Improving Efficiency & Unifying Resources

How Huitt-Zollars Uses A Digital Workplace To Reduce Friction For Employees

COMPANY:	**HEADQUARTERS:**	**EMPLOYEES:**
Huitt-Zollars	Dallas, Texas	500

OVERVIEW:
Huitt-Zollars is a top-ranked multi-discipline firm with extensive experience in planning, design, program management, and construction management.

Switching from SharePoint fo MangoApps

Huitt-Zollars, a full service design firm, was looking for a modern intranet platform that could provide their mix of field and desk employees with the resources and tools needed to do their jobs efficiently. Prior to implementing MangoApps, Huitt-Zollars used Microsoft SharePoint, which was primarily managed by IT. "SharePoint was a very basic template, but it wasn't user-friendly," says Libby Rode, Marketing and Communications Associate at Huitt-Zollars. "In order to access the intranet, you had to be on our server. This wasn't really helpful because we had field employees who couldn't access forms or information unless they were in the office."

Given the task to find an alternative solution, Libby and the IT team at Huitt-Zollars researched a handful of modern intranet platforms, but ultimately decided to move forward with MangoApps after finding that it offered everything they were looking for within a cloud interface.

> " Being able to streamline all of the tedious processes, eliminate the PDF and Word document paper trail, and collect it all in one spot has been incredible for us. "
>
> *- Libby Rode, Marketing & Communications Associate*

Improving Communication and Collaboration

After implementing MangoApps and getting all of their employees migrated over from SharePoint, Huitt-Zollars saw immediate improvement in communication and collaboration. "We wanted to make MangoApps the tool for communication on all levels, and drive the message that if you want to share something, share it through MangoApps. It's really helped us improve our internal communications," said Tiffany Anderson, Vice President of HR at Huitt-Zollars.

Not only has employee communication greatly improved since they implemented MangoApps; Huitt-Zollars was also able to optimize the way they communicate project wins and announcements to their employees. "Before we had MangoApps," says Libby, "communicating project wins was a pretty tedious process. I would go into MailChimp or Constant Contact and send an email to our employees. Then I'd print a PDF of that announcement and send it to our IT department for them to upload into SharePoint."

With MangoApps, they've been able to streamline this process, removing paper and tool switching from the equation. They also now get insights into content consumption. "It saves time on my end and now we can keep track of all of our project wins and see how many people are viewing the announcements," continues Libby. "It's been huge just from the standpoint of, 'Okay, who's seeing the communications? Who's reading it? Who's taking action?'"

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> *- Tiffany Anderson,*
> *Vice President of HR*

Automating Business Processes

Prior to MangoApps, Huitt-Zollars attempted to use SharePoint to centralize all of their different software solutions, but it became difficult for employees to keep track of them. "In the past, we had a lot of complaints about how there were so many different software programs. Any time we can eliminate having to go to all these different sources, and streamline it by running it through the intranet, we're going to benefit from that."

Employees are now able to simply log into MangoApps and leverage its SSO capabilities to access all of the tools and resources they need to do their jobs. "People are definitely less overwhelmed now," says Libby. "They don't have to login to different places to access a specific resource, they can just login to MangoApps and see everything."

> ❝ *My favorite feature is the trackers. The fact that you can make them available to all employees or lock it down and make it only available to certain groups is really nice.* ❞
>
> *- Tiffany Anderson, Vice President of HR*

In addition to centralizing and simplifying access to resources, Huitt-Zollars has also been able to eliminate paper documents and automate workflows through MangoApps' trackers feature. "It's been a nice transition for us to be able to use trackers. It helps us keep track of various touchpoints and

forms or requests that get made through the HR department," says Tiffany. "We had a lot of paper documents being used around the time we partnered with MangoApps. So we've been able to automate things and switch over to electronic documents.

"Anytime somebody gets a promotion, gets a new supervisor, gets a wage change, decides to resign, or really just any sort of a change that is made with our employees, they submit that through a tracker. Between HR and accounting, who handles our payroll and some of the data entry for our employees within our systems, it's been helpful for them to be able to go back and look at the record or make an acknowledgement that we got it, or that we passed it on to payroll."

"It's definitely helped make things more efficient and put things all in one place, whereas prior to that, I would say that it was kind of all over the place or it would just sit in someone's inbox or their email box and it wouldn't get saved or noted in the right place. And gosh, even if we need to go back now a year or so, we can definitely do that and it's a lot easier to find that information or that form."

Enhancing Employee Learning And Growth

By selecting MangoApps as their new intranet platform provider, Huitt-Zollars also received access to an advanced LMS module. "Before MangoApps, we didn't really have a learning management system. We just had hard copy recordings of internal training that we provided," says Tiffany. "Getting a new LMS module has been a very big step for the company to embrace the 'learn' side of things."

"From a company standpoint, one of our goals was to improve overall employee training and professional development," adds Libby. "It just felt like the perfect time to start something new." With MangoApps' advanced analytics, Huitt-Zollars can gain deep insights into the education and learning progress of its individual employees. "Being able to measure analytics and see what people are doing and how much time they are taking to complete the courses is very helpful," said Libby.

Building a Workplace Community

By improving collaboration among its employees and offering simplified access to resources, Huitt-Zollars has strengthened its company culture and built an increased sense of workplace community. "There's definitely more interaction with MangoApps," says Libby. "People are used to social media and are just looking for that same community within the workplace. When our employees are thinking, 'I can react to this or I can comment, or I can tag someone, it's great because it gets our employees to engage with each other."

"It's definitely had a positive impact on our company. As we continue to build it out and get more people involved, and people start taking ownership of certain features and functionalities, it will really help to create that sense of community."

Content Management

With a modern intranet in place that allows for the centralization of resources, Huitt-Zollars has been able to store important information in an easily accessible location for its employees. "With MangoApps, we've been able to house all of our documents and resources in one place," says Libby. "It's much more organized and has helped us streamline the way our users are accessing information."

In addition, Libby has been able to effectively remove the constant burden on IT for approving content requests within the intranet. The Huitt-Zollars IT team is now free to work on other impactful projects for the organization. "The flexibility of MangoApps from a content management standpoint is incredible. I'm able to just go in and make configurations without having to wait on IT," says Libby. "For people that are managing the content within the intranet, it provides so much more flexibility. Changes can be made immediately, and it eliminates the runaround and frees up IT's constant involvement."

A Strong Support Team

In addition to the MangoApps platform making an organization-wide impact at Huitt-Zollars by transforming internal communication and streamlining business processes, the success and responsiveness of the MangoApps support team has continued to be a star performer during and after the implementation process. "You guys have been great. You've taken some of our wishlist items and have incorporated them into your quarterly updates, which is awesome," says Tiffany. "I've been extremely happy with the support we have received and the responsiveness to getting the things we wanted implemented."

> **"** *Our employees have gone into MangoApps and taken ownership of their areas and explored the capabilities. They've really recognized the value and have pushed even more for the use of it.* **"**
>
> *- Libby Rode, Marketing & Communications Associate*

Other Resources

Ram Tool Case Study

Integral Group Case Study

Mango Intranet Data Sheet

Mango Intranet Use Cases

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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