MangoApps™

WHY SHAREPOINT WAS INSUFFICIENT

How National Church Residences Connected Its 2,400+ Employees with MangoApps

National Church Residences

" The transition from SharePoint to MangoApps was absolutely flawless. The MangoApps platform is intuitive, user-friendly, and easy for all of our employees to navigate. "

- Sherri Mixter, Senior Director of Communications

WHY SHAREPOINT WASN'T CUTTING IT

National Church Residences, the largest nonprofit provider of affordable senior housing and the largest manager of service coordinators in the U.S., was looking for a solution to replace its outdated SharePoint intranet. With a dispersed workforce located in over 360 communities across the country, communicating with employees was an ongoing challenge.

"Prior to MangoApps, we were using an old version of SharePoint for our corporate intranet," says Kim Speidel, Vice President of Information Technology at National Church Residences. "There were limitations because it was an old version of SharePoint, and because it was a free product, Microsoft wasn't going to fix it. Employees couldn't search for or find what they needed. Not only that, employees were only given accounts to access SharePoint based on their job roles, so only about 30-40% of our organization was able to use the site."

MangoApps vs. **SharePoint**

30-40% of workforce has access to SharePoint

100% of workforce has access to MangoApps

"There was no real reason to utilize SharePoint unless you needed to access a link to another application or website. It was just a static landing spot to navigate somewhere different," adds Sherri Mixter, Senior Director of Communications at National Church Residences. "It wasn't available to all staff and required a company-issued computer and email address in order to gain access." This approach led to a large chunk of National Church Residences' workforce being left out

COMPANY:
National Church Residences

HEADQUARTERS:
Upper Arlington, Ohio

EMPLOYEES:
2,400+

OVERVIEW:
With more than 360 communities across the United States, National Church Residences is the nation's largest nonprofit provider of affordable senior housing and the largest manager of services coordinators.

of the intranet site and with no way, other than email, to communicate and collaborate with dispersed peers.

As they evaluated new intranet platforms, National Church Residences was impressed with MangoApps' capabilities and decided to make it their new intranet environment. "When we made the switch to MangoApps, we didn't experience any negative feedback from our employees," says Sherri. "It was so easy for them to understand and navigate. It was a very positive experience."

Once National Church Residences decided to move forward with MangoApps, they set their sights on making a seamless transition from SharePoint to the new intranet platform. Giving employees a six-week grace period to test out the platform while keeping SharePoint available was a great way to help ease any anxieties that came with the change. "The transition from the old SharePoint intranet to MangoApps was flawless. It had been so well planned and executed, and the

MangoApps platform was so intuitive and user-friendly that we received no negative feedback," says Sherri. "This is so significant that it deserves repeating: of our 2,400+ employees across the country, there was not a single problem reported."

"MangoApps, which we customized to fit our brand and refer to internally as 'Mission Central,' is being used primarily as our intranet and for pushing out targeted and all staff communications," continues Sherri. "Our ultimate goal is to increase employee adoption of the platform and to help all members of our staff feel valued, respected, and connected."

> 66 *The transition from the old SharePoint intranet to MangoApps was flawless. It had been so well planned and executed, and the MangoApps platform was so intuitive and user-friendly, that we received no negative feedback.* 99
>
> *- Sherri Mixter,*
> *Senior Director of Communications*
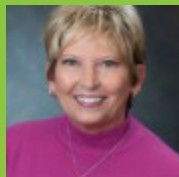
MangoApps. I also think it's great that there's an app and that it's mobile-friendly. There are just so many features that we can take advantage of."

"There is truly no way to even compare our previous intranet capabilities to MangoApps," adds Sherri. "Our original intranet was built and hosted on an outdated and free version of SharePoint. Its only function was to house links to other applications and websites and store random files and folders that staff could access. There was no capability to search for anything and no way to design the pages to make them compelling or add interesting content, images, or videos. Now, with Mission Central, we're able to help everyone easily navigate content, access the tools they need, and have immediate access to important announcements and other news and information."

"What I really like about MangoApps is the drag-and-drop function of the widgets on the dashboard," says Devin Evans, Business Analyst at National Church Residences. "The widgets there make a lot of sense to me. I was able to easily see what was going on. It's fun to experiment with how the widgets interact with each other. It is pretty easy and enjoyable to use."

FIRST IMPRESSIONS OF MANGOAPPS

After implementing MangoApps, National Church Residences was delighted to see how simple it was to get started with their new intranet platform. "My first impression of MangoApps was that it was a platform that we could really use to connect our employees to us," says Kim Speidel. "It was quick and easy to get everything converted over to

SIMPLIFYING DAILY TASKS

Not only did MangoApps provide an easy-to-understand interface for National Church Residences' employees, but it also simplified the daily work life of employees. "Mission Central has become the place where, if employees are looking for something, they're learning to look there first," says Kim Speidel. "Employees are learning how to use the platform, and that typing in a search term can immediately get them to the information they need. That's a huge benefit for us.

We didn't have a place like that before. There wasn't a single spot that all employees could access. MangoApps has the potential to help us get past our communication struggles and get everyone within the organization involved and receiving important communications."

"For everything that we do, we go straight to MangoApps," adds Kim Jones, Property Manager at National Church Residences. "It's our correspondence with each other. It's finding the information that we need to perform all our daily tasks… it's how we function every day. MangoApps provides us avenues that we never had before, where we can go and pull information, or we can find that one person we need to connect with."

"I use MangoApps all the time," continues Kim Jones. "For me, having all the information available in one place is amazing. If I need to download something, find a file, see a communication, I can just pull up my mobile app and quickly access it."

ENABLING COMMUNICATION ACROSS TEAMS

"MangoApps has enabled us to transform our internal communications and reach employees through channels that were not previously possible. Prior to MangoApps, email was our only real option for quick communication, but it didn't reach everybody," says Sherri. "Our managers

had a hard time communicating with their own teams because many staff members didn't have corporate email addresses, and managers don't have access to personal addresses." With MangoApps, managers can now easily communicate messages to their teams directly through the platform, leading to increased collaboration and engagement.

National Church Residences was able to take advantage of the analytics and insights that MangoApps offered when distributing communications to their workforce. "Before MangoApps we were sending updates through email with absolutely no visibility on who was seeing them or receiving them," says Devin. "All I could do would be to guess how many people we sent it to. There's a really high chance that emails would've gotten buried. There was really no measurement of who we were reaching and what we were getting feedback on."

"Now that we have MangoApps, we're able to see who has viewed our updates, which has been incredibly helpful. Plus messages don't get buried in MangoApps like they do in email. In email if you don't sit there and take the time to read a message as it comes through, you risk it getting buried," continues Devin. "With MangoApps, I don't have to stop what I'm doing as messages come through because I know I can simply view it when it's most convenient for me."

"MangoApps is a lot more interactive than SharePoint was," adds Susan Dumouchelle, Senior Privacy Analyst and Credentialing Specialist at National Church Residences.

"For everything that we do, we go straight to MangoApps. It's our correspondence with each other. It's finding the information that we need to perform all our daily tasks… it's how we function every day."

- Kim Jones, Property Manager

"It lets you add comments, react to things, and show that you have seen a message. Our organization is widely spread across the United States, so it's much more inclusive to the employees in the field who can now communicate with each other and with us."

REPLACING MAILCHIMP SAVES SHERRI FOUR HOURS A WEEK

One major benefit of having MangoApps as their new intranet provider is that National Church Residences is now able to move away from sending out emails as their primary method of communication to employees. "Prior to launching MangoApps, the only ways we could reach employees were via email, which only included about a third of our workforce, or sending mail directly to their home addresses, which required a lot of planning and was expensive," said Sherri.

"We had been using MailChimp to send out corporate communications to employees who didn't have company email addresses but had provided personal email addresses to receive all staff communications," continues Sherri. "One of the problems with MailChimp is that once I created a communication and sent it out, I couldn't make edits or corrections that cropped up. I'd have to create a completely new communication and resend it. Creating and then recreating communications was a very time-consuming process."

With MangoApps, National Church Residences are able to quickly draft up an announcement through a pre-saved template and then send it out to the desired segments of their workforce. "A cool thing about MangoApps is that when I push a communication out, and there's something that needs to be fixed, changed, or updated, I can edit it in real-time without having to push it out to staff again. It's an amazing

function that saves so much time," says Sherri. "If I'm creating several newsletters/ announcements every week, MangoApps is saving me at least four hours a week, which translates to 192 hours a year."

"One other thing that's worth mentioning is that MailChimp required me to manually maintain email lists, which meant that our list was never 100% up-to-date. With MangoApps, we have a Workday integration, so the lists are automatically updated daily. I now spend virtually no time at all dealing with manually updating email lists."

> ❝ MangoApps saves me at least four hours a week, which translates to 192 hours a year when I'm working on newsletters and announcements. ❞
>
> - Sherri Mixter,
> Senior Director of Communications

STRENGTHENING COMPANY CULTURE

National Church Residences has been able to leverage MangoApps' social features to unify employees and teams across the organization and help bridge the gap between corporate and field staff. "Before MangoApps, there was not much of a connection between our field staff and those who work at the corporate offices," says Sherri. "Now, we've got this internal social media platform that is fun and easy for everyone to use. For example, just this morning, I launched a video that impacts our employees across the board.

It's nice to see our employees commenting, adding reaction emojis, and sharing their own stories."

"It's important for everybody to feel like they're valued, respected, and to feel connected," continues Sherri. "That's our ultimate goal with MangoApps. We are offering all staff the ability to be connected and to actively participate in our growing workplace community."

> " With MangoApps, everybody is marching in the same direction. We all have the same goals and objectives. Everybody knows where we're headed in terms of our organization's vision. "
>
> - Kim Speidel, Vice President of Information Technology

"I think everybody is now marching in the same direction," adds Kim Speidel. "We all have the same goals and the same objectives. Everybody knows where we're headed in terms of our organization's vision, and it's easier to see how you play a role in the vision of the organization and how you can support it.."

"Another important aspect is the branding opportunities that MangoApps provides. We have MangoApps branded with our logo and the custom name we selected, and it's been helpful for employees to connect this tool to our brand. If employees can see the branding and see something that's familiar to them, it gives them confidence that they're in the right place."

A SPACE FOR EMPLOYEE ENGAGEMENT

With SharePoint acting mainly as a 'hub for links,' there was no engagement or employee experience features offered. With MangoApps, National Church Residences has been able to completely overhaul the way employees engage and connect with each other on a daily basis. "We never had engagement on SharePoint like we do on MangoApps, says Kim Jones. "I see managers and staff that I've known for the past ten years that are all on MangoApps and supporting each other and reaching out and making comments. It's so much better than anything we've ever had before. It was always like, 'Oh, I wish I knew where she worked.' and you would have to try and search someone's name and it doesn't pop up because they aren't listed. With MangoApps, we can scroll through profile pictures, team org charts, or even just part of a name and easily find our colleagues."

"The engagement we receive on MangoApps is much higher compared to what we had before," continues Kim Jones. "I just see it every day. I see the daily activity. I see people commenting and giving and receiving recognition; we've never had a way to acknowledge people and collaborate with each other like this before. Being able to correspond with colleagues–no matter where they are–and connect with them is amazing."
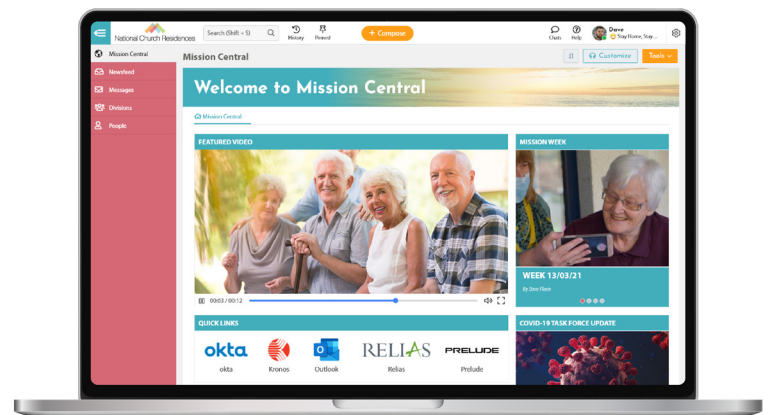
A SUPPORT TEAM 'SECOND TO NONE'

The timely response and phenomenal service provided by the MangoApps support team stood out to National Church Residences. "There are no words to express how much I appreciate the support that we have received from the MangoApps team," says Sherri. "Their level of expertise is second-to-none, and they have the phenomenal ability to truly understand and comprehend our organization's needs. I have never experienced such consistently superior customer support as I've had with MangoApps."

> **"** *There are no words to express how much I appreciate the support that we have received from the MangoApps team.* **"**

- Sherri Mixter, Senior Director of Communications

OTHER RESOURCES

- [YMCA Case Study](#)

- [CIVICUS Case Study](#)

- [Mango Intranet Data Sheet](#)

- [Mango Intranet Use Cases](#)

- [Why MangoApps Is The Perfect SharePoint Alternative](#)

TRANSFORM HOW YOUR COMPANY COLLABORATES, COMMUNICATES, & GETS WORK DONE.

Contact us for a more detailed capabilities demo
sales@mangoapps.com | mangoapps.com

Schedule A Demo