



Empowerment Through Technology

How Merchants Bonding Company has used MangoApps to streamline HR operations

MERCHANTS
BONDING COMPANYTM
COMMON SENSE SURETY SINCE 1933





OVERVIEW:
Merchants Bonding Company

HEADQUARTERS:
Des Moines, IA

EMPLOYEES:
Merc

OVERVIEW:
For nearly a century, Merchants Bonding Company has honed its expertise in providing contract and commercial surety bonds, offering first class service and a common sense underwriting approach. Merchants Bonding Company is a national leader in surety and does business in all 50 states, with underwriters all around the country providing localized services.

Centralizing Tasks, Resources, and Communication

When Aleah Vaske joined Merchants Bonding Company in 2021 as an intern in the HR department, the majority of her time was spent coordinating training and onboarding tasks for the company's large crop of new hires. Fast forward to today, and Vaske has been able to largely automate all of these tasks using MangoApps, without any coding or involvement from IT.

This is just one example of many ways that Merchants Bonding Company has been able to make things easier for their employees by centralizing tasks, resources, and communication within MangoApps, and using the platform's interconnected systems to provide personalized employee experiences.

"We've used MangoApps to get all of our resources, which used to be spread across different platforms, into one centralized place," says Vaske. "The search functionality is really good, and we're excited about the upcoming AI chatbot features. The efficiency, automation, and having everything in one place have made my job easier."

MangoApps
customer

Since 2019

No longer use

email for most
internal
interactions

Centralized
**Resources,
Communication
and Training**

Use employee
data to provide
**personalized
experiences**

“ I think it gives our colleagues a different view of HR—we don't have to spend all of our time doing administrative tasks. We're able to be more strategic with all the time that's saved. ”

-Aleah Vaske,
Human Resources Associate,
Merchants Bonding Company



Helping Remote Employees Feel Connected

Since launching MangoApps, Merchants Bonding Company has opened offices in more locations around the US, and hired remote workers to increase localized penetration. Today, over a third of the team works remotely, and MangoApps enables these employees to be a seamless part of the larger organization by providing them with the same well-organized repository of tools, resources, and training materials that their office-based colleagues use.

“MangoApps has replaced email for most things. For really important items, we mark them as a must-read post so that our associates are notified via email.”

- Aleah Vaske, Human Resources Associate

Furthermore, Vaske and her colleagues in HR have made use of MangoApps pulse surveys to get a deeper understanding of remote employees' needs. “We've segmented our remote workforce and asked them specific questions about how they feel,” says Vaske. “That's really important to delve into the nuances of different positions and demographics.”

These surveys being integrated into the same platform where employees go for other kinds of tasks and communication has significantly boosted participation. “When people see a pop-up with just one question, they can answer quickly and move on with their day. We have MangoApps set as the landing page anytime you open a browser, so when our associates open their browsers, that pop-up survey is the first thing they see.”

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- Aleah Vaske, Human Resources Associate



Overhauling New Hire Training Programs

Coordinating the training of new employees used to consume a significant amount of the HR team's time. Training plans that were once static documents in shared drives, are now dynamic and interactive experiences within MangoApps. “Historically, all of our training plans were Excel sheets or Word documents in our shared drive,” says Vaske. “There wasn't a lot of collaboration that could happen between me, the department manager, and the trainee who wants to see their training plan and track their progress.”

Converting these spreadsheets into interactive Trackers within MangoApps was a simple matter of uploading the files. Thanks to templates and automated workflows, HR no longer needs to manually manage the process; instead, training assignments and communications are automatically sent to new employees as they advance through the program.

“Automated workflows notify the training manager and their supervisor when trainings are done,” says Vaske. “They also send reminders to learners to mark the feedback field for each training indicating how confident they feel on it. If they say they're not confident, a workflow notifies the training manager of that.”

In the past, this scheduling always flowed through HR because different departments weren't easily able to share information with each other. Now, this is all handled through workflows that send notifications and enable the training managers and trainees to coordinate schedules amongst themselves.

“It enables departments to be more autonomous and efficient,” says Vaske. “Training managers and trainees now have more involvement in their own training plans. It’s a win-win. It allows departments to spend the time saved from not having to do administrative tasks to work on more strategic goals.”

Harnessing the Power of AI for Future Growth

By centralizing tasks, resources, and communications, Merchants Bonding Company has significantly improved its operational efficiency and employee engagement.

Looking to the future, Merchants Bonding Company plans to deepen its integration of MangoApps within its daily operations. The anticipated AI capabilities are set to redefine how the workforce interacts with the platform, enhancing user experience through smart features like AI chatbots.

“MangoApps has set an example for what we should expect from software providers. No other platforms that we use in HR are putting so much effort into continuous improvement and adopting new technologies like AI. And that’s something that our workforce will expect in the future. We’re pushing MangoApps to replace some of our other platforms

and centralize our resources, so associates can ask questions and get immediate answers. It’s exciting how it actually shows them where the information is, and then they can find more details.”

This proactive approach not only anticipates the needs of a growing, diverse workforce but also positions Merchants Bonding Company at the forefront of technological adoption in their industry. By continuing to innovate and leverage the full capabilities of MangoApps, the company is setting a benchmark for operational excellence and employee satisfaction, ensuring it remains competitive and responsive in an ever-changing business landscape.

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- Aleah Vaske,
Human Resources Associate



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[MangoApps: The Ultimate Employee App & Modern Intranet Platform](#)

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