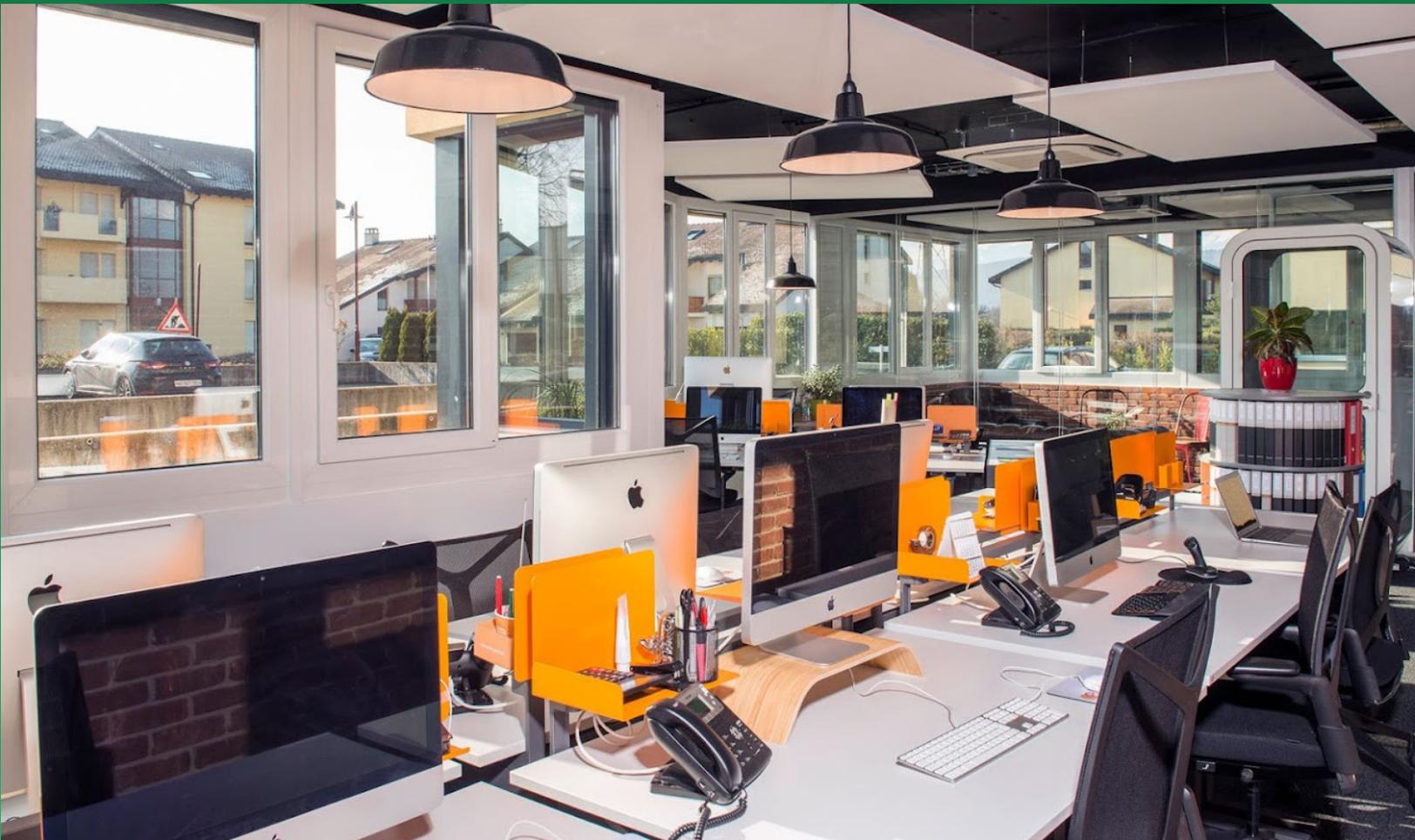




Improving Internal Communications

Learn how Ekspert leveraged mangoapps to transform the way they communicate



**COMPANY:**

Ekspert

HEADQUARTERS:

Switzerland

EMPLOYEES:

50+

OVERVIEW:

Ekspert is a Switzerland-based organization that specializes in outsourcing solutions for payrolling, accounting and HR administration.

The Search For a Communication Platform

Ekspert, a Switzerland-based organization that provides accounting and payroll services, was looking for an intranet that could help them with their internal communications while meeting their rigorous security requirements. Guillaume Sourd, IT ERP Specialist, and the rest of the Ekspert technical team began their search for a communication platform that could meet their unique needs.

“ We aren't in the same time zone as MangoApps, but it sure doesn't feel like that. Mango's support team is very reactive.”

- Guillaume Sourd, IT ERP Specialist at Ekspert

Enhancing Internal Communications

As an international organization, Ekspert had employees spread out across three different countries: Austria, Germany, and Switzerland. With their employees so geographically dispersed, it was imperative to find an efficient way for them to communicate. After evaluating a handful of intranet solutions, Ekspert came across MangoApps and decided it was the best fit for their internal communication needs.

A Social Media Platform

After the implementation process, one thing that stood out to Guillaume and the rest of the Ekspert team was the social media-style interface that the MangoApps platform provided. “MangoApps is very user-friendly.

I actually tell my friends, ‘it's like Facebook for within a company’. And I think that's really relevant because more or less, everybody has a social media presence,” says Sourd. “When we introduce our employees to MangoApps, they quickly understand it because they already have experience with a social media platform.” With such simple usability, the MangoApps platform is able to serve as a central hub for the entirety of Ekspert's workforce, no matter their technical background or role within the organization.

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Secure Project Spaces

Not only does Ekspert use MangoApps to communicate internally, but they also use it as a space to communicate with their clients. “We use MangoApps’ Projects feature for most of our client communication,” says Sourd. “It’s very nice and easy to use. We can quickly create a project and invite customers as guests into that project. Being able to communicate with them within that space has been a really positive experience for us.”

With these project spaces available, it has never been easier for Ekspert employees to communicate with their clients. All conversations, documents, and other resources are securely stored in a centralized location easily accessible to both parties.

“MangoApps makes it simple to communicate with colleagues. The chat feature makes it very easy to have informal conversations. It creates internal exchanges that tend to move forward quicker than a formal discussion by email.”

- Guillaume Sourd, IT ERP Specialist at Ekspert

Strong Compliance Efforts

In addition to helping Ekspert’s team internally communicate across dispersed office locations, MangoApps has also allowed the organization to deploy rigorous, GDPR-compliant security measures. “We are hosting the MangoApps server on-premise. This was a requirement for us because we have a handful of clients that depend on us to ensure that their data is securely stored,” says Sourd.

With security measures in place, Ekspert is now able to focus on delivering value to their clients, and no longer have to worry about any compliance concerns or regulatory issues. “We had an audit last

July and received some queries to reinforce security measures,” says Sourd. “It’s nice for us to have a platform where we don’t have to deal with the technical stuff. We don’t have the skills for that. It’s very easy to trust the MangoApps team and let them take care of it for us.”

MangoApps File Sharing

In an industry where information privacy is expected and demanded, it comes as no surprise that Ekspert was drawn to MangoApps’ secure file sharing feature. “We exchange a lot of documents in MangoApps’ file share,” says Sourd. “We are sharing lots of private information, so it’s important for us to have a secure way to do that.”

In addition to secure file sharing, it was important to Guillaume that the shared information is hosted on-premise. “Our clients want proof that we are hosting the data in Switzerland. So it’s mandatory that we have the server on-premise,” says Sourd. “There are a lot of audits and tests that are processed. It’s nice that MangoApps is able to provide us a platform to be able to securely share these private files with our clients.”

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- Guillaume Sourd, IT ERP Specialist at Ekspert

A Strong Support Team

The around the clock responsiveness from the MangoApps support team really impressed Ekspert. “We aren’t in the same time zone as MangoApps, but it sure doesn’t feel like that. Mango’s support team is very reactive. When we had to update our environment, they assisted us in a very short time frame,” says Sourd. “We are extremely happy with the support MangoApps has provided us.”

Other Resources

Mini Casestudies Of Financial Customers

Kelly-Moore Paints Case Study

Mango Intranet Data Sheet

Mango Intranet Use Case

Digital Workplace Platform for The Modern Workplace Whitepaper

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

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

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