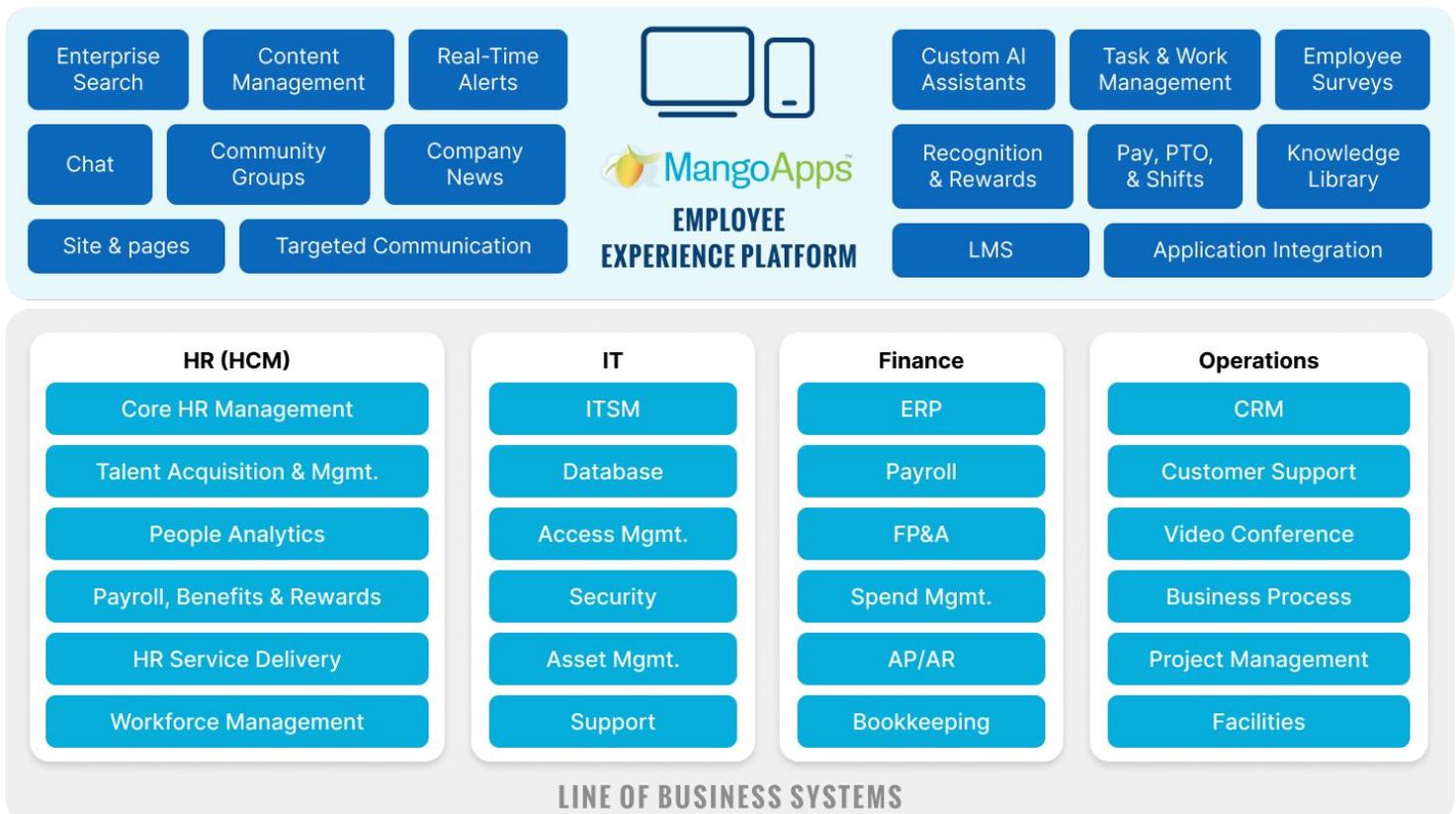# Overview of Essential Enterprise Systems in Modern Businesses

Overview

In today's business landscape, modern organizations rely on a variety of enterprise systems to streamline operations and enhance efficiency across different departments. These systems typically include Human Capital Management (HCM) for managing employee data and processes, IT Service Management (ITSM) for maintaining IT infrastructure, Enterprise Resource Planning (ERP) for financial and operational management, and Customer Relationship Management (CRM) for handling customer interactions. Additionally, organizations utilize payroll systems, project management tools, security protocols, and facilities management systems to ensure smooth and coordinated workflows. Integrating these diverse systems into a unified platform, such as the MangoApps Employee Experience Platform, helps create a cohesive and productive work environment.

The following diagram provides a comprehensive view of how the MangoApps Employee Experience Platform integrates into your company's technology ecosystem. MangoApps acts as a centralized communication, collaboration, and engagement hub, seamlessly connecting various line-of-business systems used across different departments. This integration enhances overall efficiency and ensures that all employees have easy access to essential tools and information.

Enterprise Search	Content Management	Real-Time Alerts		Custom AI Assistants	Task & Work Management	Employee Surveys
Chat	Community Groups	Company News	**MangoApps** **EMPLOYEE EXPERIENCE PLATFORM**	Recognition & Rewards	Pay, PTO, & Shifts	Knowledge Library
Site & pages	Targeted Communication			LMS	Application Integration	

HR (HCM)	IT	Finance	Operations
Core HR Management	ITSM	ERP	CRM
Talent Acquisition & Mgmt.	Database	Payroll	Customer Support
People Analytics	Access Mgmt.	FP&A	Video Conference
Payroll, Benefits & Rewards	Security	Spend Mgmt.	Business Process
HR Service Delivery	Asset Mgmt.	AP/AR	Project Management
Workforce Management	Support	Bookkeeping	Facilities

LINE OF BUSINESS SYSTEMS

Comparing HCM Systems to MangoApps

When comparing Human Capital Management (HCM) systems with MangoApps, the key differences lie in their primary focus and functionality.

An HCM system is primarily a line of business solution focused on managing HR processes and employee data. They are designed to make the HR team efficient and productive in their work, as a result the administrative experience is most important.

In contrast, MangoApps is focused on enhancing employee engagement and communication, offering a comprehensive suite of tools for collaboration, real-time interaction, and productivity, especially for frontline employees. It is designed to make all employees efficient and productive in their work, as a result the employee experience is equally important as the administrative side.

In the same way we don't recommend HCM as a replacement for an Employee Experience platform like MangoApps, we similarly don't recommend Employee Experience tools as a replacement for HCM.

Here are a few relatable analogies to illustrate the differences:

ANALOGY 1

Library vs. Community Center:

Library: Think of HCM systems as a well-organized library. They store vast amounts of information, manage records meticulously, and ensure that everything is in its rightful place. People come to the library with a specific purpose, use the resources they need, and then leave.

Community Center: On the other hand, MangoApps is like a vibrant community center. It's a place where people gather to interact, share ideas, and collaborate on projects. It's lively, dynamic, and designed to foster connections and engagement among employees.

ANALOGY 2

Filing Cabinet vs. Bulletin Board

Filing Cabinet: HCM systems are like a meticulous filing cabinet, organizing and managing essential HR records and processes. They ensure secure storage of employee data, accurate payroll processing, correct benefits administration, and systematic tracking of performance reviews. Much like a filing cabinet that holds important documents for easy retrieval, HCM systems provide structure and efficiency in handling employee-related tasks.

Bulletin Board: MangoApps functions like a dynamic bulletin board, enhancing communication and fostering interaction among employees. Just as a bulletin board displays announcements and events to keep everyone informed, MangoApps offers tools for real-time communication, collaboration, and engagement. It creates an interactive environment where employees can share ideas, collaborate on projects, and stay updated on company news, promoting a connected and motivated workforce.

ANALOGY 3

Inventory Management System vs. Team Collaboration Software

Inventory Management System:
HCM systems are akin to an inventory management system, tracking stock levels and orders. They manage HR processes, data, and compliance, ensuring everything is accounted for and organized.

Team Collaboration Software: MangoApps is like team collaboration software, enabling project coordination and teamwork. It enhances communication and collaboration among employees, making it easy to work together and stay connected.

Each of these analogies represent the similar relationship HCM has with MangoApps. Sure, a Library could be a place for community gathering but is it better than a Community Center for that? Each has their place, and don't replace one or the other.

Detailed Comparison Table

Comparing the focus, components, and functionality of HCM Systems and the MangoApps Employee Experience Platform.

Feature/Aspect	HCM Systems (Workday, Paylocity, ADP, Dayforce)	Employee Experience Platform (MangoApps)
Primary Focus	Managing HR processes and employee data	Enhancing employee engagement, communication and operations.
Core Components	Payroll, Benefits Administration, Talent Management	Intranet, Employee App, Work Apps
Key Functionalities	Time Tracking, Performance Reviews, Recruiting	Communication Tools, Collaboration, Content Sharing, Surveys, Operations and Workflows
Primary Users	HR Departments, Managers	All Employees, including Frontline Workers
Integration	ERP Systems, Financial Systems	Communication Platforms, Document Management Systems
Employee Engagement	Limited (mainly through HR processes)	High (focus on real-time engagement and interaction)
Communication Tools	Basic (emails, notifications)	Advanced (chat, forums, announcements, social feeds)
Mobile Accessibility	Very limited, if any	Highly mobile-friendly, designed for on-the-go use
Customization	Generally standardized with limited customization	Highly customizable to fit company culture and needs

Feature/Aspect	HCM Systems	Employee Experience Platform
Analytics & Reporting	Focus on HR metrics (e.g., turnover rates)	Engagement metrics, communication effectiveness, survey results
Onboarding	Structured, process-driven	Interactive, content-rich onboarding experiences
Employee Self-Service	Access to personal data, request leave, etc.	Access to company news, updates, resources, and tools
Purpose	Administrative and compliance-driven	Engagement and productivity-driven
User Interaction	Transactional (filling forms, submitting requests)	Interactive (social interactions, feedback, content sharing)
User Experience Design	Functional and form-based	Intuitive, user-friendly, and social media-like
Real-Time Collaboration	Limited	High (real-time messaging, project collaboration)
Content Management	Minimal	Robust (document libraries, multimedia content)
Automation and Workflows	HR process automation (approvals, reminders)	Workflow automation for tasks, communications, and projects
Event Management	Not Supported or Add-On	Comprehensive support for social events and virtual town halls
Social Recognition	Not Supported or Add-On	Extensive support for peer recognition, shout-outs, & badges
Training and Development	Not Supported or Add-On	Native and embedded for informal, continuous learning (microlearning, peer learning)

Feature/Aspect	HCM Systems	Employee Experience Platform
Compliance Tracking	Strong focus on regulatory compliance and audit trails	Basic focus on engagement and communication compliance
Adoption and Engagement	Moderate due to mandated use	High as it's essential for work and incentivizes adoption, despite voluntary use
Personalization	Limited, based on static roles	Extensive personalized dashboards and tailored content
Security and Privacy	High security to protect sensitive employee data	High security to protect communication and engagement data
Community Building	No capability	Robust support for interest groups, communities of practice, and more.
Employee Well-being	Indirect focus on benefits and leave management	Direct focus on well-being programs and mental health resources
Frontline Employee Engagement	Limited to basic access to HR services	Robust with tailored mobile apps, real-time updates, instant feedback mechanisms, and more
Crisis Communication	Email-based, often delayed	Instant alerts, push notifications across devices, safety confirmations, multi-channel
Interactive Surveys and Polls	Limited, formal, and cyclical (periodic, formal surveys)	Extensive and flexible (real-time feedback, pulse surveys, instant polls)
Multilingual Support	Often Limited Support	Extensive support including auto-translation (support for multiple languages for diverse workforce)
Ease of Deployment	Complex, requiring significant IT involvement and maintenance	User-friendly, with easy deployment and minimal IT support

Feature/Aspect	HCM Systems	Employee Experience Platform
End-User Interface	Minimal, primarily back-office interfaces	Extensive, personalized user-friendly interfaces for all employees
Task Management	Not Supported or Add-On	Advanced Capabilities (integrated task management with notifications, collaboration)
Training	Formal, scheduled programs	Informal, ongoing (microlearning, peer-to-peer learning)
Critical Alerts	Email-based, often delayed	Instant alerts, push notifications across devices
Recognition and Rewards	Limited to formal awards and bonuses	Flexible, frequent, and informal (peer recognition, badges, shout-outs)
Branding	Limited customizability - largely forced proprietary experience.	Extensive customizability - entire experience to match company brand and culture.

# Real-World Examples: How MangoApps Excels in the
Retail Sector

PetSmart

Number of Employees: 50,000+

Before MangoApps: PetSmart's old communication platform, 'The Dish', had limited engagement and was only accessible via shared desktops, disconnecting many associates.

MangoApps Solution: MangoApps provided a mobile-first platform, 'Central Bark', enhancing engagement across the organization by bridging communication gaps.

Achieving 4X standard ENGAGEMENT!

With MangoApps: Central Bark achieved 4x growth in average monthly engagement rate, boosted company-wide engagement, and brought associates closer together through various features like weekly newsletters and a "Submit Your Stories" form.
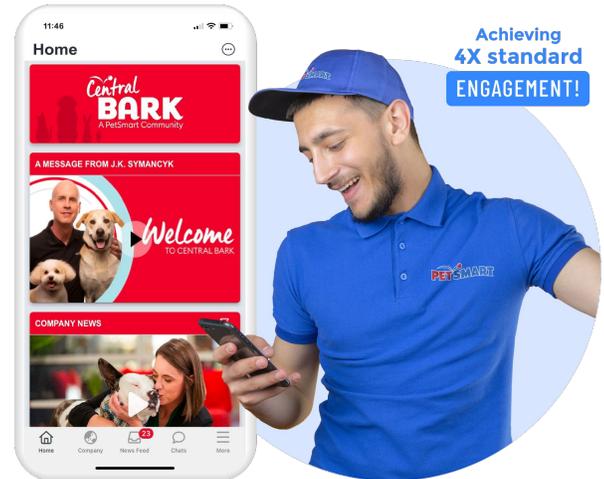
A.S. Watson Benelux

Number of Employees: 30,000+

Before MangoApps: A.S. Watson Benelux needed a modern communication platform to connect with their younger workforce and effectively reach retail employees.

MangoApps Solution: MangoApps provided a mobile-friendly communication platform, enhancing access to information and facilitating collaboration across the organization.

> "[Before MangoApps] I took a picture of the schedule and I posted it in WhatsApp. But sometimes people just lost it or deleted it, so they had to come into the store or text me the night before. Now they can open the app, click on the schedule, and see when they have to work this week, next week, or the week after that."
>
> **Vera Scherff**
> *Kruidvat Store Manager*
>

With MangoApps: Achieved over 80% active user engagement, improved communication, and built a connected community among store employees .

Real-World Examples: How MangoApps Excels in the
Healthcare Sector

TeamHealth

Number of Employees: 25,000

Before MangoApps: TeamHealth faced fragmented communication with almost 20,000 clinicians and lacked an effective way to communicate outside care team environments.

MangoApps Solution: MangoApps provided a customized platform integrating communication tools, project management features, and collaboration spaces.

With MangoApps: Enhanced communication, increased engagement with clinicians actively engaging with enterprise news, improved efficiency, integration with over 200 applications, and streamlined operations

> "There's an absolute return on investment with MangoApps as our partner. We've been able to actualize our vision to make community participation and employee engagement happen."
>
> **Kevin Klauer**
> *Chief Medical Officer*

TEAMHealth.

OU Health

Number of Employees: 15,000

Before MangoApps: OU Health struggled with the limitations of SharePoint, including difficulty navigating content and maintaining content governance.

MangoApps Solution: MangoApps provided a unified employee superapp that improved access to information, enhanced internal communication, and maintained HIPAA compliance.

With MangoApps: Achieved 87% engagement within a few months, improved communication efficiency, and streamlined content management.
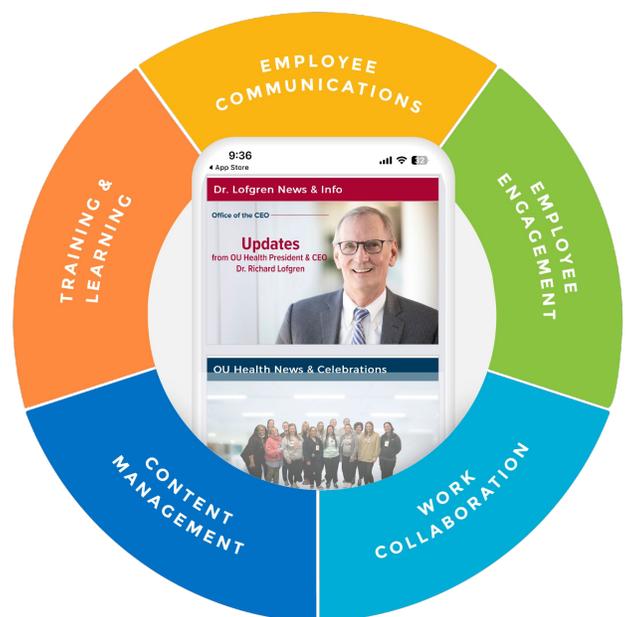
Real-World Examples: How MangoApps Excels in the
Member Organizations

YMCA

Number of Employees: 50,000

Before MangoApps: YMCA had disjointed digital solutions that lacked integration, hindering effective communication and resource sharing among employees.

MangoApps Solution: MangoApps provided a centralized digital workspace, integrating communication and resource sharing, tailored to the decentralized structure of the YMCA.

> "MangoApps gives the YMCA a space where employees can share knowledge, quickly access resources, and lean on each other for support. The mobile app ensures our team members can stay connected and informed, no matter where they are."
>
> **Vanessa Blair**
> Sr. Manager of Organizational Communications, YMCA of the USA

With MangoApps: Enhanced communication, improved employee engagement, and a stable platform for sharing knowledge and support across the organization, especially during COVID-19[OBJ].

Kansas City Chiefs

Number of Employees: Over 800 game day staff

Before MangoApps: The Chiefs struggled with inconsistent communication channels, multiple systems for scheduling and clocking in, and inadequate engagement.

MangoApps Solution: MangoApps, branded as Huddle, provided a unified app for schedules, communication, training, and more, accessible via mobile or web.

After MangoApps: Achieved a 90% adoption rate, streamlined communication, improved staff engagement, and enabled instant reach to all 600+ staff members.
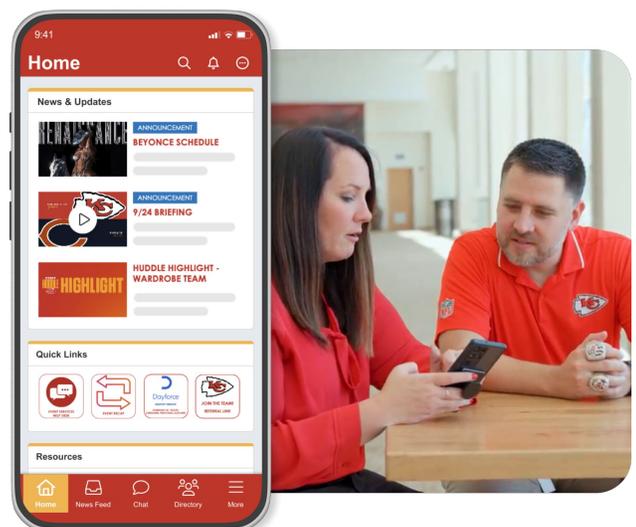
Real-World Examples: How MangoApps Excels in the
Business Services

KM2 Solutions

Number of Employees: 4,500

Before MangoApps: KM2 Solutions used an outdated SharePoint system, lacked data on employee engagement, and had inefficient document management.

MangoApps Solution: MangoApps provided a unified homepage and communication center, centralizing resources, and simplifying document management and governance.
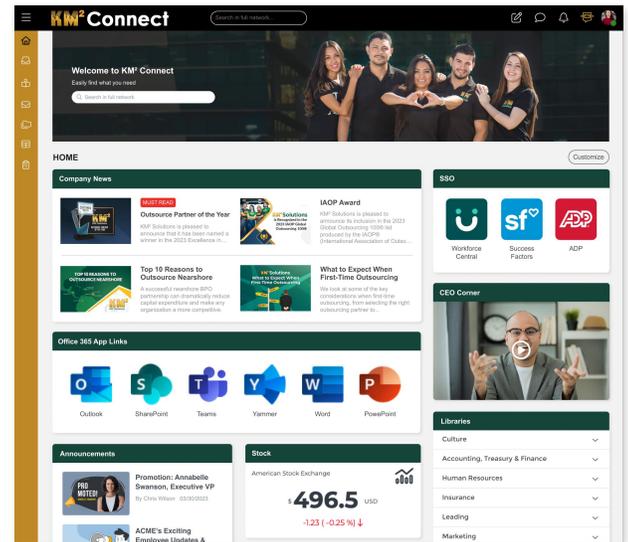
With MangoApps: Improved employee engagement with 90-95% usage across the workforce, streamlined document management, and enhanced communication efficiency.

Pinion (formerly K·Coe Isom)

Number of Employees: 1000

Before MangoApps: K·Coe Isom's old intranet was hard-coded and outdated, making it difficult to maintain accurate and up-to-date information.

MangoApps Solution: MangoApps provided a flexible and modern intranet, centralizing knowledge management and internal communication.

With MangoApps: Eliminated old intranet and expensive knowledge management platform, saving ~$50,000 annually, and improved internal communication and information accessibility.