



Moving On From SharePoint

How Morningstar Living Enabled Two-Way Communication With MangoApps



Morningstar
LIVING



COMPANY:
Morningstar Living

HEADQUARTERS:
Nazareth, Pennsylvania

USERS:
1400+

OVERVIEW:

Morningstar Living is a not-for-profit premier developer of lifestyle communities and services for senior citizens. The organization includes two campus communities and home care services.

The Search For an Accessible Platform

Morningstar Living, a not-for-profit continuing care retirement community for senior citizens, had an outdated SharePoint platform that was limiting communication and engagement across employees. Chief Information Officer, Monica Bustamante, and IT Communication Specialist, Danielle Kicska, sought to replace their SharePoint intranet with a solution that could offer better accessibility and an improved employee experience for both their administrative team and their on-the-move employees.

“SharePoint was not meeting our needs, and we wanted to have a bit more focus in terms of communicating with our employees,” says Monica. “It was really limited to network users and didn’t allow us to reach all of our employees. Only people that were using SharePoint on campus were able to access the intranet.”

Monica and Danielle wanted to find a new intranet platform that their workforce could access from anywhere. After evaluating their options, they decided to move forward with MangoApps, as it fit everything they were looking for. “We wanted to find a customizable, web-based platform that was accessible anywhere you had an internet connection, and for us, MangoApps fit the bill,” said Monica.

Morningstar Living was able to leverage MangoApps’ mobile app to connect a whole new segment of their workforce. Rolling out the mobile-first platform meant that their frontline teams were fully reachable

for the first time. “Because we are a senior living healthcare environment, we had a lot of people that were on the move and couldn’t sit in front of a computer all day. These workers now have access to MyInsite and are able to take advantage of the information that is there through their mobile devices,” said Monica.

“ We love the two-way communication with the ability to comment and post. That’s one of the most heavily utilized features of our employee communications. Being able to share reactions and incorporate back-and-forth messaging, instead of just pushing information, was a big win for us. ”

- Danielle Kicska, IT
Communication Specialist at
Morningstar Living



A Custom-Branded Environment

With MangoApps in full effect, Morningstar Living was able to leverage high customizability and personalization to boost employee engagement and bring user adoption levels to new heights. “We were very excited to move away from what was a pretty boring and basic SharePoint site,” says Danielle.

“We were thrilled with the custom branding that MangoApps offered. We were very limited in what the site could look like on SharePoint. MangoApps is just so much more visually appealing and easy to navigate. When we’re able to apply corporate branding and color schemes, move widgets around, add photos, and make it interactive, people are much more inclined to go in there and use it.”

Not only is MangoApps highly customizable from the admin side, but it also offers unique personalization options for individual users, so they can decide what they want to see. “The nice thing about MangoApps is that it’s user-based, so a person can really personalize their experience and see what they want to see from their computer or mobile device,” adds Dana Cascioli, Recruiter at Morningstar Living. “I found that MangoApps was very easy to use when I was setting up my department’s page. I loved the simplicity of being able to add, remove, and change the widgets. The way it displays is very nice, you can pretty much put whatever you want on your page and have it displayed the way you want.”

“We were very excited to move away from what was a pretty boring and basic SharePoint site. With MangoApps, our site is so much more visually appealing and easy to navigate.”

- Danielle Kicska, IT Communication Specialist at Morningstar Living



Creating a Seamless User Experience

A key feature that stood out to Morningstar Living is the seamless usability of the MangoApps platform. “Being a mini-IT person for HR, I loved how the technology made life easier for the HR team. It’s honestly so easy to use,” says Dana. “You can play around in there and because it’s so user-friendly, you can just figure out anything you need to figure out yourself, without having to ask someone else for assistance.”

“Not being restricted to a hardwired network computer has made it grow by leaps and bounds, and it is so much more accessible to people,” adds Danielle. “It has such a nice interface which definitely helps with adoption. And it’s the simple things too, the ability to click through document libraries to find a form, being able to search for a document in seconds, it’s those little day-to-day things that don’t seem like a big deal, but ultimately make the platform much more user-friendly.”

Another star-performing feature of MangoApps was its modern search functionality. Morningstar Living is able to leverage this feature to equip its employees with instant access to the resources they need, when they need them. “The search capability with SharePoint was very dysfunctional, so having MangoApps’ search capabilities was huge for us because, oftentimes, our employees are looking for something specific and don’t want to waste time sifting through a list of documents,” says Dana. “It is a huge improvement, as it helps our employees get the information they need whenever they want to access it. We really appreciate that.”

Improving Top-Down Communications

Morningstar Living was able to use MangoApps to improve the way it distributes important top-down communications to its workforce. “We now have the ability to send communications out that get pushed to many different places. So not only is it accessible on desktop, but our employees can also see it in their email or on their phones,” says Dana. “Having those different options to distribute communications helps us get that information to them. Employees can receive information in the way that they’re going to see it, and be as informed as we want them to be.”

In addition to improving top-down communications and getting priority messaging out to employees, Morningstar Living was also able to improve the way that employees communicate and collaborate with their colleagues. “One thing we loved about MangoApps was the two-way communication of being able to comment and post,” says Danielle. “I think that’s probably one of the most heavily utilized features of our employee communications. The ability to share reactions and incorporate back-and-forth messaging was a big win for us.”

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- Dana Cascioli,
Recruiter at Morningstar Living



Building a New Content Library

By transitioning to MangoApps, Morningstar Living was able to take a step back and strategize about how employees would consume and access information in the new environment. “When we transferred over all of the document libraries, forms, and policies, we were able to take the time to think about how the information was being presented and organized,” says Danielle. “MangoApps gave us the ability to redesign the way we display information, which allows us to have sections dedicated to birthdays, workplace anniversaries, employee of the month, and so much more.” With a much cleaner interface, employees at Morningstar Living are more engaged and have quick access to relevant information and resources.

Harnessing a Mobile Intranet

With MangoApps as their new intranet platform, Morningstar Living is able to enjoy many new capabilities, including a company-branded mobile app. “The mobile app was what excited me most about MangoApps,” says Dana. “Many of our staff are frontline workers, which means they’re not sitting at computers. Having a mobile app enables them to have that information at their fingertips, which is something that was so different for us.”

Having a mobile-first intranet also allowed Morningstar Living to improve communication across its workforce with advanced social media-like capabilities. “Our employees love that this is a social platform. I can see people liking things, adding comments, and reacting. The interaction they have is similar to a social media app,” says Dana. “It creates a forum for them to have a voice and express how they feel about something, without necessarily having to come up to us and say it.”

“Not only does MangoApps give people a voice, but it also makes communication so much easier. Our employees now have the ability to receive direct messages through Chat. When people don’t have time to stop by my office, they can just go on their phones and message me quickly,” continues Dana. “It’s made me much more accessible to our employees, our team, and our staff in general. Having the ability to just go to their phone and find my contact information through the directory, is huge. It’s another touchpoint in a way that we can be a resource for them, and it’s improving our ability to support our employees.”

A Strong Support Channel

During the implementation process and through an ongoing maintenance relationship, the MangoApps support team was readily available to quickly answer any questions that popped up from Morningstar Living. “The support from MangoApps has been great. You guys have always been accessible and very responsive. Whenever we had a question, you would figure it out for us and resolve it quickly,” says Danielle.

“The implementation for us was pretty easy. We actually spent more time on planning the launch and how we could get our employees excited about the new platform, but as Danielle said, your team has been very helpful and very responsive,” adds Monica.

“Having a mobile intranet is just a total game changer. I could sing the praises of the mobile app forever. It’s been nice to have constant communication with colleagues and it’s been a great change for our company and for our employees, and myself.”

- Dana Cascioli,
Recruiter at Morningstar Living



Other Resources

[YMCA Case Study](#)

[Benchmark Human Services Case Study](#)

[Mango Intranet Data Sheet](#)

[Mango Intranet Use Cases](#)

[How to Successfully Launch Your Social Intranet](#)

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