



Creating A More Sustainable And Equitable World

How CIVICUS uses MangoApps to strengthen civic space around the world



**COMPANY:**

Civicus

HEADQUARTERS:

Johannesburg, South Africa

EMPLOYEES:

1,000+

OVERVIEW:

Civicus is a Global Alliance that exists to strengthen people's power. It is a growing global alliance of more than 12,000 members in 175 countries, working together to expand civic and democratic space.

About Civicus

CIVICUS is an Alliance of more than 12,500 individual and organizational members, globally distributed, mainly across the Global South working to build a more just, equitable and sustainable world. Although the Alliance has been operating for almost three decades, engagement has traditionally happened in a 'centralized' way, where the CIVICUS Secretariat played a very prominent role.

As time went by, the Alliance continued growing in a very organic way, and eventually members started to request the creation of spaces where they can connect with each other directly. With new technologies emerging and digital engagement opportunities arising, the time had come to move to a more distributed model of engagement, needing a solution that could bring members together in a safe way.

As a global alliance, Civicus provides many offerings for its member organizations and activists. "We essentially have three different offerings...The first is helping develop and strengthen the capacity of member organizations, groups, or individual activists," says Carolina Vega Rivas, the Membership Engagement Specialist at Civicus. "The second is access to collaboration that allows members to learn from each other and advance their own goals. Lastly, we work together to build different types of leadership roles in the civil society sector."

Discovering MangoApps

Over the past few years, Civicus received several requests from different members of the organization asking for a place for them to connect with other members from different countries, speaking different languages, and interested in different causes. It became quite challenging to find a platform that could support such diverse requests.

"After an extensive and rigorous co-design process with a group of members, we decided to buy existing software that could be customized instead of building our own, for sustainability purposes," says Carolina. "We tested a bunch of different platforms and decided to move forward with MangoApps because it offers a lot more functionalities and fulfills members' needs in terms of security."

After deciding to move forward with MangoApps, CIVICUS began a pilot run of the platform amongst 500 members. People within the organization were quickly able to collaborate and share important ideas with their peers, laying the groundwork for a path toward accessing increased funding opportunities and visibility for each member/nonprofit within the global alliance.

“Using MangoApps has put me in touch with people and organizations that have helped Mbiame New Vision get access to more funding and resources to help our community.”

- Tata Wirba Usmaila, Founder, Mbiame New Vision

Navigating Limited Communication

Prior to MangoApps, members of the global alliance had no way to connect with each other and primarily relied on WhatsApp and Facebook groups. With members operating in highly restricted civic spaces, it was crucial that MangoApps could provide a secure space for them to interact and collaborate without the risk of leaked identities and exposed work. "Security is our main priority. With MangoApps we were able to establish a very thorough verification process for everyone that wants a user license so that we can protect their identities," says Carolina. "Our goal with MangoApps was to provide a secure space for members to create their own profiles and put themselves out there so that they can be reached by other civil society actors that might be able to provide support, advice, or anything else they need."

Another communication barrier that CIVICUS faced was allowing members of the organization to communicate across different languages. "One of the features I like most about MangoApps is that it supports instant translation. We have members speaking many different languages, so this is crucial for them to communicate. We also have voice-enabled posts for visually-impaired members, and it's great because they're actually able to consume the content with this feature," says Carolina. "These communication features really swayed our decision towards MangoApps because it helps advance our diversity and inclusion purpose."

“MangoApps is enabling members to take more proactive roles. Rather than waiting for us to facilitate and create spaces for collaboration, they can just do it themselves.”



- Carolina Vega Rivas,
Membership Engagement
Specialist

Collaborating Within A Secure Network

As a Global Alliance with member organizations and individuals operating in highly restricted spaces, security and privacy is highly prioritized and demanded by Civicus. On top of the verification process that's required for a member to receive a user license for MangoApps, community guidelines were co-created so that everyone is on the same page, contributing to a safe and respectful environment for all.

"We want members to have a safe space to work on shared files, but also make sure that other people can't access those files if they're outside of the network," says Carolina. "When we went through the review of all the offerings, MangoApps had never been requested by any government to share information or data of their users, and that was very important to us."

Creating an Increased Sense of Autonomy

Civicus was able to use the MangoApps platform to create increased autonomy within the Alliance. "With MangoApps, we enable members to increase and exercise their agency," says Carolina. "They are now able to shape their own journey. They can access the platform, check the training and online courses, view the latest news, share their own work, and communicate with other members."

Another way that Civicus was able to provide an increased sense of autonomy was through the MangoApps 'Member Directory' feature. "We wanted a directory so we could have a place where members could connect with other people who share the same language, live in the same region, or work in the same thematic area." In addition to granting streamlined communication and collaboration, the directory also offered a chance for member organizations and activists to connect with other members that experienced similar challenges and setbacks.

Leveraging LMS

An additional area of focus for CIVICUS was utilizing MangoApps to help create a human-centered process. “We want to quickly identify the needs of members and provide them with the opportunity to exchange learnings and expertise,” said Carolina. To do this, CIVICUS turned to MangoApps’ Learning Management System (LMS) module to facilitate learning and knowledge sharing among members and supply them with relevant resources.

When CIVICUS turned on the LMS module, they received 700+ applications for online training among members who wanted to participate. “We used MangoApps to offer self-paced courses along with weekly check-ins and live sessions where members have an opportunity to go through all of the materials,” said Carolina.

By leveraging MangoApps’ LMS module, CIVICUS is able to offer consistent support and training to their dispersed members who previously wouldn’t have had access to such a platform. “A lot of members are grassroots activists and don’t have a big infrastructure behind them. One of the things we have been prioritizing is sharing funding and resources opportunities on an ongoing basis.”

Mbiame New Vision

Mbiame New Vision is a member organization of CIVICUS’ global alliance that focuses on dealing with complex issues in Cameroon such as education, LGBTQ rights, and refugees in need. Prior to joining CIVICUS, Tata Wirba Usmaila, the founder of Mbiame New Vision, wasn’t aware of the opportunities that were associated with being part of a larger community.

Being a member organization of CIVICUS allowed Usmaila to leverage MangoApps to collaborate with other members globally and secure additional funding. Usmaila also was able to receive outside perspectives from other nonprofits and investors that could help Mbiame New Vision grow both in footprint size and financially. “Using MangoApps has put me in

touch with people and organizations that have helped Mbiame New Vision get access to more funding and resources to help our community,” said Tata.

“ We have members distributed all over the world. With MangoApps and the digital engagement it provides, they are able to work together and share ideas. ”



- Carolina Vega Rivas,
Membership Engagement
Specialist

A Strong Support Team

While the impact of MangoApps was already felt throughout the organization with improved communication, collaboration, and training processes among members, the responsiveness of the MangoApps support team also stood out to Civicus. “With MangoApps, it’s great having a team of experts take care of all the updates and new developments. With that off our plate, we’re able to focus a lot more on the content and community building,” says Carolina. “The ongoing training, support, and responsiveness from MangoApps’ support team has been incredible since day one.”

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- Carolina Vega Rivas,
Membership Engagement Specialist

Other Resources

[YMCA Case Study](#)

[Wildlife Trusts Case Study](#)

[Mango Intranet Data Sheet](#)

[Mango Intranet Use Cases](#)

[Digital Workplace Platform for The Modern Workplace Whitepaper](#)

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Other Resources

How An Employee SuperApp Transforms The Workplace

Thinking About Upgrading To A Modern Intranet?

Unifying Employee Engagement in Retail: PetSmart's Central Bark SuperApp

MangoApps: The Ultimate Employee App & Modern Intranet Platform

Deep dive into the ROI of MangoApps

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