MangoApps™

Onboarding & Implementation Process

WHAT TO EXPECT

As a MangApps customer you receive immediate access to a worldwide support team dedicated to providing a smooth and successful implementation process.

We pride ourselves on delivering the best service to our clients throughout the entire onboarding and implementation process. Recognizing that learning how to use, administer and customize your MangoApps implementation is the key to your success, we provide a team of experienced resources that are focused on training, setup and ongoing support of the platform.

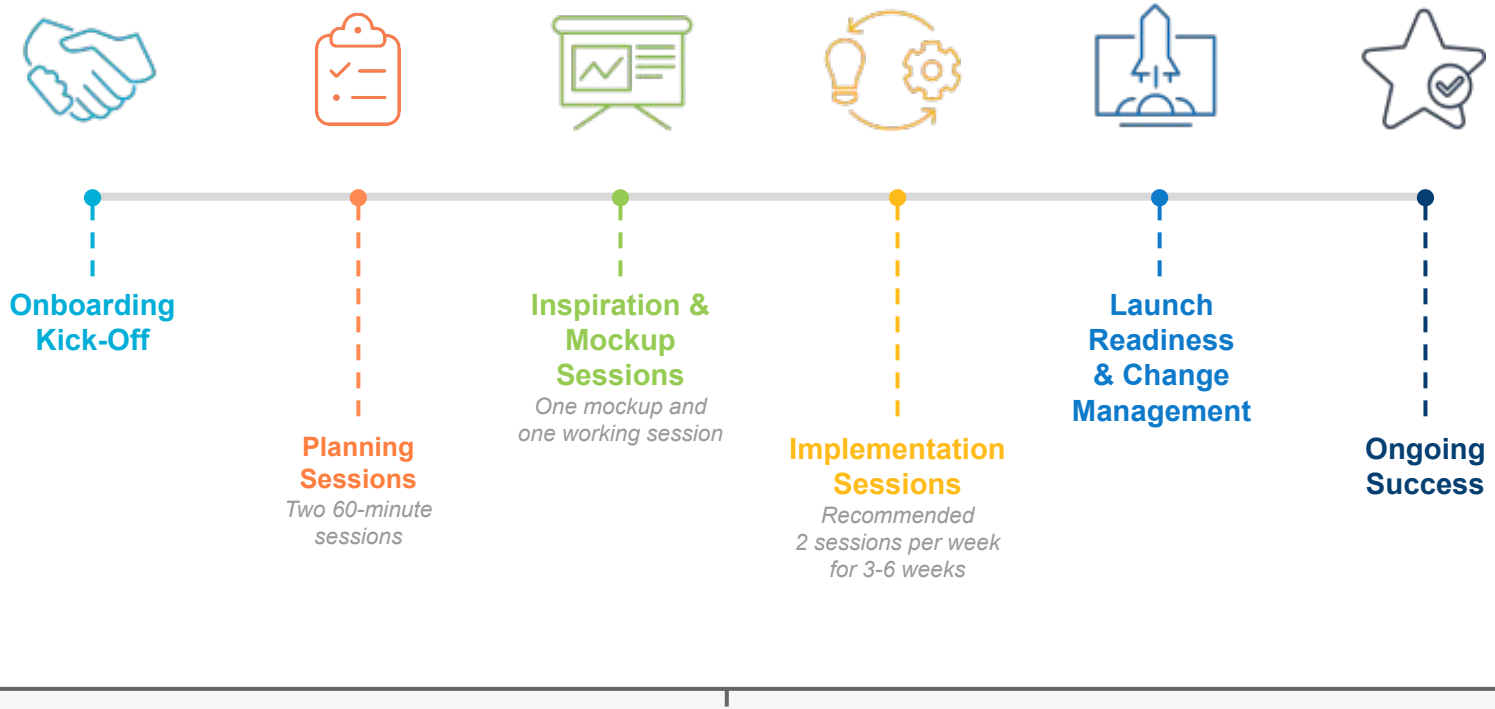
We also feel that your MangoApps portal should reflect your brand and culture. That's why we prioritize an implementation process that customizes your MangoApps portal to match your company's unique identity. Our in-house design team will make MangoApps look and feel like your brand.

A digital workplace solution is a lot more than installing and setting up — it's about changing the way your organization and teams communicate, collaborate and get work done together, better and faster. We are excited to help you accomplish that.

Founder & CEO
anup@mangoapps.com

A BIRD'S EYE VIEW

Here's a high-level overview of what you can expect as a new MangoApps customer:



ONBOARDING KICK-OFF

Before we even get started, our Customer Success team will do pre-meetings to get aligned on key elements of the engagement. When we get to the formal kick-off we'll do team introductions and start laying the groundwork for a successful onboarding process which includes discussing timelines, key use cases and overall expectations. Our main priority is to realize your company's vision for the implementation, as well as identify long-term goals for your MangoApps portal.

We'll share an onboarding questionnaire for your team to fill out. This will help us get a better understanding of your environment and goals of the implementation.

WHAT TO EXPECT

- Discuss your company's vision and goals for your portal
- Go over your MangoApps package/product subscription, including product & service add-ons
- Discuss and review governance topics and cross-organizational communication requirements.
- Identify key stakeholders/implementation team
- Review the onboarding delivery plan and launch timeline
- Decide on key times/dates for the upcoming onboarding meetings
- Provide your team with your own **dedicated project support portal** for all further communication between your company and MangoApps.

DEDICATED PROJECT SUPPORT PORTAL

Immediately following the onboarding kick-off meeting, you are given access to a dedicated project support portal with around the clock access to our support teams.

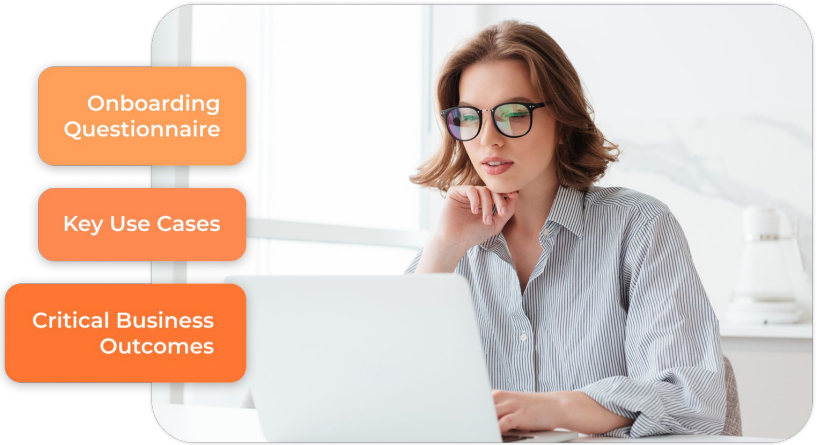
Within this portal, you can:

- Communicate directly with our team in real time, ask questions and provide feedback/ideas
- Get a clear sense of what tasks need to be completed on your end to meet the project timeline
- Share relevant project files and information
- Receive hands-on technical support of your MangoApps portal

And more!

PLANNING SESSION

In our initial planning session, we will review the completed onboarding questionnaire, go deeper into your key use cases and identify critical business outcomes. Where applicable we will also review current systems and tools so we can begin discussing Change Management requirements. This serves as a key moment to moving forward fully aligned.

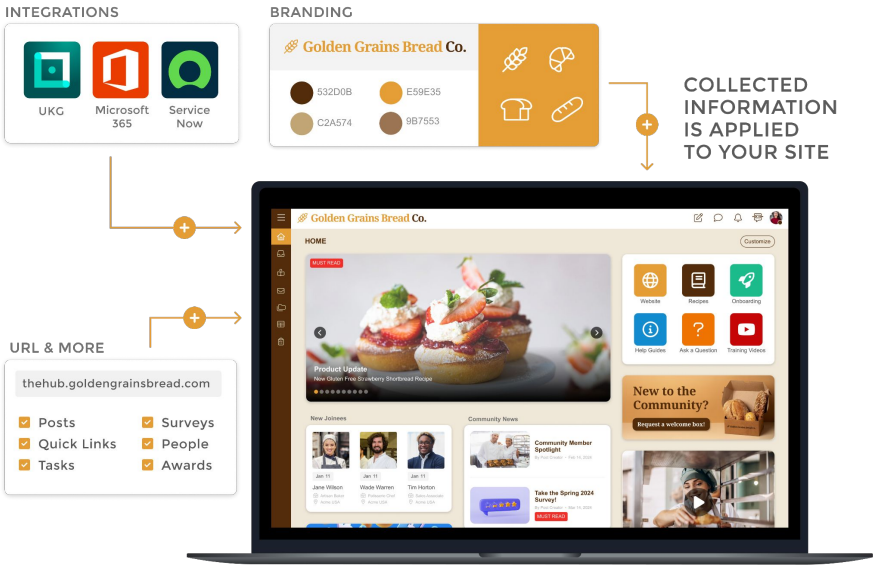


WE'LL UNCOVER

- Opportunities and priorities resulting from questionnaire responses.
- Deep dive into core use cases for your MangoApps environment.
- Identify desired business outcomes that are critical to realizing the full value of MangoApps platform.
- Alignment on key dates and priorities.
- Establish technical work streams that can run in parallel to training and onboarding.
- Understand preference around change management and transition from existing tools/processes.

TECHNICAL CONSIDERATIONS

Our technical team works collaboratively with your key stakeholders to ensure that technical components of the platform setup are configured and operating properly.

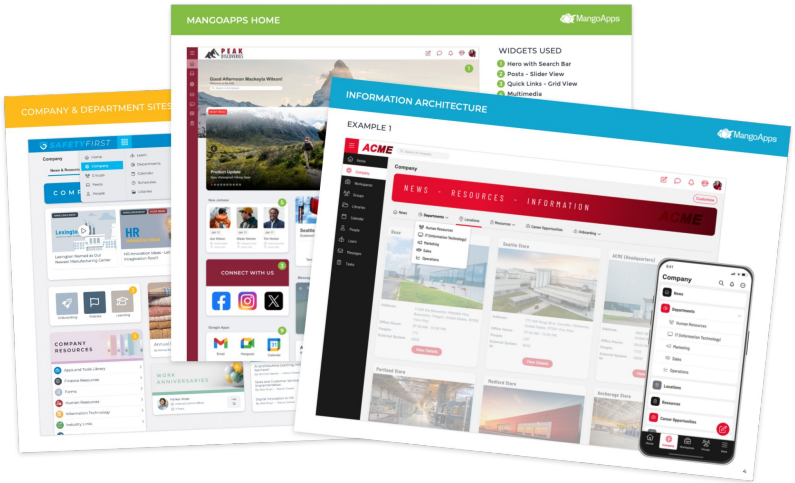


WE'LL IDENTIFY

- Domain URL Preferences - <name.mangoapps.com>
- User Authentication & Provisioning (SSO, SAML, etc.)
- Mobile & Branding Requirements
- Third-party Application Integrations (iFrame, CSV, etc.)

INSPIRATION SESSION

After the initial planning session our Onboarding Specialist will hold an inspiration session with your team. This is where we'll walk through the MangoApps Lookbook so you can be inspired with how your MangoApps portal could look and feel.

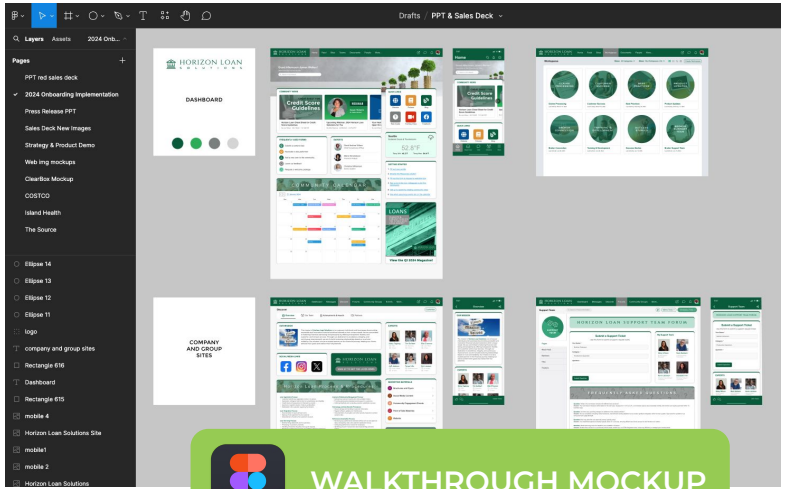


WHAT TO EXPECT

- How your content should be organized and presented to your employees.
- What your landing page should look like and what information should be included.
- Where your employees should go to get company and department information.
- Where your teams will communicate and collaborate.
- What customizations should be made to the mobile app

MOCKUP SESSIONS

In the mockup sessions, our team will closely go over a handful of mockups of your MangoApps portal based on the feedback and preferences gained through the Kick-off and Inspiration session.



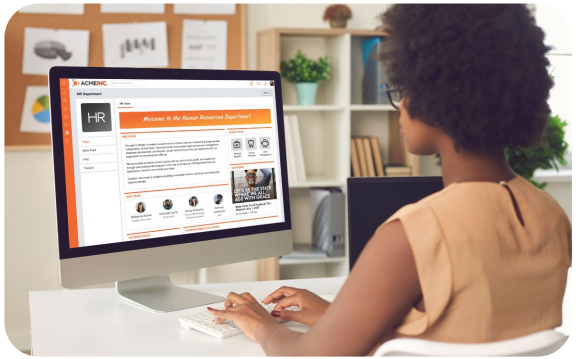
WALKTHROUGH MOCKUP

WHAT TO EXPECT

- We will provide some recommendations in the form of wireframes and mockups and give your team a chance to review and provide feedback.
- We'll discuss any technical integration requirements you may want for your portal.
- We'll work through the change requests to fine-tune your site that we will use as the starting point for moving forward!

IMPLEMENTATION WORKING SESSIONS

Following the mockup sessions, we will hold a series of implementation working sessions over the next 3-6 weeks that start to bring your portal to life.



NOTE: *Content Creation, Migration and/or Creative Image development services are available through a separate Professional Services contract agreement.*

WHAT THIS ENTAILS

- Our Technical Account Manager (TAM) will start working with your IT department to import user profiles, handle user authentication and set up integrations.
- We'll add placeholders so your team can begin creating and migrating content.
- Our team will review the visual design and architecture of your MangoApps environment.
- After we have the key aspects of your domain in place, we will hold multiple training sessions to get your admins familiar with MangoApps.
- We will connect you with an existing MangoApps customer to discuss lesson learned and ways to drive a successful launch and implementation.
- We'll go over the launch plan and expectations.

CHANGE MANAGEMENT PLANNING

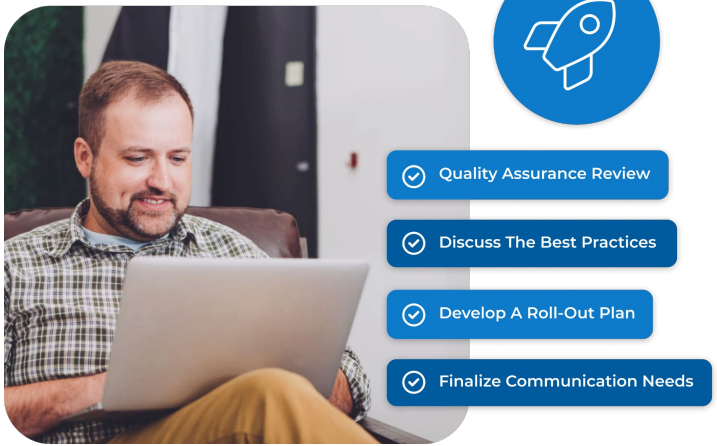
We recognize the importance managing change in order to maximize the adoption of your new portal. Our team will ensure the level of planning meets the news of your organization and guide your team through the process.

WHAT THIS ENTAILS

- Create a clear and consistent communication plan to inform employees about the change, the benefits they will see, and regular updates on the process/timeline
- Establish feedback loops to gather input from employees on their experiences with the new intranet and use this to make necessary adjustments and improvements.
- Identify and empower change champions within the organization who can help promote the new technology and leverage their enthusiasm to encourage adoption among their peers.
- Provide clear direction on ongoing support channels, such as FAQs, helpdesk, or training resources that users can take advantage of.

LAUNCH READINESS

Our Customer Success team will walk through the launch preparation process and ensure that all elements are signed off and ready to go!



WHAT THIS ENTAILS

- Our team will conduct one last review of your portal for quality assurance and provide recommendations.
- We'll discuss the best practices to ensure a successful launch of your MangoApps portal.
- We will help you develop a roll-out plan and provide ongoing support during the launch of your MangoApps domain.
- We will finalize the various communication needs to support your organization's approach to Change Management

You're ready to launch!

ONGOING SUCCESS

What happens after the launch of your MangoApps portal? Our work never stops. The level of engagement with our Customer Success team will vary depending on the Customer Success Tier in your agreement.

STRATEGIC CSM

- Bi-weekly meetings with your dedicated CSM
- Annual goal-setting and success planning with quarterly progress reviews
- Connection with Product team for future roadmap and enhancement request management

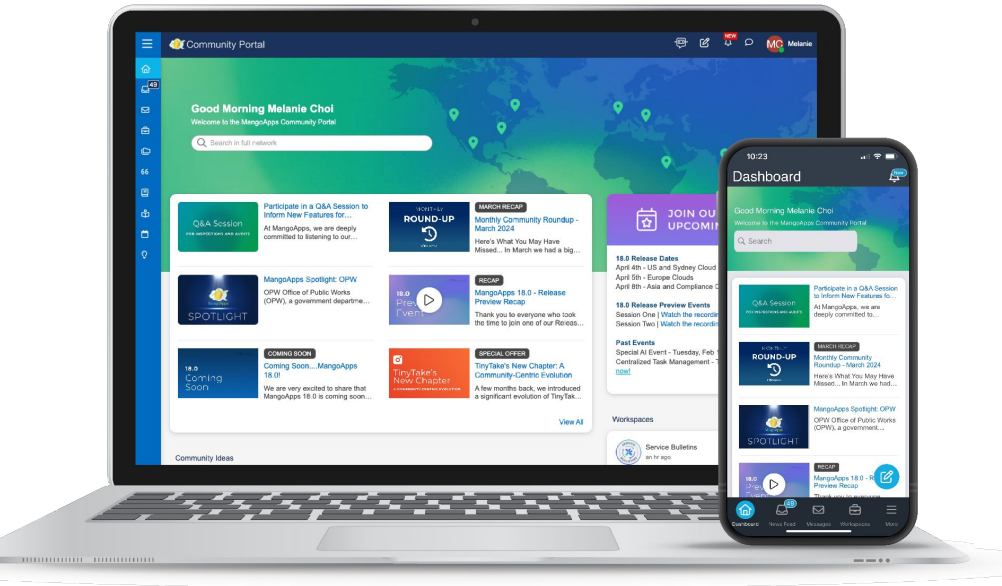
STANDARD CSM

- 3 Scheduled engagement check-ins per year with our CSM Team
- Access to the MangoApps Community Portal
- Full access to Webinars, training library, and product ideas

MANGOAPPS COMMUNITY PORTAL

When you become a MangoApps customer, you become a part of the MangoApps community.

The MangoApps Community Portal (MCP) is a dedicated space for our customers to connect, learn and grow with each other.



WHAT

- Find new use cases for different modules.
- Continuous learning of the platform's features.
- View and provide feedback on new features during the mockup and testing stages.
- Gain insights and ideas from other MangoApps customers.

The MCP's goal is to make sure our customers get the most out of MangoApps and have a great time doing it.

TRUSTED BY HUNDREDS OF ENTERPRISE CUSTOMERS

autozone

Healthcare

TEAMHealth
West Tennessee Healthcare
OU Health
Carson Tahoe Health
Upstream Rehabilitation
Open Door Family Medical Center
Corewell Health
archcare
Alteon Health
CBHA
Beaufort Memorial
EPMG
Benchmark Human Services
Veristat
ACR American College of Radiology
St. Tammany Health System
Morningstar Living
Marion Health
symplr
Norman Regional Health System
Memorial
Probiomed
Millennium Physician Group
Great HealthWorks
pfmmedical
Hendrick Health

Retail

PETSMART
Pepboys
A.S. Watson Benelux
SRS Distribution
Raley's
Superdrug
Kelly-Moore Paints
AutoPlus
Lunds & Byerlys

Nonprofit

the YMCA
The Wildlife Trusts
goodwill
Aunt Martha's Health & Wellness
IPC
National Church Residences

Architecture/Manufacture

Andersen Windows & Doors
Future Electronics
HEB Construction
Vitamix
Gaylor
AirBorn
Wireco
Hunt-Zollars
HMC Architects
Rolex
Introba
Glen-Gery
Gehan Homes
Proterra
Design Collective

Auto & Field Service

Safelite AutoGlass
USIC
Belron
Davidson Auto Group

Accounting/Finance/Bank

Euromoney
Bangor Savings Bank
Beneficial State Bank
Landmark National Bank
join Nterra Credit Union
Matthews
Orange Bank & Trust Company
Great Western Bank
pinion
Corrigan Krause CPAs and Consultants

Food/Beverage/Distribution

Sunrise Foods International
Andrews
Great Harvest Bread Co.
Holt of California
CAT

Government

MTSI Modern Technology Solutions, Inc.
TCO
OPW
abraxas
City of Atamonte Springs
Police

Education

McKinley Youth · Family · Community
Start Early Champions for Early Learning
Illinois
Denise Louie Education Center

Other

alorica
Kansas City Chiefs
Suburban Propane
aptean
Civicus
oberix
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Widely Recognized as the Best Intranet & Employee Communication Platform

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