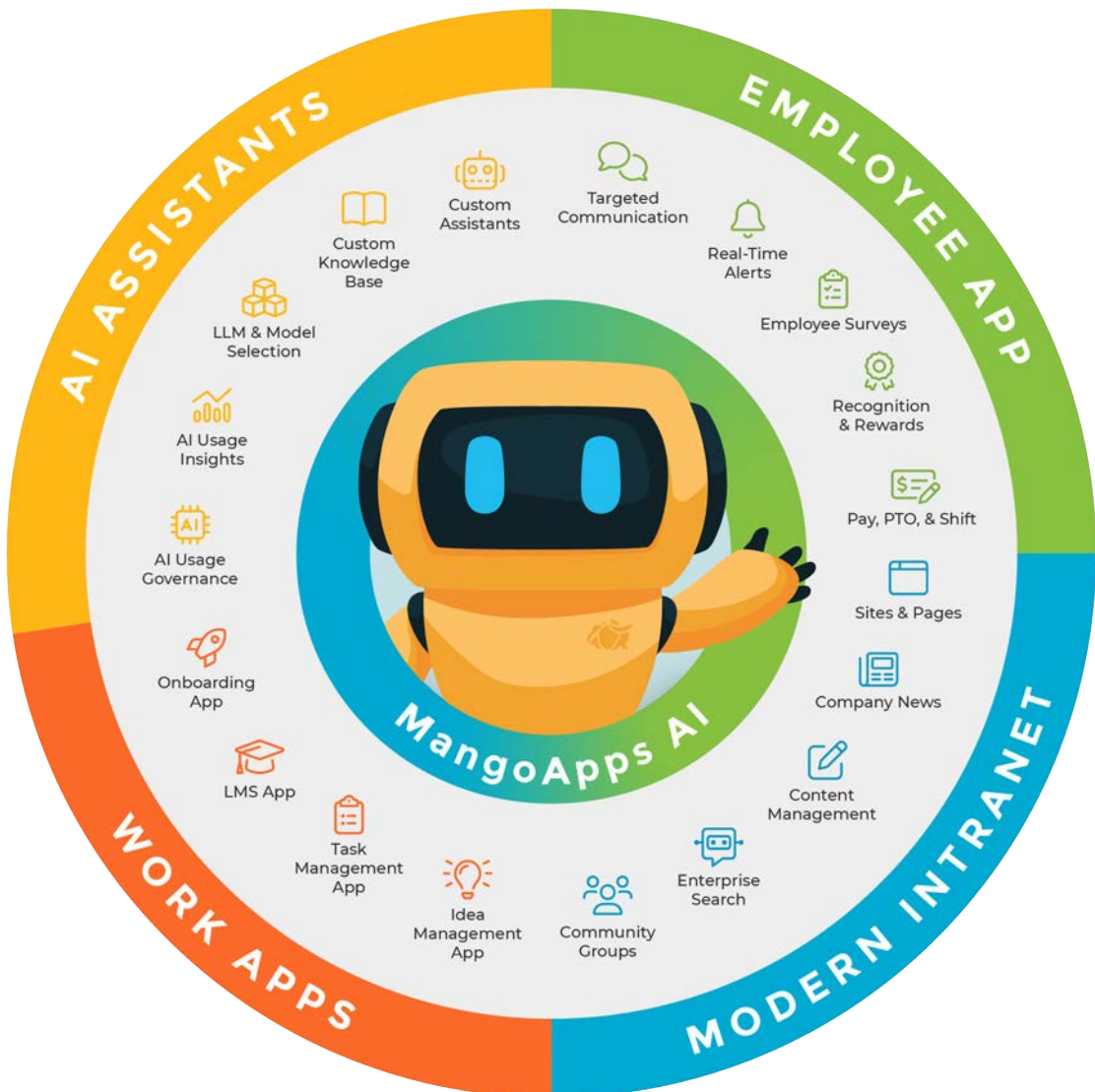
# Infusing AI with Everyday Work

The integration of AI Assistants marks a pivotal moment in your digital transformation, demonstrating a commitment to harnessing advanced technology. This step isn't just about adopting a new tool; it's about preparing your organization for a future where AI enhances every aspect of your operations and employee interactions. It sets the stage for a broader application of AI, having familiarized your team with its benefits and capabilities. After you have implemented AI Assistants, you've laid a solid foundation for expanding the use of AI throughout your employee experience. When you're ready to embark on the journey to an AI-First Employee Experience, we're here with a roadmap to guide you.



The journey continues through three strategic phases designed to embed AI deeply within your organization. First, we focus on engaging your frontline with an AI-First Employee App, recognizing the critical role these team members play and ensuring they have the tools and information they need. Next, we'll reimagine your company intranet as an AI-powered hub, making it a dynamic resource for collaboration and information. Finally, we enhance your operational processes with AI-First Work Apps, automating routine tasks and providing insights to drive smarter decisions. Each step is designed to make your digital workplace more efficient, responsive, and adaptable, ensuring that as your business grows, your technology keeps pace, supporting your team in new and innovative ways.

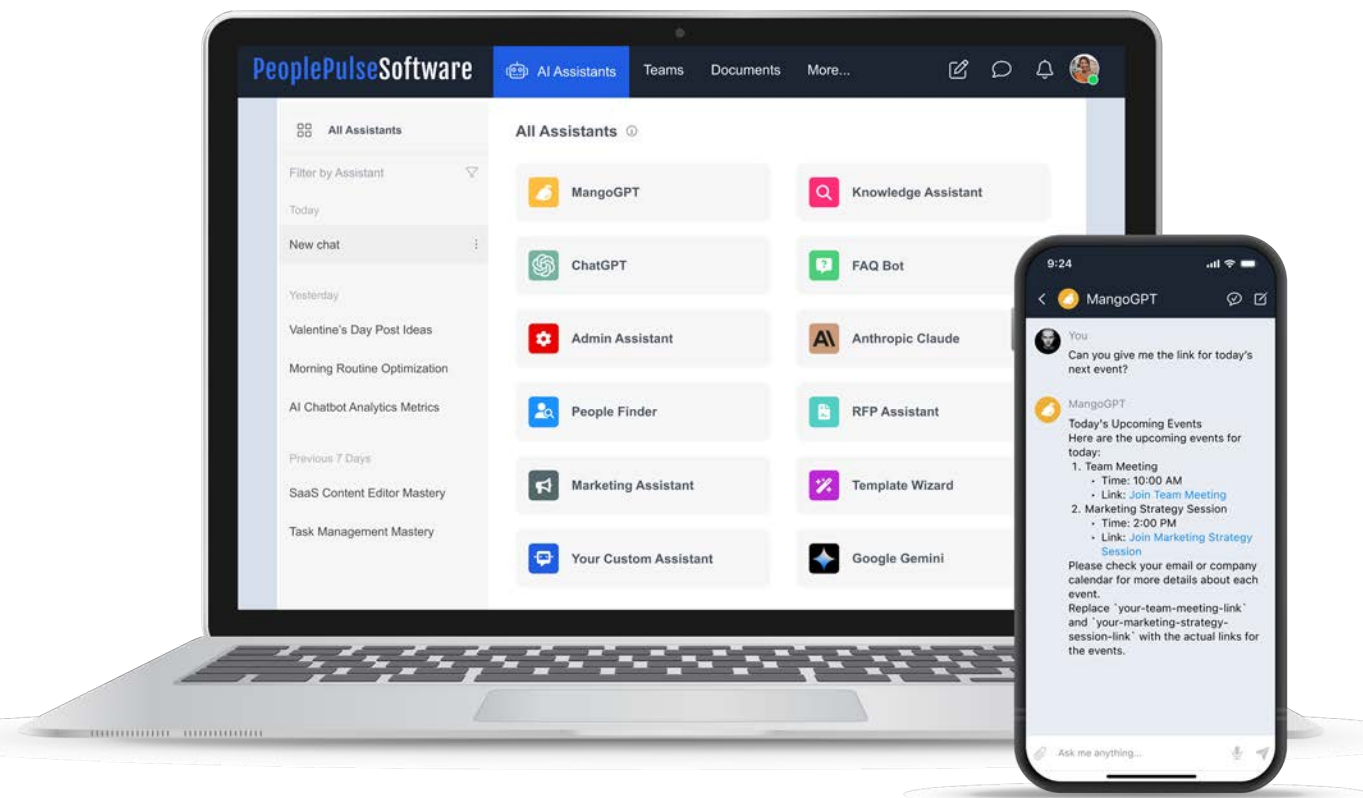
As you look to the horizon, the roadmap to an AI-First Employee Experience unfolds in three strategic phases, each designed to deepen the role of AI within your organization:



# 1 Transforming Business Operations with MangoApps AI Assistants

Empowering your organization with MangoApps AI Assistants is more than an upgrade—it's a transformative step towards operational excellence and innovation. In today's fast-paced business environment, leveraging AI is no longer optional but a necessity for staying ahead. MangoApps AI Assistants serve as your centralized platform, streamlining the integration and management of AI services across your enterprise. From enhancing employee efficiency to offering unparalleled data security, these AI Assistants mark the dawn of a new era in workplace innovation, making the most advanced AI technologies accessible, manageable, and affordable.

- ✓ Empower Every Employee with Personalized AI
- ✓ Harness Custom AI Training
- ✓ Ensure Data Privacy and Security
- ✓ Empower IT with Comprehensive Oversight
- ✓ Role-Based AI Utilization
- ✓ Future-Proof Your Organization



## 2 Enhancing Frontline Engagement with an AI-First Employee App

Integrating an AI-First Employee App is essential for bringing the frontline of your organization into the fold of your digital transformation. The frontline is where your operations come to life, and equipping this crucial workforce segment with AI-driven tools ensures they are not overlooked. This strategic move leverages technology to recognize and enhance the contributions of each employee, providing them with personalized tools and information that elevate their work experience.

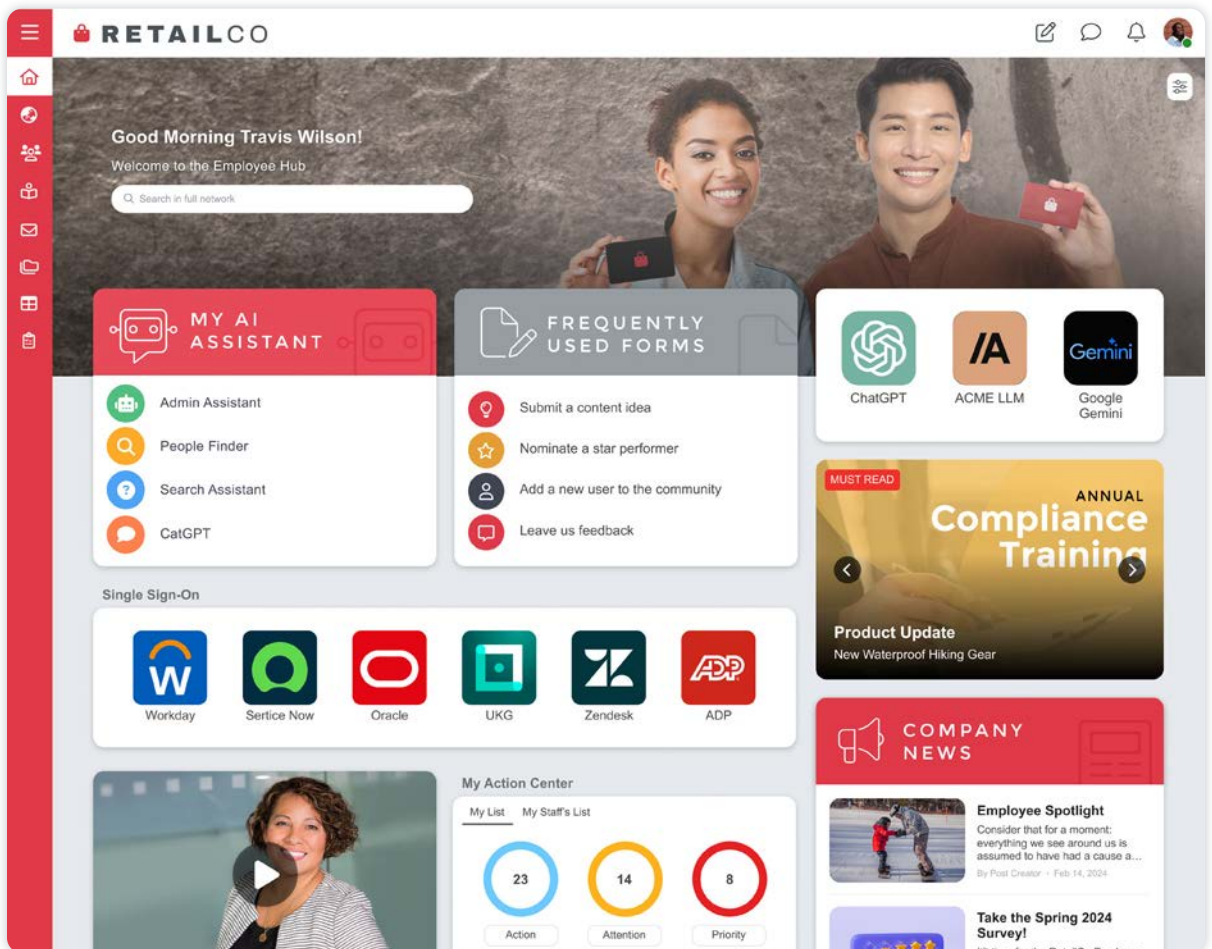
- ✔ Gather Voice of the Employee
- ✔ Offer Recognition & Rewards
- ✔ Give Access to Shifts, Pay , PTO
- ✔ Personalized Employee Experiences
- ✔ Facilitate Seamless Onboarding
- ✔ Alert with Real-Time Updates



### 3 Transforming Your Company Intranet into an AI-First Experience

Revolutionizing your company intranet into an AI-First platform is about transforming this essential hub into a dynamic, intelligent center that evolves to meet user needs. Through AI, your intranet becomes not just a repository of information but a smart, engaging space where content is personalized, collaboration is effortless, and access to tools and information is streamlined. This transformation is crucial for enhancing the intranet's role as the digital workplace's central nervous system, making every interaction more intuitive, responsive, and effective for all members of your organization.

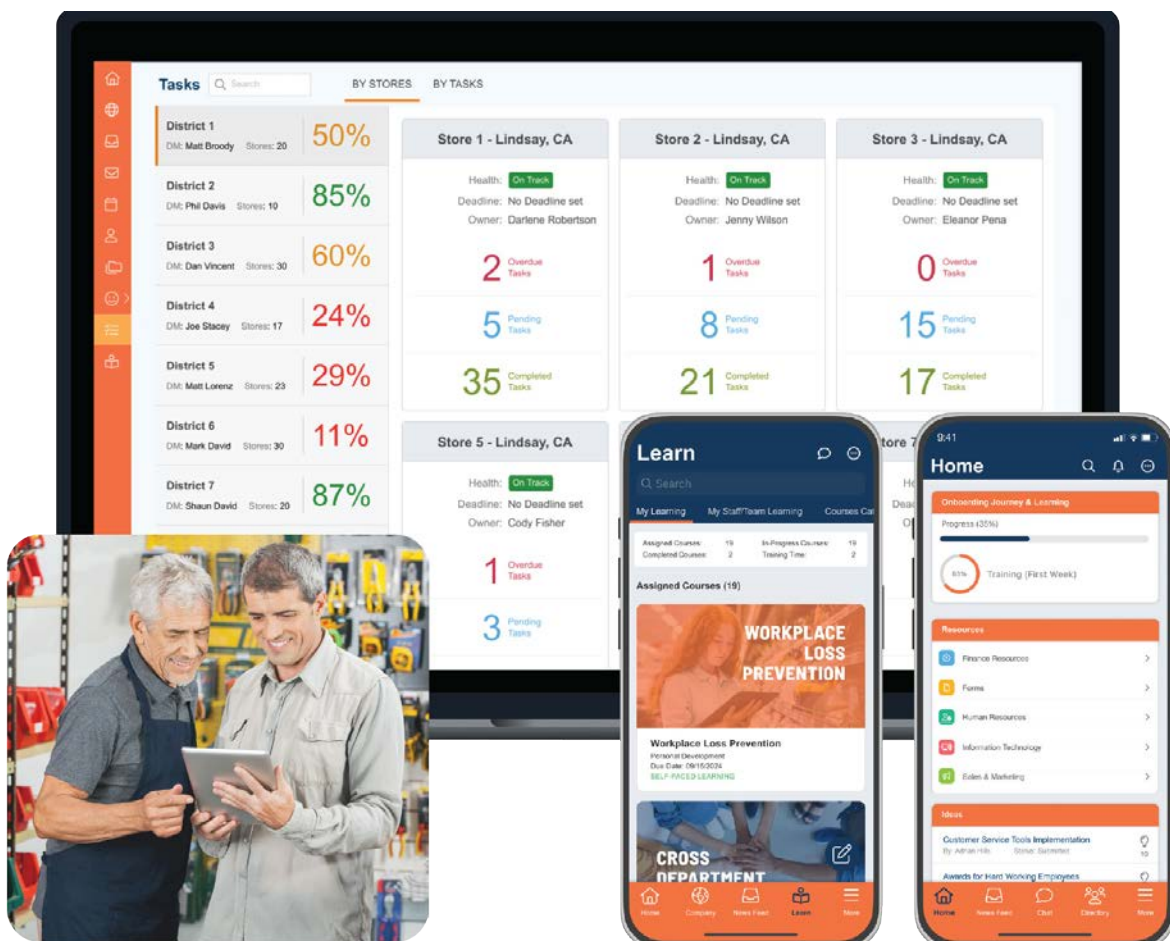
- ✔ Effortlessly Create Sites & Subsites
- ✔ Match Your Unique Brand & Vision
- ✔ Keep Intranet Content Fresh and Relevant
- ✔ Connect Colleagues via an Employee Directory
- ✔ Give Instant Access to News, Content and Tools
- ✔ AI-Based Search



## 4 Elevating Operations with AI-First Work Apps

The integration of AI-First Intelligent Work Apps signifies the transformative final phase in adopting an AI-First Employee Experience. By leveraging these apps, your operational processes will be revolutionized, affecting everything from project management and HR to R&D and innovation. This evolution in your digital workspace is facilitated by a suite of integrated operations and productivity apps that seamlessly merge with MangoApps' Modern Intranet and Employee App solutions, propelling your employee experience and productivity to new heights.

- ✓ AI-Driven Training & Learning
- ✓ AI-Enhanced Employee Onboarding and Task Management
- ✓ AI-Powered Idea Management for Strategic Growth
- ✓ Employee Onboarding App
- ✓ No-Code Workflow App
- ✓ Performance Management App and More



As you embark on this transformative journey with MangoApps, leading your organization towards an AI-First Employee Experience, you're not just adopting cutting-edge technology; you're embracing a future where AI seamlessly enhances every facet of your workplace. From the frontline to the back office, every step of this journey deepens AI's role, making your digital workplace more efficient, engaging, and innovative.

## Partner with MangoApps to Transform into an AI-First Enterprise

By weaving AI seamlessly across the employee experience, MangoApps enables a company to operate in an AI-First model. This allows employees to tap the transformative potential of AI to create a more connected, dynamic, and innovative workplace.

The strategic shift to AI-First operations will be a massive advantage for companies that beat their competitors to the punch. It enables new levels of resource efficiency, employee engagement, and speed to new innovation. Leveraging cutting-edge technology to stay ahead in the fast-paced digital era ensures that organizations are not just reactive but proactive in their approach, ready to adapt and lead with agility.

*No matter where you are in your AI journey, MangoApps is here to guide you forward. Ready to explore how AI can transform your workplace? Reach out—we're prepared to meet you where you are and take you to where you want to go. Let's create your AI-First Employee Experience together.*



# MANGOAPPS CUSTOMERS

Founded in 2008, MangoApps has long been trusted by household brands across many industries.

RETAIL



NONPROFIT



GOVERNMENT



## HEALTHCARE

**TEAM**Health.



**OU**Health



## ARCHITECTURE / MANUFACTURING



## ACCOUNTING / FINANCE / BANKING



## AUTO & FIELD SERVICES



## OTHER



## EDUCATION



# CUSTOMERS CASE STUDIES

# How MangoApps Helps Retail

## Transform store communications & operations

Store employees can be hard to reach and keep engaged, but with the right tools, they don't have to be. Built to enhance the retail worker experience, MangoApps is a low-cost, high-adoption solution that transforms frontline operations and boosts efficiency and productivity.



## Bring store associates into the fold

All the communication and resources that frontline teams need, available on mobile at a glance.

- Put company updates, personal schedules, payroll, policies and training materials in one place, where everything is easy to find and navigate.
- Give associates a voice with community and recognition features that build morale and help everyone see the bigger picture.
- Use segmentation and analytics to drive communication and engagement strategy by reducing clutter and gaining deep insights into content consumption patterns.

"MangoApps provides a warehouse for all the information that our store owners need. Everything they need on how to run their bakery, how to market it, how to sell it, is all shared within MangoApps. It's phenomenal. We didn't have information-sharing capabilities like this before."

**Steven Johnson,**  
IT Administrator



## Empower store managers and support functions with automated workflows

Reduce wasted time and speed up execution by automating functions like store schedules and task management.

- When every employee has 24/7 access to the most updated store schedule, managers no longer have to waste time fielding questions about it.
- Our retail task management module enables corporate teams to push out the same task to any group of store locations in one click, and track follow-through in real time.
- Shifting from a verbal cascade model to targeted digital communications allows you to react to shifting customer needs with quick promo pivots, even for large chains.

"Before MangoApps, I sent a picture of the schedule on WhatsApp. But sometimes people lost or deleted it, so they had to come into the store or text me. Now, they can open the app, click on the schedule, and see when they have to work. They never contact me anymore with questions—they can see it themselves. It saves me a lot of time."

**Vera Scherff,**  
Store Manager



**A.S. Watson Benelux**

## Deploy training programs on mobile and enable microlearning

Keep associates on the same page with training courses inside MangoApps, ranging from quick updates on new products and protocols to upskilling and certification opportunities.

- Boost engagement with training programs by delivering them in the flow of work on mobile, in the same app where you communicate.
- Ensure compliance with auditable certification programs and personalized transcripts for employees.
- Use microlearning to get crucial information about campaigns and products out to everyone quickly, with tracking and automated reminders to boost compliance.

## Case Study

# UNIFYING EMPLOYEE ENGAGEMENT IN RETAIL: PETSMART'S CENTRAL BARK SUPERAPP

Discover how Sheena Christensen, Internal Communications Manager for PetSmart, used MangoApps to level up her internal comms strategy and engage 50,000+ associates.



**COMPANY:** PetSmart

**HEADQUARTERS:** Phoenix, Arizona

**EMPLOYEES:** 50,000+

**OVERVIEW:**

PetSmart operates more than 1,660 pet stores in the United States, Canada and Puerto Rico, as well as more than 200 in-store PetSmart PetsHotel® dog and cat boarding facilities. PetSmart provides a broad range of competitively priced pet food and products, as well as services such as dog training, pet grooming, pet boarding, PetSmart Doggie Day Camp™ and pet adoption.

“ Central Bark acts as a newsletter for all things PetSmart, and I really enjoy having all the news and information in one organized spot. ”

- PetSmart Staff



# The Challenge

PetSmart's one-way communication platform, 'The Dish', had limited engagement.

The Dish, built on WordPress, was only accessible via shared desktops within the corporate network, barring access for a significant portion of associates.

As a result, **a majority of PetSmart's workforce, primarily those in frontline roles, were left disconnected**—leaving many associates without access to internal comms.

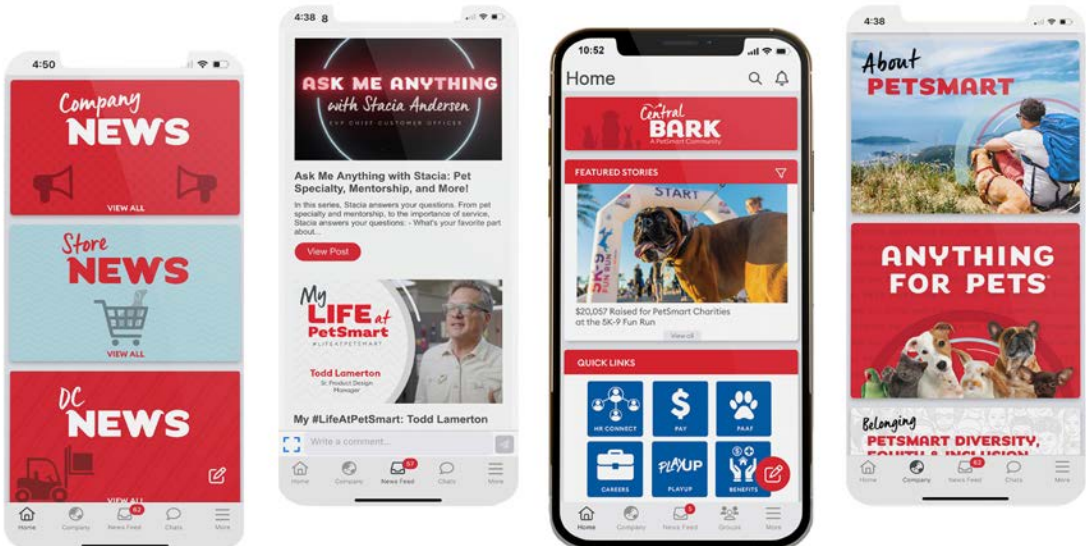


# The Solution

PetSmart's new SuperApp 'Central Bark', built on MangoApps, offers a mobile-first platform that enhances engagement across the organization by bridging communication gaps.

Central Bark hosts an array of content, from corporate comms to user-generated content, adapting to data-driven insights for improved relevance and engagement.

With an innovative approach to measuring engagement, Central Bark achieves an impressive average engagement rate that is **4x the industry standard**.

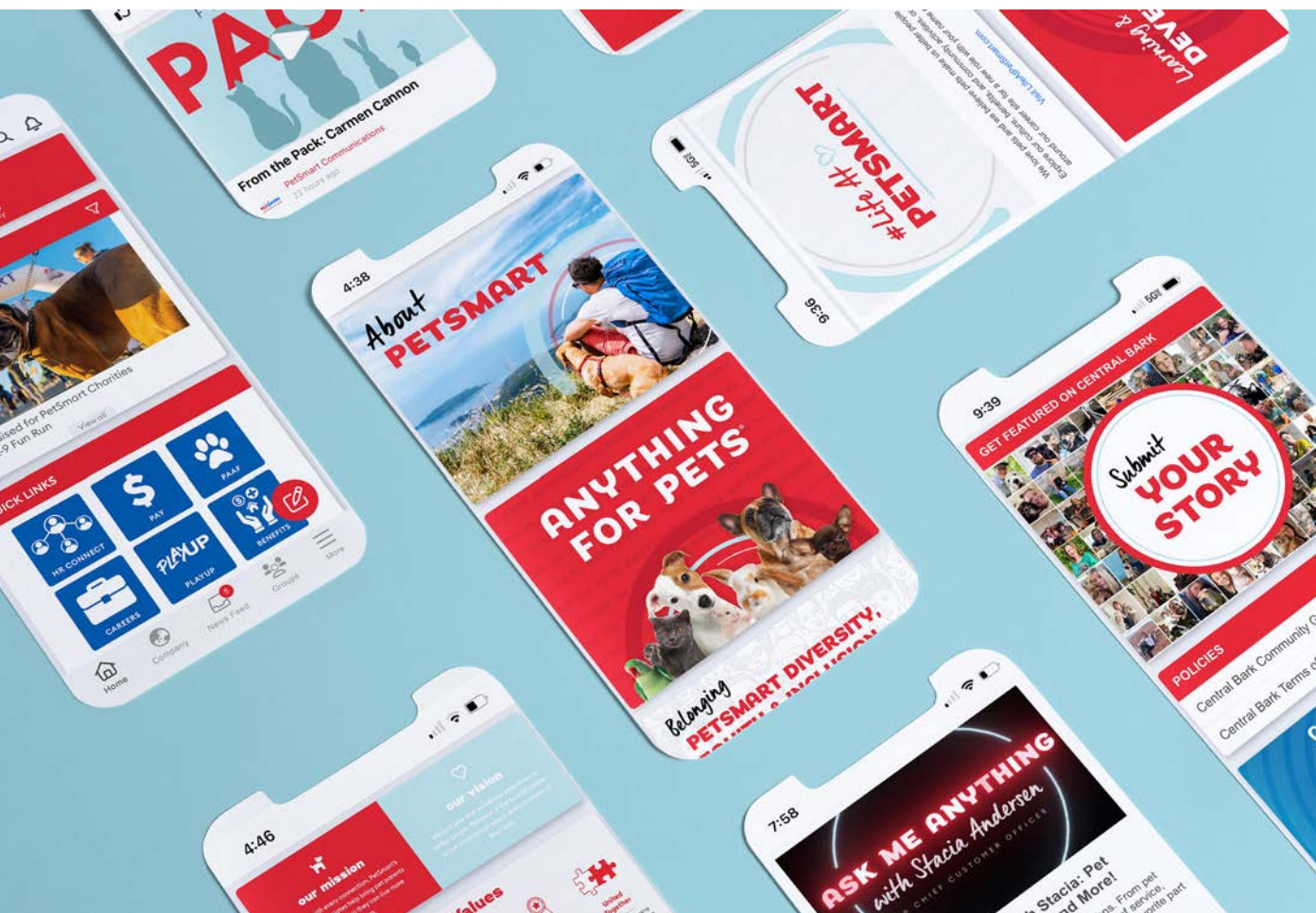


## A Multitude of Features

Central Bark is full of features that make the experience engaging and rewarding for their associates. Things like:

- Weekly newsletters for office associates, ensuring relevant news and updates are delivered directly.
- A “Submit Your Stories” form, encouraging associates to contribute their own content.
- Dedicated department pages, providing insights into different sectors of the company.
- A continuous suggestion box, prioritizing associate feedback and engagement.

Central Bark brought associates closer together, enabled knowledge sharing, and boosted company-wide engagement. The platform boasts an impressive 8% average monthly engagement rate, well above the industry standard (~2%).



# How MangoApps Helps Healthcare



## Bridge the gap between clinical and corporate teams

Too many healthcare teams suffer from poor communication. With MangoApps, everything an employee needs is at their fingertips, whether they work at a desk or the bedside.

## Equip clinicians with a unified digital work hub

Reduce confusion and complexity in your tech stack with a mobile-first interface containing all the tools your clinical staff needs.

- Enable clinical workers to quickly access job-critical information on the go, in real-time, as they serve their patients.
- Put all your compliance information and policies at clinical staff's fingertips, reducing confusion, misinformation, questions, and wasted time.
- Deliver tailored content and pages, so each employee only sees what is relevant to them, reducing clutter and improving communication metrics.

"We made sure that we weren't resolving only a communication issue for TeamHealth, but that we provided clinicians with educational resources at their fingertips that either weren't available before, or former resources were made more easily available."

**Kevin Klauer,**  
Chief Medical Officer



**TEAMHealth**

## Great employee experience improves patient care

Give your clinicians more time with their patients by simplifying administrative processes and making it easier to find things.

- Eliminate paper and speed up your business processes with digital forms and automated workflows.
- Simplify your scheduling process with integrated online schedules for hourly employees.
- Set clinicians up for success with a personalized mobile dashboard, including communication, training, alerts, and one-click SSO access to relevant systems.



## Align clinical staff with better communication

Create a single news feed for everything, so clinicians get a prioritized, clutter-free list of key communications, alerts, and notifications. One system to check means improved engagement on everything you send.

- Our AI-driven personalization engine and deep segmentation capabilities give you all the tools you need to create a clutter-free employee experience for every clinician.
- When you need to urgently reach a specific segment, deploy emergency alerts via email, SMS, push notifications, and popups, and track consumption in real-time.
- Powerful analytics and smart recommendations show you exactly who is consuming what information so you can measure success and improve over time.



"MangoApps has given our organization the ability to transparently, quickly, and efficiently communicate with all of our team members, from those frontline healthcare clinicians to the system support folks like me who are sitting at our desks."

**Vallery Brown,**  
Director of Digital Media and Interim Director of Communications



## Measure and demonstrate compliance

Put your best foot forward with credentialing organizations and licensing boards with a robust training toolset for education teams and clinicians alike.

- Automation, alerts, auditable paths, and transcripts improve and scale your training programs, easing the administrative burden on education teams.
- Ensure clinical staff compliance with mobile access to policy information and training resources, making education easier and more effective.
- Everything in MangoApps is audit-ready, making it easy to stay on top of reporting, tracking, and proving the success of education programs.

"The fact that MangoApps is a HIPAA-compliant platform and is secure makes us comfortable with the content that we make available to our clinicians. It's a lot easier for our clinicians to find the resources they need for patient care."



**Emmanuel Ndow,**  
CIO



## Case Study

# A SOLUTION FOR CLINICAL COMMUNICATION ACROSS THOUSANDS OF HEALTH SYSTEMS

TeamHealth gives their physicians instant mobile access to all the digital tools they need through MangoApps.



**COMPANY:** TeamHealth

**HEADQUARTERS:** Knoxville, Tennessee

**EMPLOYEES:** 23,000 employees

**OVERVIEW:**

TeamHealth is the leading physician practice in the United States. Covering a wide range of health care specialties, TeamHealth provides clinician services in 48 different states.

“ There’s an absolute return on investment with MangoApps as our partner. We’ve been able to actualize our vision to make community participation and employee engagement happen. ”

- Dr. Kevin Klauer, Chief Medical Officer, TeamHealth

**TEAMHealth**

## Connecting Every Employee

TeamHealth is a clinical staffing firm that has tens of thousands of clinicians working in health systems around the US, as well as a large corporate team. Before MangoApps, they communicated mostly over email.

“Communication with almost 20,000 clinicians is a challenging thing,” says Dr. Kevin Klauer, a TeamHealth Chief Medical Officer. “Penetration through normal email was limited at best.”

“What we really needed was a way to help our clinicians communicate with people outside of their care team environments while on the move serving patients,” says Tom Perrine, TeamHealth’s Chief Information Officer.

After evaluating over 40 providers and running pilots with four, they found that most wouldn’t work outside of a traditional office environment. They chose MangoApps due to the team’s demonstrated ability to think outside the box, and went on to launch a customized communication platform specifically designed to address the challenges of a wide-spread health organization.

“Despite the fact that no one had done this before, we saw enthusiasm with MangoApps and a willingness to think creatively,” says Dr. Miles Snowden, TeamHealth Chief Medical Officer. “Our early impression was that this was an organization that was ready to take a journey with us.”

## Building Something Original

Making mobile collaboration work for clinical staff was a new challenge for the industry, and one that remains unsolved in many health systems.

“No one seemed to have tackled the issues of the disconnected mobile physician,” says Snowden. “In hospitals, there are challenges with WiFi access and security, and everyone is tethered to electronic medical records that are largely browser-based and only available at a physical site in each nursing station.”

MangoApps designed a system tailored to these specific circumstances, and provided administrators inside TeamHealth with the tools to adapt to changing needs over time. “This hadn’t been done before,” says Snowden, “so no stakeholder in this effort had prior experience in what we were doing, other than the technical competence that MangoApps brought to the effort. I expected some rough patches, but we really didn’t have them.”

“Every time we’ve asked for something, MangoApps has told us what they could do and how long it would take. We would rate MangoApps at the very top of our partners.”

**Tom Perrine,**  
Chief Information Officer



“We weren’t quite sure how flexible MangoApps was going to be with changing things around to meet our needs,” says Perrine. “But they’ve been outstanding. Every time we’ve asked for something, MangoApps has told us what they could do and how long it would take. We would rate MangoApps at the very top of our partners.”

The end result of this deep collaboration was an implementation that truly felt like an in-house tool. “The MangoApps team helped us build it into a product of TeamHealth, rather than another branded product that we implemented into TeamHealth,” says Mike Gager, TeamHealth IT Vice President.

## Mobile Communication

MangoApps has made it possible for TeamHealth clinicians to be reachable by leadership and their peers, regardless of where they are at any given moment. They’ve found that with this solution in place, clinicians actively click on and engage with the kind of enterprise news and information that was formerly only available to office employees.

“It’s really aided with collaboration, and has brought our clinicians together across the country,” says Jonathan Hensley, a TeamHealth Cloud Engineer. “We’ve had great reactions and enthusiasm over finally having a mobile product for communication across the clinical and administrative teams.”

Furthermore, MangoApps gives their team crucial data on content engagement,

allowing them to understand who’s consuming what information and helping them improve over time. “I like the ability to understand what topics seem to be of interest,” says Snowden. “You get a sense of what you’re delivering that is of high interest.”

WITH MANGOAPPS,  
**TEAMHEALTH HAS REPLACED:**

-  **Two expensive file sharing tools**
-  **SharePoint**
-  **A company chat solution**
-  **Email licenses for the bulk of their employees**
-  **A custom-built learning management system**

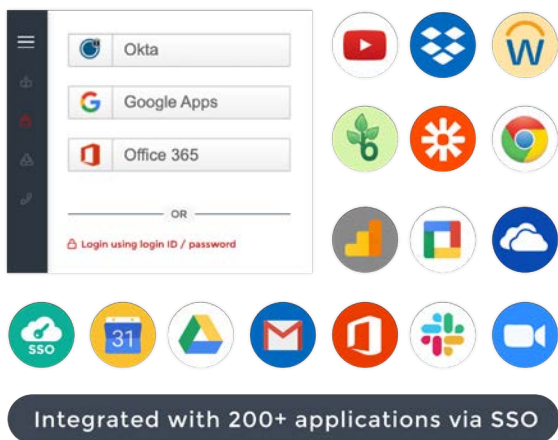
## Building Something Original

Building community among their employees has been invaluable to TeamHealth, and improved employee engagement across the board.

“There’s an absolute return on investment with MangoApps as our partner,” says Klauer. “We’ve been able to actualize our vision to make community participation and employee engagement happen.”

## Easy Access To Information

Outside of just communication, a big piece of TeamHealth's strategy around MangoApps revolves around content management and training. "We made sure that we weren't resolving only a communication issue for TeamHealth," says Klauer, "but that we provided clinicians with educational resources at their fingertips that either weren't available before, or former resources were made more easily available."



They are able to handle all of their continuing education—a crucial program for physicians to be able to stay licensed—through MangoApps' training portal.

Being able to put intranet, training, and communication into a single mobile app has been a huge win, especially given that TeamHealth grows through mergers and acquisitions, all of which come with systems that need to be consolidated. Furthermore, because the clinicians are housed in different health facilities, they have to be able to interface with the systems from those external organizations.

All told, MangoApps has allowed TeamHealth to integrate with over 200 applications via SSO, all of which can be accessed with one click from the mobile app's dashboard.

"You plug into MangoApps and you're now in any application in the company and you don't have to log in again," says Perrine. "That feature is phenomenal. It enhances not only day-to-day communication but also our ability to use other tools."

They also have replaced several applications entirely with MangoApps modules, including team chat, their old learning management system, and business workflows across the organization. They were even able to eliminate expensive email accounts for the bulk of their workforce.

## Giving Everyone A Voice

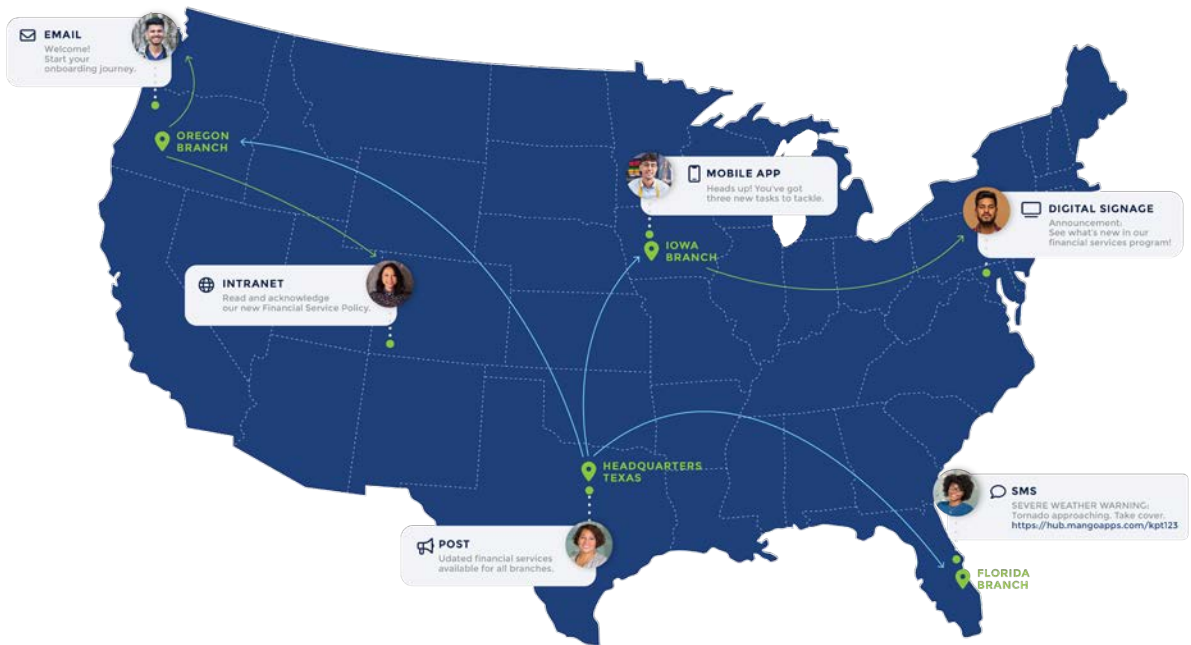
TeamHealth has created deep changes in how they communicate over their long-term partnership with MangoApps. It's improved efficiency, eliminated cost centers, and boosted engagement and feelings of community.

"MangoApps has created the opportunity to listen to the clinician and let them participate in the evolution of TeamHealth," says Klauer. This shift in dynamics ensures that the clinical workers—the true backbone of their business—have a voice, feel valued, and can play a role in the higher-level strategy of the company.

# How MangoApps Helps Financial Services

## A secure digital work hub for financial institutions

MangoApps helps organizations in the financial services sector improve communication and collaboration without compromising on security.



## Enhance branch employee productivity

Empower your branch workers to quickly resolve any issues that arise with a unified dashboard for all their company tools.

- Allow managers to clearly communicate and track assignments to ensure branch workers understand expectations and work requirements.
- Establish secure channels where branch workers can quickly get questions answered and prioritize customer service.
- Eliminate repetitive tasks with business process management tools that help improve the productivity and efficiency of branch workers.

## Ensure organizational compliance

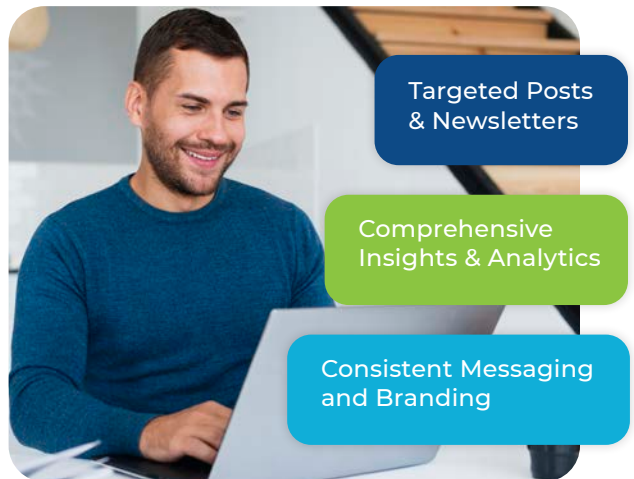
Our robust enterprise-level security features have all the depth you need to ensure compliance with financial regulations and GDPR.

- Regular system audits and system log backups to ensure readiness for company audits.
- AWS hosting and its hundreds of security and compliance features, including GDPR compliance.
- Data-loss prevention (DLP) policies with automated rules and templates for PII and finance patterns.

## Transform your operations

Take control of your institution's communications and operations and increase overall engagement and efficiency.

- Establish effective top-down communication by easily creating and distributing posts and newsletter to targeted segments of your workforce.
- Ensure that you are reaching your ROI with comprehensive insights and analytics to allow you to make informed business decisions.
- Amplify company culture by reaching people directly with consistent messaging and branding.



"Our team members now use MangoApps as the jumping-off point to get to all the tools they need to do their jobs. Our decision to set up our intranet with that functionality in mind was very deliberate, and it has worked remarkably well."



**Debra Helwig,**  
Senior Internal Communications Manager



## Case Study

# ENABLING A FASTER, MORE EFFICIENT TEAM



**COMPANY:** Pinion  
(formerly known as KCoe Isom)

**HEADQUARTERS:** Loveland, CO

**EMPLOYEES:** 450

**OVERVIEW:**

Pinion is a top 100 accounting firm and the nation's leading food and agriculture consulting firm. They deliver value and growth for their clients through comprehensive strategy and advisory in areas such as succession planning, tax consulting, sustainability, federal affairs, and land conservation, among others.

“Our team members now use MangoApps as the jumping-off point to get to all the tools they need to do their jobs. Our decision to set up our intranet with that functionality in mind was very deliberate, and our setup has worked remarkably well.”

- Debra Helwig, Senior Internal Communications Manager



# Replacing An Outdated Intranet

Pinion (formerly known as K.Coe Isom) is a top 100 accounting firm specializing in the food and agriculture industry, with about 450 employees spread all over the US. The company has been around since 1932, and like many companies that have been around that long, they built their own home-grown intranet solution in the early aughts.

“Over 15 years ago, we had a really forward-looking IT team that built an intranet,” says Senior Internal Communications Manager Debra Helwig. “But it was all hard-coded. Nobody could change the content except the IT department. It was great in concept but horrible in execution, because items would go out of date quickly and people had a hard time getting accurate information.”

In early 2019, the firm began an extensive search for a new solution that would allow them to take a more modern approach to internal communication and knowledge management.

Debra and her team demoed 14 different intranet platforms—every provider they could find—and in the end chose MangoApps as a result of the platform’s flexible design and the MangoApps team’s focus on customer service.

“No other platform we looked at couldn’t achieve the visual style we wanted,” says Helwig. “With MangoApps, we were able to create something beautiful and elegant that can serve as a knowledge management platform for our entire firm.”

“With MangoApps, we have an indisputable firmwide record of what initiatives we’re engaged in and when they take place.

This is helpful not just to hold us accountable in the moment, but also to create an archive that demonstrates long-term how well we are remaining accountable to our mission and vision. ”

**Debra Helwig,**  
Senior Internal  
Communications Manager



## Designed For Focus And Efficiency

Helwig and her team immediately began building out a heavily customized deployment of MangoApps, with help from our product team.

“The customer service from the MangoApps team absolutely blows my mind every day,” says Helwig. “They do good work, and they do it quickly. I don’t care how great a platform is, it’s going to break, or I’m going to make a mistake and break it. So to know I’ve got a support team that’s going to respond quickly and professionally makes a difference. We always get help when we need help.”



Helwig and her team put a lot of thought into setting up the platform for maximum efficiency and value. The Pinion intranet is separated into layers: one set of portals for internal operational areas, one set for markets and functions, and one set for knowledge management. The design force-subscribes users to some types of information and allows them to choose how and when to be notified about others. This approach allows employees to get a focused experience, where crucial operational updates are front and center, and other content is consumed at will.

Prior to the launch with MangoApps, most important information was going out to Pinion employees by email, where it's almost impossible to achieve this level of focus and organization.

"Having tons of emails creates a lot of noise," says Shannon Eaton, Operations Specialist for Internal Communications, "When people come to MangoApps, they can check out knowledge that they're interested in on their own time. It's nice to have everything separated. If operations is something you need to know right away, you're going to read that first, and then maybe the wellness hub is something that can wait."

## Agility In The Face Of COVID-19

Pinion's communications strategy shift shift really came to a head when the world shut down for COVID-19. The firm had gone live with MangoApps in mid-January 2020 - only 5 weeks before offices started closing

for COVID-19. The intranet proved to be essential as they scrambled to roll with the punches of uncertainty and sudden changes.

In a span of only 14 days, they went from posting their first message encouraging everyone to wash their hands to sending the entire organization home. They scrambled to write new HR policies, a whole array of content around installing computer equipment at home, resources for parents working around their kids' schedules, and much more.

"Because we had MangoApps," says Helwig, "we had a place to put all the critical information our employees needed. As a huge plus, it was available outside of our server environment, over the internet, on a cellphone."

That accessibility of information was key to easing the transition into remote work for their employees, many of whom had never worked remotely before. Outside of internal resources, though, MangoApps also helped their organization respond to the external changes brought about by COVID.

"The ability to put a file out there and then upload a new version without having to go back and re-email everybody was crucial," she says. "Our data sharing over the intranet became a raw, real, and live thing. We were changing stuff constantly. 10 minutes could make a difference."

**Debra Helwig,**  
Senior Internal  
Communications Manager



As an accounting firm, Pinion had to stay on top of the changing regulatory and financial landscape for their clients. For example, when Paycheck Protection Program legislation—a loan program designed to encourage small businesses to keep people on their payroll—was signed in the US, Pinion’s team was able to establish an internal portal on the intranet to share vital information. Because the team was able to quickly get in sync, they were able to run a webinar on the topic within 24 hours, ensuring that their clients were in the know.

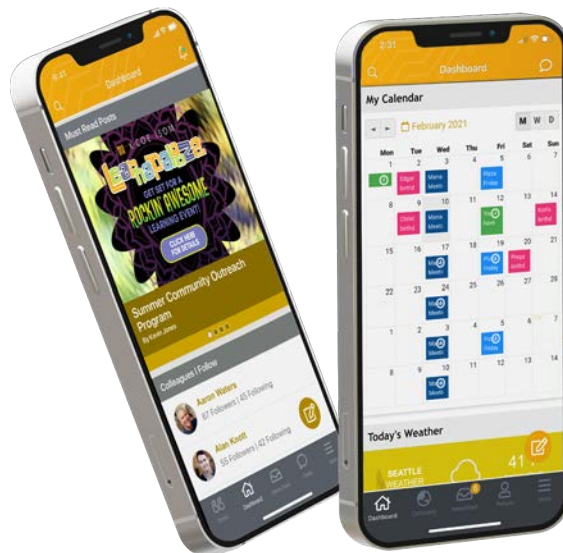
Helwig attributes the success of this quick response to the agility their team was offered by MangoApps.

## Embracing Self-Service Content

Another big priority for Pinion was to enable people in the firm to find information for themselves rather than having to ask around. Anyone who has worked in an office has likely experienced the frustration of having to answer a barrage of similar questions day in and day out, due to the lack of a strong knowledge management strategy.

Pinion was no stranger to this problem, and it was top of mind when they launched MangoApps. By applying the projects feature of the MangoApps platform, they are able to create logical repositories of information, where the latest version of a file is the only one available. Colleagues can always be confident they are getting the most up-to-date information.

For example, each market and function portal has a resource library maintained by the marketing department, which contains every relevant piece of marketing collateral for that vertical of the business. No one ever has to call marketing, or a team leader, to say “Do you have a brochure?” Everyone knows that the most up-to-date information is available and where to find it.



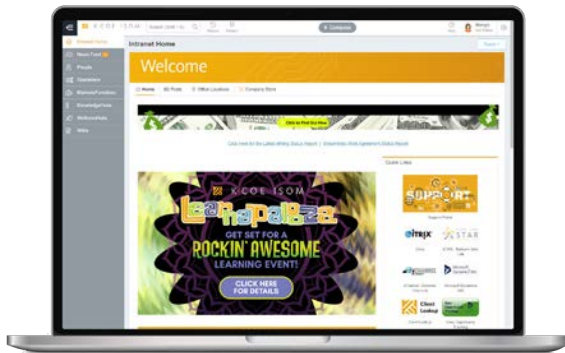
## Everything Under One Roof

Alongside the resource libraries, Pinion made use of our quick links and directory features, creating a one-stop shop for employees. “People can use MangoApps as their jumping-off point to get to all the tools they need to do their job,” adds Helwig. “Making that functionality central to the design of our intranet was very deliberate, and it has worked remarkably well.”

Their team also places huge value on having an up-to-date, interactive employee directory.

Nestled within their new intranet, their employees have fully fleshed out profiles where you can see their picture, full contact data, telecommuting status, reporting relationships, their expertise, and even some personality.

“I think having something that’s graphical, where you can see your colleagues’ faces in pictures and connect to things visually makes a difference,” says Helwig, “Having a robust people directory helps create efficiency in getting work done, and it’s also helpful in maintaining culture.”



## Preserving Institutional Knowledge

A major challenge for any organization that does internal communication by email is the lack of a searchable repository of historical information. It’s hard enough to search through your own email inbox, but if you weren’t on copy for something, it might as well not have happened. You have no way to even know what has been discussed.

“I’m ruthlessly getting rid of firm-wide email, and driving traffic to the intranet,” says Helwig. “Firmwide email isn’t searchable. If I don’t read something, or

don’t see it, or let it get a hundred down in my inbox, or hit the delete button by accident, there’s no institutional memory. With MangoApps, we know what we did, and when we did it. We know where to find the answer if we’re not sure what we said. This creates an archive and holds us to what we said we were going to do, which is fantastic.

## Treating Employees Like Customers

Ultimately, Pinion is focused on delivering a strong user experience for employees. “This world thinks in video and photo,” says Helwig. “Employees are looking for a public company consumer graphical experience in a corporate intranet now.”

The true power of a modern intranet is the ability to create a familiar, modern interface that your employees can navigate comfortably. At MangoApps, that idea is front and center, which is why our platform has deep flexibility in its design and layout.

Pinion made full use of those capabilities, and they’re already seeing results. They feel that the best measure of their intranet’s success is seeing their colleagues make regular use of it.

“People find it easy to use,” says Eaton. “They’re a little timid at first to use the newsfeed, but after the first try, they see how easy it is, and they keep coming back and adding more. Most people that are active in MangoApps go to the newsfeed every day. We’re training them to check their unread items daily, so they can be up to date on everything.”

# How MangoApps Helps Manufacturing

## Mobile-friendly unified hub for manufacturing

A suite designed for manufacturing employees that includes emergency alerts, language translation, and communication & training tools.



## Modern communication for production employees

Poor communication within a manufacturing environment can lead to accidents and reduced productivity. Ensure your employees are safe and in the know.

- Distribute relevant information to targeted employee groups with easy templates, intuitive campaign creation, and read receipts.
- With a mobile app, workers are provided instant access to files, forms, and other resources needed to be successful on a daily basis.
- Ensure frontline employees remain compliant with factory updates, changing safety standards, machine alterations, and industry regulations.

"Prior to MangoApps, we would have to email back and forth and make sure everyone was on the same page and they could reach out to each other. Now, they can just chat if it's available, or send a message and get that communication going."

**Teresa Rowe,**  
Sr. Director, Assembly & Standards  
Technology



## Include & engage with field workers

Enhance your facility's company culture with tools that foster employee recognition, inclusion, and accessibility.

- Improve worker retention with employee shout-outs and more frequent, substantive updates from upper management.
- Automatic language translation of the platform & its content ensures all employees are included and can consume updates in the language they're most comfortable with.
- Analytics give you a glimpse into employee sentiment and interaction with your content, allowing you to improve internal comms over time—just like you do with your manufacturing processes.

"MangoApps has the potential to change the way a company thinks, and that's a difficult thing to do because a big company is like an oil tanker in the sea - trying to shift it from one area to the next is a difficult thing."

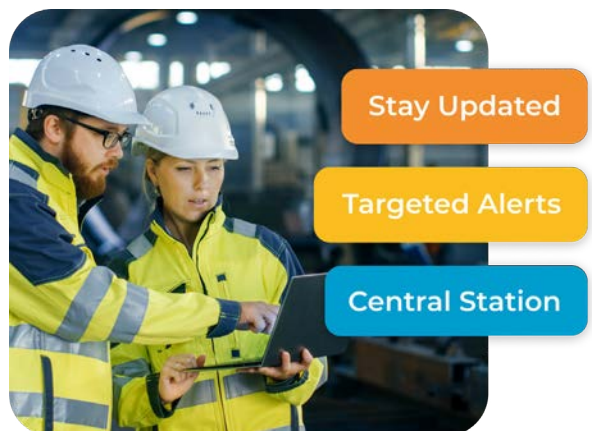
**Phil Ward**, Market Manager for Data Centers



## Deep functionality for Manufacturing Use Cases

Make it easy for your frontline teams to access important information and be reached by leadership with updates and emergency alerts.

- Keep employees in the loop with a central station for relevant updates on projects, files, topics, and activities pertaining to the specific user.
- Quickly respond to crisis situations by sending targeted alerts that reach affected employees instantly through email, SMS, and push notifications.
- Automatically assign refresher courses after a certain period of time to keep your workers up to date with new policies and compliance materials.



## Case Study

# BUILDING A CONNECTED WORKFORCE

How PROBIOMED Used MangoApps To Transform Internal Comms And Boost Efficiency & Collaboration



“MangoApps is helping us to communicate and collaborate in a more effective way, share knowledge across our teams and strengthen our efficiency to achieve results.”

- Natalia Abrego, Corporate Communications Manager

**COMPANY:** PROBIOMED

**HEADQUARTERS:** Mexico City, MX

**EMPLOYEES:** 800+

**OVERVIEW:**

PROBIOMED is a Mexican biopharmaceutical enterprise oriented to research, development, manufacture, and commercialization of pharmaceutical products for human health.

## Making The Switch To MangoApps

PROBIOMED, a Mexican biopharmaceutical enterprise, was looking to replace their custom-built intranet with a modern platform that could help employees communicate and collaborate better. “Before MangoApps, we had a very basic intranet,” says Natalia Abrego, Corporate Communications Manager. “It was built in-house and was too basic. So we started to search for different services that could offer us what we wanted.”

With the backing of the CEO, PROBIOMED began to evaluate different intranet/digital workplace platform providers. “During our search, MangoApps was the only platform that had all the features and integrations that we were looking for. That’s why we ultimately ended up making the decision for MangoApps,” continues Natalia. “In fact, we named our platform internally as ‘Integra’ because it integrates all the things we need to work, collaborate, and communicate better.”

In addition to MangoApps’ wide breadth of features, the speed of implementation also appealed to PROBIOMED. “What drew me to MangoApps was the ease and speed with which a collaborative environment could be set up, as well as the support of the MangoApps staff with the launch,” says Enrique Olalde, IT Manager at PROBIOMED. “It was something that we had not experienced in any other implementation, and it made it easy for us to configure and maintain during the startup phase.”

“MangoApps has helped us keep in touch with all of our company’s collaborators in one place, allowing us to easily communicate and share information.”

**Enrique Olalde,**  
IT Manager



After deciding to move forward with MangoApps, the PROBIOMED team shifted their focus to implementation. “During the implementation process, MangoApps was very user-friendly with multiple tools that helped improve our communication and way of getting things done on strategic projects and routine work,” says Liliana Joaquín, Quality Director at PROBIOMED. “The MangoApps support team was very flexible and allowed us to work within our schedule, while providing the information and assistance we needed,” say Natalia and Enrique.

## Preparing Their Workforce For Integra

PROBIOMED and their newly named MangoApps intranet platform, ‘Integra,’ now faced the task of preparing their workforce for an organization-wide change. With a new modern intranet platform ready to go, the goal shifted toward getting their employees ready to use it.

“Many of our employees are aged 40 years and up, so it was important that we created a training program that helped them understand and accept the platform,” says Natalia. “I think it was extremely successful. They are learning and they are using the platform. I’ve received comments like, ‘Well, this is really making my day a lot easier,’ so that’s very positive. Part of the reason that our collaborators are accepting this platform is because all of their tools are now in one place and it’s really simplifying their everyday life.”

“MangoApps is a very friendly platform,” adds Liliana. “It allows me to manage my team more efficiently, keep informed about projects and corporate news, and get the best of learning resources.”

## Transforming Internal Comms

Prior to implementing MangoApps, PROBIOMED was struggling to effectively distribute important information to its employees. “We used traditional communication tools such as email, posters, and TVs to inform our people about different topics but we needed a way to be closer to them and facilitate communication, making it more targeted, effective, and accessible to everyone, especially for those production and sales fellows. Now we have evolved into a digital company that does all of these through our MangoApps environment, Integra.”

With a complete digital transformation in place, PROBIOMED is now able to easily

send out targeted messaging to groups of its workforce or send company-wide updates when needed. “From a communications point of view, it’s much easier to make an announcement for the entire company or for just certain groups of employees,” says Natalia. “For example, we recently joined Sanfer, one of the largest and most important pharmaceutical groups in Latin America. In less than five minutes I was able to build a post about this and share the news with our entire company. People were able to instantly react and comment on the news.”

“I’ve also received comments from employees that tell me, ‘I love the way you make these communications because now I don’t get lost in my email searching for some important announcement.’ That’s really nice for us. For me personally, I can go to Integra and see what I must read and what is important for me and my team. Communication is faster, easier, and timely with MangoApps’ tools,” said Natalia.

Not only have they seen success on a group messaging level, but on a person-to-person communication level, it has also been a massive success. “In the past, if you wanted to communicate with a colleague from another office or in another city, you would have to either physically go there, send an email, or make a phone call,” says Natalia. “It was a pretty slow process because people were waiting to get the information they needed back. But now with MangoApps Chat, Updates, and Groups, we have all of these features available and it’s made these types of communication so much easier and so much faster.”

PROBIOMED has also been able to use MangoApps' Alerts feature to communicate with employees in time-sensitive emergencies and provide immediate information and updates to affected employees. "We've used alerts as a way to control earthquake situations around here," says Natalia. "We can send out alerts to affected office locations and our people can react much faster. It's very helpful because we're able to keep everybody up to date in real time with the situation and let them know when they can return to their jobs."

"The use of MangoApps; Trackers feature has a very wide application and allows us to simplify almost any task that we used to do manually."

**Liliana Joachín,**  
Quality Director



## Improving Processes With Trackers

One standout feature of MangoApps was the wide application use for Trackers. PROBIOMED was able to use Trackers to automate processes that would have previously taken a lot of time and effort from its employees. "I would definitely say that we are Tracker lovers," says Natalia. "We've found many ways to use them. Just to give an example, we use one to monitor COVID-19 cases within the company and keep track of health statuses of our teams."

"We also use Trackers to collect required information from our employees. We were working on an update of personnel folders, and rather than asking for information manually, our HR team designed a tracker with a form where everyone could upload all of their documents. It dramatically simplified the amount of time and paperwork that would have otherwise been involved."

## Using Recognition To Improve Company Culture

With employee satisfaction and engagement as a focus point for their intranet platform, PROBIOMED made sure to take complete advantage of MangoApps' Rewards and Recognition features. In doing so, PROBIOMED was able to improve camaraderie and company culture across their workforce.

"MangoApps' Recognition module makes it easier to say to someone that they are doing something good," says Natalia. "In the past, we had a system that required to go through several approvals before you could acknowledge an employee's hard work. With MangoApps, recognition can happen in an instant. I can recognize you for something you did today or just an hour ago, and all the people in your team can know about it. Your boss can know about it. It's been great for improving culture. We love it."

“The impact recognition is having here is huge,” continues Natalia. “It has helped us improve our company culture and really give this idea that PROBIOMED is a company where effort and a good job is appreciated, and that you are appreciated not only for what you do but for who you are.”

“MangoApps’ Recognition [module] is very agile,” adds Liliana. “People find it very satisfying to receive recognition through the platform, not only from people close to them, but from any part of the organization.”

“MangoApps’ People module allows me to explore our org chart and contact colleagues faster, but what I like the most is that, through it, I get to know people I work with better, reading about their professional experience, abilities, hobbies, and more.”

**Enrique Olalde,**  
IT Manager



## MangoApps Support Team

The high level of support provided by MangoApps has been recognized and praised by PROBIOMED’s implementation team. “I love the MangoApps support team. From day one, everybody has demonstrated true interest in what we need,” says Natalia. “They are always searching for a way to help us and give us what we want. They’re good listeners and wonderful developers.”

“The support team is my biggest point in favor of MangoApps,” adds Enrique. “Unlike other providers, our requests have been heard and carried out, which helps us achieve a better system and ultimately better collaboration.”

## Consolidating Their Tech Stack

PROBIOMED was able to consolidate their tech stack and get rid of tools that were no longer necessary once MangoApps had been implemented. This led to increased savings, improved efficiency, and a streamlined platform for employees to access work tools. “MangoApps has allowed us to consolidate tools that were previously separated, such as Chat, Awards, LMS, Projects, File Repository, and Intranet,” said Enrique.

# Probiomed's Unified Employee Experience



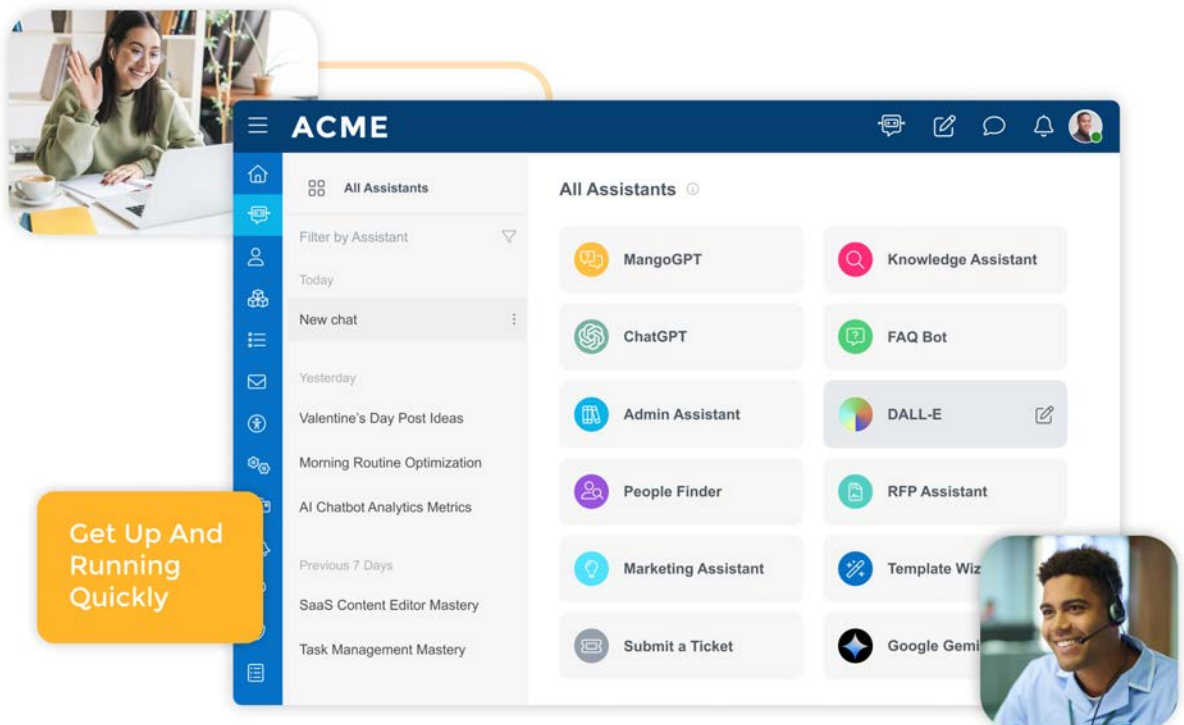
# CUSTOMERS SUCCESS

# Maximizing Customer Success with Tailored MangoApps Services

At the core of MangoApps is our unwavering commitment to deepening customer relationships and ensuring partner success. Our Success Services, meticulously designed to cater to your unique needs, underscore our dedication to customer satisfaction as the engine of our innovation. With services ranging from bespoke branding to flexible deployment and custom development, we ensure your team's seamless integration and enduring success. Our global support network offers round-the-clock assistance, and with regular, impactful upgrades provided at no extra charge, MangoApps keeps your operations at the forefront of efficiency and innovation.

## White Glove Onboarding

MangoApps customers get access to our customer success team, who are experts in making sure you not only get up and running with the platform from a technical standpoint but also set you up with a strategy for buy-in and long-term success.



## Around the Clock Support

Our support teams are staggered through different time zones, ensuring that no matter where you are in the world, you'll get 24 hour support. We pride ourselves on quick response and resolution whenever customer needs arise.



### Onboarding & Implementation

Your customer success team will help you build a roadmap to plan, build, and launch your new Employee SuperApp.



### Technical Support

Our customers consistently praise us as having some of the best and quickest tech support they've experienced from a vendor.



### Training

Live admin training from your customer success team, online training courses, videos, and onboarding guides to bring admins and users up to speed.



### Need More Help?

Let us know if you need additional services for a successful roll-out. From additional consulting to custom developments and branding services, we've got you covered.

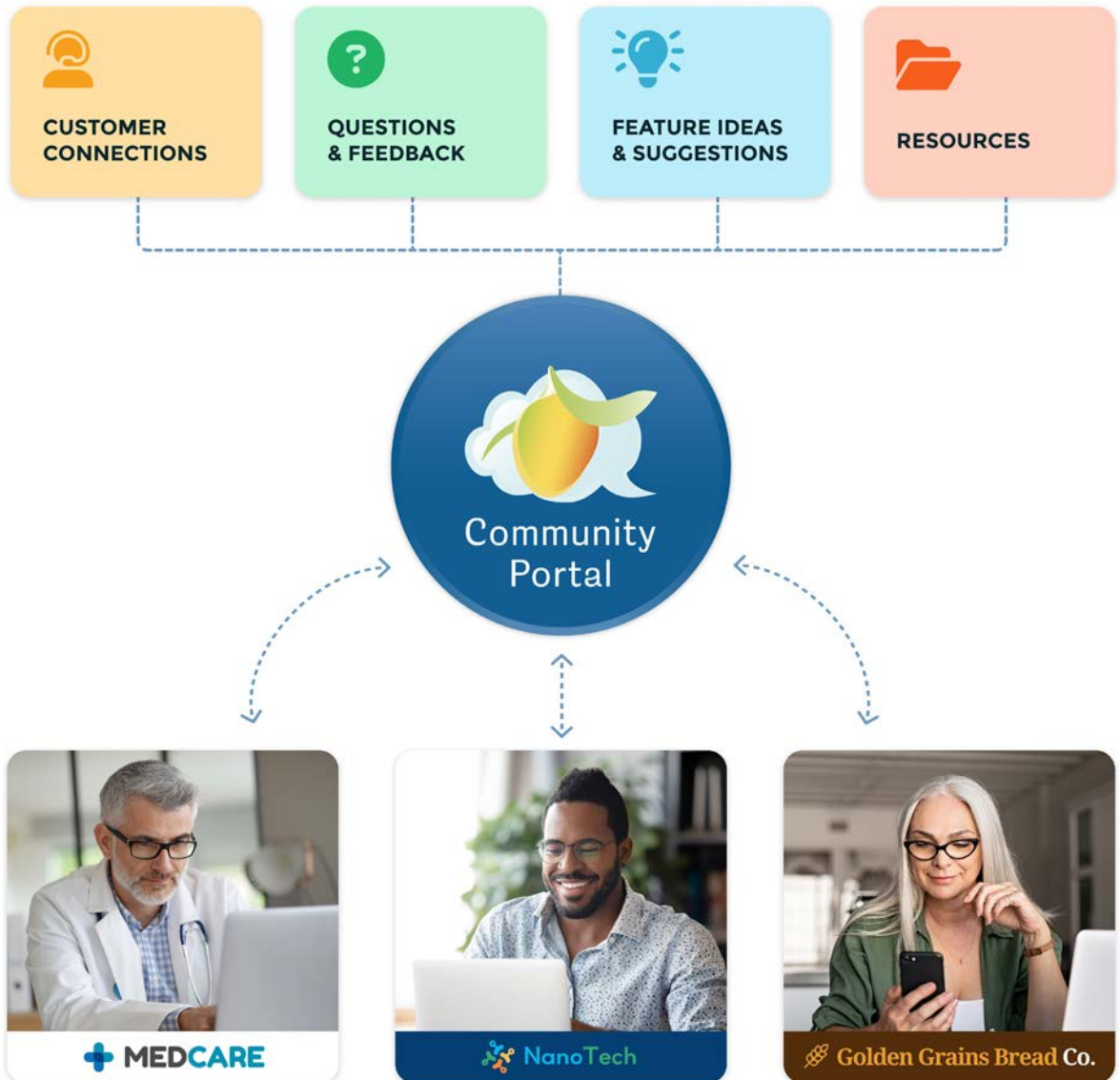
## Committed to Long-Term Success

MangoApps recognizes that building an Employee SuperApp comes with both opportunities and challenges. We are fully committed to the success of all of our customers in the long haul, and recognize that the nature of the support you need will be unique and may change over time.

As you deploy apps, learn and train, grow, or even hire new employees, we're with you every step of the way.

## Customer Community

The MangoApps Community Portal is a comprehensive hub for customers, offering a place to connect with other users and MangoApps experts, stay informed about the latest updates, and access support from customer success teams. It's a space for learning, training, and sharing ideas for new features, as well as participating in community events focused on new functionalities. This portal ensures customers are well-supported, engaged, and contributing to the evolution of MangoApps, fostering a collaborative and dynamic user community.



# CLOSING

# Propel Your AI-Journey With MangoApps

As we conclude this exploration of artificial intelligence's transformative potential in the workplace, it's evident that AI is not just a technological leap but a transformative force reshaping enterprise operations. Through MangoApps AI Assistants and the AI-first Modern Intranet platform, we've showcased the immediate, accessible opportunities for businesses to harness AI's power today.

The journey to AI integration, while complex, is illuminated by the practical use cases of MangoApps AI Assistants, highlighting the tangible benefits of AI-driven transformation. These include enhanced efficiency, productivity, and a significant return on investment, positioning MangoApps as a leader in the AI revolution.

At this pivotal moment, the necessity for AI integration is clear. The inefficiencies and challenges of traditional workplace operations underline the need for the streamlined, empowering capabilities of AI. MangoApps AI Assistants and the AI-first Modern Intranet platform offer seamless, secure ways to leverage this potential, transforming the way businesses operate.

We encourage you to explore how MangoApps can revolutionize your business operations. Let us help you navigate the AI revolution with confidence, ensuring your business is not only prepared for the future but actively shaping it. With MangoApps, the future of workplace innovation and efficiency is already here.

To see how MangoApps AI Assistants can transform your enterprise, I hope you'll schedule a personalized demo on our website at [www.mangoapps.com](http://www.mangoapps.com).



A handwritten signature in black ink that reads "Anup Kejriwal".

Anup Kejriwal  
Founder & CEO  
[anup@mangoapps.com](mailto:anup@mangoapps.com)

# Empower an Efficient Workforce with an AI-First Employee SuperApp



## CONTACT US

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