LEVERAGING A SOCIAL INTRANET

How Barut Hospitality Management Used MangoApps To Transform The Way Their Employees Work

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- Ibrahim Hakan Yilmaz, Group Director of Human Capital

THE SEARCH FOR THE PERFECT FIT

Barut Hospitality Management, a Turkish organization with 6 resort hotel locations spread across Turkey, was looking for a social intranet that could connect their workforce and streamline communication and collaboration among their employees. In need of a solution to better equip their dispersed employees, Barut Hospitality Management began their search for a social intranet that was user-friendly, could assist their compliance efforts, and could support their Turkish employees.

During their search for a social intranet, Barut Hospitality Management's IT department originally only evaluated local Turkish intranet providers. However, once they came across MangoApps, they immediately recognized the potential it had and decided to include the international company in their evaluation process.

After a handful of demos, Barut Hospitality Management became enamored with the potential of MangoApps and decided that it was the perfect fit for their unique needs. "The product was very easy to use and it had a user-friendly interface," says Ibrahim Hakan Yilmaz, Group Director of Human Capital at Barut Hospitality Management. "It had layered authorization, a strong mobile application, and was overall very multifunctional."

Once Barut Hospitality Management began the implementation process, they worked together with the MangoApps support team to get the intranet platform translated into Turkish, so that their users would be able to easily navigate the platform.

## COMPANY:
Barut Hospitality Management

HEADQUARTERS:
Turkey

EMPLOYEES:
800

OVERVIEW:
Barut Hospitality Management is a holding company for hotel resorts and a production facility spread across Turkey. They aim to be a global brand that is distinguished with its service quality and reliability across the industry, keeping the satisfaction of its guests and employees at the highest levels.
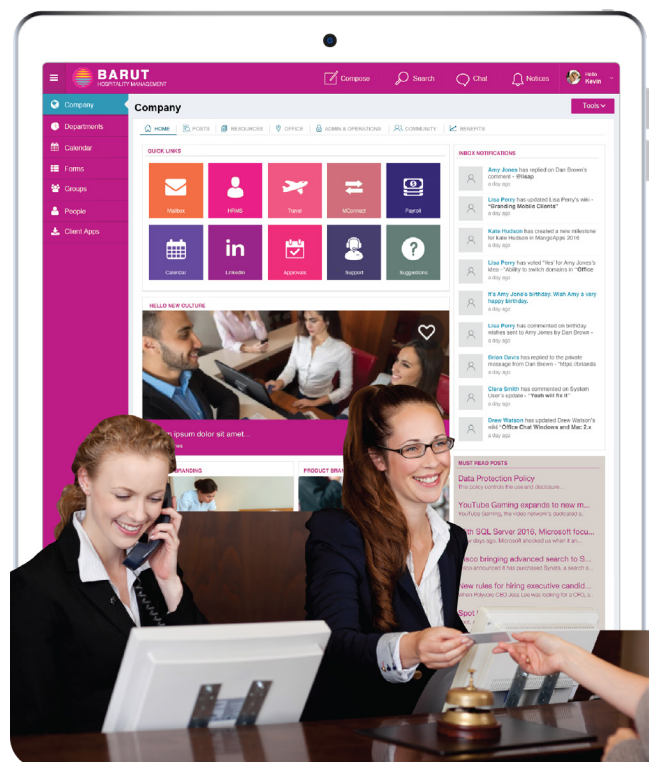
A TRUE SOCIAL INTRANET

After the implementation, Barut Hospitality Management was able to leverage MangoApps to immediately transform the way they do business. "MangoApps has significantly improved communication, engagement, and involvement between employees, teams, and departments," says Yilmaz. "It gives us a social intranet, and allows us to bring higher levels of culture into our work. We are able to help people access important resources and information and better connect with their colleagues, which is great."

In addition to bringing people closer together and removing the barriers to collaboration, MangoApps has also helped Barut Hospitality Management operate at a much more effective level. "We are able to do our jobs better, faster, easier, and more efficiently, and in a shorter time, because when the operation is flowing, the information they need changes," says Yilmaz. "And when our employees can quickly access and consume this constantly changing information, they are able to do their jobs better."

> " MangoApps gives us a social intranet that allows us to bring higher levels of culture into our daily work. We are able to help people access important resources and information and better connect with their colleagues. "

- Ibrahim Hakan Yilmaz,
Group Director of Human Capital

SIMPLIFYING COMMUNICATION

Prior to using MangoApps, Barut Hospitality Management primarily communicated with their hotel resort staff over mobile phones, emails, or in-person. This was inefficient and often led to over-communication with people relaying the same information to each other over and over.

Once MangoApps was implemented, all of this repetitive back and forth communication was immediately resolved. Employees no longer had to rely on word of mouth to communicate information and instead could simply access the central digital space within MangoApps to retrieve the information they needed. "With MangoApps, we have a digital space for all of our employees—a social intranet where they can instantly find the information that they need 24 hours a day, seven days a week," said Yilmaz.

Barut Hospitality Management was also able to leverage MangoApps to connect department managers and provide them a space to share information among each other. "We have departments within the hotels, such as housekeeping, front office, food and beverage, culinary, etc. However, with six hotels, we have six front office departments, six housekeeping departments, and so on," explains Yilmaz. "Each department has a department manager, and these department managers need to be able to communicate with each other to share information."

With MangoApps, department managers are able to do just that. They now have a place where they can ask questions, collaborate, and securely share information and resources with each other.

EMPOWERING FRONTLINE RESORT STAFF

Another major benefit of MangoApps is the ability to bring frontline employees into the loop with the mobile app. By equipping frontline resort staff with the mobile app, they are able to quickly access information, collaborate with their colleagues, and stay in touch with management while on the floor. "When our resort employees are on the floor doing their jobs, if they need a report, a checklist, daily information about what's going on in the hotel, what events are happening at the moment, they can now access all of this information in MangoApps," says Yilmaz. "This is vital for their job performance and the success of our customer service."

MangoApps provides a central hub for frontline resort staff to stay engaged with the company while doing their job. Employees can engage with the resort, with their managers, with their team members, and do their job better as a result. "There's a lot of important information our frontline workers can get through MangoApps," says Yilmaz. "They can be made aware of what's going on in their hotel, what's going on in other hotels, what opportunities there are, what documents they need to read, how they can collaborate with other departments, and more."

ISO STANDARDS

A priority of Barut Hospitality Management was to tighten up their compliance efforts with ISO (International Standardization Office) standards. "We have policies and procedures for ISO standards," says Yilmaz. "We have 26 departments, and they have policies, procedures, forms, checklists, and everything for each one of them."

Prior to using MangoApps, it was difficult for employees to access resort policies and procedures. "We would have a computer or two in the resting areas where our employees could read the procedures and policy. We recognized this was not user-friendly or efficient as it required our employees to physically be at the computer." In addition to being inefficient, this process also excluded traveling employees, and employees who were not able to go and check the computer.

"With MangoApps, we are now able to bring everything together and give everyone access to relevant procedures, policies, forms, tables, tasks, and other things," says Yilmaz. "This helps us stay compliant with ISO standards. We have a huge database that is available for all employees to access wherever they are. They can instantly see what is updated, published, what is available, and changed. So in each hotel, the department managers of the same committee can now access information, talk to each other, share files, and collaborate through MangoApps."

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- Ibrahim Hakan Yilmaz,
Group Director of Human Capital

MANGOAPPS SUPPORT TEAM

One shining star of MangoApps that stood out to Ibrahim, was the speedy response of the support team, and the constant ability to improve the product based on specific requests. "I would absolutely recommend MangoApps to other hotel chains because not only is it a great product, but the support team is always available to provide immediate answers to your questions," says Yilmaz.

"The MangoApps support team is always available with strong support when needed. We are able to get in touch with them through email, zoom, and the MangoApps hub. They've certainly been very responsive to our needs."

> *MangoApps does such a great job. They're extremely supportive and helpful. I would certainly recommend them to future prospective customers.*

*- Ibrahim Hakan Yilmaz,
Group Director of Human Capital*

OTHER RESOURCES

- [Mango Intranet Data Sheet](#)

- [Mango Intranet Use Case](#)

- [A 5 Step Strategy For A Successful Intranet Launch Whitepaper](#)

- [Engage With Your Deskless Workers Whitepaper](#)

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