



UPGRADING TO A MODERN INTRANET

How Marion Health Used MangoApps To Improve Employee Engagement



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- Emmanuel Ndow, Chief Information Officer

The Employee SuperApp

Marion Health leveraged MangoApps' Employee Communications, Employee Engagement, Work Collaboration, and Content Management hubs to improve employee access to information and boost engagement.



90%
monthly
employee
engagement

Remain
HIPAA
compliant
& secure

Drive down
COSTS
in email licenses

Boost
POSTS
to maximize
views on
communications

Overview

Company: Marion Health

Headquarters: Marion, Indiana

Users: 1,300

Overview: For the past 120 years, Marion Health has been a provider of high-quality medical services in the state of Indiana. Marion Health is the largest local employer in the area and prioritizes making its community happier and healthier.

Upgrading To A Dynamic Modern Intranet

Marion Health, a provider of high-quality medical services in Indiana for the past 120 years, was seeking a modern intranet to improve employee access to information and boost engagement. Marion Health's previous intranet consisted of website pages filled with stagnant information. Employees that wanted to access information and policies were met with a difficult-to-use interface with poor searchability. "It got to the point where every time employees went to look for information, they would see the same things on the page. And so they started to use it less and less and we saw engagement levels dip," says Emmanuel Ndow, Chief Information Officer at Marion Health.

Marion Health started to look for a modern intranet solution that could provide a digital workplace where employees were engaged and could collaborate with their colleagues. "We took a look at SharePoint, but it looked pretty cumbersome and difficult to use. We did not have the resources to manage it," says Emmanuel. "When we came across MangoApps, it instantly clicked that this was exactly what we were looking for. We recognized that it was something we could use to keep our page contents and information dynamic and allow our employees to collaborate and communicate with each other."

"I was amazed at how many capabilities MangoApps has, and the breadth of features that were available," continues Emmanuel. "As we were going through the demo process, I was thinking about everything that we could do within the platform and all the different ways we could leverage it."

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Chief Information Officer



Achieving Over 90% Monthly Employee Adoption

The usability of the MangoApps platform was a big plus for Marion Health. They wanted a platform that the Marketing department could administer just as easily as the IT team. "Seeing how easy it was to perform some of the functions was the key driver for us selecting MangoApps," says Emmanuel. "My background is in IT so I'm used to complex software and systems, but MangoApps is truly just so simple and easy for anyone to understand and use. Our marketing folks easily understood how to navigate the platform and use the features. It instantly clicked for them."

"When we rolled out MangoApps, we were receiving tons of positive comments. Everyone loved it. Employees started to intuitively know where to go for information and quickly figured out how to navigate the platform," continues Emmanuel. "The interesting thing is because it is so intuitive,

our employees are actually using some of the features that we did not train them on. They just started using it because it made sense.”

“The rollout itself was quite uneventful, everyone just jumped in and started using it without much instruction. We had no major issues that required us to step in and provide support and assistance, which was great.”



Improving Communication & Collaboration

With MangoApps, Marion Health has been able to transform communication among its staff and clinicians. This was primarily done through the use of allowing departments to collaborate with each other in workspaces assigned to each department. In doing this, teams were able to communicate and collaborate in shared workspaces without receiving any irrelevant communications.

One such example of this is the CNO requesting a collaboration site to effectively communicate with her staff, clinicians, and nurses. “When our Chief Nursing Officer posts messages and information, she’s able to see how many people have viewed the information that was sent out,” says Emmanuel. “Being able to gauge the

exposure of the posts that are sent out and being able to boost a post to ensure it gets maximum views has done wonders to improving engagement. As we start to build more department sites within MangoApps, it will help drive communication within specific teams, as well as globally throughout the organization.”

Marion Health was able to improve communication by sending out alerts to affected employees during poor weather conditions and critical emergencies. “With MangoApps, we’re able to push alerts out to our employees through the mobile app, and get them the information they need,” says Emmanuel. “The alerts functionality is much more efficient than email. We’re able to easily gauge who has seen the alert and who hasn’t.”

Replacing global use of email for collaboration and internal communications has been at the forefront of Emmanuel’s mind since implementing MangoApps. Emmanuel recognized that email is not the best tool for internal communications and wanted to move away from it in lieu of a platform that had the capabilities to offer better employee engagement and communication internally. “Email is extremely difficult to manage. There are so many spam and phishing emails coming into our Inboxes, it makes the associated risks very high,” says Emmanuel. “It’s been quite a challenge to navigate as a healthcare organization because a lot of our staff work in clinical settings and are in EMRs working with patients directly, so they don’t have time to sit down and sift through emails.”

“Our ultimate goal is to replace email for internal communications. To really replace email and use internal communication within

MangoApps' Messenger tool," continues Emmanuel. "Once we get to a place where everyone is using the platform, we can remove email accounts for users that don't need to communicate outside of the organization. This will help reduce our risk of phishing emails, and will massively drive down the costs in licenses that we need for email accounts."

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Leveraging Strong Content Governance Capabilities

In addition to improving employee collaboration, Marion Health is also able to improve employee efficiency by capitalizing on MangoApps' Libraries module to centralize policies, procedures, and other important documents. "Policies and procedures are critical for our organization's regulatory requirements. Once I saw MangoApps' Libraries feature, I realized that

we could leverage that and create categories for all of our items, documents, and links," says Emmanuel.

"And the cool thing about it is, if a department wants their own page and wants to bring in their policies and procedures into just their page as a widget, they can do that without having to recreate it and re-add all of those links and documents," continues Emmanuel. "Also on the administrative side, the levels of permissions that you can set to control access to libraries and protect sensitive information is phenomenal."

With strong content governance capabilities in place, Marion Health is able to update policies and keep information fresh within its Libraries. "The previous version that we had for updating policies required users to log in to the administrative side with a different login. Then they had to get to that area and upload the policies. It created so many unnecessary steps for our users," says Emmanuel. "With MangoApps, if they have the appropriate permission level, they can just go in and update the policy by uploading a new document. It doesn't require any additional logins to a separate administrative site."

"Another feature that is really nice is the auditing and versioning capabilities. It's helped us keep our policies and procedures up-to-date and fresh. For any documents you upload and update, MangoApps keeps every version. Document owners can easily review the audit logs to see who modified, viewed, printed, downloaded, and shared every document uploaded to the platform," continues Emmanuel. "From an administrator's perspective, it's really nice that we can make changes to a page and still retain access to the previous version. That saves us a lot of time if we have to roll back changes."

Remaining HIPAA-Compliant With MangoApps

As a healthcare organization, Marion Health is constantly dealing with regulations and compliance requirements. Ensuring that they would remain HIPAA-compliant within the MangoApps platform was a top priority for Emmanuel.

“The fact that MangoApps is a HIPAA-compliant platform and is secure makes us comfortable with the content that we make available to our clinicians. It’s a lot easier for our clinicians to find the resources they need for patient care.

“Making it convenient and easy for our employees to access our policies and procedures when they need it is a huge deal for us. For example, our ambulance staff can use the mobile app to pull up their protocols while on a run. Before MangoApps, it would not have been as easy or convenient.”

“We also have quick links to applications and resources that our providers and care teams can easily access securely with MFA so they don’t have to go hunting for it. The fact that they can do this from any device at any time, was very appealing. With our previous intranet, employees were required to log-on remotely through VMware to secure the platform for access outside our network.”

Emmanuel’s Advice To CIOs



“One of the biggest challenges that most organizations have is communication. MangoApps is really at the heart of it. There’s so much this tool can do to improve communication within an organization.

My advice for my peers is to learn and understand all the features and functionality that come with a communication and collaboration platform. The MangoApps platform is a tool that CIOs need; the MangoApps support team will work with you and your leaders to make sure that the platform is rolled out successfully and that it continues to evolve over time. It has all the foundational pieces to dramatically change how communication happens in organizations like ours and improve them.

Engage your executive leadership early in the process, it is critical to get them involved and find out their goals and challenges. What are their preferred method and style of communication? What mediums are they most comfortable communicating with? What do they need to communicate effectively? Once you identify these pain points, you can work with MangoApps to figure out how to meet those challenges. I feel strongly that the platform has all of the foundations and tools that any organization could possibly need.

I also think that MangoApps is a very cost-effective solution, especially from an internal communication viewpoint. When you compare it to some of the other platforms and tools out there, it has all the features you would need without the additional licensing costs required. There are so many things that MangoApps can do for your organization and I think it’s just an absolute must-have product.”

Other Resources

[Columbia Basin Health Association Case Study](#)

[TeamHealth Case Study](#)

[Mango Intranet Data Sheet](#)

[Mango Intranet Use Cases](#)

[How You Can Reduce Clinician Burnout With A Digital Work Hub](#)

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

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