



OPERATION MODERN DIGITAL HUB:

A Guide to Planning A Successful Intranet Launch

INTRODUCTION

Orbiting a Modern Intranet – The Center of Employee Experience

Over the past decade, the workplace as we know it has evolved. From digital-first operations to dispersed workforces, nearly every aspect of work has changed, including the company intranet. Organizations now seek more than hard-coded sites and simple document management tools. Although once highly innovative, traditional intranets no longer cut it for today's working world.

Companies now covet modern intranets that actively improve productivity, efficiency, and collaboration by engaging employees, unifying tools, and enabling AI-driven knowledge discovery and sharing. With these advancements, the modern intranet has proven essential for a positive employee experience.

But implementing an adequate intranet for today's workforce—whether deskbound or on the frontlines—can seem daunting. It's a daring mission that takes a dedicated crew willing to oversee needs and intentions, collect executive buy-in, and enthuse colleagues about the platform. Though it may feel risky now, successfully implementing a modern intranet will propel your staff into the future, creating a digital hub that will revolutionize the way they collaborate and work, improving employee experience every step of the way.

With over 15 years of experience, MangoApps has helped hundreds of enterprises successfully implement intranets. This guide distills our expertise into a strategic roadmap, helping you plan, develop, and launch a modern intranet that meets the needs of today's digital workplace. Read on to learn everything you need to plan your modern intranet mission and see it through to launch.

Get ready to provide an out-of-this-world employee experience!



Chapter 1

Your Mission Proposal

Creating a Business Case

Software projects require both time and money—two things companies are rightfully reluctant to give up without good reason. Therefore, to improve your chances of getting “Operation Modern Digital Hub” to take off, you’ll first need to deliver clear and tangible benefits to executive leadership in a powerful cost-benefit analysis. This won’t just cover pricing and functional requirements; it must openly convey the business problem that exists, the risk the problem presents to the business’s long-term health, how a modern intranet will solve the business problems, and why investing in this solution now will be beneficial. Without this, it’s unlikely “Operation Modern Digital Hub” will get the funding it needs to succeed.

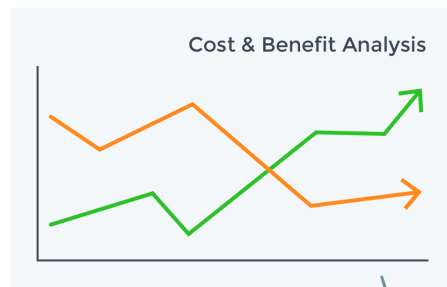
A strong business case is essential to getting all your ducks in a row. But don’t focus solely on securing senior-level buy-in, budget, and commitment—it’s also a powerful tool for rallying the support you’ll need across various functions to bring the project to life. A well-crafted case will clearly define the objective at hand, leveraging relevant data to justify the need for the initiative. It should also outline the expected results and returns as they apply to various staff, stakeholders, and customers, for added momentum and motivation.

Your business case should establish the project scope as well, including the resources, timelines, and investment required. Addressing potential risks, evaluating options, and making informed recommendations will ensure you move forward with a clear path to success. In the end, you want to select the modern intranet solution that best fits your company’s unique needs while delivering ideal results; a compelling business case will aid you in that decision.

Backing from Stakeholders

Adding new software to your company’s tech stack is challenging in several ways—one of the most significant being buy-in from C-level executives. Because it requires attentive change management and a shift in company culture, leadership must be fully committed to the cause for the strategic initiative to take hold. Deploying an intranet requires investments—big and small, financial and otherwise; it’s up to you to create an appealing case to convince leaders that investing money, time, and resources will deliver long-term business value.

Securing budget approval is just one piece of the puzzle, though. Management also plays a vital role in addressing common project risks such as budget overruns, low user adoption, or resistance from other leaders. With the far-reaching impact an intranet can have, it’s essential to ensure your leadership is championing the change. They can motivate and engage employees, ensuring your new system is embraced across the company.



- 🔍 Business Problems
- 🍀 Business Long-term Health
- ✅ Solutions & Benefits



To maximize engagement, take the time to understand what matters most to those who have stakes in your intranet project. While invested in the company's overall success, they're more likely to support your project if you address their specific business priorities. Mapping out key stakeholders—including their interests and influence—will help you focus your efforts where they matter most, ensuring smoother planning, rollout, and adoption. We've found the following roles to be key stakeholders in intranet projects; take a look at their concerns, objectives, and influence to ensure your intranet project pitch resonates with your stakeholders:

Title	Organizational Priorities	Influence
CEO	<ul style="list-style-type: none"> Monitoring and driving overall business performance Defining and executing the organization's strategic vision Allocating and ensuring access to essential resources 	<ul style="list-style-type: none"> Signals the project's importance upon endorsement Acts as the project's primary advocate Shapes the intranet plan to align with company goals/organizational priorities
CHRO	<ul style="list-style-type: none"> Cultivating a positive and cohesive company culture Attracting, developing, and retaining top talent Enhancing employee enthusiasm and workplace satisfaction Strengthening the organization's reputation as an employer 	<ul style="list-style-type: none"> Configures the plan for training, communication, and incentives, influencing how quickly and effectively employees embrace the platform Drives decisions about features and functionality that align with the organization's culture
CFO	<ul style="list-style-type: none"> Ensuring accuracy and transparency in financial reporting Managing budgets to align with strategic priorities Maximizing return on investment through strategic planning 	<ul style="list-style-type: none"> Impacts the project's scale, quality, and timeline upon approval Controls how much financial risk can be taken, potentially limiting or expanding the intranet's capabilities
CIO	<ul style="list-style-type: none"> Optimizing performance and reliability of IT systems Developing scalable, evergreen processes and technologies Safeguarding data through robust protection and usage policies Balancing cost efficiency with strategic IT investments 	<ul style="list-style-type: none"> Determines the viability of the intranet's technical features & integrations, setting boundaries on what's achievable Balances innovative capabilities with operational realities, affecting the final system's attributes Sets policies on data security, privacy, and usage

Identifying Key Business Opportunities

Intranets can deliver substantial value across various departments and objectives, from increasing efficiency to enhancing employee engagement and knowledge sharing. However, senior leaders will want to know the concrete value and when they will see measurable results.

Instead of listing every possible benefit, focus on the current, specific challenges and gaps your intranet will address. This will make for a more compelling business case. Assess the most pressing pain points within different teams and narrow down the top priorities that align with stakeholder goals. For instance, if your company struggles with inconsistent processes and communication across various office locations, highlight benefits like standardized workflows, centralized resources, and improved team collaboration. These tangible improvements will form the backbone of your intranet objectives and demonstrate clear value and return on investment.



Value Across Departments

Human Resources

- Improved employee engagement
- Speedier onboarding & training
- Centralized HR resources
- Advanced employee recognition programs

Operations

- Standardized workflows
- Real-time updates on process changes
- Enhanced project tracking & reporting
- Improved compliance

Administrative

- Digitized, accessible forms
- Automated routine tasks
- Centralized scheduling & calendar management
- Efficient internal communication

Customer Service

- Faster access to FAQs and support resources
- Streamlined ticket escalation processes
- Improved knowledge sharing among team members
- Enhanced customer feedback tracking

Sales & Marketing

- Quick access to sales collateral and templates
- Real-time updates on campaigns and promotions
- Streamlined content approval workflows
- Improved lead management tracking

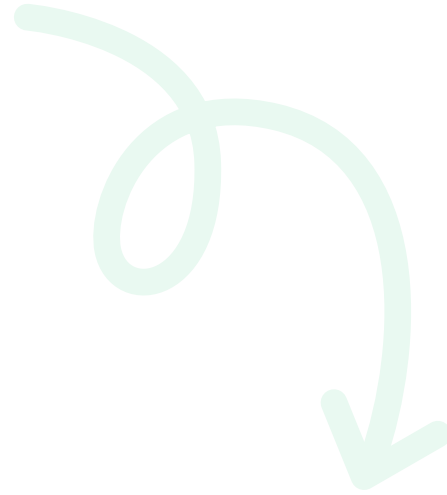
Demonstrating Value and ROI with Intranet Objectives

When defining objectives for your intranet, it's important to include both collective and definitive goals.

Collective objectives are broad and often harder to measure but shouldn't be ignored; they might not be explicitly defined in your company's strategy, but they can offer significant potential, like improving overall communication or fostering a more engaged workforce. Though these goals may not immediately translate into "bottom line" figures, they carry long-term value that supports your case.

Definitive objectives, on the other hand, are more precise and often quantifiable. These may relate to a particular department or function and can be tied to performance metrics such as employee retention rates, onboarding speed, or process efficiency. By translating a collective goal into something measurable, you provide a clearer path to demonstrating the return on investment for stakeholders.

To communicate value effectively, align your objectives with the metrics your organization already uses, whether that's ROI, cost-benefit analysis, or another method. For example, if employee turnover is tracked as a percentage of total staff, set a goal to reduce it by a certain amount after the intranet is fully implemented. Speaking in terms stakeholders understand will help build your case and increase support.



Collective Objectives

- Increase employee collaboration
- Improve employee retention
- Boost company culture

Definitive Objectives

- Increase revenue by ___ dollars.
- Reduce costs by ____ percent.
- Trim onboarding time by ____ hours.



In the graphic below, we've collected a few example objectives, showing the ROI a modern intranet yields for a team of 2500:

TOTAL SAVINGS

ACROSS A TEAM OF 2,500 (2,000 FRONTLINE & 500 DESK) EMPLOYEES



Desk Workers
Save 7,232
hours per week



Frontline Workers
Save 5,985
hours per week



Annual Licensing
fees save
\$696,000

1. REDUCING RELIANCE ON EMAIL



For desk workers
Save 1,250
hours per week



For frontline workers
Save \$96,000 on
annual licensing fees

2. REDUCING TIME SPENT SEARCHING FOR INFORMATION



For desk workers
Save 1,750 hours
per week



For frontline workers
Save 1,500 hours
per week

4. REDUCING TIME SPENT ON DUPLICATED WORK



For desk workers
Save 4,000 hours
per week



For frontline workers
Save 3,200 hours
per week

5. REDUCING ONBOARDING COSTS



For desk workers
Save 77 hours per week



For frontline workers
Save 770 hours per week

6. REDUCING STRAIN ON IT

40

HOURS

Save 40 hours per week for the IT team or one specialized full-time hire

7. DIGITALIZING & AUTOMATING BUSINESS PROCESSES



For desk workers
Save 15 hours
per week



For frontline workers
Save 115 hours
per week

8. CREATING A CULTURE OF SHARING

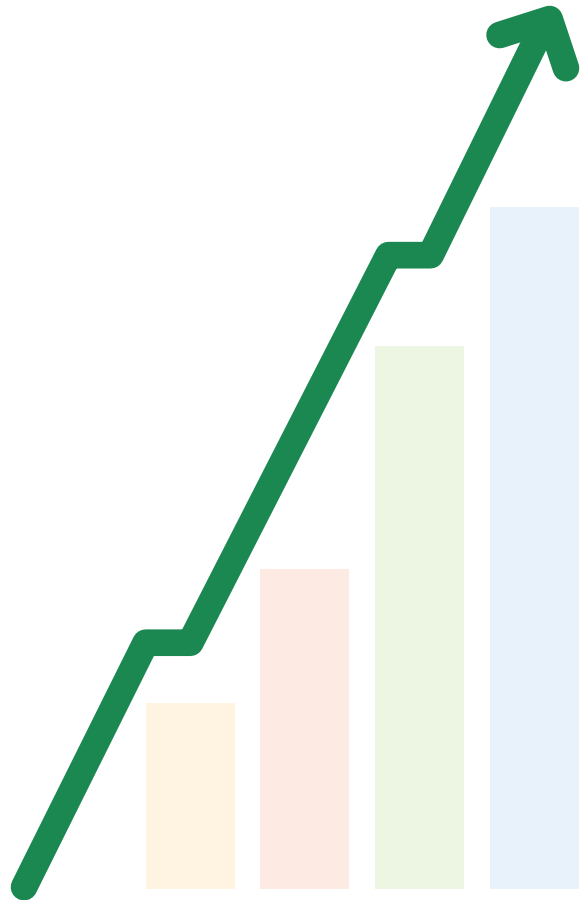


By giving your team a space to create new connection; Priceless

Crafting Your Opportunity Statement and Benchmarking for Success

After identifying business opportunities, mapping stakeholders, and setting clear objectives, your next step is to create an opportunity statement—a concise executive summary that serves as a guide throughout your intranet project. This statement should clearly outline the problems your intranet will solve, the expected returns, necessary resources, significant considerations, and a rough timeline for completion. Tailor this to the specific priorities of your stakeholders to ensure it resonates with decision-makers.

Equally important is benchmarking, which helps establish a clear baseline for your project. Before launching your intranet, carefully take note of your current performance in key areas so you can measure progress accurately. This will allow you to track the success of your intranet and provide realistic estimates of ROI, ensuring you can demonstrate its value to stakeholders over time.



“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.



Chapter 2

Charting The Course

Now that you've gotten buy-in from leadership, it's time for phase two of "Operation Modern Digital Hub:" The Planning Stage. To start, you'll want to determine who your users are and understand their needs. From there, you'll take inventory of the features and functionalities your intranet should provide to meet those needs. Then, you can confirm that the internal structures, resources, and processes are in place to launch your intranet successfully.

It's also important to determine how your intranet will impact things in the long run; start by asking yourself these questions:

- Where does it fit alongside your current tech stack?
- How will it grow and evolve with your company?
- What is required of it to deliver your business objectives?

A great way to devise a plan is to ask the classics: **Who, What, When, Where, Why, and How?** The "**who**" refers to users of the intranet and their needs, and the "**what**" correlates to the features and requirements of your intranet. Next, give your intranet project a projected timeline and decide when deployment would be most convenient for your team. Then, for "**where,**" consider the relation of the intranet to your digital workplace as a whole. As for "**why,**" think about the reasons you want a modern intranet; by keeping your reasons top of mind, you'll stay on track and see your plan come together effortlessly. Finally, factor in **how** the combination of different resources, people, and risk factors play a part in the delivery of your intranet.



Who Is Your Intranet For?

Your intranet's success depends on how it's used and how often people engage with it. In the end, it's all about your users.

Figuring out who will use your intranet and what they'll need it for should be the core of your project plan. It's common to prioritize input from leadership—they approve budgets and make key decisions after all—but without a focus on the user experience, your intranet might end up a black hole.

1. Designing an Intranet For Your Entire Workforce

A modern intranet should be versatile enough to serve everyone, from frontline staff to desk-based employees, providing a cohesive platform that enhances work across all roles and locations. Consider the unique needs and tasks of all employees to create an intranet that truly connects the entire company.

For frontline workers, the intranet should prioritize accessibility and simplicity. This generally means mobile-friendly features, easy-to-navigate interfaces, and tools for rapid communication and task updates—helping teams stay aligned without needing to log in from a computer. Features that keep frontline staff informed and allow for quick feedback, such as news feeds or real-time alerts, can go a long way in building engagement and inclusivity. These features give frontline teams a voice and make otherwise tedious tasks, like checking schedules or hunting down company documents, a breeze.

Desk-based employees often need more robust content and collaboration tools, like document sharing, project management resources, and spaces for deep-dive discussions. An intranet for office staff should offer tools that streamline daily tasks and centralize information, making it easy to access company knowledge, share updates, and keep everyone in sync on ongoing projects.

Ultimately, a great intranet design considers the entire workforce and provides tailored access, clear communication channels, and the resources each role needs to perform efficiently. By understanding the daily routines and challenges of both frontline and office employees, you can ensure your intranet is an essential tool for everyone.

2. Representing Your Audience by Creating Personas

Planning and launching a successful intranet means understanding what users need—and one great way to do that is by creating intranet personas. These personas act as stand-ins for real users, built from actual research to reflect employees' goals and characteristics. Here's an example of what a persona might look like:



Role: Retail Associate (Frontline Worker)

Profile: Kathryn has been a retail associate for six months, helping customers with

product inquiries, finding items, and resolving service issues on the store floor. She depends on quick, accurate access to product info and policy updates to answer questions and make positive customer experiences.

Primary Information Sources:

- Product Knowledge Base
- Shared Resources Hub
- Customer Support Directory

Pain Points:

- Struggles to confirm if information is ready for customer use
- Frustrated by the need to switch between systems mid-interaction
- Outdated data isn't flagged for correction, which can impact customer experiences

Technology Environment:

Kathryn uses a mobile device for quick product lookups and inventory checks but finds the intranet outdated and less accessible compared to the mobile apps she uses outside of work.



“I feel like I’m floating in space trying to find what I need. Our intranet doesn’t sync up with the latest updates, so I’m constantly worried about sharing outdated information.”

- Kathryn Janeway, Retail Associate



Role:
Marketing Coordinator
(Office Worker)

Profile:
Benjamin is a marketing coordinator responsible for

managing social media and creating content for customer-facing campaigns. With a high volume of deadlines and cross-department collaboration, he needs a reliable intranet to stay updated on resources and track project progress.

Primary Information Sources:

- Marketing Resource Library
- Team and Project Updates
- Company News and Announcements

Pain Points:

- Struggles to locate the latest campaign assets
- Experiences lag when switching between tools
- Limited cross-department communication

Technology Environment:

Benjamin works on a desktop setup with multiple monitors and uses design and social media tools regularly. He feels the intranet could better support his needs with more intuitive search and integration.

3. Think About Your Users’ Challenges

Your team is made up of unique individuals, each with their own set of needs. When planning your intranet, keep everyone in mind—whether they’re tech-savvy, have accessibility requirements, or speak various languages. Think about where your employees are based, how and when they’ll access the intranet, and any specific challenges they might have. For instance, do you have remote team members who mostly log in from mobile devices? Or workers who aren’t super comfortable with tech? Take note of any specific needs and reach out to HR for support if you need help getting insights.

“Sometimes I feel like I spend all day navigating through a galaxy of tabs. I need a system that keeps everything in one place, so I can easily find them when I need them.”

- Benjamin Sisco,
Marketing Coordinator



What should your intranet provide?

Now that you know who your users are and how they'll use your intranet, it's time to figure out what's required of it to meet their needs. This includes the features, functionality, and goals you want to achieve. You've already laid the groundwork in your business case, so now's the time to get specific.

Determine Objectives

Take a look back at your business case to help determine what your intranet is all about. Set clear goals for both the short and long term, and use these as a guide throughout the planning process. Keep in mind that an intranet can support a ton of business processes and objectives, making it easy to lose sight of why users actually visit it in the first place. Generally, users will access your intranet most often to:

- Find information (related to their role/ department and HR queries)
- Keep track of and complete tasks
- Connect with colleagues for help

If your intranet can automate operational tasks, show detailed usage analytics, and deliver training programs, but users can't find the HR policy or connect with a colleague, it's missing the mark on its most important purpose. Keep referring back to these goals during your project to stay focused on what really matters.

"We wanted to make MangoApps the tool for communication on all levels and drive the message that if you want to share something, share it through MangoApps. It's really helped us improve our internal communications."

Tiffany Anderson,
Vice President of HR



HUIT-ZOLIARS

Focus Areas

With regular updates and new features, it's easy to get caught up in all the things today's intranet platforms can do. So to start, try to focus on the main objective: to improve employee experience throughout your organization. To do that, there are four key areas to focus on:

Communication: So users can conveniently receive updates about the organization, their teams, or specific projects, and communicate with one another.

Information: To quickly find items such as HR policies, company documentation, or other resources necessary for their roles.

Business Processes: To streamline run-of-the-mill to-dos, like requesting PTO or submitting travel expenses.

Collaboration: So users can effortlessly ask for help or connect on a specific project.

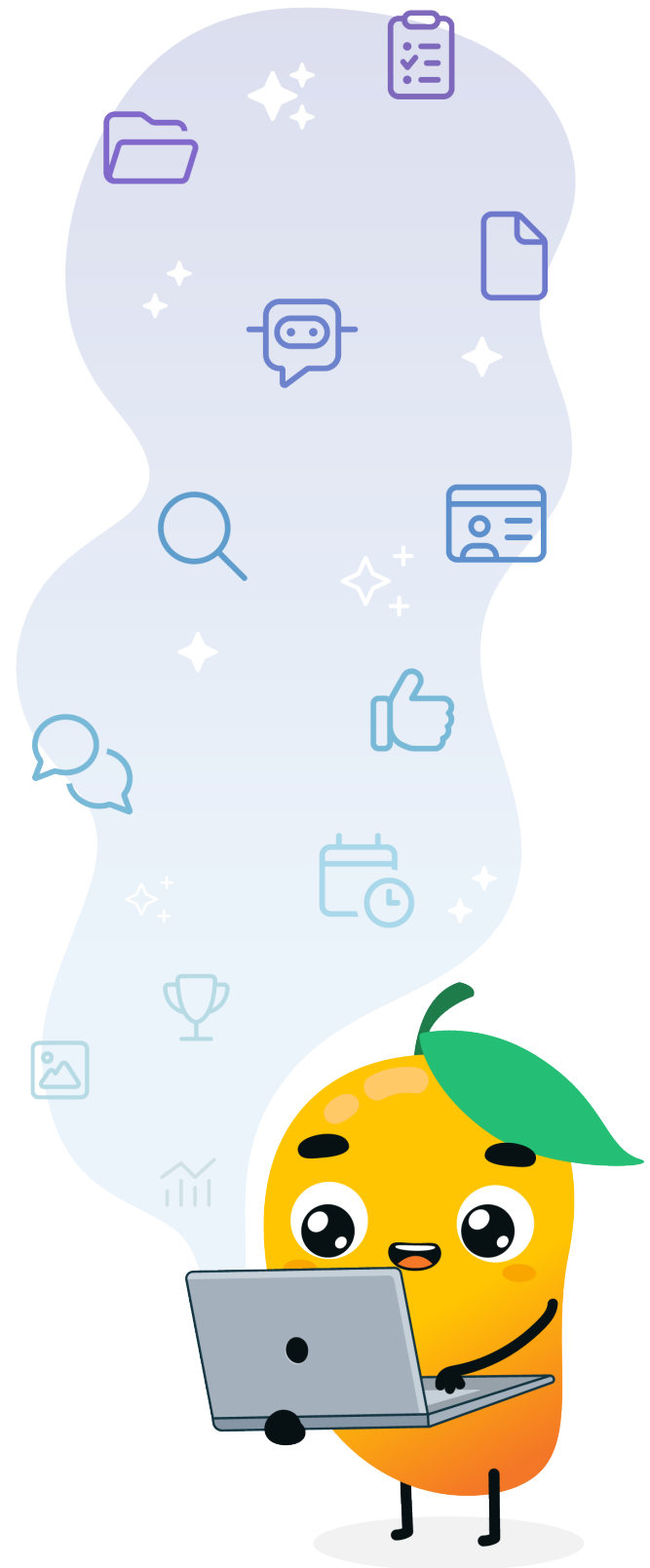
The ideal modern intranet will offer a mix of tools that tackle each of these areas, in the end improving the employee experience for a variety of roles.

Features and Functionality Your Intranet Should Offer

Now that you've got a grasp on your purpose, user needs, and the kinds of business problems your intranet will tackle, it's time to outline the features your intranet should offer. Doing so will help you prioritize and compare different vendors or solutions. While there's not necessarily a universal approach to creating an intranet, we've found that the following features make for the most successful intranets:

- A file management system or the ability to connect to cloud storage options like SharePoint, Dropbox, and OneDrive
- AI Assistants for employee self-service, such as colleague finders, search experts, image creators, and more.
- An employee directory that includes bios, contact information, and more
- Advanced AI Search features for quick access to what your employees need
- Communication tools like forums, discussion boards, or instant messaging
- Social features such as timelines, commenting, liking, sharing, polls, @mentions, and hashtags
- Project management tools, including calendars, events, task management, and dedicated team spaces
- Rich media capabilities to create engaging content with images, videos, GIFs, and more
- Analytics to track usage and engagement
- The ability to show appreciation, such as giving recognition and rewards for a job well done

As you dig into your options, you'll find this list is just the tip of the iceberg. But remember, features alone don't guarantee success—user experience plays a big role, too.



Achieving a Positive User Experience

When planning your intranet, it's just as important to think about how it works as it is to consider what it does. A feature-rich system might look impressive, but if it's hard to use, it won't get the job done. Here are some key points to keep in mind:

Will it work for remote or frontline employees?

With more people working from home or on the go, your intranet must be accessible anytime, anywhere.

Is it user-friendly? The whole point of your intranet is to be easy to use. If your users struggle to navigate it, you'll see low adoption rates, and that can hurt its success. Prioritize simplicity in your design, taking inspiration from popular consumer tech that's accessible to everyone.

How easy is it to set up? Depending on whether you go for a custom build or an off-the-shelf solution, your intranet could take anywhere from a few months to a couple of years to launch. Another factor is the size of your organization and how big your intranet planning team is. Think about the timeline and resources you'll need to kick things off and keep it updated.

How easy is it to maintain?

Users who aren't especially tech-savvy should be able to create and manage your intranet's content without bogging down your IT team. Ensure your intranet comes equipped with easy-to-use content creation and management features, like AI-powered image generation, drag & drop page designers, governance capabilities, and more.

What sort of user experience will it provide?

User experience (UX) is becoming increasingly important, not just for consumer apps but for internal platforms too. Your intranet should enhance usability, accessibility, and overall satisfaction for users, which in turn can improve the experience you deliver to customers.

What to Look For in an Intranet Provider

Having great software is just one piece of the puzzle. In a crowded market, many out-of-the-box solutions offer similar core features, so it's essential to take a strategic approach and get the right support to bring your vision to life. If you're going with a dedicated provider for your intranet solution, they play a crucial role in your project's success, both during launch and throughout the platform's life. Here's a checklist of what to expect from your provider:

- Experience and expertise
- Thought leadership in the field
- Good reputation
- Stable product and company
- Existing clients with similar needs
- Commitment to innovation, updates, and future roadmap
- Project management support
- Product training for your team
- Onboarding and launch support
- Ongoing account management and support

When Should You Plan & Launch Your Modern Intranet?

Timing your intranet launch thoughtfully can have a big impact on its trajectory and success. To make the most of the launch period, you'll want to consider your internal resources, your team's availability, and larger organizational events that could influence engagement and adoption.

Here are some considerations regarding when to embark on your modern intranet journey:

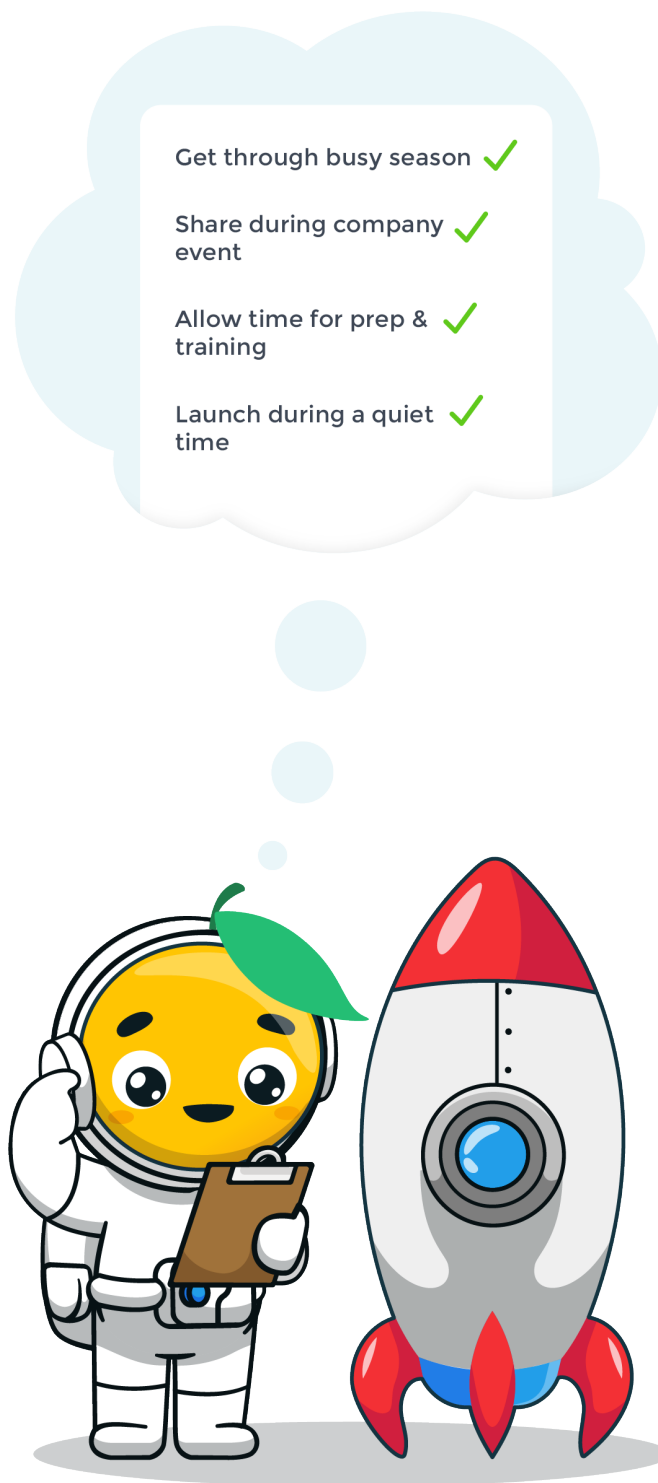
Internal Schedules and Busy Seasons: Avoid launching during peak busy times for your organization, like the holiday season in retail or exam periods in education, so employees can focus on adapting to the new platform.

Key Company Events: Align the launch with major company events or meetings where you can boost visibility and encourage leadership buy-in.

Pre-Launch Preparation and Training: Allow sufficient time for content preparation, integration setup, and training for admins and early adopters. Well-prepared users are more likely to engage successfully from the start.

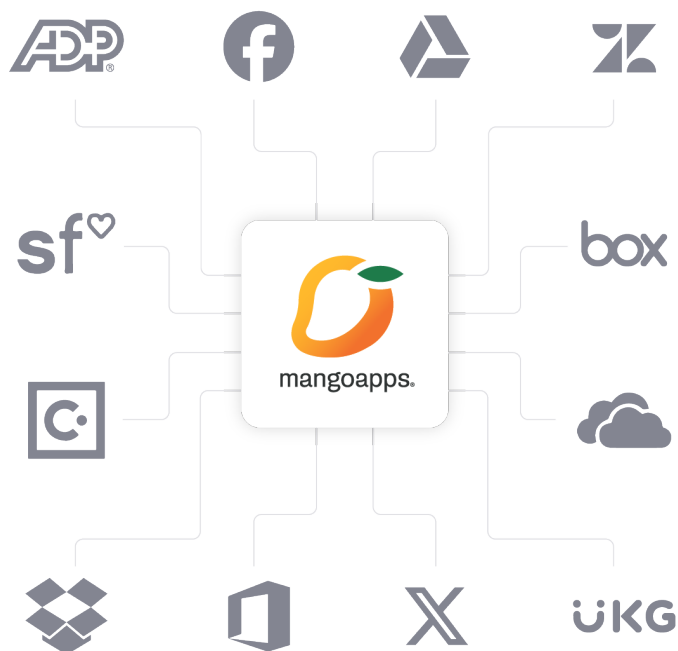
Change Management Schedule: Stagger major organizational changes. Introducing the intranet during a quieter period can help employees adopt it smoothly without feeling overwhelmed.

Finding the right launch time is all about balancing availability with strategic planning. The goal is to launch at a time when your team is prepared, leadership is aligned, and employees have enough space to explore and adopt the new intranet at their own pace.



Where a Modern Intranet Belongs Within Your Digital Work Hub

Improving an intranet can have a big impact on your organization, particularly when it enhances daily workflows, centralizes essential tools, and streamlines information access. This update should focus on aligning the intranet with your current tech stack and culture, making it a tool employees rely on every day and easily access what they need. Collaborate with key stakeholders—especially IT—to identify areas for improvement and discuss any potential challenges with hosting, integration, or system compatibility.



Adding an Intranet to Your Business' Tech Stack

Today's workplaces are overloaded with apps and tools—sometimes hundreds in one organization. While having a range of digital tools is nice, it can lead to silos, duplicated work, and burnout.

A good intranet doesn't try to replace every app. Instead, it connects with the tools you already have, giving users a single front end with all the things they need, while admin teams can continue to utilize the deeper functionality for their use case-specific tools. Setting up your intranet as a central hub that integrates with other tools breaks down silos, streamlines tasks, and improves both usage and ROI.

Here's what to consider during planning:

- Connect with cloud storage or third-party platforms (like HR or payroll systems).
- Add apps specific to team roles, such as customer service tools like ZenDesk, to give quick access to a shared knowledge base and better customer service.
- Integrate with cloud providers (e.g., SharePoint) to keep all business documents in one spot.
- Link with communication tools (like Yammer or Skype) to centralize conversations and cut down on email.
- Enable Single Sign-On (SSO) to reduce the number of logins—saving time and easing the load on IT.

These decisions impact intranet design and setup; you might find it helpful to consult with your intranet provider to ensure these integrations are set up in a secure, straightforward manner.

Custom Building an Intranet vs Using an Intranet Provider

When updating an intranet, organizations often choose between building a customized experience and enhancing an existing platform. If your team has substantial IT resources, a custom-built intranet can be designed specifically for your needs. However, just because you can create a custom intranet doesn't mean you should. Unless you have a niche or complicated use case that's unattainable with an out-of-the-box solution, there's no need to go the custom route. Plus, the cost of creating and maintaining a custom intranet is much higher, which is why off-the-shelf intranet solutions are increasingly popular. And, their ability to integrate smoothly with platforms like Office 365 makes complex custom builds increasingly unnecessary. Consider the following questions when deciding how to proceed:

Building From Scratch: Does your intranet require features that an out-of-the-box solution can't provide?

Internal Expertise: Do you have the skills needed to customize your current intranet, or would external support be required?

Resource Allocation: Can you dedicate resources to an intranet update without affecting other priorities?

Experience: Is your team familiar with creating internal software that facilitates collaboration?

Timeline: How soon do you need to complete your intranet project? Custom builds can take longer and are at higher risk of running over schedule, so keep that in mind.

For many companies, enhancing an existing platform with integrated, ready-made solutions can deliver the best of both worlds: a modernized intranet that's easy to deploy, yet flexible enough to meet evolving needs.



Why You're Pitching an Intranet Project

At the heart of your intranet project is the question: Why are we doing this?

There's more to it than just updating old systems or adding another tool to your tech stack—you're spearheading an intranet project to improve communication, collaboration, and the overall employee experience. In turn, bettering the business by bettering its employees.

A well-implemented intranet serves as a hub that streamlines business processes, fosters engagement, and creates a seamless digital experience for your workforce.

An intranet that aligns with your business goals can:

Increase Efficiency: By centralizing information, automating tasks, and reducing redundancies, an intranet simplifies everyday operations.

Enhance Employee Engagement: An intranet fosters a sense of connection and inclusion, especially in remote or dispersed teams, making employees feel more invested in the company's culture.

Support Growth: As your organization evolves, so can your intranet. With the right plan, your intranet can scale to support new features, teams, and processes as needed, growing with your company.

Ultimately, the “why” of your intranet project comes down to delivering a tool that empowers employees and drives the company forward—making it easier to find information, collaborate, and stay aligned with business objectives. It's about creating a unified experience that supports both short-term needs and long-term goals.



How To Deliver Your Intranet Project

Using a provider to help launch your intranet? You'll still need a team involved on your side for support; it's essential to build a detailed plan with defined resources and timelines and avoid common project issues.

Your Intranet Project Team

Gathering a dedicated crew for “Operation Modern Digital Hub” is key to its success—from planning and strategy to staying on course after launch.

Mapping out roles and responsibilities up front will help to ensure the project remains on track, which can cut down on issues like project overruns, and empowers an action-oriented mindset with strong governance.

Below are some sample roles for a modern intranet project, including ongoing management after launch. Your needs may differ depending on company size and structure, and in smaller teams, some roles might overlap.

Who	Why They're Needed	When They're Needed	Roles & Responsibilities
C-Level Directors	With the power to set the course, C-Level Directors bring the influence needed to make the intranet launch a true cultural shift, not just a procedural one.	<ul style="list-style-type: none"> • Development • Deployment • Ongoing 	<ul style="list-style-type: none"> • Sign off on and support the intranet's mission and objectives. • Align the intranet with your organization's goals. • Serve as a beacon for unresolved issues needing senior-level escalation. • Endorse the project and ensure employees hear about it.
Key Leaders	Key leaders, such as department heads and project managers, know the big-picture coordinates. They can easily navigate your organization's goals and are well-connected to other mission-critical leaders.	<ul style="list-style-type: none"> • Development • Deployment • Ongoing 	<ul style="list-style-type: none"> • Collaborate with intranet management, C-Level, and the team to chart and steer the intranet's strategic path. • Chair governance meetings to ensure smooth sailing. • Keep C-Level directors in the loop with progress reports and escalate any asteroids in the way. • Oversee how their teams use the intranet, championing adoption, identifying areas for improvement, and providing updates to leadership.
Internal Comms Leads/ Intranet Managers	For keeping the intranet in orbit daily. Without internal comms leads to help manage the intranet, the platform will drift off course, leading to disengaged users.	<ul style="list-style-type: none"> • Deployment • Post-Launch • Ongoing 	<ul style="list-style-type: none"> • Manage the intranet day-to-day: setting up homepage structures, maintaining navigation, and guiding content. • Train and support content creators, and optimize search functions. • Regular check-ins with team members to ensure users are confident and familiar with the intranet space.
Department Managers & Content Creators	As overseers of department-specific content, Department Heads make sure the intranet shines with valid, accurate, and useful information, while content creators keep the intranet stocked with engaging, relevant content.	<ul style="list-style-type: none"> • Development • Deployment • Ongoing 	<ul style="list-style-type: none"> • Partner with Stakeholders and Internal Comms to uphold the content strategy. • Populate the intranet with engaging, accurate, and useful content before the launch, creating a strong initial impression. • Be a go-to for troubleshooting and updates requested by intranet management. • Respond to content requests and help ensure the platform stays dynamic.
IT Team	The IT crew is essential for tackling any tech challenges, from security to user management, and keeping the intranet engine humming.	<ul style="list-style-type: none"> • Development • Deployment • Post-Launch • Ongoing 	<ul style="list-style-type: none"> • Handle all things technical, like hosting, security, and integrations with other systems. • Support digital workplace tools and manage the user experience. • Tackle troubleshooting tasks to keep things running smoothly.

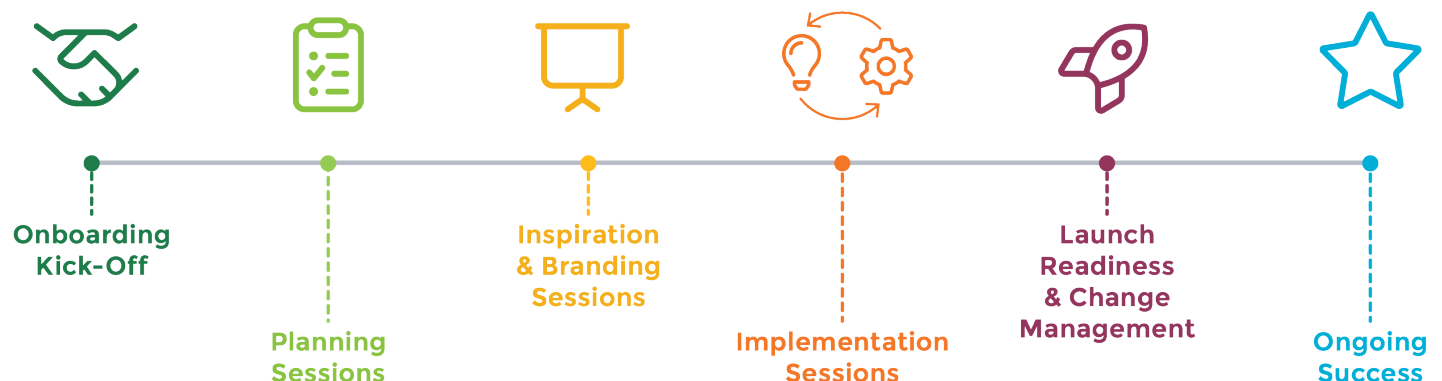
Setting Clear Roles & Responsibilities

If you're using internal resources, it's tough for employees to juggle project tasks alongside their usual roles. Making sure everyone's roles and responsibilities are documented and clear from the start will help everyone to properly prioritize this project with their other deliverables. If roles or responsibilities change, make sure to document the handover so everyone's on the same page.

Delivering Results Within a Timeframe

Senior leaders will undoubtedly ask, "How long will this take?" as your intranet project starts rolling. But, timing varies by project scope, solution type, company size, and so on. Here's an example of things to plan, starting at kickoff and continuing beyond launch:

Mapping out your plan will reveal key milestones. Outline deliverables for each step, like when to finalize design sign-off or start migrating content. Be realistic and conservative with estimates, and build in time for unexpected delays. In terms of timeline, it's always best to underpromise and overdeliver.



Support & Services For Your Intranet Project

Setting up an intranet is a major change that can boost communication and collaboration. But it takes planning and expertise. Having ground control support during setup and post-launch can make a huge difference. When planning your modern intranet mission, consider budgeting for:

Intranet strategy: Guidance on structure, content, launch, and engagement to map out your intranet plan.

Training: For admins, content creators, and users to build confidence and encourage usage.

Branding and design: Aid in defining a custom look and feel for your intranet.

Technical consulting: Support with security, integration, and setup to make sure everything works smoothly.

Build support: Populating the intranet can be time-consuming, so you may want extra help with items like homepage content and your people directory.

Project management: A dedicated manager can coordinate the project and reduce common risks, mitigating tasks and implementing practices for efficiency.

Chapter 3

Preparing For Take-Off

Creating a Business Case

Now that your plan is settled and you've got a committed crew to help you, you can move on to the next phase of "Operation Modern Digital Hub:" The Build. During this stage, you'll populate your intranet with the information and content deemed necessary earlier in the planning process. Create user profiles, add branding to your site, and create pages filled with useful resources and tools for your users.

Organizing Content for Convenient Access

Your intranet should make it simple for employees to find what they need, fast. But with all the information most organizations have, managing content, user needs, and searchability can feel overwhelming. This is why it's critical to set up a clear structure from the start. Without a well-organized layout, an intranet can easily turn into a cluttered mess, where employees struggle with confusing layouts, multiple versions of files, and frustrating search experiences. A solid, intuitive structure is key to an intranet that's actually useful.

Content Auditing

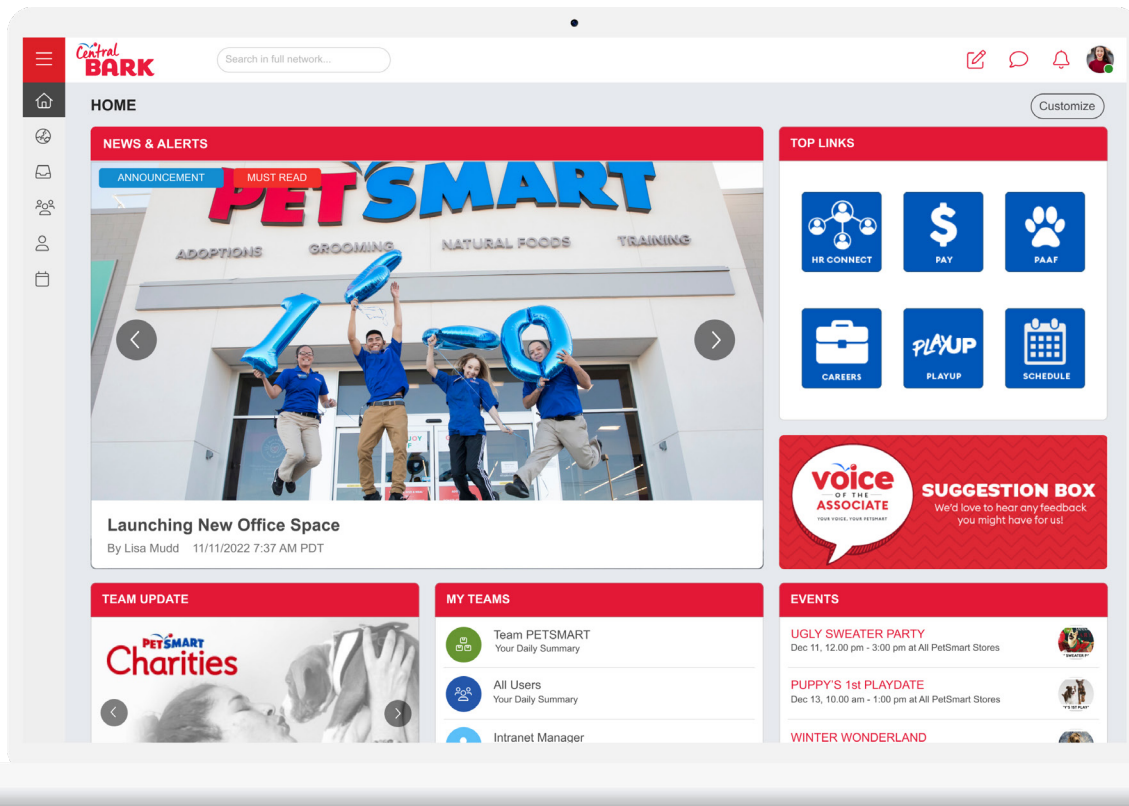
One of the quickest ways to derail your intranet project is to "mass migrate" all your existing content onto a new platform without sorting it first. While this might save time at the start, it also risks bringing over outdated, irrelevant, and duplicate information, which can hurt your intranet's effectiveness. Take this opportunity to do a "spring cleaning" of your company's content. Go through your existing information with a critical eye, asking what's still useful, accurate, and relevant. Also, consider who "owns" each piece of content and where it should live on the intranet. Identifying and removing what's no

longer needed will help ensure your new intranet is fresh, organized, and valuable from day one.

What Content Should I Include?

No two intranets are the same; what goes into one differs from business to business, as every organization has its own unique needs and preferences. So, there's no one-size-fits-all option regarding what content to include. But, by conducting a content audit and gathering the needs of your users and company as a whole, you'll quickly gain an understanding of what your intranet should offer. To help kickstart your content considerations, here are some common items housed on intranets:

- Top-down News & Communications
- Company Mission Statement & Values
- How-To Guides
- Onboarding & Training Materials
- Company Policies (HR, IT, etc.)
- Team-specific Content
- Processes & Administrative Tasks
- User-generated Content

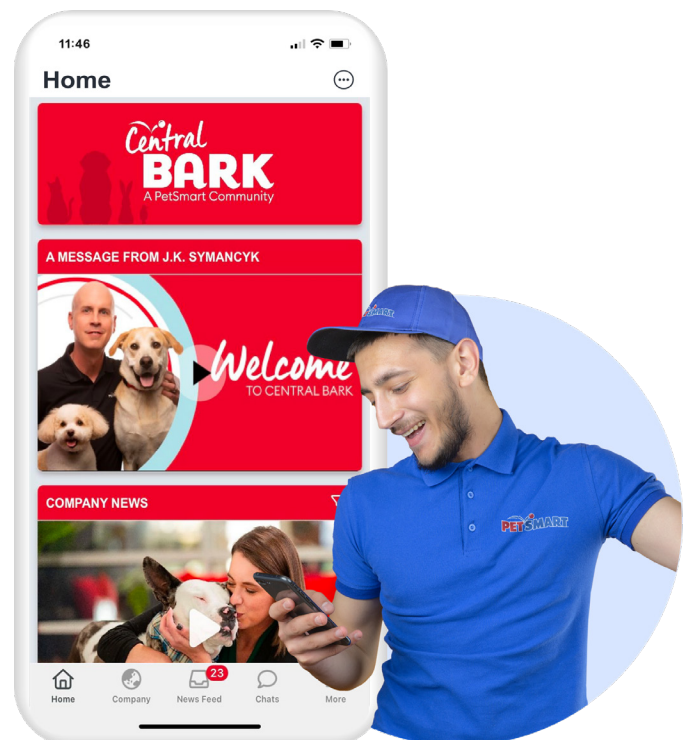


PetSmart, North America’s leading pet superstore chain, uses Central Bark, their MangoApps-powered intranet, to enhance internal communications and engage 50,000+ associates.

Central Bark is full of features that make the experience engaging and rewarding for their associates, such as:

- 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%).



Designing Easy Navigation

Now that you've settled on the content needed for your intranet, the next step is organizing it so people can actually find it. This comes down to two things: how you structure information (information architecture) and how people move around various aspects of your intranet (navigation). While they're related, they're not the same thing:

- Information architecture is about grouping and labeling your content logically.
- Navigation is how users move from one section to another.

A great way to nail this is to involve those who will use the intranet daily. Simple exercises like card sorting can help—ask users to sort content into categories and label them in ways that make sense to them. Review the results and look for trends, outliers, or terms they use that you might not have thought of.

It also helps to map out common tasks like submitting an expense or booking time off. Think through the steps a user would logically take and test those paths with real users to make sure everything feels intuitive. Feedback is key here—small tweaks based on user input can make a big difference in how easy your intranet is to use.

Don't forget: not all content needs to be available to everyone. Personalizing content based on who needs it most can make your intranet more effective. For instance, instead of targeting departments using outdated email lists, modern intranet tools like MangoApps let you dynamically group employees based on factors like job role, location, or management. This means you can:

- Share urgent updates with the right groups.
- Create custom homepages for different teams.
- Push relevant content directly to the people who need it.

Personalizing even small things for specific audiences can have a big impact. It makes your intranet feel more relevant, helps people engage with it, and boosts its overall success.

“One of the amazing features of MangoApps is that you can personalize anything within the platform. So we're making sure that we understand what our team members need to access on a regular basis, and personalizing the experience for them.”

Chelsea Carbahal,
VP, Community Impact
& Public Affairs
Raley's Supermarkets



Raley's

Making Your Intranet Stand Out

Building an intranet that feels unique and approachable to your employees starts with creating a strong brand identity. This isn't just about design—it's about giving your intranet a personality and purpose that connects with your people. A well-thought-out branded experience can help your intranet become a tool employees want to use, rather than just another platform they have to navigate.

Crafting the Look and Feel

Your intranet's name, logo, colors, fonts, and tone of voice all work together to create its identity. These elements should align with your external brand but have a twist that feels fresh and unique. For example, you could use your company's brand colors but pair them with a fun, informal name or playful icons to make the platform feel more approachable.

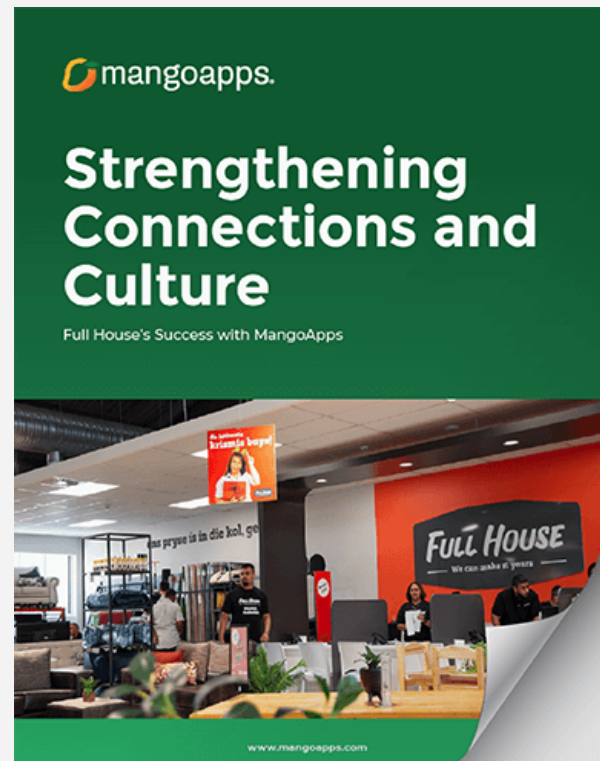
If you're feeling stuck, it can be helpful to involve a design team or your employees. They can provide valuable input to make the branding resonate.

Naming Your Intranet

A catchy, meaningful name can make a big difference. It adds personality to your intranet, a characteristic that makes it easier for employees to connect with. A lot of our customers host naming contests or brainstorming sessions to come up with something unique and meaningful.

Think about the industry your organization is part of; is there a pop culture character that relates to it? Can you make a wordplay or pun joke out

of your company's name? Maybe there's a term often used in your brand's marketing that would make for a good intranet title? Whatever name you choose, make sure it's memorable, relevant, and gives employees a sense of ownership.



At Full House, a chain of furniture stores operating largely in rural towns in South Africa, human connection lies at the heart of the business. They named their branded MangoApps site LekkaChat—Lekka means “nice” in Afrikaans—to reflect local culture and create a sense of friendliness and belonging.

[Download the case study!](#)

Bringing Your Intranet to Life

Why stop at just a name? Giving your intranet a personality—like a mascot or character—can make it even more engaging. This could be someone (or something!) that guides users, responds to their actions, or helps them navigate tasks.



Finding the Right Voice

Your intranet's tone of voice plays a huge role in its overall vibe. Think about how you want to communicate with employees. Would a fun, casual tone fit your company culture better? Or does a professional, formal voice make more sense? Tailor it to match your brand, values, and employee expectations.

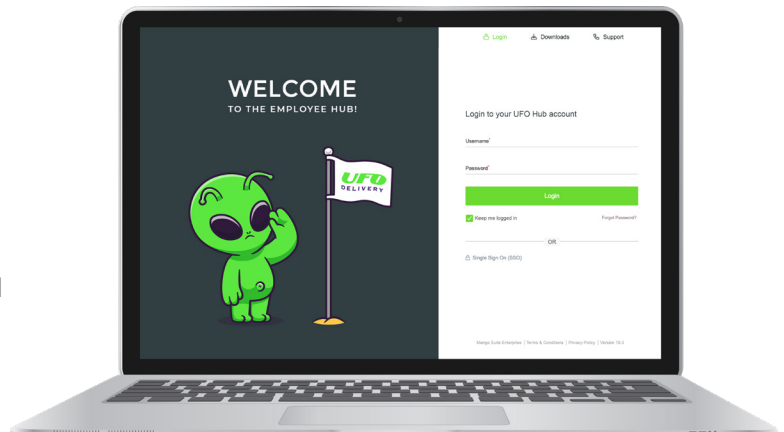
Building and Launching Your Intranet

When it's time to actually build your intranet, things can get a bit technical. This stage involves reviewing and updating content, creating user profiles, setting permissions, and testing everything to make sure it works smoothly.

To keep things on track:

- Set realistic timelines for migrating content and testing navigation.
- Use feedback from employees to fine-tune workflows and layouts.
- Work with your intranet provider or IT team to handle tricky technical tasks, like syncing directories or ensuring security.

With the right resources and planning, this stage doesn't have to feel overwhelming—and you'll be counting down to launch in no time!



Chapter 4

3, 2, 1...Blast-Off!

At this point, the countdown to “Operation Modern Digital Hub” launch is ticking, but before engines officially ignite, you’ll want to fuel users with info and excitement. Creating a launch plan is essential to your intranet’s success. Depending on company culture and business needs, launch plans can vary drastically, but some core basics will help ensure your users are enthusiastic and engaged with the intranet upon takeoff. Your launch plan should:

- Excite & engage users
- Inform users of what’s happening and when
- Illustrate the value of your intranet
- Explain how it will influence and enhance users’ work
- Compel users to continue engaging with the intranet

Launching your intranet is often the most lively portion of deployment and gives you a chance to do something creative and fun. Best of all, when done right, it can create a high-energy atmosphere that fuels momentum for the company.



“We wanted greater unification in our central messaging. MangoApps has been incredibly helpful. It’s certainly solved the primary issue, which is getting something up that people are excited about, that is centralized, and people are engaging with.”

Dana Kreiss,
Senior VP of Marketing & Recruitment



Creating a Launch Plan

The launch of your intranet can be a make-or-break event. If done well, it sets up the organization for long-term success and value. If done poorly, it can lead to significantly reduced business value and unsuccessful outcomes. To avoid the latter, you'll need a detailed plan of action leading up to launch and beyond. This should include ways to introduce the intranet, enroll advocates, drum up excitement, and even start training users on the platform.

Before your company-wide rollout, a soft launch can be greatly beneficial. Select a small group of users to test features, address any issues, and gather valuable feedback. This phase can serve as a beta test, helping you refine the intranet and ensure a smoother experience for everyone.

Then, think about the different job roles your company consists of. Consider hosting training sessions based on titles and responsibilities to gradually get everyone acquainted with the platform. Starting the implementation process prior to the official launch helps ensure that your employees can hit the ground running come the big day.

Your launch plan should also include a communication strategy. Develop clear, consistent messaging that keeps your audiences engaged and take advantage of a variety of channels to ensure important updates reach everyone. Clear communication is vital to a successful launch; it's important to keep the intranet's potential users aware of what's going on, so they'll feel more inclined to engage with it once it's ready. Executive leaders should be sponsoring the creation and deployment of your intranet; be sure they're vocal about the launch and give it a proper announcement—this will help drum up support from its users. They should also lead by example by moving their

important work and communications to the intranet. That way, users will learn from a trusted source to utilize the platform.

Highlighting Personal Value

Just as your business case focused on how the company would benefit from a modern intranet, your pre-launch communications should highlight how employees will personally benefit. By communicating the new perks your employees and coworkers will be empowered with, you'll be able to generate excitement as you help them realize the positive impacts in store for them.

Choose a couple of your favorite new intranet features and highlight how they're going to make users' workloads and daily processes easier. Then, declare it from the rooftops! Consider how to convey this message and focus on features that aren't just powerful, but appealing to your main users. For example, while a C-level executive may be more impressed with how much productivity will increase, someone at the associate level will be stoked to hear how much easier it is to request PTO.



Announcing Your New Intranet

When planning your intranet launch, you'll need to decide how much you want to share with your employees, and when. The right approach depends on your company's culture, project timeline, and goals for engagement. Here are a few examples of how you can announce your new intranet and get people excited about launch day:

Teaser Campaigns: A teaser campaign can generate buzz by building anticipation. Dropping hints, sharing sneak peeks, or creating countdowns keeps people curious and excited. This approach works well if you want to create a sense of mystery and spark conversations, but it does require careful planning to avoid overselling or creating unrealistic expectations.

Naming Competition: Inform users of your upcoming intranet launch by hosting a competition to name the intranet. Involving users in your domain's conception will boost engagement and help associate it with fun. Giving users a sense of ownership will make the intranet feel more valuable to them overall, resulting in continued engagement.

Top-Down Communications: If your company values transparency and collaboration, communicating your intranet project through traditional means of communication will be a great, straightforward fit. Regular updates can build trust and make employees feel like they're part of the journey. Sharing milestones, progress updates, and even challenges can foster buy-in and enthusiasm. However, for longer projects, be mindful of timing—too much early hype can fizzle if the launch feels too far away.

Video Series & Virtual Tours: Gradually introduce aspects of your intranet through engaging video content. Not only does this provide an opportunity for fun and creative content, but it also ensures remote employees who may not be able to attend an in-person launch event can consume important information and participate virtually.

Milestone Tie-Ins: Is your company celebrating an anniversary? Is there an annual event your organization puts on that everyone gets excited about? Announce your launch along with one of these events—you'll already have an attentive audience, and tying it to a milestone will put more gravity on your intranet initiative.

By reflecting on your company's unique dynamics—like how your employees prefer to receive information and how much time you have—you can choose an approach that fits your goals and sets your launch day up for success.



Getting Users Started

Once you've ironed out the details, it's finally time for your modern intranet to blast off! With a company-wide rollout, generate buzz, encourage adoption, and foster engagement from day one. With everyone participating, the intranet becomes a shared milestone that sets the tone for long-term success.

Launching your intranet is something you should be proud of, so don't let the day go by unceremoniously; encourage engagement with fun, celebratory activities that will get users excited to make the platform a vital part of their everyday work lives. Here's a list of creative launch-day activities to set adoption off on a strong foot:

Branded Swag & Treats: Create and share branded swag or snacks to introduce your new intranet project and excite users for its launch. Giving gifts is a great way to show appreciation to your employees; feeling seen and taken care of will leave users excited and willing to support your new intranet endeavor.

Scavenger Hunts: Upon launch, lay out the rules of a week-long scavenger hunt. Offer prizes for the first people to discover items throughout your intranet domain; this will ignite friendly competition throughout your organization and boost engagement. Although it's presented as a game, it will help users get familiar with the platform, speeding up adoption rates.

Host a Video Party: Bring employees from dispersed locations together for a video launch party. Host a virtual conference to personally introduce your new intranet to both in-office staff and remote workers. As everyone will be seated at their computers, they can explore the intranet with you and ask questions in the moment.



Chapter 5

Staying on Course

Congratulations on a successful journey! From planning to takeoff, you and your trusty crew have rocketed users toward improved employee experience. But it's not quite time to mark "Operation Modern Digital Hub" as "complete;" your intranet is a valuable, ever-developing part of your business now that will need regular attention to stay useful and relevant.

To keep things fresh, you'll need to review and update your intranet regularly. Partnering with your intranet provider, here are some practical tips to help you along the way.

Listen to Your Users

Your best source of feedback is those who use it daily: the employees at your company. Regularly check in with them through surveys, polls, or even an "ideas and suggestions" group or module on the platform. Recognize your intranet's most enthusiastic users and communicate with them to gather insights and spark improvements.

Gathering feedback is just the tip of the iceberg though; you must actually act on it to keep your users engaged. Maybe you can't implement every suggestion, but you can prioritize and even let users vote on ideas to decide what's most valuable. And if something isn't possible, be transparent. Let users know why and see if there's an alternative solution.

"After almost 20 years in this industry, I've done a lot of implementations. MangoApps was hands down the smoothest implementation—the fastest adoption from users."

Kyle Loafman,
VP of Purchasing

RAM TOOL
CONSTRUCTION SUPPLY CO.



TAKE SURVEYS



START A POLL



SHARE IDEAS

Use Your Data

Modern intranets usually come with analytics that show what's working and what's not, going far beyond just visitor numbers. Track adoption rates, user engagement, content value, and more to spot potential issues before they grow.

Analytics can help you:

- Find outdated or under used content.
- Identify which teams or users might need extra support.
- See what content performs well (or doesn't).
- Understand how people are accessing the intranet—whether it's on mobile or desktop.
- How often items are searched for and how accurate the results are.

Using this data helps you fine-tune your intranet and keep it on track with your business ambitions.

Check Your Goals

Remember those goals you set during planning? It's time to check in on them. Are you meeting your targets? If not, figure out why and make adjustments. If you are hitting your goals, set new trajectories to keep things moving forward. Regularly revisiting your intranet's objectives helps you stay focused and avoid falling into a rut.

Keep Your Strategy Fresh

As your company evolves, your intranet needs to keep up. Business goals change, priorities shift, and new challenges emerge. Make sure your intranet stays aligned by conducting regular reviews.

Sometimes, you might need a bigger reset, like updating the brand, reorganizing the homepage, or introducing new features. If your intranet feels a bit stale, a fresh look or makeover of outdated content can make a big difference.

The MangoApps Customer Success Program

Your success is our top priority; everything we do as a company comes back to long-term customer relationships. That's why we've built a customer success program guaranteed to meet your needs, offering:

- Onboarding & implementation with a dedicated CSM
- An in-house design team to bring your brand to life
- The MangoApps Community Portal, where you can ask questions, suggest improvements, and attend expert-led webinars
- Support in multiple time zones
- Numerous free upgrades every year

[Contact us](#) to learn more!

Upskill Your Team

Training shouldn't stop after the initial launch. Teams change, new hires come on board, and features evolve. Regular training sessions—whether through your intranet partner or internal advocates—help keep everyone up to speed and confident in using the platform.

Plus, as updates or new features are added to your intranet, it's vital for administrators to learn about them. This will allow your team to get the most out of the intranet, which will aid in creatively solving business challenges as they arise.

Stay in the Know

Technology moves fast, and your intranet should, too. Falling behind on tech developments could mean your intranet becoming outdated and cumbersome to use. Keep an eye on trends by attending webinars, conferences, or networking with other professionals. Peer communities can be especially valuable for learning what works (and what doesn't) in other organizations.

"During our search, MangoApps was the only platform that had all the features and integrations that we were looking for. In fact, we named our platform internally as 'Integra' because it integrates all the things we need to work, collaborate, and communicate better."

Natalia Abrego, Corporate Communications Manager



Stay up to date on all things employee experience with our [expert-written articles](#). From generative AI in the workplace to engagement tactics, you'll find innovative pieces on a wide range of relevant topics.

Don't forget to check out our [additional resources](#), too! Get the inside scoop on customer success stories, crunch numbers with analyst reports, and gain valuable insights with our whitepapers and eBooks.



Have an Occasional Makeover

A visual refresh can breathe new life into your intranet, especially if your company has gone through big changes like a rebrand or merger. It's also a great way to boost engagement if you've noticed a lull. But be cautious—too many changes too often can alienate users, so don't rely on it as a regular source of engagement. Only overhaul your intranet's look when there's a clear need, and plan the updates carefully.

Continue to Add Content

If you want to keep users engaged with your intranet, it's important to add new content to it regularly. By actively updating your intranet with new resources, information, and news, it shows that it's an active, reliable resource—not a one-and-done project. Regularly adding new content to your intranet guides users to log in more often, leading to enhanced collaboration and community. Plus, fresh content makes onboarding smoother and keeps your employees in the know.

Utilize Governance

Be sure to implement any governance features your intranet provider offers. Built-in governance tools are a convenient, effective way to ensure your intranet's content stays relevant and up to date. With auto-governance, admins of your intranet can schedule content to be reviewed, archived, or deleted on your preferred cadence, giving users access to only the most current content.

Bring the Buzz Back

Intranets can lose momentum over time; you may notice a plateau or even a steady decline after the early years of your intranet's life. Relaunch campaigns are a great way to put it back in the spotlight, especially after a rebrand or major updates. You may not always need a full company push, either—a targeted effort for low-engagement groups can work wonders, too.



Bringing Your Ideal Digital Workplace to Life

A well-executed intranet can do amazing things for your business; it enhances employee experience by boosting collaboration and communication, streamlining operations, and much more—all while benefiting bottom-line goals like improved retention and increased productivity. That being said, it's not without its challenges. But, by following a solid plan and working with an experienced crew, you can set your intranet up for a successful, long-term orbit.

Here's a quick recap of the most important factors we covered to ensure a successful intranet implementation (and beyond!):

- 1. A Strong Business Case:** Include pricing and functionality requirements, but also clearly communicate the business problem that exists, the risk the problem presents to the business's long-term health, how a modern intranet will solve the business problems, and why investing in this solution now will benefit—detailing your reasons and goals for the project is key.
- 2. Backing from Stakeholders:** This includes an approved budget for the new platform and accompanying resources, and overall support from leadership across teams.
- 3. Adequate Resources:** Once you've presented your case and gained stakeholder buy-in, take inventory of what your users need from your intranet and make sure you have the necessary resources for content seeding, training, communicating, and IT support. Which leads us to...
- 4. A Reliable IT Team:** Members of your tech team will make sure your intranet can integrate with existing systems and is set up to scale for future growth. They're also the ones putting data security and privacy measures in place and taking care of regular software updates and maintenance, which are essential for the ongoing success of your intranet.
- 5. User Buy-In and Adoption:** There's no point in launching an intranet if users never adopt it. Get users on board by clearly highlighting how they'll benefit from it, give them a sense of ownership, make the launch fun and exciting, and ensure feedback mechanisms are in place. Those who use the intranet daily will have the most valuable insights—listening to and implementing their suggestions will encourage ongoing user adoption.
- 6. Positive User Experience (UI, feedback, flexibility, continued ownership):** Your intranet should enhance usability, accessibility, and overall satisfaction for users, which in turn can improve the experience you deliver to customers. Give it a user-friendly interface and the flexibility to meet specific needs. And, establish continued ownership of the platform to keep content fresh and software up to date post launch. A positive intranet experience hinges on relevant content and communications along with easy-to-use features; continue to nurture your intranet so it provides a longterm positive user experience.

If you're thinking about starting your modern intranet mission, reach out to our team to see how the MangoApps platform can skyrocket employee experience throughout your organization!

About MangoApps

At MangoApps, our goal is a world where all employees, whether office-based or frontline, are engaged, efficient, and fulfilled. We aim to redefine the work experience for a prosperous society.

We believe in providing a Unified Platform that simplifies your everyday tasks. We strive for Ease of Use by creating an effortless experience. We're passionate about Innovation, always pushing the envelope to keep you ahead. We prioritize Security, offering you peace of mind. But at the heart of it all, what we value the most is Genuine Care – the human connection that reminds you that we're not just a provider but a partner.

These pillars drive our mission, shaping who we are and underscoring our promise to you.



Why Choose Us?

Superior Product: 15 years of R&D
 Top Security: HITRUST, ISO & SOC 2 certified.
 Exceptional UX: Delightful on mobile and desktop.



For 15+ years, we've perfected our product, earning the trust of 1 million+ users and an NPS of 78.



Trusted by Legendary Companies:

 125,000 employees 7,000+ stores	 50,000+ associates	 100,000+ employees	 125,000+ employees 16,100+ stores	 50,000+ employees	 25,000+ employees
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Know Someone Who Could Use This Guide?

Let's Make It Rewarding!

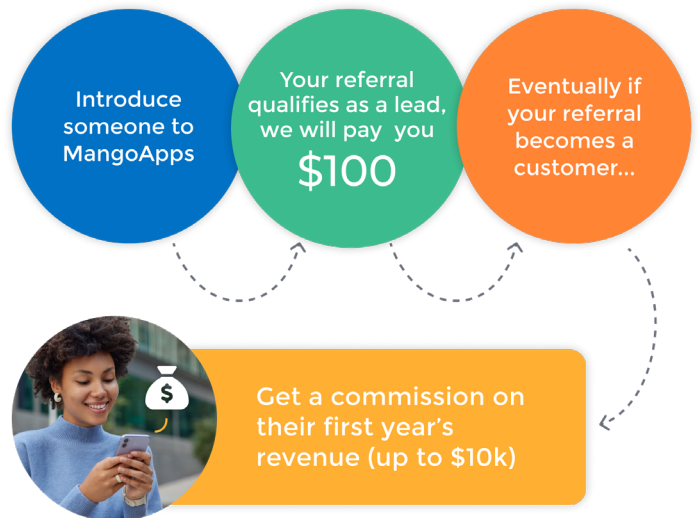
Do you know of a company or team that would benefit from transforming their intranet and employee experience? Share this guide with them and introduce them to MangoApps. Not only will you help them revolutionize their workplace, but we'll reward you for your referral through our Customer Referral Program!

Here's What to Do:

1. Share this guide with your network or peers who might be looking for a modern intranet solution.
2. Refer them to MangoApps by filling out the referral form at mangoapps.com/referral-program.
3. Earn rewards for your referrals:
 - Receive \$100 if your referral completes a discovery call and qualifies as a lead.
 - Earn a commission on their first year's revenue: 5% on the first \$50,000, and 2.5% beyond that, up to \$10,000.



Why Refer MangoApps?



Proven Expertise: Over 15 years of helping organizations launch impactful intranet solutions.

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