MangoApps™
THE UNIFIED COLLABORATION COMPANY

INCREASING

COMPANY

ORGANIZATION

COMPANY WIDE COMMUNICATION

As CCS experienced additional growth it needed new resources to help employees access information and engage with other offices.

MangoApps provided CCS with the tools and platform they needed to increase employee communication, education, collaboration, and connectivity.

CCS is a broad-reaching company with offices all over the United States and Europe. As ageographically diverse organization with increased expansion on the horizon, CCS soon realized that

COMPANY:
CCS

HEADQUARTERS:
New York, New York

EMPLOYEES:
3,000+ Employees

OVERVIEW:
CCS is a non-profit consulting firm that helps a variety of sectors across the world accomplish their non-profit and philanthropic goals.

its current tools were no longer adequate for their existing needs. Thus, CCS set out to find a solution. "We were [originally] looking for a drop box like solution that we could house internally," explained Arshia Sultan, CCS Director of Knowledge and Learning. But Sultan and her team discovered MangoApps instead.

"We came across MangoApps and it was kind of a moment of, 'Oh, wow. This has all of the different features that we need.' Most specifically the document sharing, the newsfeed and the collaboration aspects to MangoApps, and the search," Sultan said. "That was a big deal."

MangoApps quickly impressed CCS with their collaboration and communication tools designed to promote business success, but what really won CCS over was the customer commitment tailored to their unique needs. "The best thing about MangoApps is their customer service," Sultan remarked. "We have a dedicated resource team that we can ask our questions to. . . I feel like they really listen to us. Any suggestions that we have about improvements or other functionality that we need, they'll always listen to us and see what they can do to make us happy."

> ## 'Oh, wow. This has all of the different features that we need'
>
> *- Arshia Sultan*

EASY APPLICATION

One of the benefits of MangoApps that stood out to CCS right away was its user-friendly focus.

"I can't imagine what it would be like without it," said Brook Laskin, CCS Executive Director. "It makes everything just so much easier and simplified. It puts everything we need in one spot."

> *"I can't imagine what it would be like without it, it makes everything just so much easier and simplified. It puts everything we need in one spot."*
>
> *Brook Laskin, Executive Director*

"I think it's very intuitive," commented Doug Adolph, CCS Vice President. "It's very easy to find the information that you're looking for…understand how the program works and how it can best suit you or benefit you."

Sultan appreciates how the straightforward nature of MangoApps extends beyond just the employee perspective. "Making changes or creating pages or wikis or other things that we need to do from the backend, it's super easy."

For Annie Bidwell, CCS Senior Director, having an easy to use program presented her and her employees with an exciting but unexpected sense of accountability. "I no longer have an excuse not to take a training class or use a resource, because it's all so easily accessible."

TOOLS FOR SUCCESS

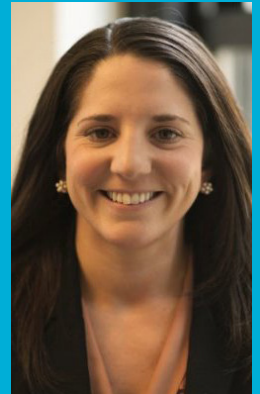MangoApps's organizational abilities and wide

selection of functions and tools was a large part of what originally interested CCS. For Bidwell, the in-depth search abilities are one of the most useful features. "I most often use it for searching for samples," Bidwell said. "When I [have] a problem or issue with my client that I've never come across before and don't have a solution at my fingertips, I can... search for a work product or a sample based on client location, type, work product, etc. to see if there's anything I can use as a starting point."

"We have a pretty advanced search functionality within [MangoApps]," explained Sultan. "[It] allows employees to literally search and drill down into our metadata. So, if they're looking for a specific type of document or something within a specific sector, or even just general information, they can use that search to do it."

Bidwell has seen the detailed search abilities available in MangoApps help employees across the company as well. "I think our work product would not be as strong if we didn't have . . . a centralized place to save our 70 years of experience and the thousands of documents that my colleagues create every day," she observed. "Being able to access that in a moment's notice is absolutely amazing."

In Sultan's opinion, saving important and frequently accessed information has been an invaluable asset. "[As employees] come across either a news feed post or a file within the library that they really think is useful or important, they can pin it, and then they can easily get to it later . . . I think that's great," she related. "One of the other functionalities I love is the saved searches. If you're constantly going back to the same search terms or the same search dimensions, you can actually save that search so that you can go back to it very easily. When you click on 'search' it pulls up your saved searches, which is great."

> *"I know [other coworkers who] use the iPhone and the Android app and really love being able to be on the road and still be connected to all of our colleagues all the time."*
>
> Annie Bidwell, Senior Director

Laskin continued to showcase the diversity of tools inside MangoApps by expressing her interest in a centralized work area. "I use [MangoApps] every day, it's pretty much the first thing I do when I get to work. I log in and I use [it] to access my email, first and foremost. Then, I use it to upload documents that I'm currently working on. . . The folders on [MangoApps] are really great for storing documents, especially since you can put access privileges on them," she said. "Between connecting with colleagues, editing documents, having all your HR information in one portal, it has everything that you need to know. You don't need paper documents anymore. You can quickly access everything you need."

FLEXIBLE ACCESS

For CCS, having access to information in a variety of styles has been a huge advantage, both to upper management and everyday employees. "I log on through my desktop and at home through my laptop," commented Bidwell. "I know [other coworkers who] use the iPhone and the Android app and really love being able to be on the road and still be connected to all of our colleagues all the time."

Laskin has personally benefited from that flexibility in a few different ways "A lot of what we do is on the road. . . When we're traveling in the airport I love that [MangoApps] has a mobile app that we can just quickly pull up on our phones, login, and take care of our expenses 'cause it's all linked," she said. "The one feature on the mobile app that is great is this message board with notifications. . . I can always be notified if a colleague has a question or needs a document. I can quickly respond in real time and not skip a beat with them."

CONTINUOUS LEARNING

Perhaps the greatest business advantage MangoApps offers CCS, however, is the opportunity for employees to learn and engage. "We do this orientation for our new hires where we'll explain [MangoApps]to them and go through each piece of it," Sultan said. "I've had folks who will come in on their first day and say, '…It's great, I already found a few things that I was looking for. It was really easy to navigate. It was really easy to understand what the site is all about.' So, it's almost immediate. It's very user-friendly."

Bidwell has seen the learning advantages of MangoApps as well, particularly in its ability to centralize onboarding information into one easy to understand and educational environment. "Instead of having to rely on a 100 page plus training manual we can have a new employee walk in, have them log on, and there's your email, there's your HR, there's your expenses, there's your learning classes," she said. With an interactive and incorporating MangoApps experience, CCS new hires can understand all aspects of their role, from work requirements to company culture, faster and more efficiently.

> *"MangoApps is our hub. It's where everyone goes, not only to collaborate with each other and talk to each other online but also get all the documents that they need, share information about their own projects, share their own resources with each other in a true peer-to-peer interaction,"*
>
> *Arshia Sultan, Director of Knowledge & Learning*

Adolph has seen increased access to information help existing employees as well, as they are able to gain education from across the company. "I think it allows us to be more collaborative as an organization because we have offices across the country and across the world. Sometimes there's a habit of just seeking out information from those that are closest to us. Using [MangoApps] has really allowed us to share documents and share resources across the firm as opposed to just across our teams."

"MangoApps is an easy way for us to share our best documents, where employees can learn from each other, see what we're doing across the firm, and use those examples as inspiration for our clients," Sultan went on to explain. "We always like to tell our clients that they have the knowledge and learning of the firm behind them through the employee that's working with them and MangoApps allows us to do that."

"I've been connecting with colleagues who I didn't even know existed, didn't know did the role and the job that I do. It's really made my work product a lot stronger," adds Bidwell. "I'll just go in there and ask a question in one of our community boards. I no longer have to rely on email, emailing a few people and hoping that they have what I'm looking for, but instead posting a question that 300 plus of my colleagues see and I get answered almost immediately."

THE PERFECT FIT

MangoApps has given CCS the perfect easy to use platform with tools designed to keep everyone up-to-date, informed and learning every day.

"[MangoApps] is our hub. It's where everyone goes, not only to collaborate with each other and talk to each other online but also get all the documents that they need, share information about their own projects, share their own resources with each other in a true peer-to-peer interaction," said Sultan. "I would absolutely recommend it to friends."

"Absolutely," agreed Bidwell. "Again, I really think it has changed the way that we work. It's changed the way that we connect. It's pushed me to grow as a professional."