



AI-Driven Performance Management

FOR THE FRONTLINE

Trusted Reviews, Real Growth,
Defensible Decisions.

www.mangoapps.com

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 2024 Magic Quadrant for Intranet Packaged Solutions
Emerging Specialist in Gartner's Emerging Market Quadrant for Generative AI Knowledge Management & Productivity



Strong Performer in Forrester's 2024 Intranet Platforms Wave



Customer Choice
by Gartner
Peer Insights for
Content Collaboration



High Performer
in G2 Grid for
Employee Intranet



4.7/5 Stars Rating
in Gartner Peer Insights
Reviews for Intranet
Packaged Solutions



Momentum Leader
in G2 Grid for Unified
Workspaces



Shortlisted
Vendor by Capterra for
Digital Workplace



Leader
in G2 Grid for Unified
Workspaces

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FOREWORD

A Message from Our CEO

There's a version of performance management that looks rigorous on paper and changes almost nothing in practice.

It has a review cycle every manager endures in November and forgets by January. An OKR initiative that started with real ambition and became a quarterly meeting people reschedule. A 360-degree feedback process producing ratings no one quite trusts, informed by recency bias rather than a year's worth of actual data.

Only 14% of employees strongly agree their reviews inspire them to improve. That's not a process failure. It's an infrastructure failure. When performance data, goal progress, and skills history live in different places, the manager reconstructs rather than reviews. The conversation that was supposed to drive growth becomes a ritual that drives compliance.

At MangoApps, we built Performance & Growth on a single premise: reviews, goals, succession planning, and skills need to share a data layer, not just a vendor portal. When a manager walks into a review, the picture should already be there, connected from the beginning, not compiled the night before. The Performance Agent, our AI built across the suite, goes further: surfacing the succession gap widening before anyone notices, the retention risk building in a team that looks fine on the surface.

This book is for the VP of Talent Management who knows a completed review form and a meaningful development conversation are not the same thing. For anyone who has tried to connect the dots between what their people can do today and what the business needs them to do next year, and found the tools getting in the way.

We built MangoApps to get the tools out of the way.

Sincerely,

A handwritten signature in black ink, appearing to read 'Anup Kejriwal'.

Anup Kejriwal
Founder & CEO, MangoApps

Executive Summary

Most HR leaders juggle fragmented tools—reviews detached from goals, stale skills inventories, and forgotten succession plans. MangoApps Performance & Growth unifies reviews, goals, succession, skills, and AI on a single data model.

14%

of employees strongly agree their performance reviews inspire improvement.

29%

of employees strongly agree their manager's feedback helps them do better work.

51%

of U.S. employees are actively watching or seeking new jobs.

200%

of annual salary: cost to replace a manager. 40% for a frontline worker.

Gallup

Three Outcomes This Book Is Built Around

- 1 Reviews your managers and employees trust.** Grounded in a full year of shared, visible data rather than reconstructed at year-end.
- 2 Goals that drive behavior, not documents.** OKRs visible every day, connected to reviews, updated continuously.
- 3 A succession pipeline that reflects reality.** Readiness grounded in current performance and skills data, updated as milestones are completed.

Four Capabilities, One Data Layer

Built on a shared data layer, our four core capabilities work independently or together. Start where your biggest gap is:



Performance

Fixes year-end review pain or connects your existing data.



Goals

Keeps objectives visible and automates review integration.



Succession

Replaces annual slide decks with a live talent pipeline.



Skills & Certifications

Tracks real-time compliance and skills inventory.

Our Performance Agent analyzes this connected data instantly, giving you a clearer picture of your talent the more features you turn on.

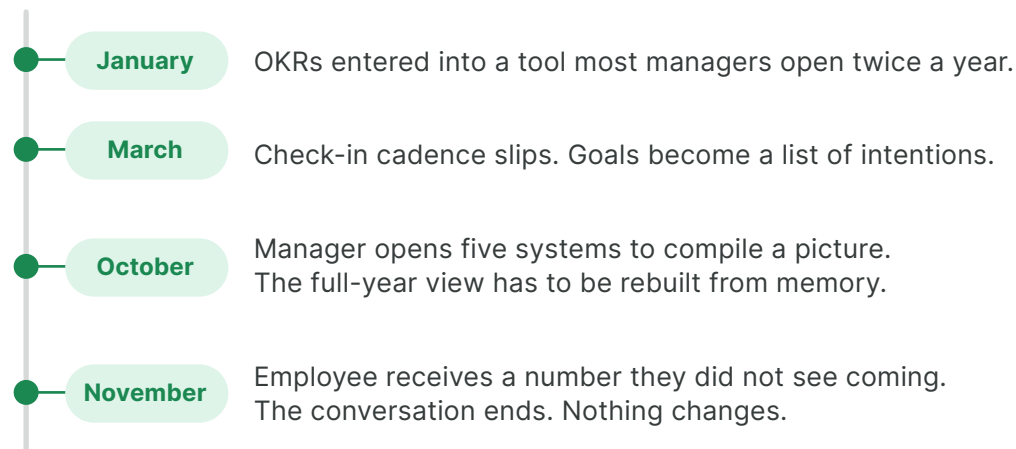
The Performance Management Problem

Why Your Reviews Aren't Working

There is the version of performance management that exists on paper: structured review cycles, OKR frameworks, succession plans, skills profiles.

And the version that actually runs: a manager reconstructing a year from memory, an employee who does not know what is coming, a goal set in January and reopened in November, and a succession pipeline last updated when someone remembered to update it.

A Review Cycle in Practice:



Stats:

5+

disconnected
systems

a typical manager touches
per review cycle.

 Gallup

14%

of employees

strongly agree their
reviews inspire
improvement.

 Gallup

29%

of employees

strongly agree their manager's
feedback helps them do
better work.

 Gallup

The Four Information Gaps

Pull on any performance failure, a year-end surprise, a stalled OKR, a succession plan that turned out to be fiction, and you'll usually find one of four information gaps underneath it. They are not independent problems. They are the symptoms of a process asked to run without the infrastructure it needs.

1

Performance data is reconstructed, not retrieved. Managers rely on memory and recency bias. The full-year picture does not exist in one place.

2

Goals are invisible between cycles. OKRs set in January are dormant until review season. They document work rather than drive it.

3

Succession is a document, not a pipeline. Readiness ratings reflect what was known at the last talent review, not what is true today.

4

The skills picture is out of date. Certifications lapse silently. Skill profiles go unmaintained. Succession plans are built on assumption.

Why It Is Solvable Now



Unified architecture puts performance, goal, succession, and skills data on a single data model automatically.



AI built into every workflow surfaces retention risk, succession readiness, and certification gaps continuously, without anyone running the analysis.



One app, every employee. The full performance experience in every employee's hands, desk-based and frontline alike, on any device.

Sources: Gallup Employee Engagement Meta-Analysis · Gallup Performance Management and Employee Development Research · Gallup State of the American Workplace

The Cost of Inaction

The four gaps on the previous page are not abstractions. Each one carries a cost, and the costs compound. Here is what they add up to across an organization of 5,000 employees, using the benchmarks in this book. Your own numbers will land differently, but the pattern holds.

Gap 1: Performance data reconstructed, not retrieved.

With 500 managers running two review cycles a year, at three to four hours each just to compile a picture from five or more systems, that is 3,000 to 4,000 hours a year spent assembling data instead of developing people. Close to two full-time roles, doing work the platform should already have done. The recency bias that fills the gaps never reaches a budget line. It shows up in every rating an employee did not see coming.

Gap 2: Goals invisible between cycles.

An OKR set in January and reopened in November steers nothing in between. For ten months of the year, people work without a visible line to company priorities. Only 14% of employees say their review inspires them to improve, and goals no one sees between cycles are a large part of why. They document effort instead of directing it.

Gap 3: Succession is a document, not a pipeline.

When a critical role opens and the pipeline that looked ready is not, replacing that leader costs roughly 200% of their annual salary. A live pipeline costs a fraction of that, and it is current the day the role opens, not accurate once a year and fiction the rest of the time.

Gap 4: The skills picture is out of date.

In regulated work, a single credential that lapses silently can trigger an audit finding, a liability claim, or an operational shutdown, at a cost that can dwarf the entire performance budget. And skill profiles that go stale mean every succession and development decision built on them is a guess.

The common thread. None of these needs a catastrophe to add up. They compound through ordinary moments: a review built from memory, a readiness rating eighteen months stale, a credential that expired between audits, an OKR no one reopened after January. The cause is the same in all four. So is the fix.

The next page shows what one shared data layer does to all four at once.

MANGOAPPS:

One Unified Platform for Performance and Growth

Built as One System. Not Assembled Through Integration.

There is a meaningful difference between a platform designed as a unified system and one assembled through acquisition or bolt-on integration. The former shares a data model. The latter shares a login screen.

Underneath every part of MangoApps Performance & Growth is one shared data layer: a single data model and one employee record that every capability writes to and reads from. That data layer is what makes this one system instead of a set of tools that happen to share a login.

Because everything sits on the same layer, the pieces drive and build off each other:



A 360 response surfaces in the review view, without anyone importing it.



An OKR set in January is visible in the review in November, no manual compilation required.

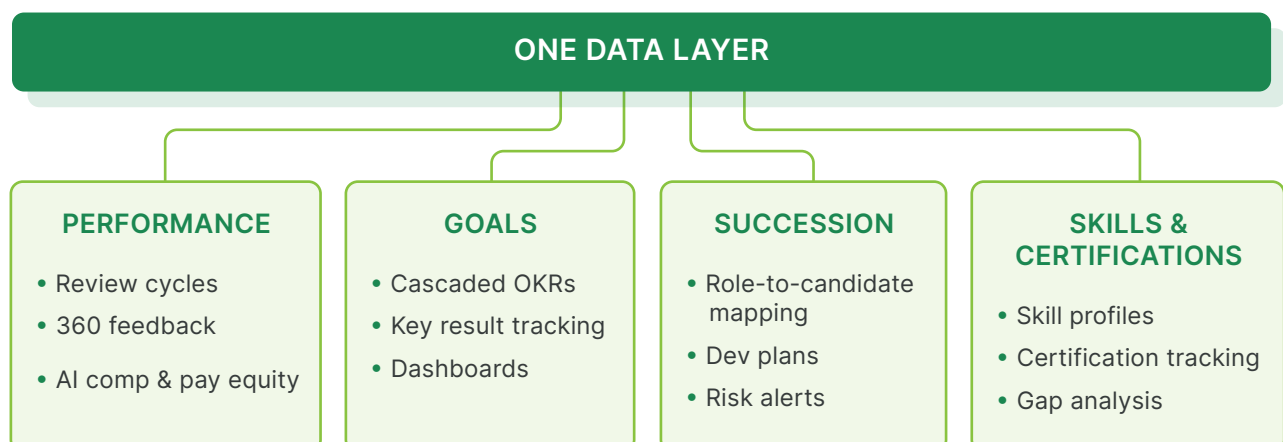


A succession candidate completes a development milestone, and readiness advances automatically.



A certification lapse is flagged by the Performance Agent before it affects a scheduling or succession decision.

That shared foundation is also what makes the suite composable. The four capability areas deliver on their own and get sharper as you connect more. Close your biggest gap first, and bring the systems you already run onto the data layer through integration. Skip what you don't need. Add the rest when you're ready.



18+
YEARS

Built on a single foundation
— zero acquired-software
fragmentation

2M+
USERS

Trusted by teams
worldwide across every
industry

90%+
IN 90 DAYS

Adoption rate within
the first 90 days

TRUSTED BY



The Core Capabilities

Performance Reviews & Feedback

Performance Management: Structured review cycles, 360-degree feedback, performance ratings connected to real-time goal data.

Compensation & Pay Equity: Comp recommendations surface automatically, giving managers and HRBPs context for fair, consistent decisions.

Growth and Pipeline

Succession Planning: Candidates mapped to roles, readiness grounded in real performance and skills data, milestones advance readiness automatically.

Skills and Certifications: Live skills inventory, certification expiration tracking, gap analysis by team and organization.

Goals and Alignment

OKR Hub: Objectives visible at every level, progress tracked continuously, data flows into reviews automatically at year-end.

The Performance Agent: AI Built Into All of It

Operates continuously on data already in the platform. Surfaces retention risk, succession gaps, certification lapses, and high-potential signals without anyone having to know to look. Operates entirely within the organization's data and permissions structure. Employee data never trains public AI models.



What It Means by Role



VP of Talent Management / CHRO: Real-time succession health, retention risk, and skills gap visibility in one dashboard, not a static slide deck.



HR Business Partner: Compensation, promotion, and development conversations backed by a shared factual foundation.



Manager: A review conversation that does not require preparation from five systems. The picture is already assembled.



Employee: A performance rating that reflects the whole year. A development conversation that goes somewhere.

Proven at Enterprise Scale

200+

ENTERPRISE
INTEGRATIONS

78

NPS SCORE

98%

CUSTOMER
RETENTION

8-12 weeks

IMPLEMENTATION

ENTERPRISE-GRADE SECURITY & COMPLIANCE



FedRAMP



Why MangoApps: Top 7 Reasons

- 1 Everything Connects. By Design, Not Integration.**
Shared data architecture. OKR progress, skills, and certifications surface in reviews automatically. No middleware, no manual exports, no data lag.
- 2 AI Built Into Every Workflow, Not Bolted On.**
The Performance Agent runs on the full unified data set: reviews, goals, certifications, and succession. Surfaces retention risk, readiness signals, and skill gaps continuously, not on request.
- 3 90%+ Adoption Within 90 Days.**
Adoption is the prerequisite for trustworthy data. One platform where employees already work, no separate login, no behavioral barrier to the OKR check-in or the self-assessment.
- 4 Continuous Feedback. Not Annual Surprises.**
360-degree feedback collected throughout the cycle. OKR check-ins keep goals current. The review is a synthesis, not a reconstruction.
- 5 Enterprise-Grade Security for Sensitive Data.**
HITRUST, SOC 2 Type II, and ISO 27001: the only unified employee platform with all three. Plus FedRAMP ATO. Granular access controls. AI operates within org permissions. 99.9% uptime SLA.
- 6 A True Partnership Model.**
98% retention, NPS 78. Dedicated CSM from day one. 8–12 week implementation. 4 major free releases per year. 50%+ of roadmap from customer requests. Engineering and CS are 80%+ of headcount.
- 7 One Platform. Not Another Point Solution.**
Same platform as Workforce Operations, Modern HR, Learning and Development, and Talent Acquisition. Grow into the full platform without changing vendors or rebuilding integrations.

How to Evaluate a Performance Platform

The questions that separate a platform from a collection of tools that share a login screen.

Not every performance system that markets itself as unified actually is. The difference shows up not in the demo but in these questions. Bring them to any vendor conversation, including ours.

Does the system share a data model, or just a login?

A unified data model means a 360 response appears in the review view without an import. An OKR set in January is visible in November without manual compilation. A certification lapse is flagged before it affects a scheduling decision. Single login is a convenience. Shared data is a different product.

How does AI access employee data, and what are the permission boundaries?

AI that operates across the platform needs to respect what each user is authorized to see. Ask whether the AI inherits role-based permissions, or whether it can surface results that cross access boundaries. Ask whether employee data is ever used to train public models.

Can the frontline reach the platform without a corporate email address or a company-issued device?

Performance processes apply to the warehouse technician, the charge nurse, and the store associate as much as to any desk-based employee. If the answer requires a second app, a kiosk workaround, or a company device, the platform does not actually reach the workforce.

How does the compensation engine work, and can it flag pay equity gaps before they become compliance issues?

AI-powered compensation recommendations are only trustworthy if they are grounded in a full, current data set: performance ratings, OKR completion, role benchmarks, and internal equity. Ask what data the engine actually reads from, and how often it updates.

Does succession planning update continuously, or does it reflect a point-in-time talent review?

A succession document that is accurate once per year is a document, not a pipeline. Ask whether readiness ratings advance automatically as development milestones are completed, or whether someone has to remember to update them.

What does adoption look like at 90 days, and does the vendor back it with anything?

Performance data is only trustworthy when employees use the system consistently. Ask for evidence of adoption rates at comparable organizations. Ask whether the vendor backs their adoption claims with a guarantee.

Vendor Scorecard

Score guide:

5 = fully addressed with evidence | 3 = partially addressed | 1 = not addressed or unclear

Evaluation Criterion	Weight	Vendor A	Vendor B	MangoApps
Shared data model (not just shared login)	High			5
AI governed by user permissions; data never trains public models	High			5
Reaches frontline without corporate email or company device	High			5
Start with one capability; expand without re-implementing	Medium			5
Compensation and pay equity grounded in live performance data	Medium			5
Succession readiness updates continuously, not annually	Medium			5
HITRUST + SOC 2 Type II + ISO 27001 on one unified system	High			5
Documented adoption rate, backed by a guarantee	High			5
Total	Out of 40			40

Questions to ask in every demo

"Show me a review where the 360 data and OKR progress appear without anyone importing them."

"Show me what a frontline employee sees on their phone, and how they get there without a corporate email."

"What triggers a retention risk alert, and who sees it?"

"What is your adoption rate at 90 days? Do you back it with anything?"

"Walk me through what happens when we want to add succession planning after we've deployed reviews."

Enterprise Security & AI Governance

One reference page for every stakeholder who vets a talent platform purchase.

Performance data sits among the most sensitive records an enterprise holds: ratings, compensation decisions, succession candidates, retention risk signals. The platform that houses them needs to be trustworthy at every layer.

HITRUST CSF
CERTIFIED SYSTEM

SOC 2 TYPE II
SECURITY & PRIVACY

ISO 27001
GLOBAL STANDARD

99.9% UPTIME
SLA GUARANTEED

SECURITY & COMPLIANCE

The Compliance Prerequisite:
MangoApps is the only unified employee platform holding HITRUST CSF, SOC 2 Type II, and ISO 27001 certifications simultaneously across a single unified system.

Regulated Coverage FedRAMP ATO (U.S. Public Sector), HIPAA with BAA (Covered Entities), GDPR (EU Data Protection).

Deployment SaaS, Private Cloud, Customer VPC, or On-Premise.

ACCESS CONTROLS

Every permission defined in the system carries through natively to every capability. No AI feature overrides the established enterprise permission model.

SSO & SAML eDiscovery & Configurable Retention
Full Audit Logs Multi-Factor Auth Geo-Fencing
Field-Level RBAC Data Loss Prevention (DLP)

Manager View Direct team data boundaries strictly enforced.

HRBP View Data visibility isolated strictly to aligned populations.

Executive View Aggregated, organization-level macro signals.

AI GOVERNANCE & TRUST

The Performance Agent and all peripheral AI capabilities operate strictly within your existing permission architecture. No user can surface data via AI that they cannot access directly.

Model Privacy Employee data is never used to train public AI models. All processing remains within your secure data boundaries.

Model Choice Configurable settings for OpenAI, Anthropic, or Gemini with automatic platform failover.

Private LLM Supported via AI Studio for isolated enterprise requirements. Model choice is a setting; your data stays yours.

Auditability Every AI action is comprehensively logged and reviewable.

IMPLEMENTATION AND PARTNERSHIP

Timeline Typical implementation completed within 8 to 12 weeks.

Support Named Customer Success Manager from kickoff through every renewal.

Roadmap 4 major product updates per year included; 50%+ driven directly by customer requests.

The Adoption Guarantee: If employees do not adopt MangoApps after launch, you do not pay. No other vendor in this category backs their platform with this contractual commitment.

KEY FEATURES

Performance Management Suite



Performance Management

Connect every review, goal, and feedback loop in one place.



OKR Hub

From company strategy to individual contribution: one connected line of sight.



Recognition

Recognition the whole organization can see, and that informs performance.



Surveys

Listening as a system, connected to the performance data that drives action.



Succession Planning

A living pipeline, not a contingency document.



Skills and Certifications

A live inventory of capability, connected to performance and succession.



Performance Agent

AI built into your workforce data, surfacing what it reveals.

Performance Management

Reviews, OKR data, peer feedback, recognition history, and skills certifications assembled automatically in the manager's review view, without manual compilation. The result: a performance process both managers and employees can trust.

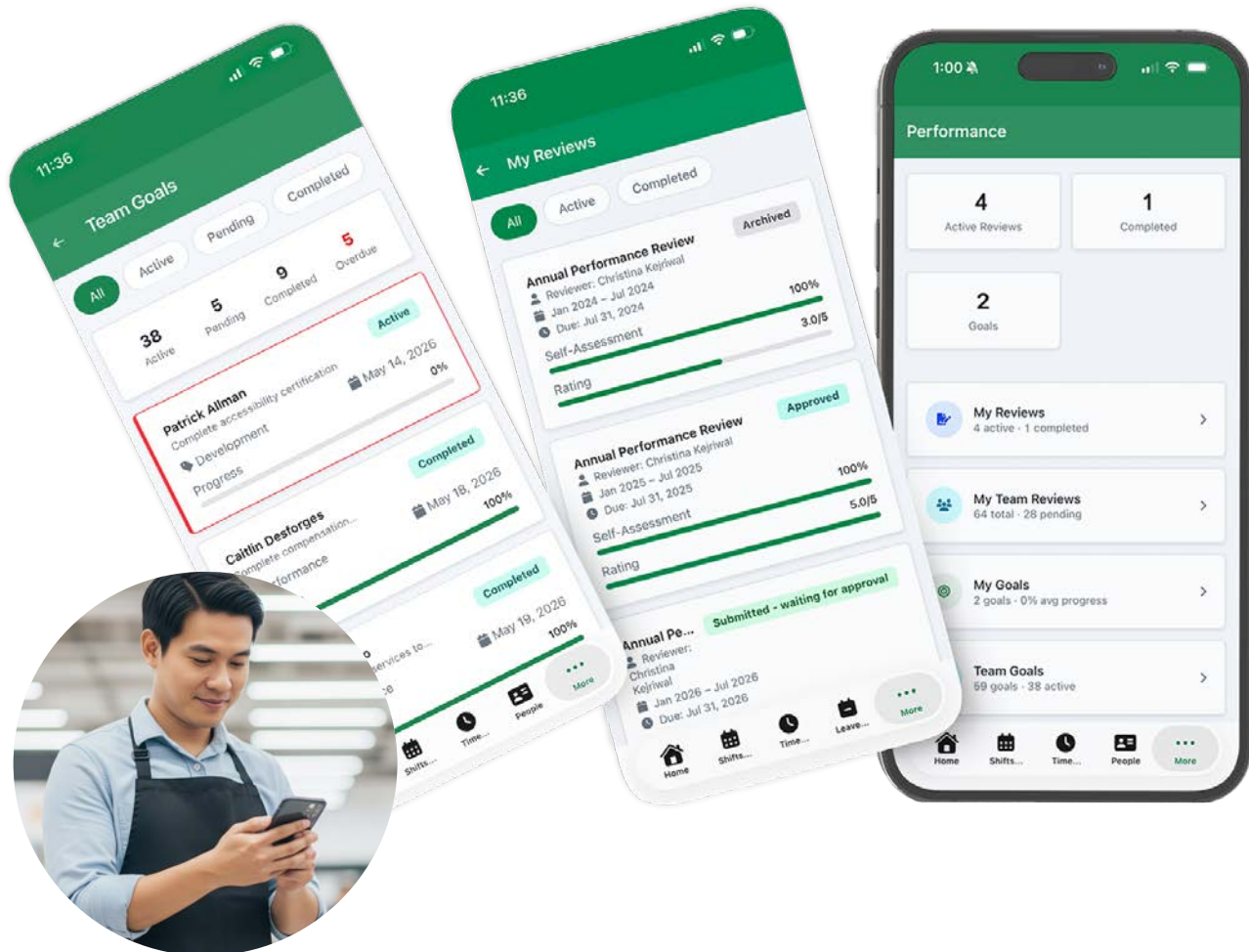
- ▶ Structured Review Cycles
- ▶ 360-Degree Feedback
- ▶ AI-Powered Compensation and Pay Equity
- ▶ Predictive Analytics

PERFORMANCE MANAGEMENT

Structured Review Cycles

Consistent, configurable, built for how your organization actually runs.

Annual, semi-annual, quarterly, probationary, and ad-hoc cycles configured by team, role, tenure, or business unit, all running simultaneously on a single platform.



Configurable by Role or Team

Different cadences for different populations, without administrative complexity or separate systems.

Probationary and Ad-Hoc Reviews

Trigger outside standard cycles for new hires, promotions, or performance concerns, using the same structured framework as annual reviews.

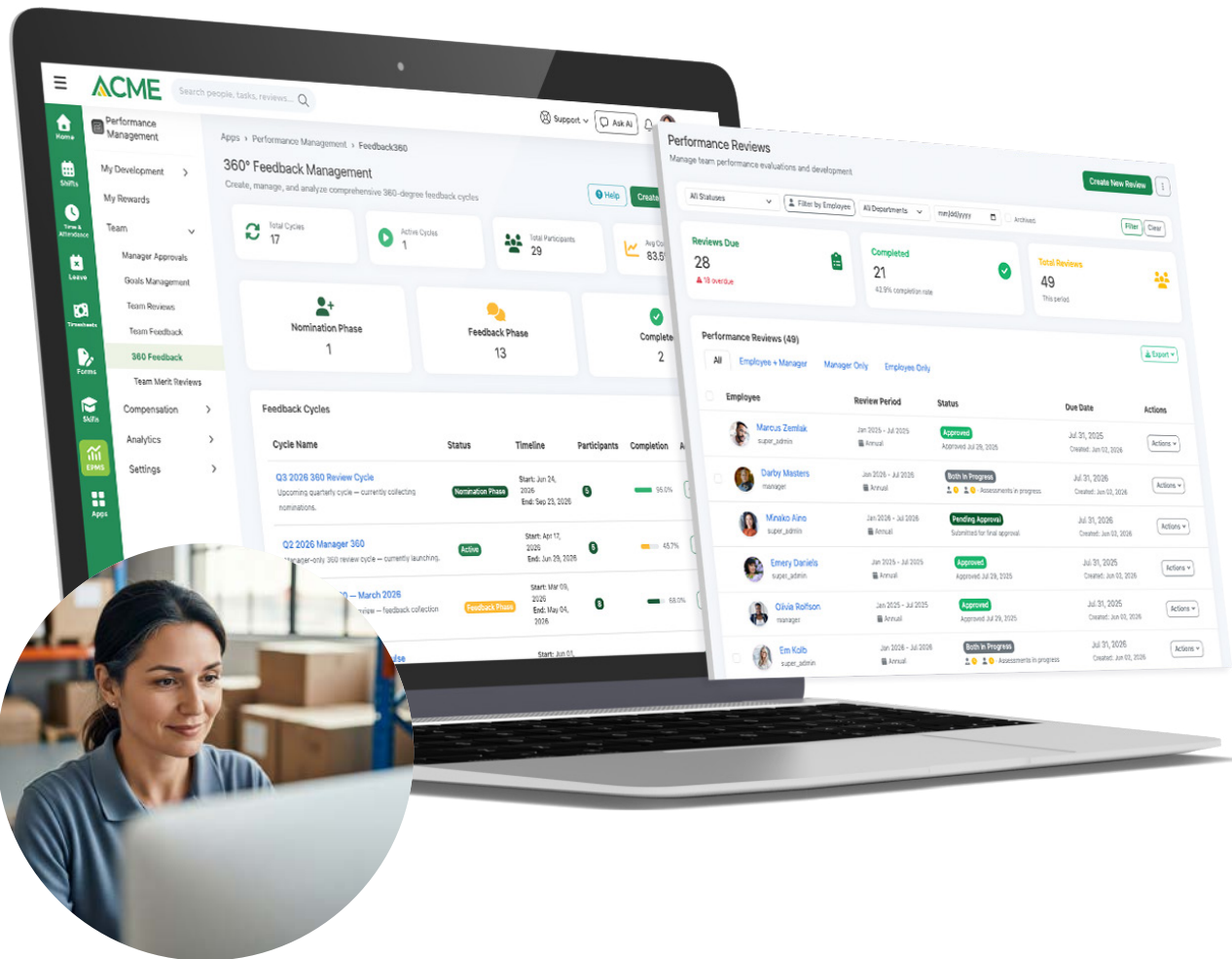
Consistent Across the Organization

Standardized rating scales, competency frameworks, and question sets ensure comparability across teams, locations, and business units.

360-Degree Feedback

A fuller picture than any single relationship can provide.

Structured input from managers, peers, and direct reports. Configurable schedule, configurable anonymity, connected natively to the review workflow.



Multi-Directional Input

Feedback from managers, direct reports, peers, and cross-functional partners, not just the people who share a reporting line.

Configurable Anonymity

Anonymity levels set by review type and respondent group. Candor without sacrificing accountability.

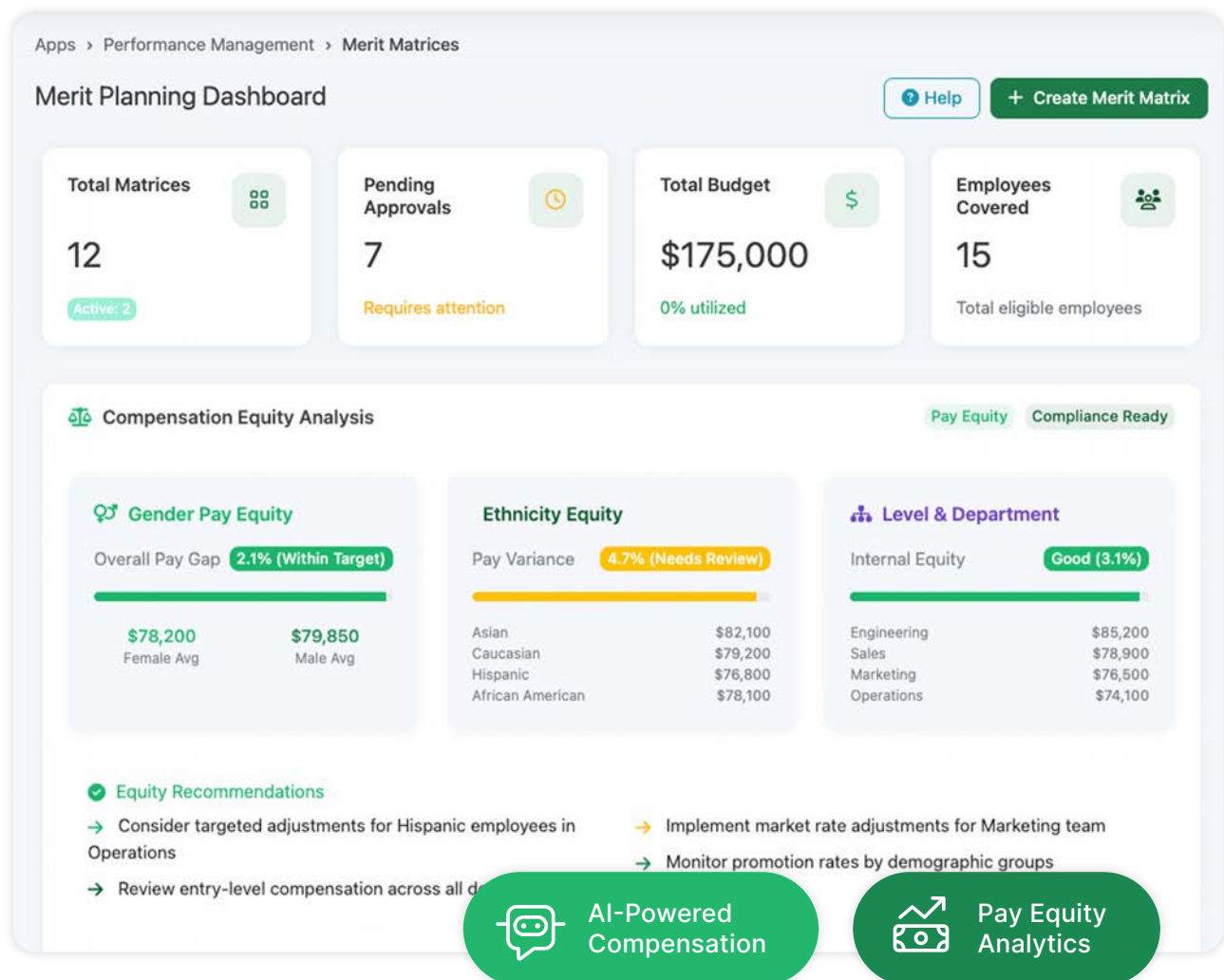
Built Into the Review Workflow

360 responses surface in the manager's review view alongside OKR data and recognition history. No import, no manual compilation.

AI-Powered Compensation and Pay Equity

Compensation decisions grounded in data, not intuition.

At review time, AI-powered recommendations and pay equity analysis surface automatically, giving managers and HRBPs context for decisions that are fair, consistent, and defensible.



AI Compensation Recommendations

Based on performance ratings, role benchmarks, and internal equity. Delivered at the moment of the decision.

Pay Equity Analysis

Compensation gaps flagged by gender, tenure, location, and role family before they become compliance or retention issues.

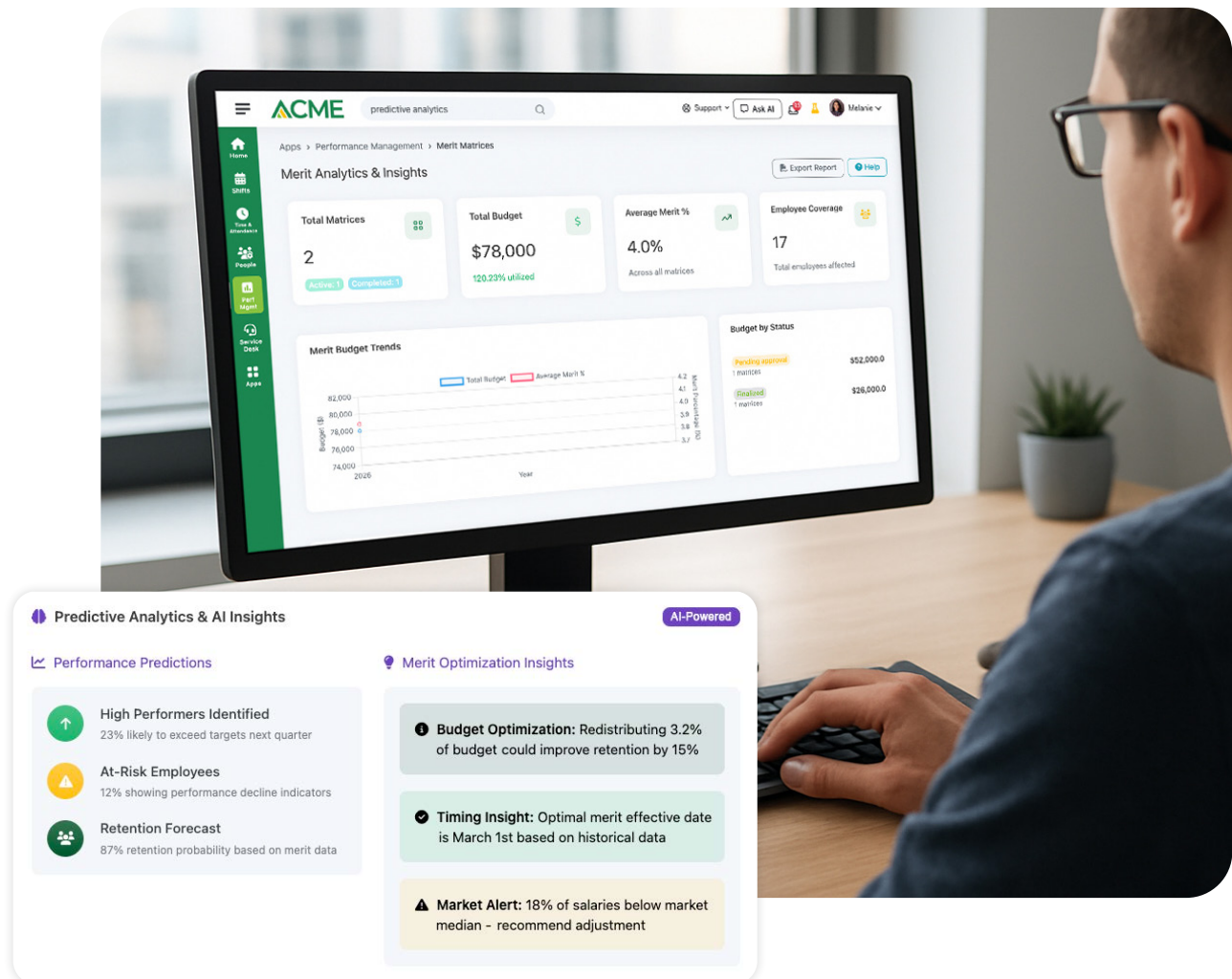
Audit-Ready Records

Compensation decisions, rationale, and approval workflows documented and stored. Accessible to HR and legal at any point.

Predictive Analytics

See what is coming before it becomes a problem.

Retention risk, performance forecasting, and succession readiness signals surfaced continuously by the Performance Agent.



Retention Risk Signals

Employees whose engagement patterns, recognition history, and performance trajectory suggest elevated flight risk, identified before a resignation confirms it.

Performance Forecasting

Individual and team performance trajectories modeled from current data, so development investment goes where it will have the most impact.

Succession Readiness Indicators

High-potential employees surfaced by data trajectory, not visibility to leadership, earlier than a formal talent review would identify them.

OKR Hub

Objectives visible at every level, company, team, and individual, with continuous progress tracking built into the flow of work. OKR data flows natively into performance reviews at year-end. No compilation, no reconstruction.

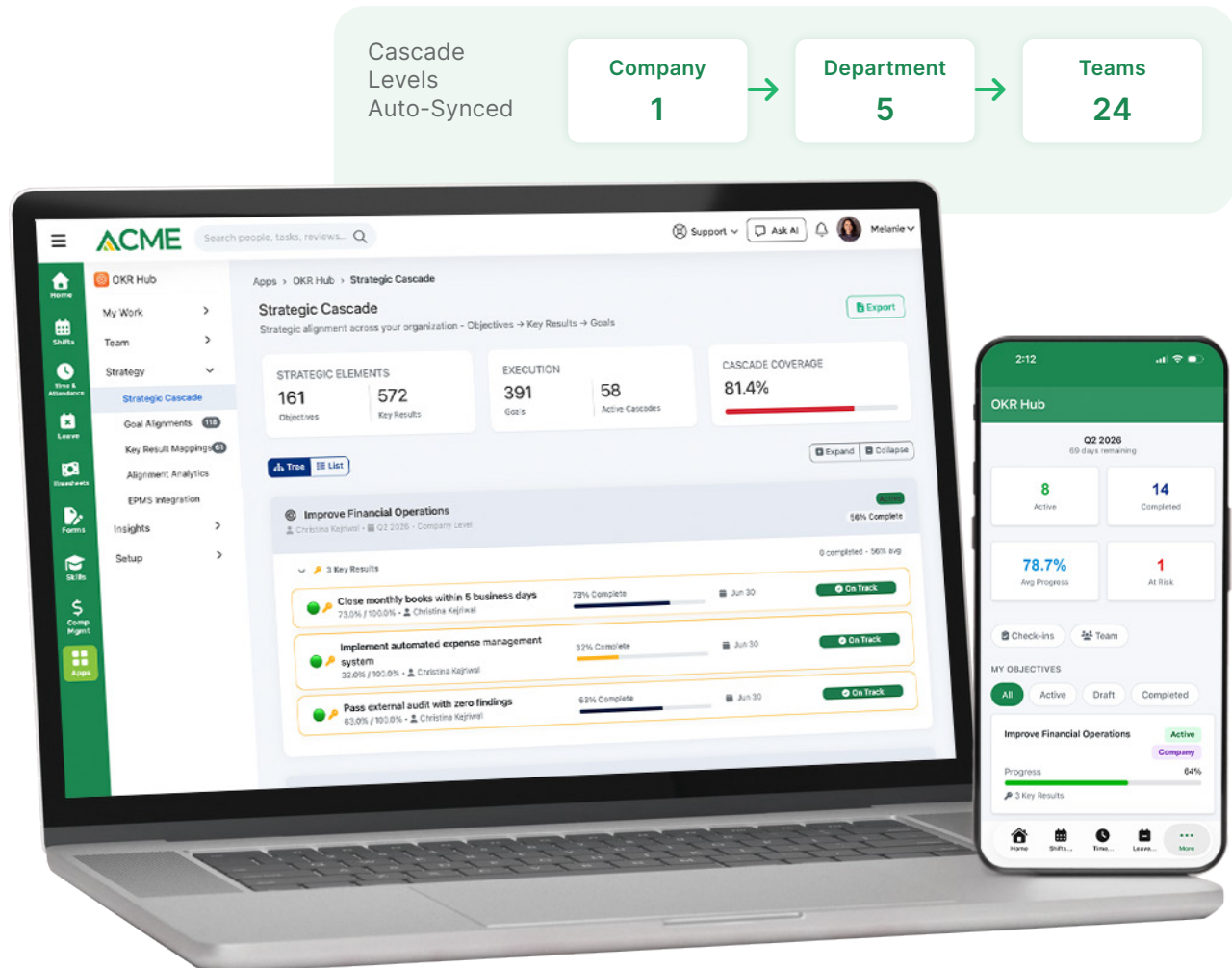
- ▶ Cascaded Objectives
- ▶ Key Result Tracking
- ▶ OKR Dashboards

OKR HUB

Cascaded Objectives

Every goal, traceable to company strategy.

Company-level objectives cascade through departments, teams, and individuals automatically. Every employee can see how their work connects to what the organization is trying to accomplish.



Top-Down Alignment

Company objectives cascade automatically. Every layer working toward the same priorities.

Flexible Cascade Depth

Configure cascade levels, from company to department to team to individual, based on org structure.

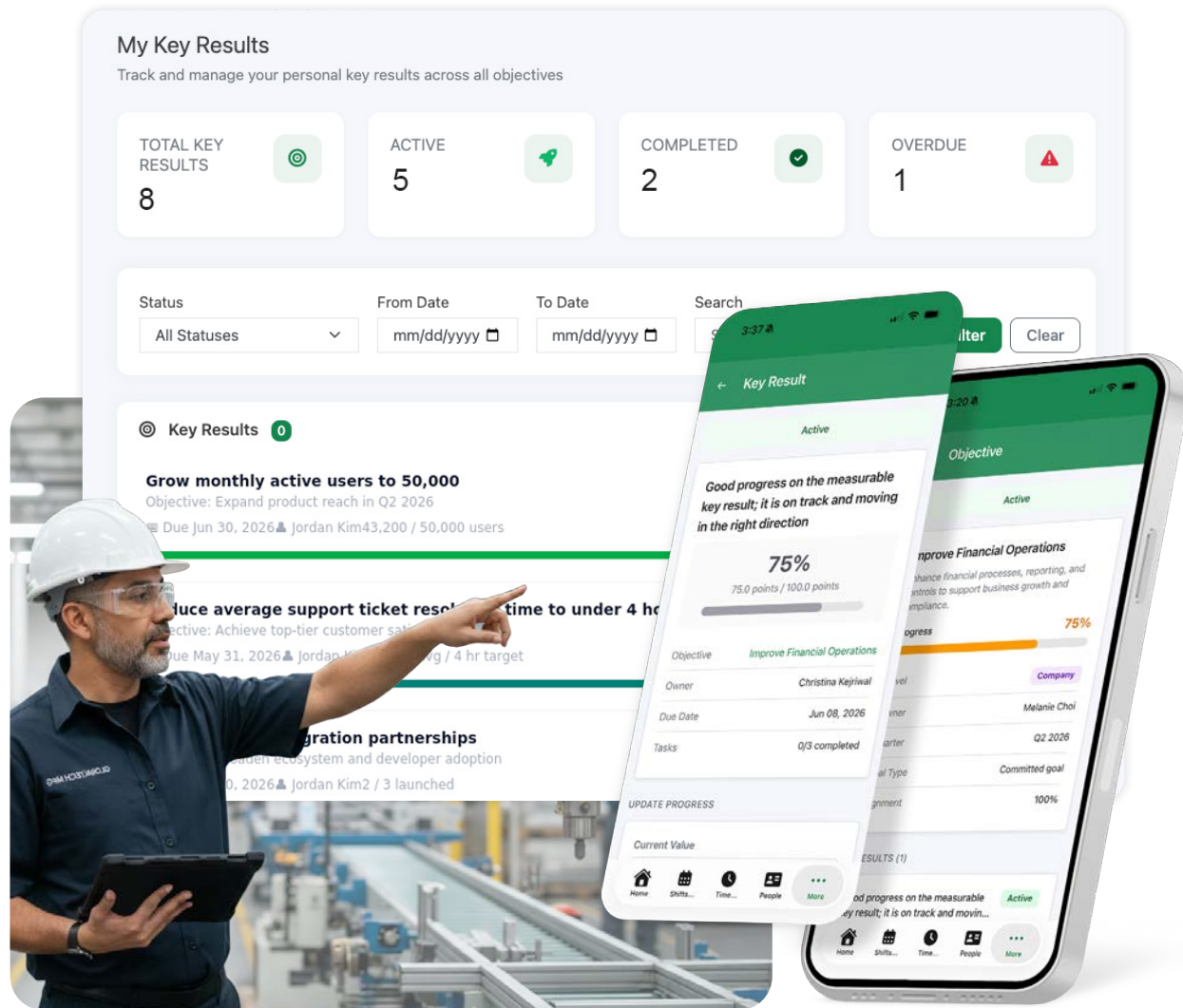
Strategy Visibility for Everyone

Individual contributors see the company objectives their goals connect to: context previously reserved for leadership.

Key Result Tracking

Progress that's visible, current, and shared.

Key results tracked in real time with built-in check-in prompts, shared with managers and teammates, not just the individual contributor.



Real-Time Updates

Progress updated as it happens. Check-in prompts keep data current without manager follow-up.

Visible to the Team

Progress is shared, creating the accountability that makes OKRs work in practice.

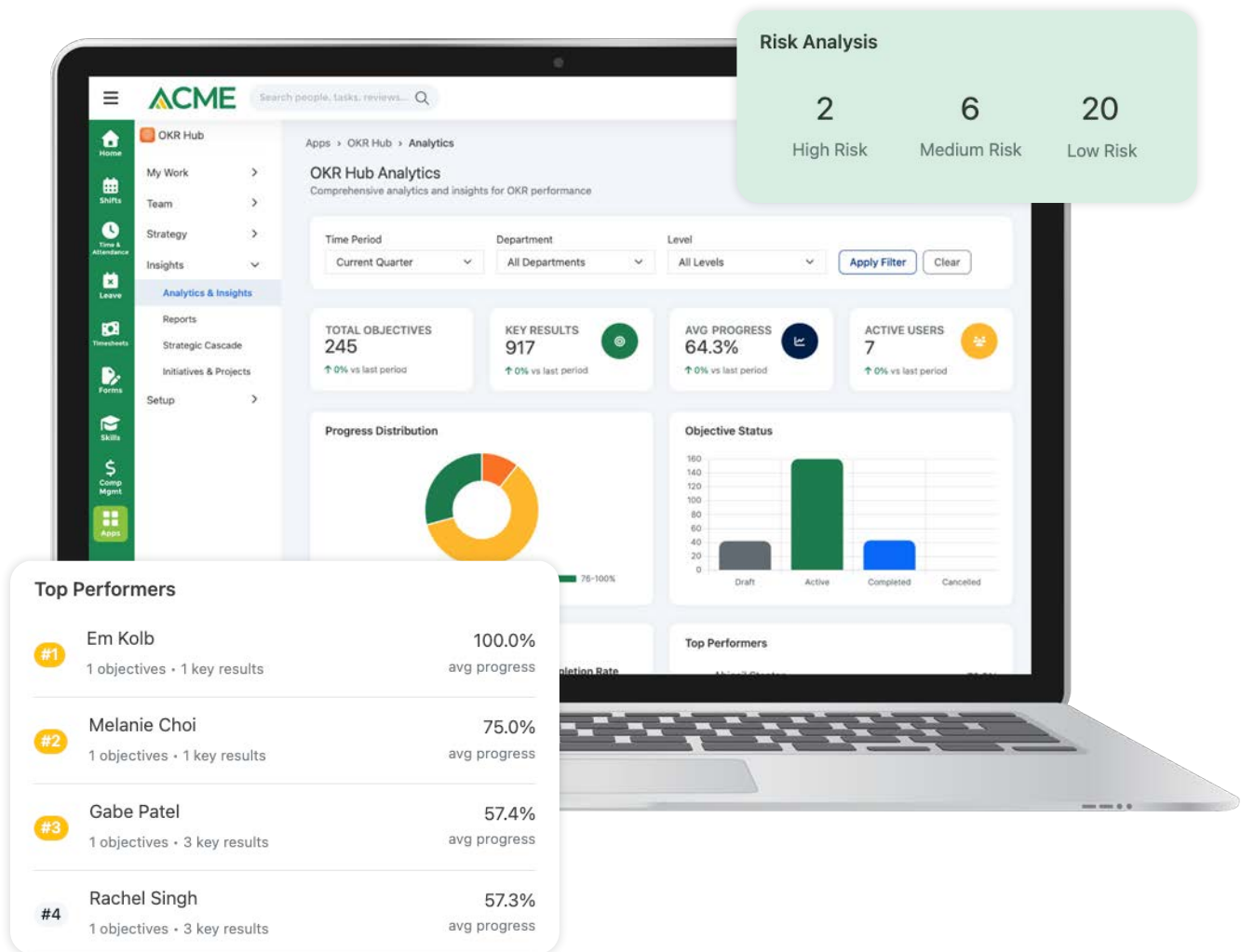
Connected to Reviews

Key result data flows into performance reviews automatically. Goal achievement is part of every review conversation.

OKR Dashboards

The health of your goals, at a glance.

Real-time view of OKR health across the organization. On-track, at-risk, and misaligned goals surfaced before a cycle closes.



Company-Wide Visibility

Completion rates, progress trends, and alignment health across every level, without pulling individual records.

At-Risk Goal Identification

Objectives falling behind surfaced with lead time to intervene, not a retrospective view after the quarter closes.

Executive-Ready Reporting

Pre-built dashboards for quarterly business reviews, board presentations, and planning cycles.

Recognition

Peer shout-outs, manager awards, values-based recognitions, and milestones visible on feeds, team pages, and employee profiles. Natively connected to the performance review workflow, so acknowledgment that happened in real time is part of the formal record at review time.

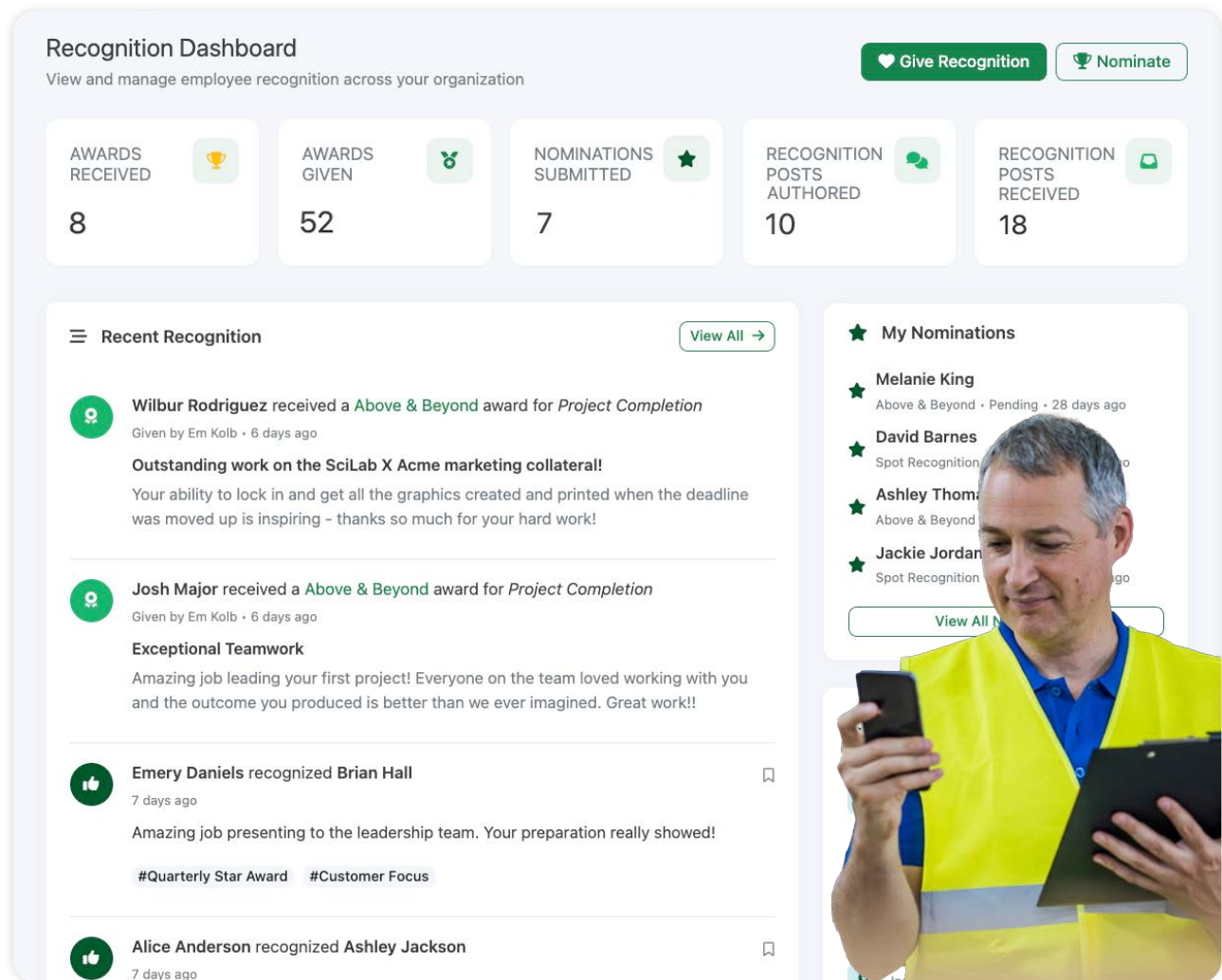
- ▶ Peer-to-Peer and Manager Recognition
- ▶ Values-Based Recognition
- ▶ Points, Rewards, and Milestones

RECOGNITION

Peer-to-Peer and Manager Recognition

Acknowledgment that flows in every direction and stays visible.

Any employee can recognize any other for any reason. Recognition appears on the home feed, team pages, and the recognized employee's profile, visible to the organization, not buried in a private notification.



Recognition Dashboard
View and manage employee recognition across your organization

[Give Recognition](#) [Nominate](#)

AWARDS RECEIVED	AWARDS GIVEN	NOMINATIONS SUBMITTED	RECOGNITION POSTS AUTHORED	RECOGNITION POSTS RECEIVED
8	52	7	10	18

Recent Recognition

[View All](#)

- 
Wilbur Rodriguez received a **Above & Beyond** award for *Project Completion*
Given by Em Kolb • 6 days ago
Outstanding work on the SciLab X Acme marketing collateral!
 Your ability to lock in and get all the graphics created and printed when the deadline was moved up is inspiring - thanks so much for your hard work!
- 
Josh Major received a **Above & Beyond** award for *Project Completion*
Given by Em Kolb • 6 days ago
Exceptional Teamwork
 Amazing job leading your first project! Everyone on the team loved working with you and the outcome you produced is better than we ever imagined. Great work!!
- 
Emery Daniels recognized **Brian Hall**
7 days ago
 Amazing job presenting to the leadership team. Your preparation really showed!
#Quarterly Star Award **#Customer Focus**
- 
Alice Anderson recognized **Ashley Jackson**
7 days ago

My Nominations

- 
Melanie King
 Above & Beyond • Pending • 28 days ago
- 
David Barnes
 Spot Recognition • Pending • 14 days ago
- 
Ashley Thomas
 Above & Beyond • Pending • 7 days ago
- 
Jackie Jordan
 Spot Recognition • Pending • 14 days ago

[View All Nominations](#)

Anyone Can Recognize Anyone

Open to every employee.
A culture tool, not a management tool.

Public and Visible

Appears on feeds and profiles.
Reinforces behaviors, not just the moment.

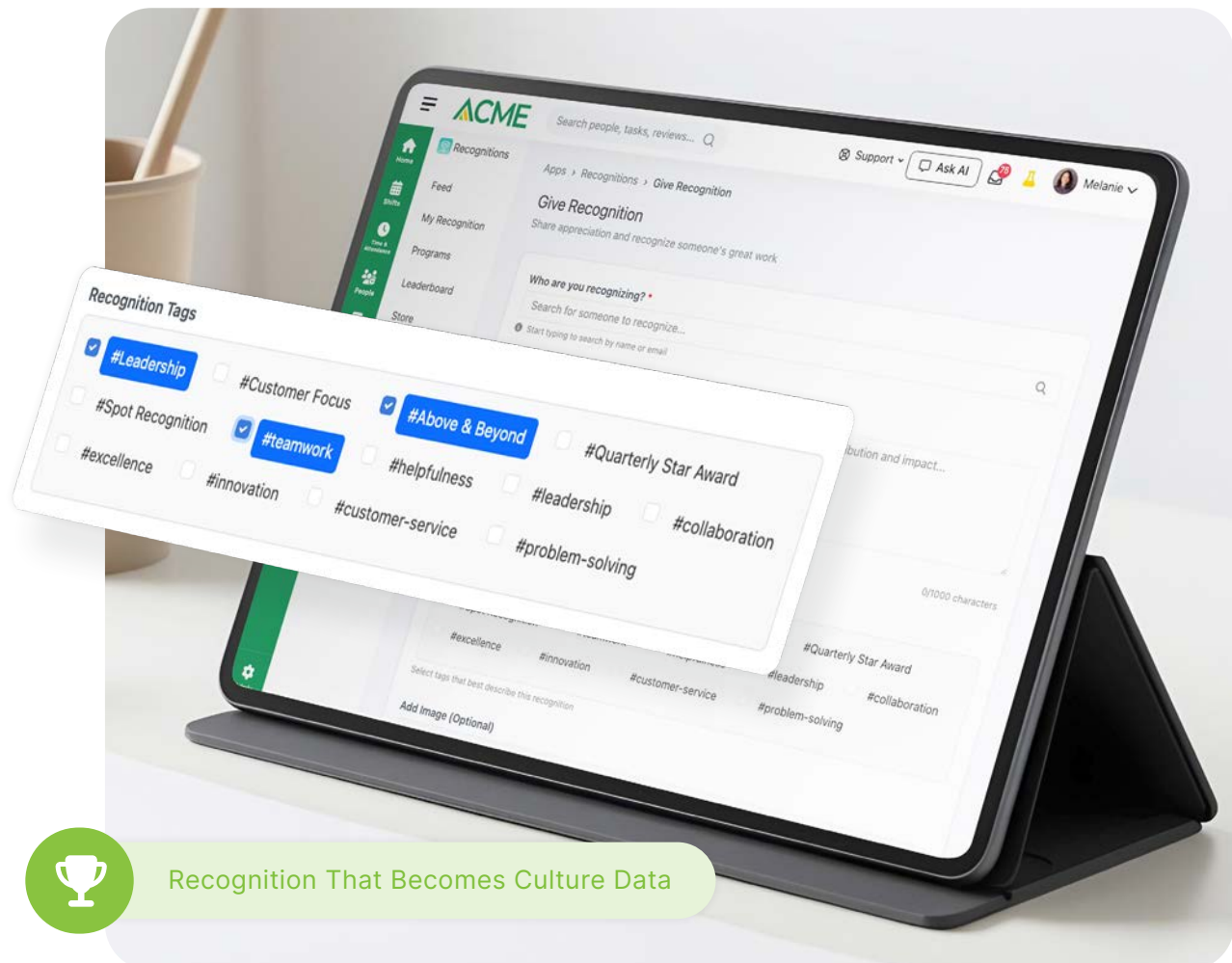
Manager Awards

Configurable award types
tied to specific behaviors, outcomes, or values.

Values-Based Recognition

Every recognition moment reinforces what your culture stands for.

Each recognition tagged to a company value: a live, searchable record of how culture shows up in practice.



Recognition That Becomes Culture Data

Tag to Company Values

Individual moments become real-time data on how culture is expressed across the organization.

Culture Analytics

Which values are recognized most and least frequently. A signal for leadership priorities and program design.

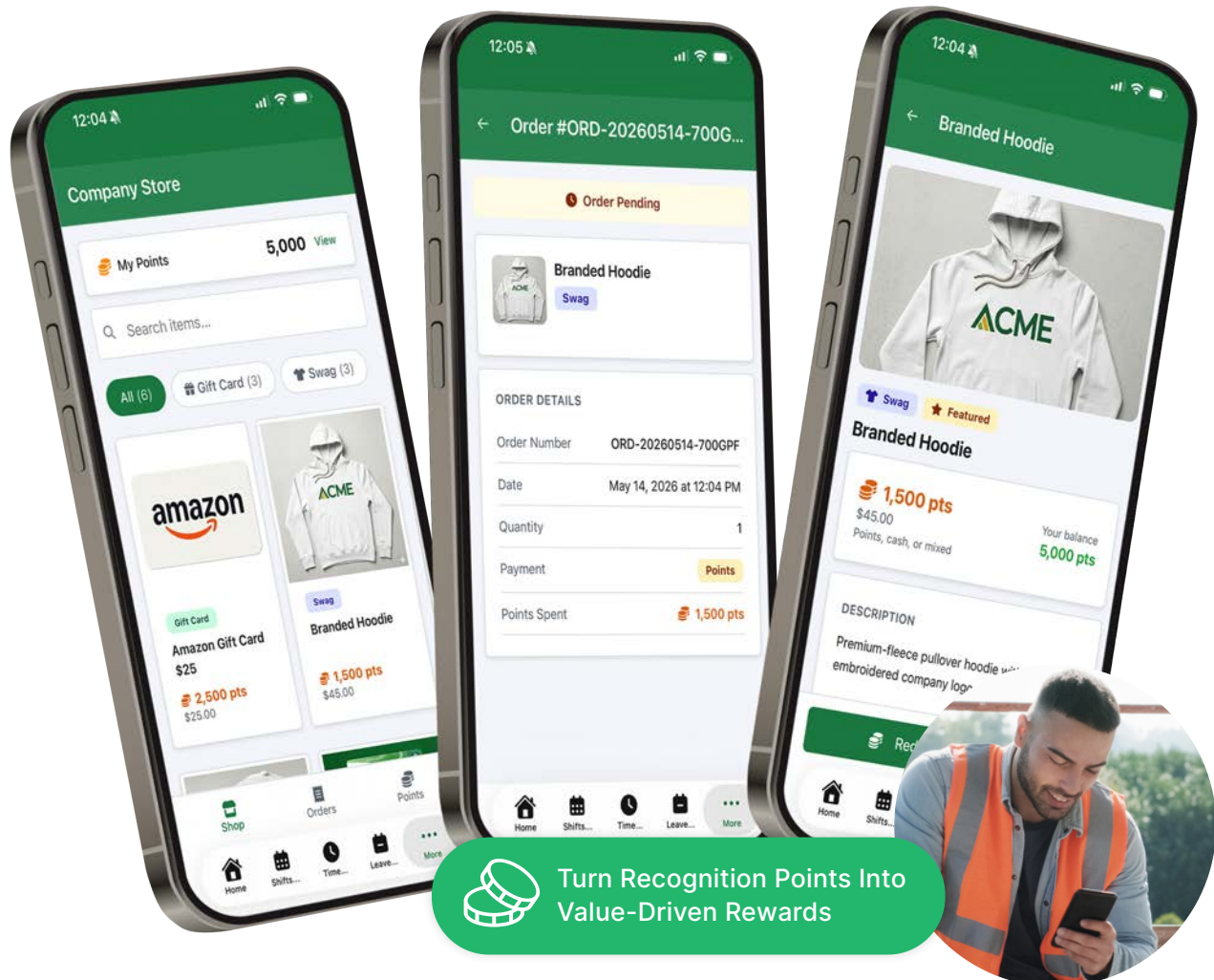
Recognition History in Reviews

The full recognition record surfaces in the review workflow, contextualizing ratings with the full year's picture.

Points, Rewards, and Milestones

Recognition tied to outcomes employees actually value.

Configurable points programs connected to tangible rewards. Automated milestone celebrations so no anniversary, promotion, or achievement goes unacknowledged at scale.



Configurable Points Programs

Point values and redemption options configured to match the culture you want to build.

Automated Milestone Celebrations

Birthdays, anniversaries, and promotions celebrated automatically across a large or distributed workforce.

Program ROI

Get back detailed analytics on your recognition program that uncover in-depth ROI plus actionable insights into company culture.

Surveys

Pulse checks, engagement surveys, and targeted feedback on a cadence that matches the business. Results visible in the same view as OKR progress and performance ratings. When listening data and performance data share the same platform, insight connects to action.

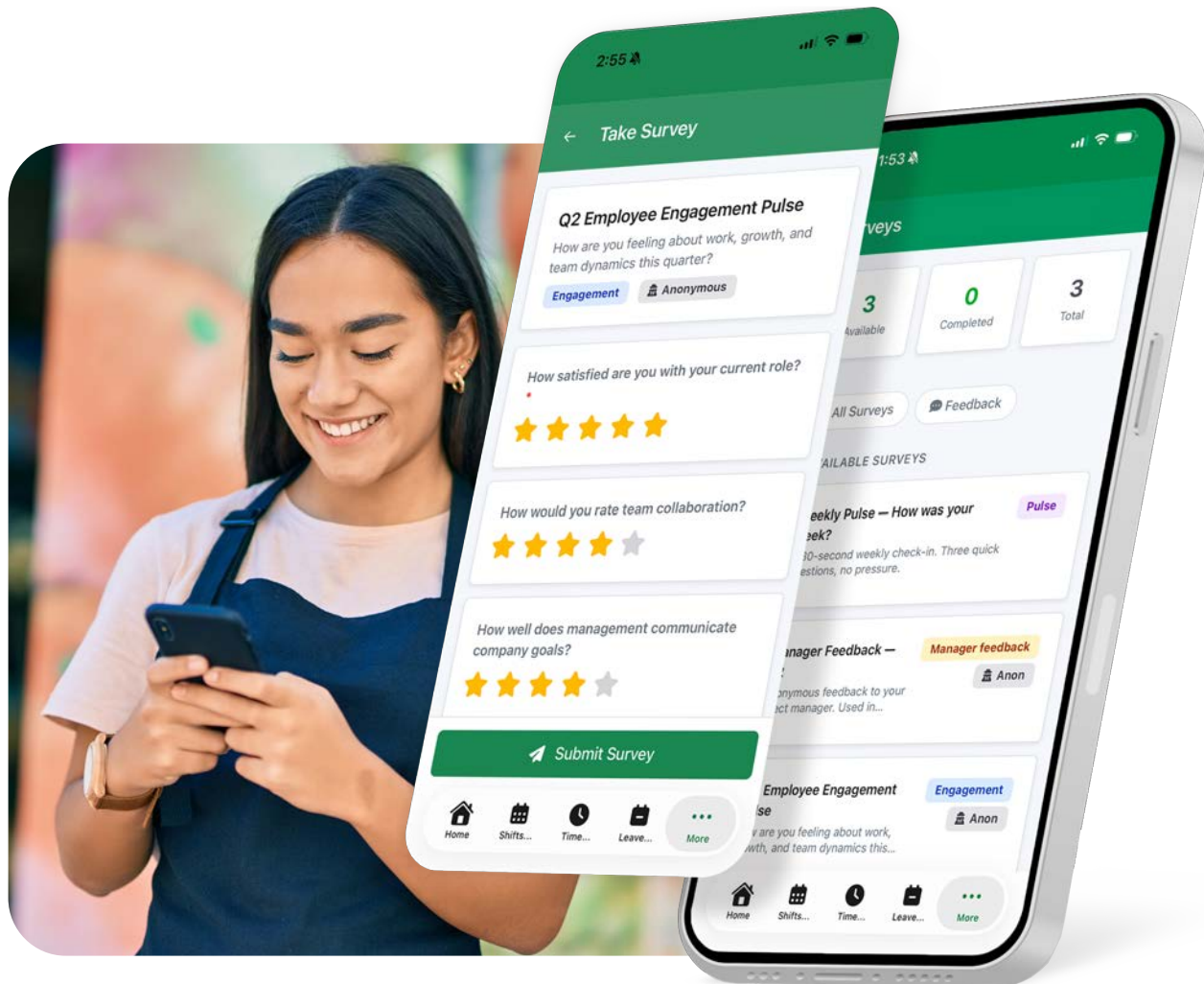
- ▶ Pulse Checks and Engagement Surveys
- ▶ Targeted Audience Configuration
- ▶ Analytics and Action

SURVEYS

Pulse Checks and Engagement Surveys

From a two-question weekly pulse to a comprehensive annual survey.

Full spectrum of listening formats on one platform: lightweight pulses for teams in transition, comprehensive surveys that benchmark against industry standards, all visible in the same manager view.



Lightweight Pulse Checks

Two to five questions, weekly or biweekly. Real-time sentiment without survey fatigue.

Comprehensive Engagement Surveys

Structured semi-annual or annual surveys. Benchmark data and longitudinal trends for workforce planning.

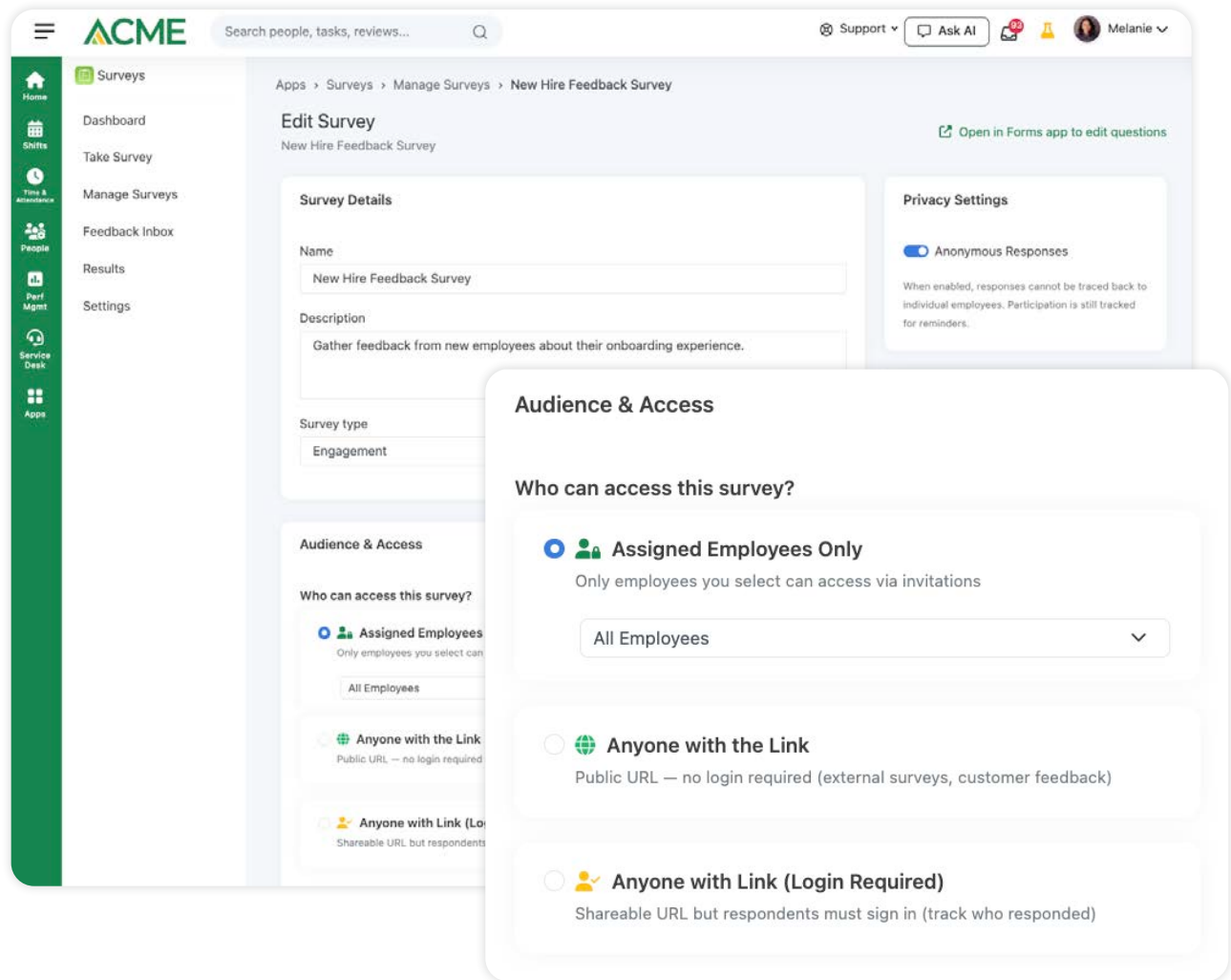
Connected to Performance Data

Survey results visible alongside OKR progress and performance ratings. Engagement signals in the performance conversation where they are most relevant.

Targeted Audience Configuration

The right questions reach the right people.

Surveys targeted to any combination of role, department, location, tenure cohort, or custom group.



ACME Search people, tasks, reviews... Support Ask AI Melanie

Apps > Surveys > Manage Surveys > New Hire Feedback Survey

Edit Survey

New Hire Feedback Survey

[Open in Forms app to edit questions](#)

Survey Details

Name

New Hire Feedback Survey

Description

Gather feedback from new employees about their onboarding experience.

Survey type

Engagement

Privacy Settings

☒ Anonymous Responses

When enabled, responses cannot be traced back to individual employees. Participation is still tracked for reminders.

Audience & Access

Who can access this survey?

☒ **Assigned Employees Only**
Only employees you select can access via invitations

All Employees

☐ **Anyone with the Link**
Public URL — no login required (external surveys, customer feedback)

☐ **Anyone with Link (Login Required)**
Shareable URL but respondents must sign in (track who responded)

Target by Any Attribute

Role, location, hire date, job family, without broadcasting to the whole organization.

Multilingual Delivery

Delivered in the employee's preferred language. Automatic translation for multilingual workforces.

Anonymous Feedback Options

Configurable anonymity by survey type. Anonymity thresholds protect individual privacy at small team sizes.

Analytics and Action

Results where managers can do something about them.

Survey analytics surface insights like which teams need attention and what people are really saying. Walk away with a clear next step — not just a score to puzzle over.



Visual Dashboards

Trend lines, segment comparisons, eNPS scoring. Patterns visible without data analysis expertise.

Sentiment Tracking

Engagement sentiment over time, by team or population. Trend data showing whether interventions are working.

Manager-Level Visibility

Each manager sees their own team's results in real time. Enough context to act without waiting for an HR report.

Succession Planning

Candidates mapped to roles, readiness grounded in real performance and skills data, development plans connected to milestones that advance readiness automatically as they are completed. When a critical role opens unexpectedly, the pipeline reflects what is true today, not what was true at the last talent review.

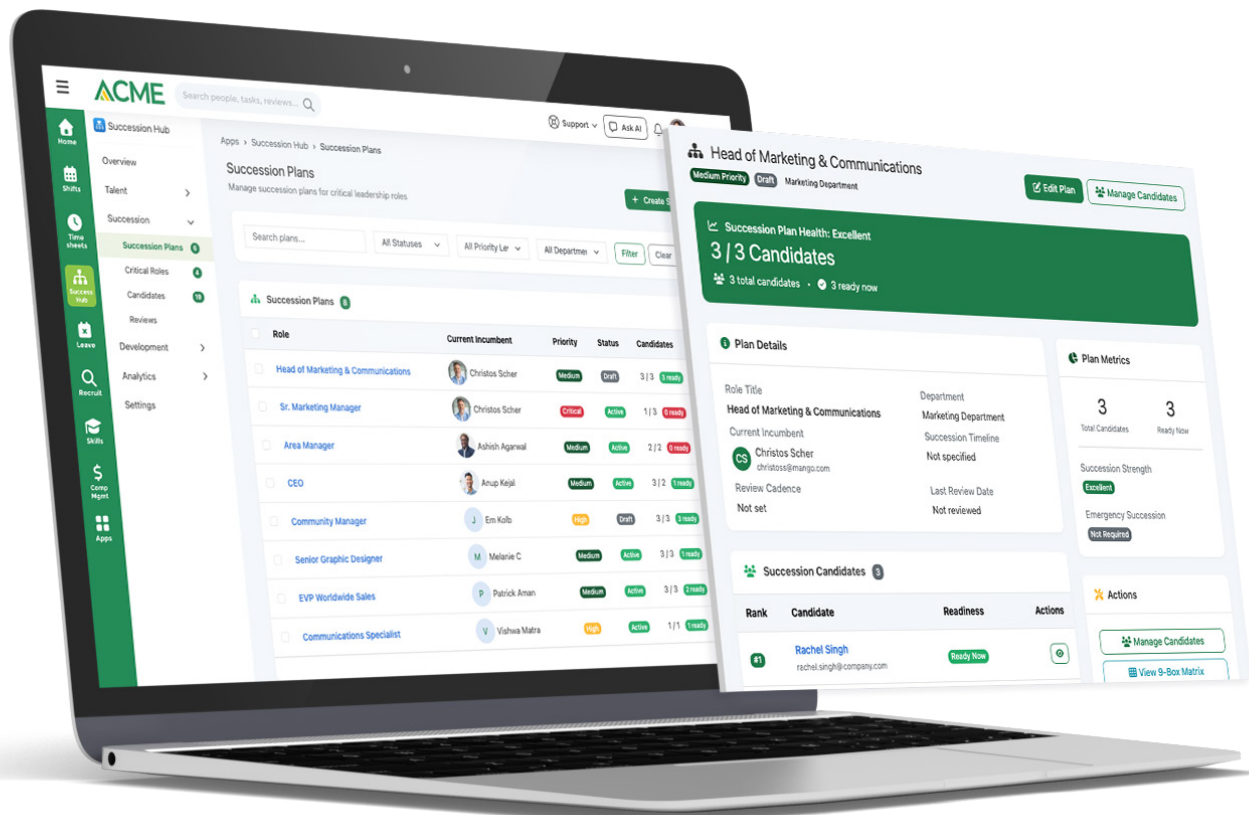
- ▶ Role-to-Candidate Mapping
- ▶ Development Plans That Connect
- ▶ Succession Dashboards and Risk Alerts

SUCCESSION PLANNING

Role-to-Candidate Mapping

Every critical role with a visible, data-grounded pipeline.

High-potential employees mapped to key roles with readiness ratings grounded in performance ratings, OKR achievement, skills profiles, and development milestones. No assumption, no seniority bias.



Data-Grounded Readiness Ratings

Informed by performance history, OKR completion, recognition patterns, and development milestones, not recency of impression.

Multi-Tier Pipeline

Multiple candidates at different readiness levels per role: ready now, ready in 12-18 months, in early development.

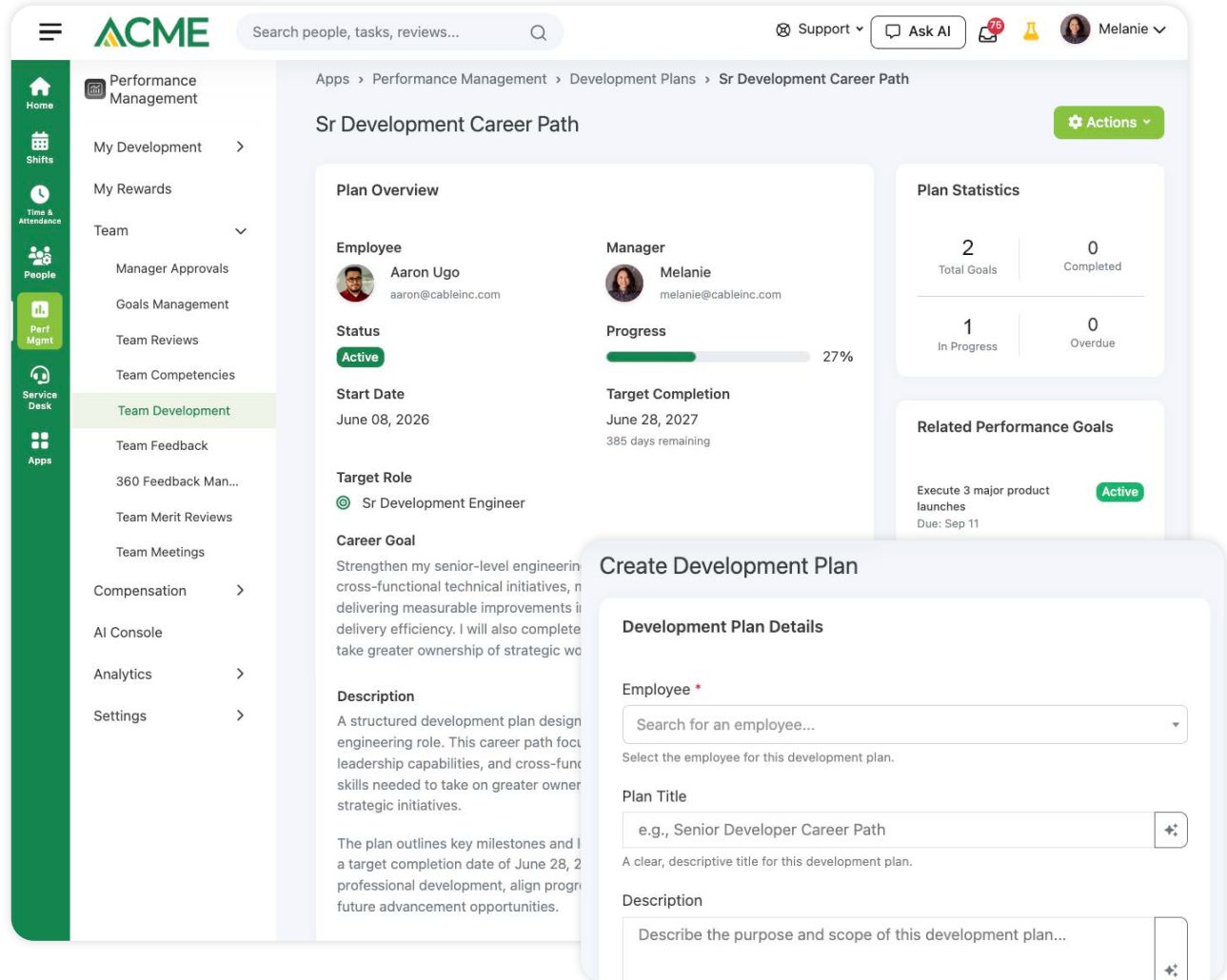
Critical Role Coverage

Roles with no succession coverage identified. Where a single departure creates immediate organizational risk.

Development Plans That Connect

Milestones that actually advance readiness.

Each candidate attached to a development plan with specific, trackable milestones. Readiness ratings advance automatically as milestones are completed. No manual updates.



The screenshot displays the ACME Performance Management interface. The left sidebar contains navigation options: Home, Shifts, Time & Attendance, People, Perf Mgmt (highlighted), Service Desk, and Apps. The main content area shows the 'Sr Development Career Path' for Aaron Ugo, managed by Melanie. Key details include:

- Employee:** Aaron Ugo (aaron@cablinc.com)
- Manager:** Melanie (melanie@cablinc.com)
- Status:** Active
- Start Date:** June 08, 2026
- Target Completion:** June 28, 2027 (385 days remaining)
- Target Role:** Sr Development Engineer
- Career Goal:** Strengthen my senior-level engineering cross-functional technical initiatives, delivering measurable improvements in delivery efficiency. I will also complete take greater ownership of strategic work.
- Description:** A structured development plan designed to prepare Aaron for a senior-level engineering role. This career path focuses on developing leadership capabilities, and cross-functional skills needed to take on greater ownership of strategic initiatives. The plan outlines key milestones and includes a target completion date of June 28, 2027, for professional development, aligning with future advancement opportunities.

Plan Statistics:

2 Total Goals	0 Completed
1 In Progress	0 Overdue

Related Performance Goals:

- Execute 3 major product launches (Due: Sep 11) - Active

Create Development Plan Modal:

- Employee:** Search for an employee... (Select the employee for this development plan.)
- Plan Title:** e.g., Senior Developer Career Path (A clear, descriptive title for this development plan.)
- Description:** Describe the purpose and scope of this development plan...

Connected to Training and Skills

Course completions, certification achievements, and OKR targets tracked automatically. Readiness advances as each is met.

Automatic Readiness Advancement

Development milestone completed: readiness rating updates without anyone having to change it.

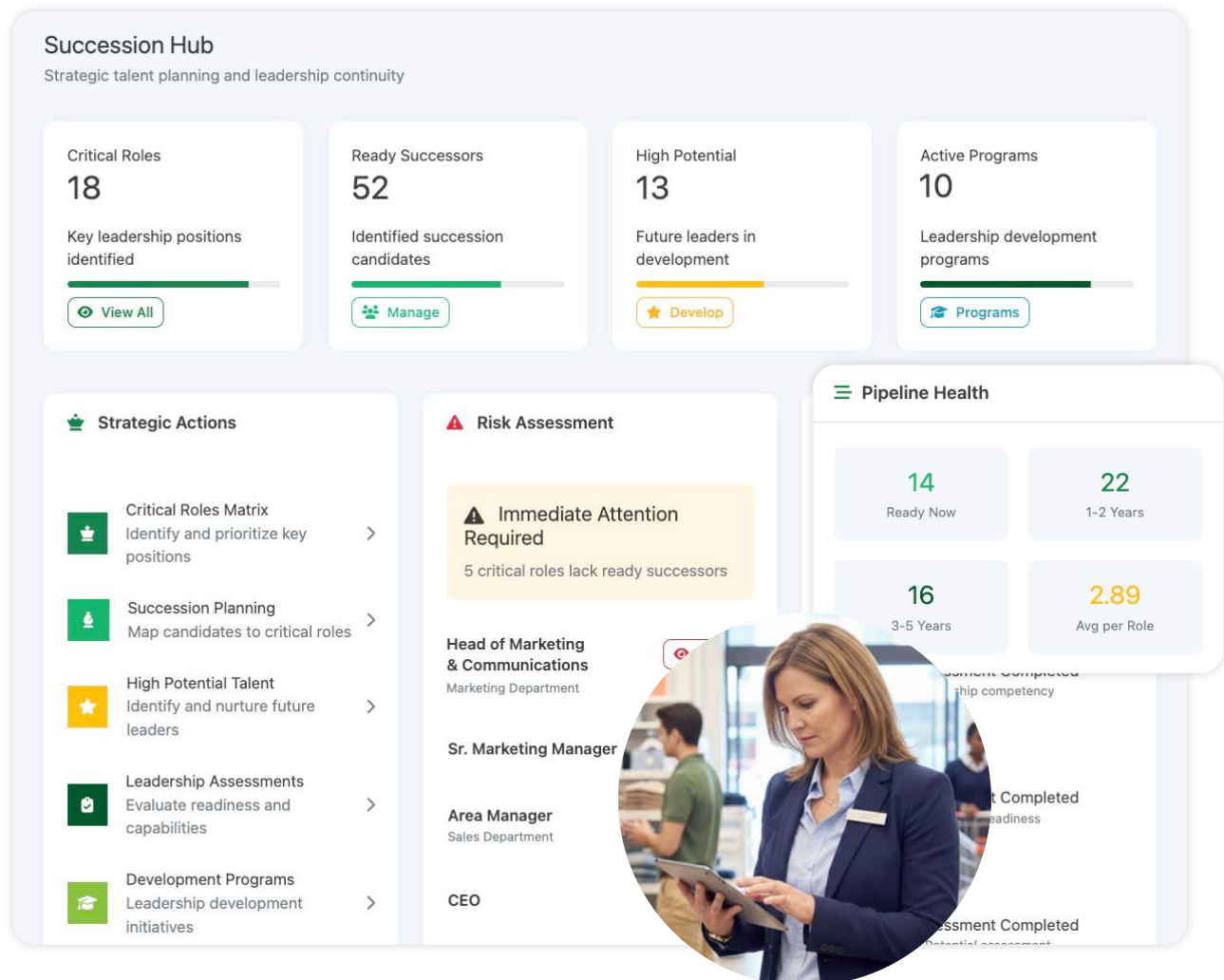
Visible Progress for the Candidate

Succession candidates see their own development plan and readiness trajectory. A concrete path, not a promise.

Succession Dashboards and Risk Alerts

The health of your leadership pipeline, always current.

HR business partners and senior leaders get a continuously updated view of succession health: which roles are covered, which are at risk, and where development investment needs to go.



Pipeline Health View

Readiness coverage across every mapped role at a glance: well-covered, at risk, unmapped.

Retention Risk Integration

Performance Agent surfaces retention risk signals for succession candidates. Flight risk flagged before a resignation confirms it.

Talent Review Ready

Succession dashboards formatted for executive and board-level conversations. Current data, no manual compilation required.

Skills and Certifications

A unified, continuously updated skills inventory fed by performance data, manager inputs, and employee self-updates, with automatic expiration tracking and renewal alerts built in. When skills data is current and connected to performance ratings and succession plans, the decisions those plans support become materially more reliable.

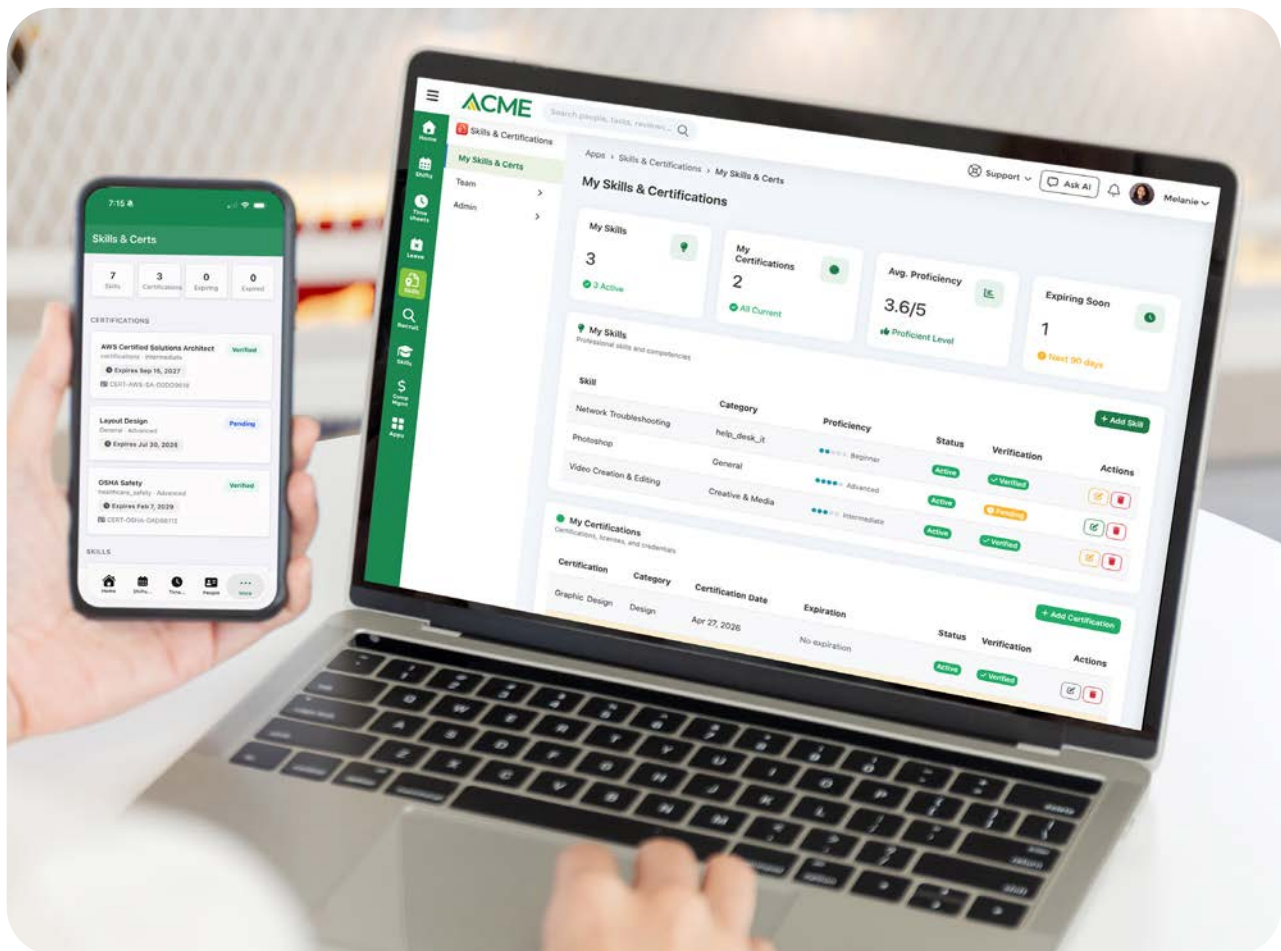
- ▶ Employee Skill Profiles
- ▶ License and Certification Tracking
- ▶ Organizational Gap Analysis

SKILLS & CERTIFICATIONS

Employee Skill Profiles

A complete, current picture of what each employee can do.

Profiles populated from multiple sources simultaneously: employee self-updates, manager inputs, and automatic updates from certification completions. Current without depending on manual diligence.



Multi-Source Population

Updated by employees, managers, and automatic completions. Reduces the manual burden that causes most skills databases to go stale.

Connected to Performance Data

Skill profiles visible alongside performance ratings and development history. The full capability picture in one view.

Feeds Succession Planning

Current skill profiles are the data source for succession readiness ratings. Pipeline decisions grounded in what candidates can actually do today.

License and Certification Tracking

No more spreadsheets. No more surprises.

Every license and credential tracked with an expiration date and configurable alert window. Compliance lapses caught in advance, not discovered after the fact.

Catalog

+ New Certification

Import

Export CSV

The certifications and skills your company recognizes.

Certifications 18

Skills 153

Search certifications...

All categories

Filter

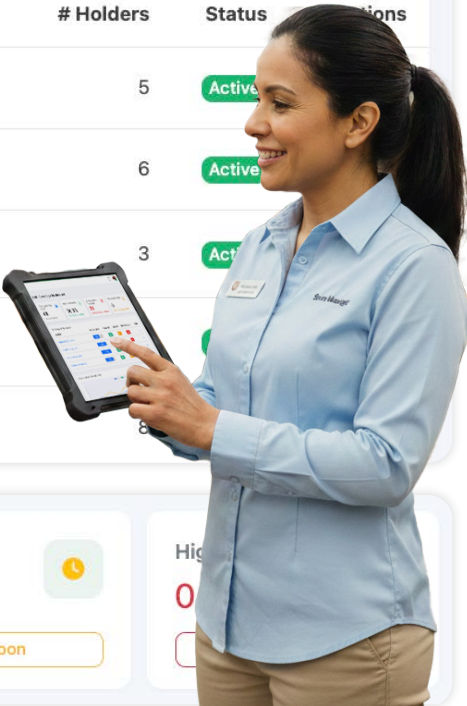
Name	Category	# Holders	Status	Actions
AWS Certified Solutions Architect	certifications	5	Active	
CPR Certified	healthcare_safety	6	Active	
Electrical Systems Working with electrical systems and controls	Maintenance & Repair	3	Active	
Fibrex Manufacturing Operating Fibrex® composite material production equipment	Frame Assembly			
First Aid	healthcare_safety	8		

Total Candidates25View All

Ready Now14View Ready

Ready Soon25View Soon

High Risk0View High Risk



Centralized Credential Records

All licenses, certifications, and credentials in one place. Accessible to managers, HR, and compliance without manual cross-referencing.

Configurable Alert Windows

Alert thresholds set per certification type: 90, 60, or 30 days, with notifications to employee, manager, and HR team.

Performance Agent Monitoring

Expiration dates monitored across the entire workforce continuously. Risk surfaced before it becomes a compliance issue.

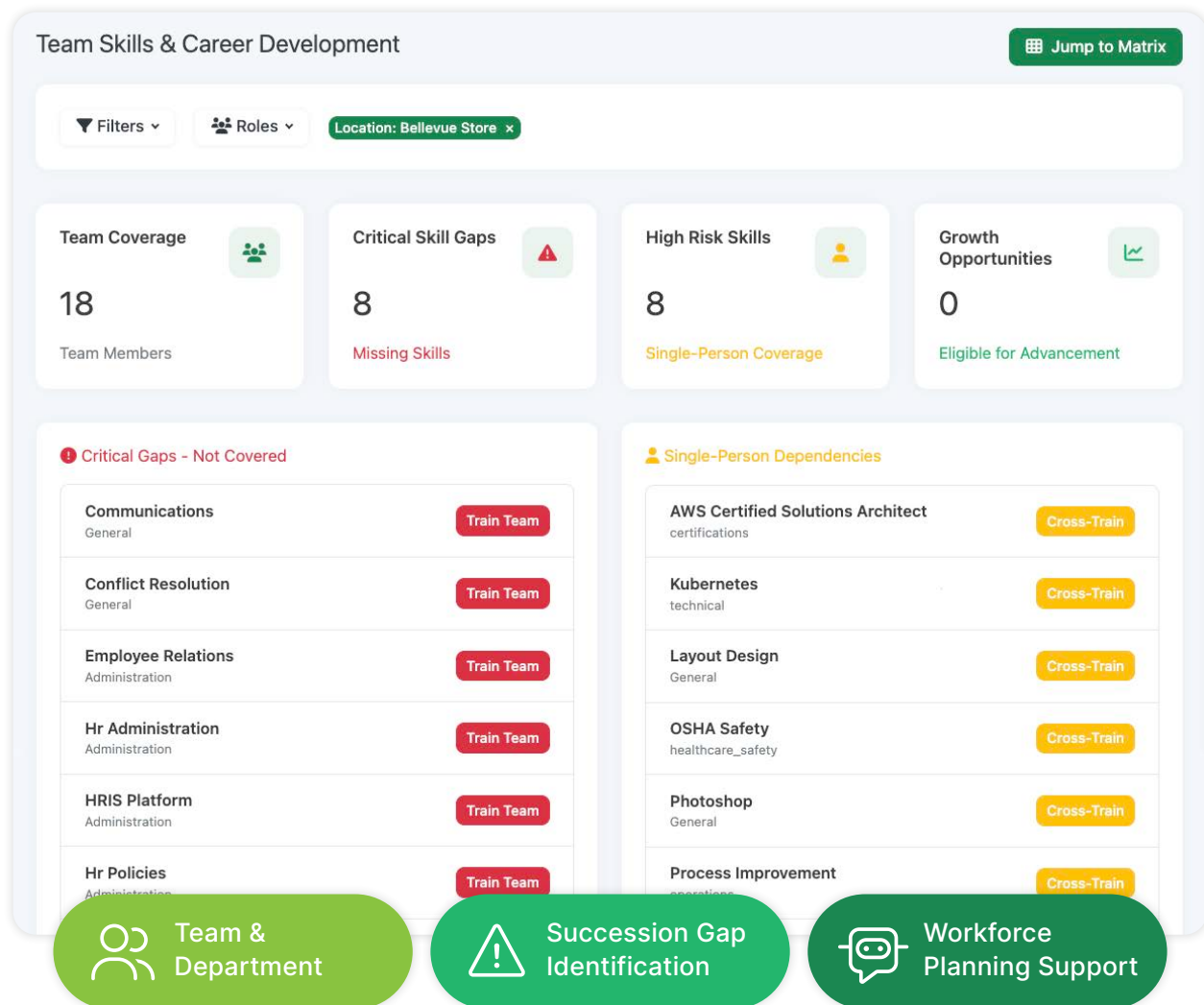
www.mangoapps.com

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Organizational Gap Analysis

See where your organization is strong and where it's exposed.

Gap analysis at team, department, and organizational level. Data to make succession and development investments based on real capability needs.



Team and Department Views

Skill concentration and coverage across any organizational unit. Roles with single points of failure identified.

Succession Gap Identification

Skills data connected to succession planning. Capability gaps a departure would create surfaced before the departure.

Workforce Planning Support

Which gaps can be closed through development and which require hiring, before a vacancy makes the question urgent.

Performance Agent

Operates continuously on data already in the platform: reviews, goals, recognition, certifications, succession plans, and engagement surveys. Surfaces patterns and risks a human reviewing individual records would miss. Available to every manager and HR leader on the platform, scoped to what each user is authorized to see. Employee data never trains public AI models.

- ▶ Retention Risk Detection
- ▶ Succession Readiness Surfacing
- ▶ Certification Risk Alerts

PERFORMANCE AGENT

Retention Risk Detection

Flight risk surfaced before it becomes a resignation.

Continuously analyzes patterns across performance ratings, OKR completion, recognition history, engagement scores, and development milestone progress, identifying the combination of signals that precede voluntary departure.



Continuous Analysis

Patterns monitored in real time. Risk surfaces as it develops, not flagged at the next quarterly review.

Team and Individual Level

Individual signals for managers. Team and organizational trends for HR. Right insight reaching the right person.

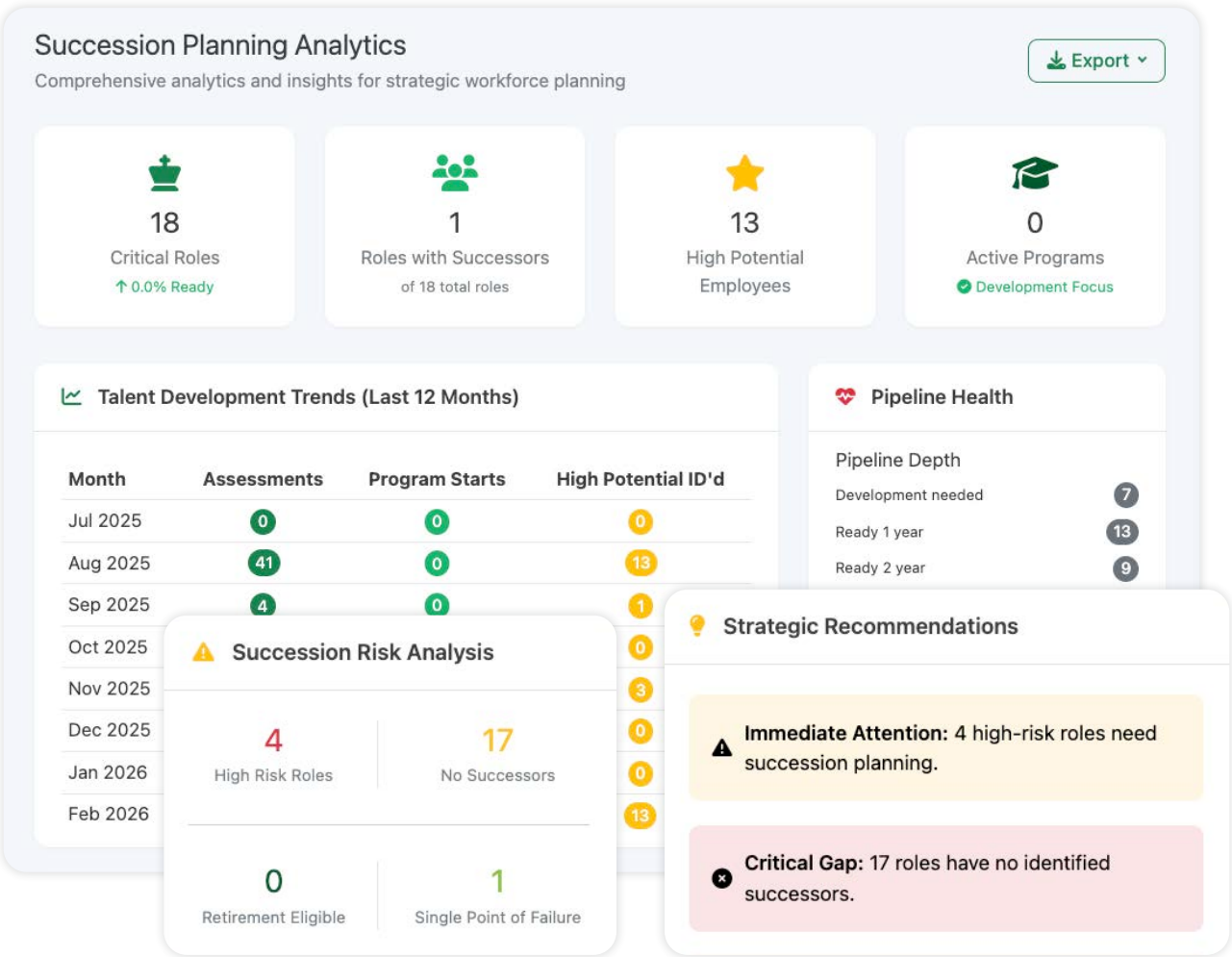
Actionable Alerts

Alerts include context: what triggered the signal and what actions are available. The path from insight to intervention is short.

Succession Readiness Surfacing

High-potential employees identified by data, not by who speaks up in a meeting.

Development milestones, performance trajectory, recognition patterns, and skills certifications monitored continuously. Readiness signals surfaced as they emerge, not only when a talent review is scheduled.



Earlier Identification

High-potential employees surfaced by data trajectory, not visibility to senior leadership.

Readiness That Updates Continuously

Succession readiness is not a static annual rating. The Performance Agent updates the picture as milestones are completed and performance data accumulates.

Risk Signals for the Pipeline

Succession candidates whose trajectory suggests the pipeline may be at risk, flagged before a departure makes the gap urgent.

Certification Risk Alerts

Expiring credentials surfaced with time to act.

Every license and certification monitored by the Performance Agent. Expiration risk surfaced with configurable lead time. Alerts routed to employee, manager, and HR simultaneously.



Proactive, Not Reactive

Alerts arrive weeks or months before expiration. Compliance gaps closed before they open.

Workforce-Wide Monitoring

Certification status monitored across the entire workforce simultaneously. Catches renewals manual tracking misses at scale.

Routed to the Right People

Alerts go to the employee who needs to act, the manager who needs to be aware, and the HR team tracking compliance, simultaneously, without manual distribution.

CUSTOMER STORIES

Proof, Not Promises.

The infrastructure story in this book is real. So are the organizations that tested it.

None of the companies on the following pages set out to fix performance management. They set out to fix something more immediate: training that nobody could track, goals that only leadership could see, recognition that evaporated the moment it happened, a platform that sat unused while the real work happened somewhere else. What they discovered is that when you give employees one place where everything lives, the data that performance conversations depend on starts to exist. Not because someone built a better review form. Because the record was finally being written in real time.

The results come from real deployments. The quotes are from the people who ran them.

Trusted by frontline-first organizations including:



The pattern holds at scale:

2M+

Users
Worldwide

90%+

Adoption Within
90 Days of Launch

98%

Customer
Retention

NPS 78

Enterprise
Leader Tier

Built as one platform, for the frontline, for 18+ years.

CUSTOMER STORIES

CUSTOMER STORY: MERCHANTS BONDING COMPANY



MERCHANTS
BONDING COMPANYTM
COMMON SENSE SURETY SINCE 1933

COMPANY:
Merchants Bonding
Company

HEADQUARTERS:
Des Moines, IA

When the training record is live, the development conversation can be too.

Merchants Bonding Company had the same problem most HR teams have: development plans that lived in shared drives, visible to no one, updated by no one, tracked by whoever remembered to ask. When Aleah Vaske joined the HR team, coordinating new hire training consumed most of her time — not because the work was complex, but because the infrastructure forced everything through her.

They moved training plans into MangoApps. Static documents became live Trackers. Automated workflows notify managers when a module is complete and flag the learner's confidence level automatically. Departments that used to route everything through HR now run their own programs. HR stopped being a bottleneck and started doing the work it was hired to do.

The performance implication is simple: when development milestones are tracked in real time, the review conversation has something to build on. Not a memory. A record.



"I think it gives our colleagues a different view of HR — we don't have to spend all of our time doing administrative tasks. We're able to be more strategic with all the time that's saved."

Aleah Vaske, Human Resources Associate, Merchants Bonding Company

CUSTOMER STORY: COLUMBIA BASIN HEALTH ASSOCIATION

COMPANY:
Columbia Basin Health

HEADQUARTERS:
Othello, Washington

EMPLOYEES:
460+

Homepage goals get talked about; deck goals don't.

CBHA is a federally qualified health center in rural Washington. Two thirds of their workforce is clinical and frontline. Their previous intranet was read-only. Leadership goals were set annually and largely invisible to the people expected to work toward them. Quarterly engagement surveys kept surfacing the same finding: employees didn't know what the executive team did, or where the organization was going.

They put MangoApps at the center of the employee experience, branded it Pulse, and made leadership goals the first thing on the homepage. The CEO posts monthly video updates. Engagement surveys run inside the same platform employees use for everything else. Compliance training became a quiz-based program called Learn-a-Latte, with 125 voluntary participants per month.

Within months, the adoption target they'd set for two years was cleared. Monthly engagement exceeded 90%. The survey finding about goals being invisible went away — because the goals were now front and center, every day, for every employee.

The lesson for performance: you cannot have a meaningful review conversation about goal progress when the goals were only ever visible to the people who set them.



"With all of the resources we built within MangoApps, getting employee engagement was very easy. We currently have over 90% monthly employee engagement."

Rebecca Wolfs, Director of Training, Development, and Compliance, CBHA

CUSTOMER STORY: FULL HOUSE



Visible Praise, Lasting Momentum

How Full House Scales Local Wins Into Company-Wide Success

Full House runs 19 furniture stores across rural South Africa, some several hours apart by road. The culture is built on human connection — employees know their customers personally, attend their weddings, share in their milestones. The problem was that recognition for hitting a monthly target went no further than the store where it happened. There was no shared picture of what any team had accomplished, and no momentum that carried from one location to another.

They branded MangoApps as LekkaChat and started posting store achievements to a company-wide feed. When a store makes its target, a post goes up. Every employee across all 19 locations sees it, reacts to it, adds to it. As month-end approaches, the posts come in one after another and the energy builds across the whole organization, not just inside each store.

This is what recognition connected to the performance record looks like in practice. Not a number on a review form, but a visible, running account of what teams have done — one that managers and employees can both see when the formal conversation finally happens.



“Our employees love to look at the posts. When a store makes their target for the month, there’s a post around it and everybody can like and comment on it. And then, as the month draws to a close, the announcements come in one after the other and it creates a sense of enthusiasm and excitement.”

Alison van Zijl, Head of Human Resources, Full House

IN THEIR WORDS

What Enterprises Say After the Deployment

Different industries. Different entry points. The same shift.



"With MangoApps, we're really trying to solve for engagement across the business. About 80% of our 55,000 employees largely didn't have access. MangoApps gave us the ability to actually reach our entire associate base for the first time ever."

- Sheena Christensen, Corporate Communications Manager, PetSmart



"Huddle has been a lifesaver for us. We can reach 600 staff members in an instant, which we were never able to do before."

- Caitlin Petit,
Director of Event Services



"Before, we might have had two or three different resources available to us, and sometimes it was confusing. And now that we have just one app, it's great!"

- Karen Claussen,
Chiefs Event Staff



"MangoApps became the glue that holds our fast-growing company together. It gives every new employee, from newly acquired teams to recent hires, an immediate sense of belonging and access to everything they need."

- Jeff Petet, Senior VP of IT



"As a store manager, you're mainly only focused on your own shop. But now you're able to see other shops and other store managers and what they're doing. So it makes this big company feel more personal."

- Vera Scherff,
Kruidvat Store Manager



"It's become a follow-on to any statement when people are citing a metric or result. If something is true and accurate, then it's on MangoApps."

- Tim Barker, CIO



2 million+ users worldwide. 98% customer retention. The pattern holds across every industry: the platform decision pays off as adoption grows one workflow at a time.

BETTER TOGETHER

The Full MangoApps Platform

One App Today. One Platform for Everything Next.

MangoApps Performance & Growth solves a real problem on its own. It is also one part of something much larger: the MangoApps platform, a single operating system for employee work that spans communications, operations, and the entire employee lifecycle. Organizations that start with performance are not buying a standalone tool. They are turning on one workflow of a platform that can eventually run the whole employee day.

That is a deliberate way to buy. For two decades, companies bought a new tool for every problem and ended up with a dozen logins, duplicated employee data, and AI that can only see one slice of the work. MangoApps runs the other way. You choose the platform once, start with what you need now, and expand when you are ready, because identity, employee data, permissions, and AI are shared underneath every app. The platform decision comes first. Adoption grows one app at a time.

The whole platform organizes into three business areas, all on the same foundation:

- | **Employee Experience** reaches and informs every employee, across communications, knowledge, and collaboration.
- | **Frontline Operations** runs the work that keeps the business moving: scheduling, time, daily execution, safety, field service, and IT support.
- | **People Operations** supports the full employee lifecycle: HR, payroll, recruiting, learning, performance, and planning.

Underneath all three sits one identity, one employee record, one governance model, and one AI layer. That shared foundation is what makes MangoApps a platform instead of a portfolio of disconnected products, and it is why every workflow you turn on later inherits what the last one built, rather than starting another integration project.

BETTER TOGETHER

Connected Across the Whole Platform

For most teams reading this, MangoApps started with performance. Whatever your entry point, it connects natively to every other workflow your employees touch. These are not integrations stitched between separate products. They are intersections inside one platform that shares a single data model, which is why they produce a kind of organizational intelligence that no combination of point solutions can replicate. Here is what becomes possible across each of the three business areas.

Employee Experience

Deliver performance conversations inside the app employees already open.

Most tools make employees go somewhere else to do the thing they need. MangoApps puts reviews, goals, and development inside the same app employees already open every day for company news and team communication. People do not learn a new system. They find one more thing in the one they already use.



Communications delivery

Review reminders, OKR check-in prompts, and succession communications go out through the same targeted channels as every other employee communication, sorted by role, location, or team, and tracked with the same read and delivery analytics.



One branded app for everyone

Every employee, desk-based and frontline, reaches their OKRs, performance history, and development plans through the same branded app they use for everything else. No separate login. No second device. One experience, regardless of role or location.



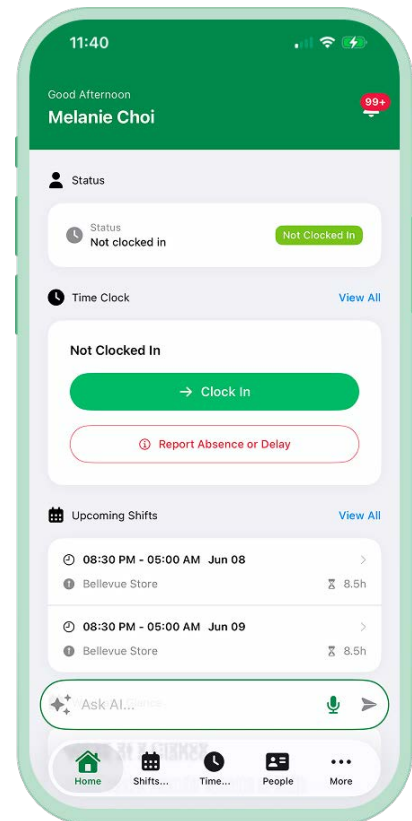
Multi-channel alerts

Review deadlines, self-assessment prompts, and certification expirations reach people through push notification, SMS, and email at once, with follow-up built in for anyone who misses the first message.



Visible in the flow of work

A development plan and its progress live where the employee already is, not in a portal they have to remember to open.



Better Together:

When a review cycle opens, managers get a push notification, employees see their self-assessment in the app, and HR tracks completion rates, all from the same platform, through the same channels, with unified analytics.

Frontline Operations

Connect performance to the work that fills the shift.

Frontline and shift-based workforces have the same performance needs as desk-based employees and far more friction reaching them. When performance connects to the work itself, scheduling, daily execution, field service, and IT, the 80% of the workforce with no desk and no corporate email reach all of it on the phone they already carry.



Performance signal from real work

Attendance reliability, shift feedback, task completion, and work-order data feed performance reviews, giving frontline managers a fuller picture than a review cycle alone can produce.



Certification-aware scheduling and dispatch

A certification lapse flagged by the Performance Agent blocks an ineligible shift assignment or field dispatch before it is published, not after an auditor asks.



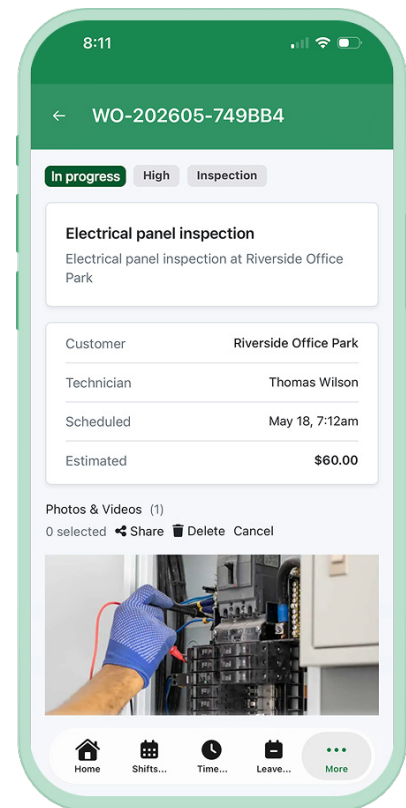
Field work on the same record

Work orders, dispatch, and job completion sit beside OKRs and performance history in one app, and a technician's credential status is visible the moment a routing decision is made.



IT and equipment without leaving the app

Service desk tickets, asset assignments, and purchase requests happen in the same app employees use for their reviews and goals, so a broken device is one request away, not one more system to log into.



Better Together:

A certification expiration flagged by the Performance Agent triggers a scheduling restriction in Workforce Operations and a dispatch restriction in Field Services automatically, before the next shift or route is published.

People Operations

Connect performance to the full employee lifecycle.

Performance is most powerful when it sits on the same employee record HR uses to make every other decision. On MangoApps, HR records, payroll, recruiting, and learning share the employee record that reviews, goals, and skills write to, so a change in one updates the others automatically and decisions reflect what people actually did.



One employee record

Synced with HRIS, payroll, and identity in real time. When a role changes, OKR alignment, review cycle assignment, and succession eligibility all update automatically. No manual stitching.



Compensation connected to performance

AI compensation recommendations at review time grounded in ratings, OKR achievement, and skills, not just tenure and job level. Pay equity analysis surfaces gaps before they become risks.



Learning that closes the gap

A skill gap identified in a review triggers a course in the MangoApps LMS. Completion updates the skills profile and advances succession readiness automatically, with no manual steps.



Recruiting into the first review

Skills gap analysis directs headcount planning and job descriptions, and when a candidate accepts, onboarding sets initial OKRs and the first review cycle before day one.



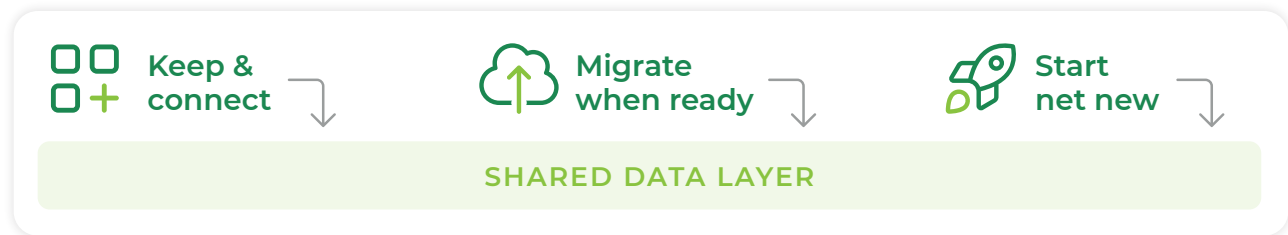
Better Together:

A new hire's first OKRs and review cycle are set before day one. A departure triggers a succession review and surfaces the capability gap before the role is posted. A role change updates OKR alignment, review assignment, and succession eligibility across every module at once, with no manual coordination.

Bringing Your Systems Onto the Platform

The rip-and-replace fear is understandable. It is also not what we are describing.

No organization replaces its HRIS, payroll system, and scheduling infrastructure in a single project. MangoApps is designed to work alongside what you already run, bring existing systems onto a shared data layer, and let you migrate or consolidate when it makes sense for the organization, not on a vendor's timeline. There are three paths. Every MangoApps customer has taken one of them.



Keep and connect.

Your HRIS, payroll, and identity systems stay where they are. MangoApps integrates with Workday, SAP SuccessFactors, UKG, ADP, BambooHR, and 200+ other enterprise systems via pre-built connectors and a full open API. Employee records sync in real time. When a role changes in your HRIS, review cycle assignment and succession eligibility update in MangoApps automatically. The data layer connects. Nothing needs to move. This is where most organizations start.

Migrate when ready.

Some organizations reach a point where a standalone LMS, a separate recognition tool, or a legacy performance system no longer justifies its cost or complexity. MangoApps supports migrations at any stage. The platform already holds the employee record, the permissions model, and the integrations. Moving a workflow onto MangoApps from a point solution is a business area turned on, not a project started over.

Start net new.

For organizations without a mature HRIS or replacing legacy infrastructure, MangoApps can be the system of record: performance reviews, skills profiles, succession plans, OKRs, and the employee record all running natively on the same platform. No second system to maintain.

You don't rip and replace.

Start with one capability, in one population. Keep the systems you already depend on. MangoApps brings them onto the shared data layer through integration, closes your biggest gap first, and expands only when you are ready.

One identity model. One permission structure. One employee record that every capability reads from and writes to. Once that foundation is in place, every new workflow you turn on inherits it. The integration tax goes down, not up, with every addition.

BETTER TOGETHER

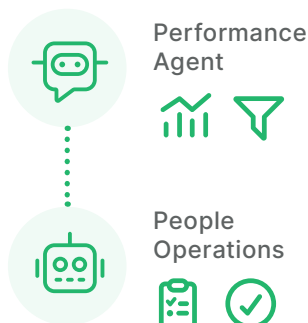
AI Built Into Every Workflow, Governed From Day One

This is where one platform stops being a convenience and becomes a requirement. A chatbot bolted onto a stack of disconnected tools can answer a question, but it cannot safely act, because it cannot see across the work or be trusted with the permissions to change it. MangoApps AI can, because identity, data, permissions, and workflows already live in one place. Everything below runs in production today, not on a roadmap.



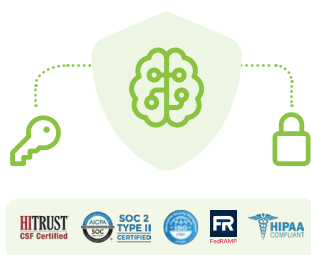
Embedded in every app.

More than 20 AI capabilities run inside the apps employees already use. Ask a question and get an answer grounded in your approved content. Summarize a long policy, translate it into 37 languages, or build a working form from a description. Employees reach all of it through one front door, Ask AI, on the same phone they already carry. There is no separate AI tool to buy, learn, or govern.



Agents that close the work.

Beyond answering, specialist agents take governed action across the platform, organized by the same business areas your teams already work in. In Performance & Growth, the Performance Agent watches for retention risk, succession gaps, and expiring certifications and surfaces them before anyone has to look. In People Operations, Onboarding readies a new hire before day one and the Recruiter moves candidates through the funnel. You decide how far each agent goes on its own, from observe-only to suggest, approve, or run automatically.



Governed by default.

Every capability and every agent inherits one governed foundation. Each respects the calling user's permissions and cannot surface anything that person could not already see. Your data stays inside your boundaries and never trains public models. Every action is logged and reviewable. And you choose the model, OpenAI, Anthropic, or Gemini, with automatic failover, so provider choice is a setting, not a re-platform.

What You Can Turn On Next

One platform. Three business areas. Start with one. Expand on the same foundation.

MangoApps Performance and Growth is one part of the AI-Ready Employee Platform for the Frontline. The three business areas below run on the same Mango Platform: the same identity, the same employee record, the same permissions model, and the same AI governance layer. Expanding is a business area turned on, not a new implementation.



EMPLOYEE EXPERIENCE

Reach and engage every employee, desk and frontline, in one branded app.

- Internal Comms and Frontline Reach
- Modern Intranet and Knowledge
- Employee App and Team Collaboration
- Employee Listening and Surveys
- Recognition and Rewards Platform



FRONTLINE OPERATIONS

Run schedules, tasks, safety, and field work in the same app employees already open.

- Shift Scheduling and Time Tracking
- Frontline Task and Store Operations
- EHS and Safety Management
- Field Service Management
- Employee Help Desk and ITSM



PEOPLE OPERATIONS

Connect performance to the full employee lifecycle.

- Core HR and Employee Records
- Payroll, Benefits, and Compensation
- Applicant Tracking
- Learning Management
- Performance Management and Goals ← *You are here*
- Workforce and Org Planning

ONE SHARED MANGO PLATFORM BASE

Same platform. More functions turned on. Every business area added to your deployment inherits the identity, permissions, and AI governance already in place. The platform decision you made today keeps paying off.

Why the Platform Decision Is the Strategic One

Step back and the pattern is simple. Identity, employee data, permissions, and integrations are configured once, and every app you add inherits them instead of rebuilding them. Start with performance today and expand into adjacent workflows whenever you are ready, with users, data, and history carrying forward. No second implementation. No migration. No lost context.

Every app you turn on is also one fewer vendor for IT to manage, one fewer contract to renew, one fewer integration to maintain, and one fewer security review to run. For employees, it is one fewer system to learn. The consolidation value compounds with every workflow that moves onto the platform, while the integration tax finally goes down instead of up.

Point solutions were never designed to share a data model, so the intelligence that comes from connecting the work, and the AI that depends on it, stays permanently out of reach for a stack of separate tools. MangoApps was built as one platform from day one, for the frontline, for 18+ years. 2M+ users run on it. 98% of customers stay. 90%+ adopt within 90 days of launch. Start with the performance problem you need to fix now. Expand on the same platform when you are ready.

18+ Yrs

BUILT FOR
FRONTLINE

2M+

ACTIVE USERS

98%

CUSTOMER
RETENTION

Recognized and secured for the enterprise.

Gartner, Forrester, IDC, and ClearBox all recognize MangoApps across the employee platform market. HITRUST, SOC 2 Type II, and ISO 27001 together, the only unified employee platform with all three, plus FedRAMP ATO, HIPAA, and GDPR. Deployable as SaaS, Private Cloud, Customer VPC, or On-Premise.



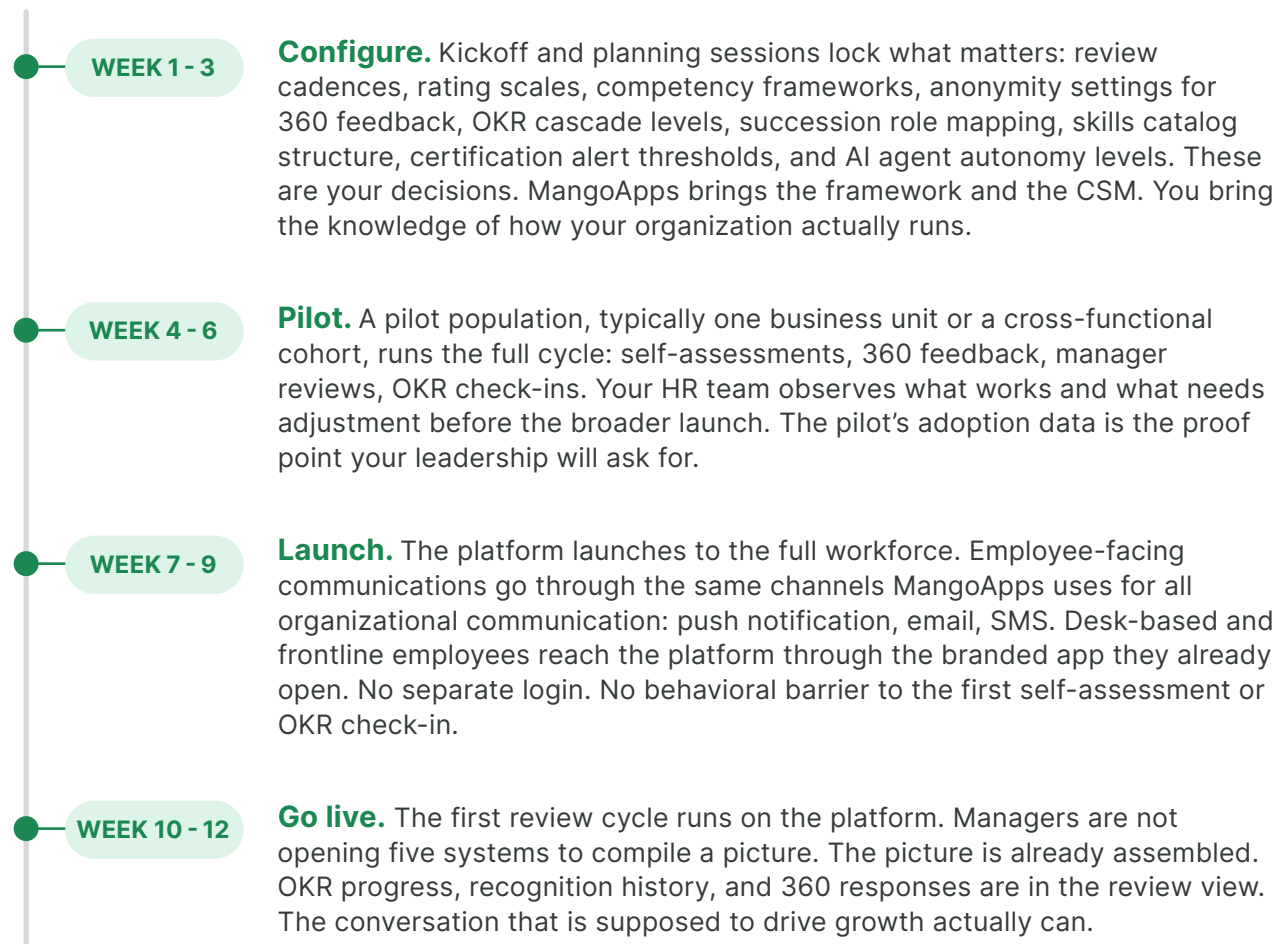
YOUR FIRST 90 DAYS

What Changeover Actually Looks Like

The 8-to-12-week timeline isn't marketing fluff—it's our standard.

Two questions come up in every evaluation conversation before a contract is signed: how long until this is live, and what breaks while we switch? Here is the direct answer.

Typical implementations run 8 to 12 weeks with a named Customer Success Manager from day one, the same partnership model that earns 98% customer retention. You do not switch everything at once. Your existing systems keep running while the data layer comes online underneath them. The first review cycle on the platform is better than the last one off it.



You don't rip and replace.

Start with one capability, in one population. Keep the systems you already depend on. Add the next workflow when the organization is ready. The platform decision is made once. Adoption grows one workflow at a time.

The 90-Day Markers That Matter



First review cycle live, with OKR data and 360 responses assembled automatically, no manual compilation.



90%+ adoption within 90 days, because the platform lives in the app employees already open. High adoption is not a vanity number. It is the prerequisite for performance data you can actually act on.



First compensation cycle grounded in a full year of visible data, not a rating reconstructed the night before.

What MangoApps Does. What You Decide.

This is not a self-serve deployment. It is not a black-box implementation either. Here is how the work divides.

What MangoApps does.

A named CSM is assigned before the contract is signed and stays through every renewal, not a support queue, not a shared pool. One person who knows your deployment, your HR leadership's priorities, and your workforce structure.

MangoApps handles technical configuration, system integrations (HRIS sync, SSO, identity), mobile app setup, and the branded employee experience. Four major product updates per year come included. Engineering and Customer Success make up more than 80% of MangoApps headcount, a deliberate choice about where the company invests.



The Adoption Guarantee: if employees do not adopt MangoApps after launch, you do not pay. No other vendor in this category backs their product this way.

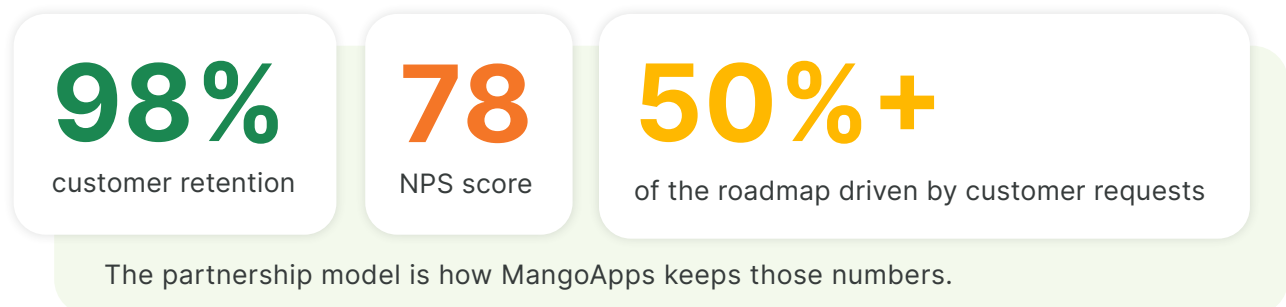
What you decide.

Review cadences: annual, semi-annual, quarterly, probationary, or ad-hoc, configured by team, role, or tenure. Anonymity settings for 360 feedback and surveys: configurable by review type and respondent group. OKR cascade depth: from company level down to individual, based on your org structure. Skills catalog: which capabilities and certifications matter for your roles. AI agent autonomy: from observe-only to suggest, to approve, to run automatically. These are governance decisions that belong to the organization. MangoApps enforces them.

Why 90%+ adoption follows.

MangoApps is the app employees already open for company news, team communication, and their schedule. Performance self-assessments, OKR check-ins, and development plan updates appear in that same app. No separate login. No new behavior required. The review process meets employees where they already are.

That is why adoption hits 90% in 90 days. And it is why the data that flows into reviews is trustworthy: employees used the system all year.



Questions Talent Leaders Ask

The objections that come up in every conversation. Answered directly.

We only need one capability right now. Does buying MangoApps lock us into a full platform purchase?

No. Organizations start with the capability that closes their biggest gap: reviews, goals, succession, or skills. The platform foundation is included regardless. Adding a second capability later is a business area turned on, not a new implementation. You do not pay for what you are not using, and you do not redo your integration work when you are ready to expand.

How does the AI know what it is and is not allowed to surface?

Every AI capability inherits the permission model already defined for the organization. A manager's AI view is scoped to their team. An HRBP's AI view is scoped to their aligned population. The Performance Agent cannot return data to a user that the user could not already access by navigating the platform directly. AI inherits permissions. It does not override them.

Does our employee data train public AI models?

No. Employee data never leaves your boundaries to train public models. All AI processing operates within the organization's governed environment. MangoApps supports multiple model providers, OpenAI, Anthropic, and Gemini, with automatic failover configured as a platform setting. For organizations that require it, private LLM deployment is available via AI Studio. Model choice is a setting. Your data stays yours.

What happens to employee data when someone leaves, or when a contract ends?

Data retention, deletion, and export policies are configurable to the organization's requirements. MangoApps supports GDPR-compliant data subject requests, configurable retention windows, and audit-ready records. Your legal and compliance teams define the data lifecycle. MangoApps enforces it.

Our frontline workforce does not have corporate email addresses or company devices. How do they reach the platform?

MangoApps was built for this. Frontline employees reach the platform through the branded mobile app on their personal device. No corporate email required. No company device required. Onboarding happens via SMS invite or a QR code at the location. Once in, every capability available to desk-based employees, reviews, OKR check-ins, development plans, recognition, surveys, is available to them.

Can we change AI model providers if our organization's policy requires it?

Yes. The model provider is a platform configuration setting, not a structural dependency. Organizations can switch between supported providers or route to a private LLM without rebuilding workflows or losing data. Automatic failover is configurable for continuity. The AI infrastructure belongs to your platform, not to a single provider.



CLOSING & NEXT STEPS

The Review That Changes Nothing Is an Infrastructure Failure.

The performance review that changes nothing isn't a failure of the manager who ran it. It's a failure of the infrastructure they were handed: five systems that don't talk to each other, a rating reconstructed from memory, a development conversation with nowhere to go. Infrastructure failures have solutions.

If the gaps in this book look familiar, the rating rebuilt from memory, the OKR set in January and forgotten by March, the succession candidate whose readiness reflects what was true eighteen months ago, the skills profile that lapsed while everyone assumed it was current, those gaps are closable. MangoApps closes them not by adding another tool, but by connecting the ones that matter onto one shared data layer where the data is current, the picture is shared, and the conversation that is supposed to drive growth actually can. Start with the capability that closes your biggest gap. The rest builds on it when you're ready.

And that's only the start. The reviews, goals, succession, and skills you connect now sit on the same identity, employee record, and AI layer as communications, HR, recruiting, learning, field service, and IT. Whenever you're ready to consolidate the next point solution, you expand into it on the platform you already own, with users, data, and history carrying forward. No second implementation. No migration. The platform decision you make today keeps paying off as adoption grows one app at a time.

Get Started

Request a Personalized Demo

See MangoApps Performance & Growth configured for your organization's structure and use cases, tailored, not generic.

Talk to a MangoApps Specialist

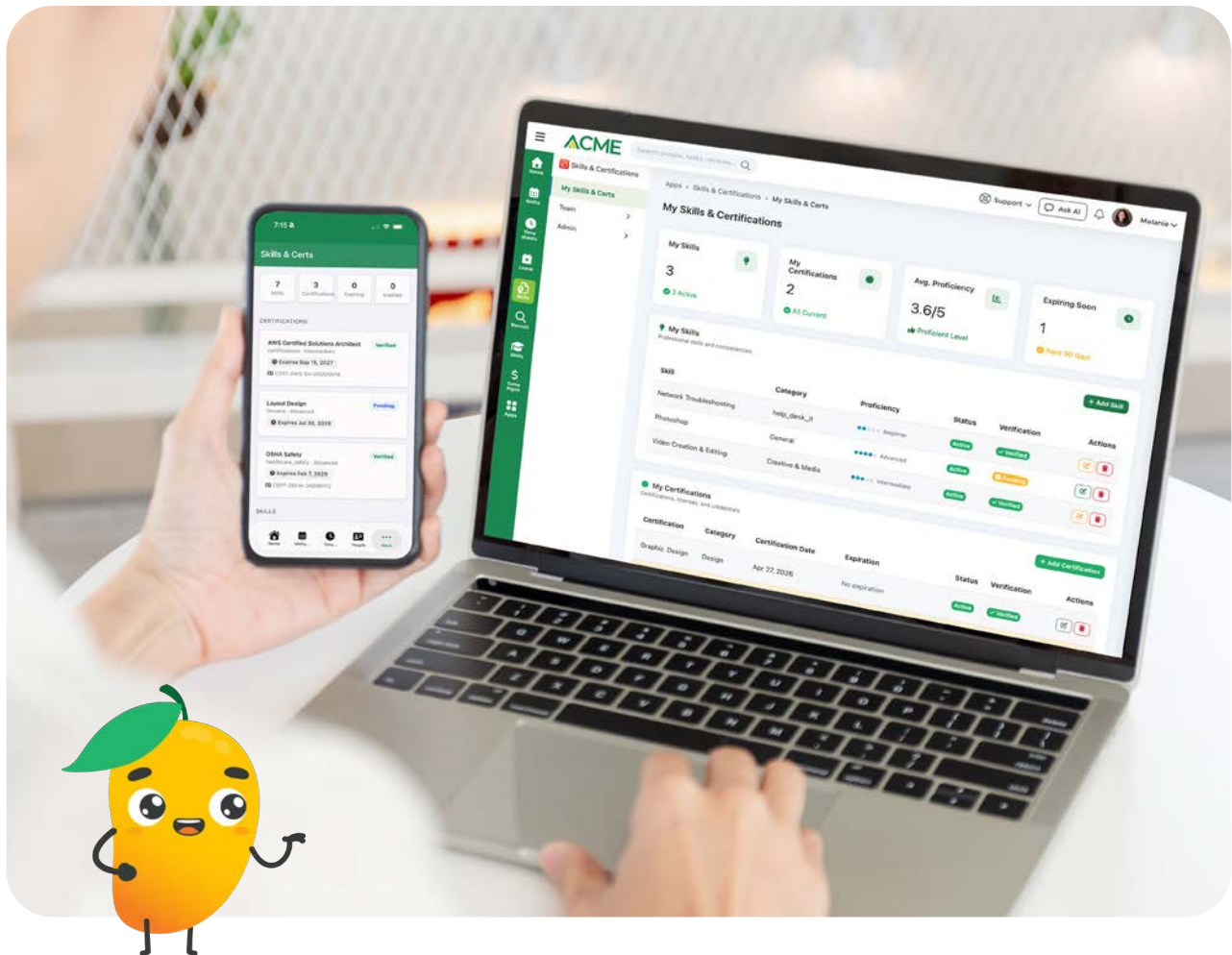
Speak with someone who understands talent and performance operations, can help you assess fit with your existing systems, and map where you'd expand next.

Explore More at mangoapps.com

Feature deep-dives, case studies, ROI calculators, and analyst reports at mangoapps.com/performance.

Put an End to Operational Chaos.

One platform for every employee, every shift, every location.



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MangoApps | Seattle, WA | 2M+ users worldwide | 18+ years in market

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