



Building A

# Connected Workforce

How PROBIOMED Used MangoApps To Transform Internal  
Communications and Boost Efficiency & Collaboration





**COMPANY:**  
PROBIOMED

**HEADQUARTERS:**  
Mexico City, MX

**USERS:**  
800+

**OVERVIEW:**

PROBIOMED is a Mexican biopharmaceutical enterprise oriented to research, development, manufacture, and commercialization of pharmaceutical products for human health.

## Making The Switch To MangoApps

PROBIOMED, a Mexican biopharmaceutical enterprise, was looking to replace their custom-built intranet with a modern platform that could help employees communicate and collaborate better. "Before MangoApps, we had a very basic intranet," says Natalia Abrego, Corporate Communications Manager. "It was built in-house and was too basic. So we started to search for different services that could offer us what we wanted."

With the backing of the CEO, PROBIOMED began to evaluate different intranet/digital workplace platform providers. "During our search, MangoApps was the only platform that had all the features and integrations that we were looking for. That's why we ultimately ended up making the decision for MangoApps," continues Natalia. "In fact, we named our platform internally as 'Integra' because it integrates all the things we need to work, collaborate, and communicate better."

In addition to MangoApps' wide breadth of features, the speed of implementation also appealed to PROBIOMED. "What drew me to MangoApps was the ease and speed with which a collaborative environment could be set up, as well as the support of the MangoApps staff with the launch," says Enrique Olalde, IT Manager at PROBIOMED. "It was something that we had not experienced in any other implementation, and it made it easy for us to configure and maintain during the startup phase."

After deciding to move forward with MangoApps, the PROBIOMED team shifted their focus to implementation. "During the implementation process, MangoApps was very user-friendly with multiple tools that helped improve our communication and way of getting things done on strategic projects and routine work," says Liliana Joaquín, Quality Director at PROBIOMED. "The MangoApps support team was very flexible and allowed us to work within our schedule, while providing the information and assistance we needed," say Natalia and Enrique.

**“ MangoApps is helping us to communicate and collaborate in a more effective way, share knowledge across our teams and strengthen our efficiency to achieve results. ”**

- Natalia Abrego, Corporate Communications Manager, PROBIOMED, S.A. de C.V.

## Preparing Their Workforce For Integra

PROBIOMED and their newly named MangoApps intranet platform, 'Integra,' now faced the task of preparing their workforce for an organization-wide change. With a new modern intranet platform ready to go, the goal shifted toward getting their employees ready to use it.

"Many of our employees are aged 40 years and up, so it was important that we created a training program that helped them understand and accept the platform," says Natalia. "I think it was extremely successful. They are learning and they are using the platform. I've received comments like, 'Well, this is really making my day a lot easier,' so that's very positive. Part of the reason that our collaborators are accepting this platform is because all of their tools are now in one place and it's really simplifying their everyday life."

"MangoApps is a very friendly platform," adds Liliana. "It allows me to manage my team more efficiently, keep informed about projects and corporate news, and get the best of learning resources."

## Transforming Internal Comms

Prior to implementing MangoApps, PROBIOMED was struggling to effectively distribute important information to its employees. "We used traditional communication tools such as email, posters, and TVs to inform our people about different topics but we needed a way to be closer to them and facilitate communication, making it more targeted, effective, and accessible to everyone, especially for those production and sales fellows. Now we have evolved into a digital company that does all of these through our MangoApps environment, Integra."

With a complete digital transformation in place, PROBIOMED is now able to easily send out targeted messaging to groups of its workforce or send

company-wide updates when needed. "From a communications point of view, it's much easier to make an announcement for the entire company or for just certain groups of employees," says Natalia. "For example, we recently joined Sanfer, one of the largest and most important pharmaceutical groups in Latin America. In less than five minutes I was able to build a post about this and share the news with our entire company. People were able to instantly react and comment on the news."

"I've also received comments from employees that tell me, 'I love the way you make these communications because now I don't get lost in my email searching for some important announcement.' That's really nice for us. For me personally, I can go to Integra and see what I must read and what is important for me and my team. Communication is faster, easier, and timely with MangoApps' tools," said Natalia.

Not only have they seen success on a group messaging level, but on a person-to-person communication level, it has also been a massive success. "In the past, if you wanted to communicate with a colleague from another office or in another city, you would have to either physically go there, send an email, or make a phone call," says Natalia. "It was a pretty slow process because people were waiting to get the information they needed back. But now with MangoApps Chat, Updates, and Groups, we have all of these features available and it's made these types of communication so much easier and so much faster."

PROBIOMED has also been able to use MangoApps' Alerts feature to communicate with employees in time-sensitive emergencies and provide immediate information and updates to affected employees. "We've used alerts as a way to control earthquake situations around here," says Natalia. "We can send out alerts to affected office locations and our people can react much faster. It's very helpful because we're able to keep everybody up to date in real time with the situation and let them know when they can return to their jobs."

*“MangoApps has helped us keep in touch with all of our company's collaborators in one place, allowing us to easily communicate and share information.”*

- Enrique Olalde, IT Manager



## Improving Processes With Trackers

One standout feature of MangoApps was the wide application use for Trackers. PROBIOMED was able to use Trackers to automate processes that would have previously taken a lot of time and effort from its employees. “I would definitely say that we are Tracker lovers,” says Natalia. “We’ve found many ways to use them. Just to give an example, we use one to monitor COVID-19 cases within the company and keep track of health statuses of our teams.”

*“MangoApps has made my day-to-day life at work so much easier and has helped me achieve better results in communicating with my colleagues.”*

- Natalia Abrego, Corporate Communications Manager

“We also use Trackers to collect required information from our employees. We were working on an update of personnel folders, and rather than asking for information manually, our HR team designed a tracker with a form where everyone could upload all of their documents. It dramatically simplified the amount of time and paperwork that would have otherwise been involved.”

## Using Recognition To Improve Company Culture

With employee satisfaction and engagement as a focus point for their intranet platform, PROBIOMED made sure to take complete advantage of MangoApps’ Rewards and Recognition features. In doing so, PROBIOMED was able to improve camaraderie and company culture across their workforce.

“MangoApps’ Recognition module makes it easier to say to someone that they are doing something good,” says Natalia. “In the past, we had a system that required to go through several approvals before

you could acknowledge an employee’s hard work. With MangoApps, recognition can happen in an instant. I can recognize you for something you did today or just an hour ago, and all the people in your team can know about it. Your boss can know about it. It’s been great for improving culture. We love it.”

*“The use of MangoApps; Trackers feature has a very wide application and allows us to simplify almost any task that we used to do manually.”*

- Liliana Joaquín, Quality Director



“The impact recognition is having here is huge,” continues Natalia. “It has helped us improve our company culture and really give this idea that PROBIOMED is a company where effort and a good job is appreciated, and that you are appreciated not only for what you do but for who you are.”

“MangoApps’ Recognition [module] is very agile,” adds Liliana. “People find it very satisfying to receive recognition through the platform, not only from people close to them, but from any part of the organization.”

*“MangoApps’ People module allows me to explore our org chart and contact colleagues faster, but what I like the most is that, through it, I get to know people I work with better, reading about their professional experience, abilities, hobbies, and more.”*

- Enrique Olalde, IT Manager

## Consolidating Their Tech Stack

PROBIOMED was able to consolidate their tech stack and get rid of tools that were no longer necessary once MangoApps had been implemented. This led to increased savings, improved efficiency, and a streamlined platform for employees to access work tools. “MangoApps has allowed us to consolidate tools that were previously separated, such as Chat, Awards, LMS, Projects, File Repository, and Intranet,” said Enrique.

## MangoApps Support Team

The high level of support provided by MangoApps has been recognized and praised by PROBIOMED’s implementation team. “I love the MangoApps

support team. From day one, everybody has demonstrated true interest in what we need,” says Natalia. “They are always searching for a way to help us and give us what we want. They’re good listeners and wonderful developers.”

“The support team is my biggest point in favor of MangoApps,” adds Enrique. “Unlike other providers, our requests have been heard and carried out, which helps us achieve a better system and ultimately better collaboration.”

### Other Resources

- TeamHealth Case Study
- Benchmark Human Services 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](mailto:sales@mangoapps.com) | [mangoapps.com](https://mangoapps.com)

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