



Building Trust, Culture, and Engagement

How KM2 Solutions centralizes resources and unifies their team.





COMPANY:
KM2 Solutions

HEADQUARTERS:
Exton, PA

EMPLOYEES:
4,500

OVERVIEW:

KM2 Solutions is a nearshore outsourcing company specializing in providing quality contact center services to companies based in the United States. They are headquartered in the US with contact centers throughout Latin America and the Caribbean.

Centralizing Agent Resources With A Modern Intranet

KM² Solutions uses MangoApps to provide a unified homepage and communications center for their international, bilingual team. Their agents get easy access to timekeeping, training, document management, and company news in a unified, user-friendly space. Meanwhile, their corporate teams benefit from simplified document management and governance, and have mechanisms to reach both broad and narrow segments with communications. Additionally, deep analytics are available to help them understand employee engagement and the efficacy of their programs.

This has enabled them to improve employee engagement and experience, centralize and simplify systems, and ensure that every employee has quick access to the documents they need with confidence that they are looking at the most up-to-date information, so they can provide flawless service to their customers.

Consistently
Over
90%
employee
engagement

From
contract signing
to launch in
4 WEEKS

100%
of product
requests
fulfilled

Automated
governance
REDUCES
compliance
workload

MangoApps Benefits All Employees

Call Center Teams Get:

- ✓ Centralized homepage for timekeeping, training, content, and news
- ✓ Trusted documentation easier to find and verify
- ✓ Stronger connection to company culture

Corporate Teams Get:

- ✓ Ability to quickly push out news to everyone and measure engagement
- ✓ Unified culture and deeper insights into frontline needs
- ✓ Improved document management with automated governance

Moving on from SharePoint

For years, KM² Solutions had been making do with the free version of SharePoint 2013, which was able to meet the bare minimum of their needs. “It was a very old system,” said Dana Kreiss, Senior VP of Marketing & Recruitment, whose team manages most of the content and communications on MangoApps today. “It linked to everywhere that we needed it to, but it was limited. The only thing we were able to update were banners that only existed on the main landing page.”

When Microsoft announced that SharePoint 2013 was reaching end of life, the team needed to move quickly to find a replacement. “I was put in charge of finding a product that could replace our existing implementation,” said Mike Merling, Director of Application Development. “We looked at a variety of products, but I really gravitated towards the MangoApps platform. It looked clean and professional and very comprehensive, and it had a lot of features.”

They considered upgrading to a newer version of SharePoint, but ultimately realized it would require pricey custom development. “It would have required a lot of extra customization, which is obviously going to extend your development timeline. Whereas MangoApps has all of the features we were looking for and more, right out of the box.”

Once settling on MangoApps as a solution, they were able to move quickly, launching in under a month from signing. Internally, they branded MangoApps as KM² Connect. “Not only did we find a great product in MangoApps,” said Merling, “but the launch team went above and beyond to meet our deadline.”



From contract signing to launch in just 4 weeks

A Centralized Approach

KM² Solutions’ old SharePoint platform was used as a homepage where the contact center employees would log in, so they knew people throughout the company at least glanced at it. However, there was no data being sent back to help them quantify engagement with different communications or campaigns.

“We would post surveys to get employee feedback, for example” said Kreiss. “I could never tell you how many people viewed it, how many people clicked it, and how many people completed the survey. We didn’t know if they were actually engaging with the content.”

“At KM², we love to be very family-oriented. We try and always promote from within and make sure people are successful and continue to grow. MangoApps further promotes that mentality by opening things up and allowing people to easily chat and see each other’s successes. It keeps everybody more connected.”

- Mike Merling,
Director of Application Development



Discovering MangoApps was a turning point for them. It offered not only access to vital data but also a way to centralize communication and branding for their employees. Additionally, it provided an opportunity to completely revamp their document management approach, all within a single, integrated hub.

“We wanted greater unification in our central messaging. KM² Connect has been incredibly helpful,” said Kreiss, “It’s certainly solved the primary issue, which is getting something up that people are excited about, that is centralized, and people are engaging with.”

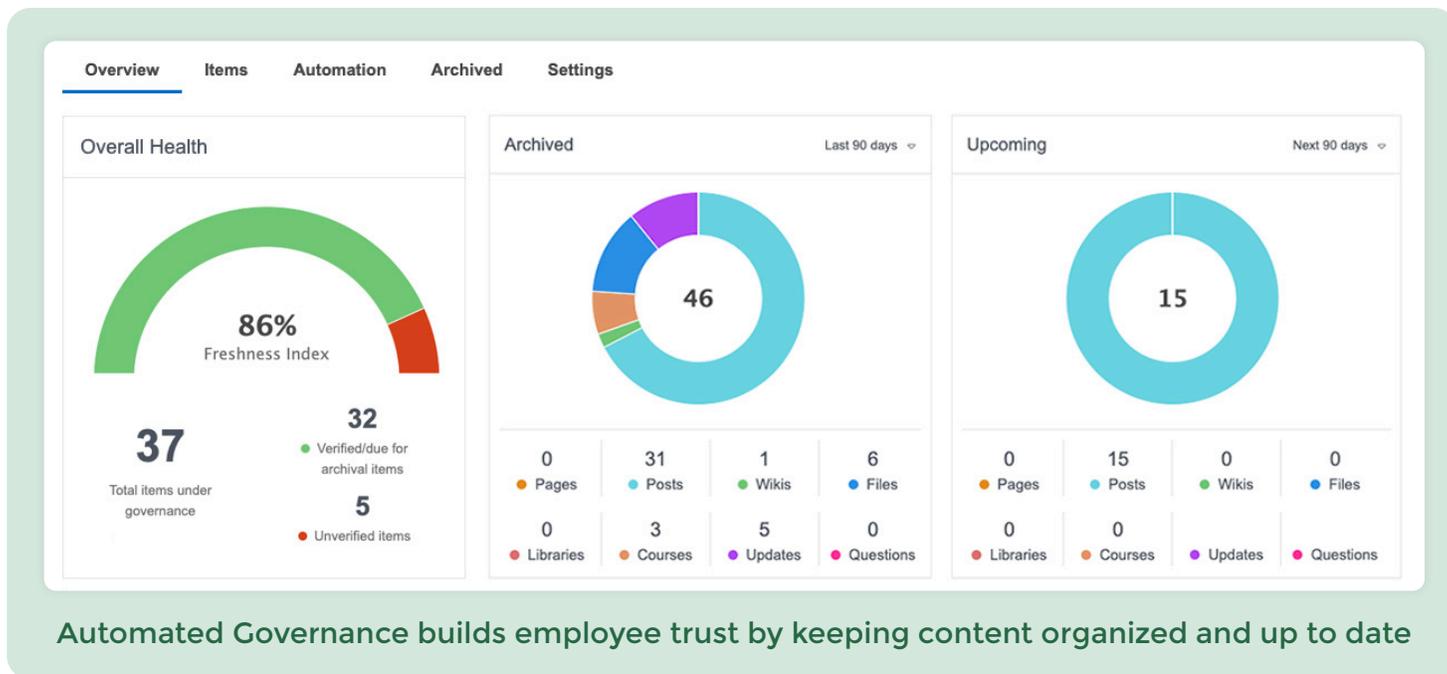
Modern Look And Feel

When KM² Solutions launched MangoApps, the most immediate and noticeable difference for their employees was the platform's modern look and feel. "It looks sharper, which is actually very important," said Kreiss. "The landing page has the same information—links to platforms like compliance training and timekeeping—but now we can share information in a more centralized way that gets people involved and engaged."

Having this platform made it far easier to reach people with company updates and culture,

and enable everyone with social functionality. "We're doing a better job sharing promotions and development within our organization," continued Kreiss. "It's much more user-friendly and engaging."

"People love the social aspects of KM² Connect," said Merling. "They love being able to comment and like things and really stay informed. There wasn't a whole lot of conversation on our old SharePoint—everything was very segmented. We didn't have any capability for even something as simple as congratulating someone on a promotion. Now, everyone can provide their feedback or leave emojis for a quick and simple congratulations. Everybody is really loving that functionality."



Building Trust in Company Content

One challenge for many organizations with outdated intranet platforms like SharePoint is the lack of trust in the content that's out there. It's difficult to moderate the content of a large organization without automation, so end users are never quite sure where to find things, or if they're seeing the most updated information.

For KM² Solutions, moving to MangoApps was a chance to break out of this cycle and make use of the platform's robust content governance engine.

They've set up rules, document lifecycles, and file versioning to ensure that their document repository stays clean, organized, and up to date in the long run. This has made their compliance team's lives easier, and helped contact center employees find things faster and trust the relevance of the content that's out there.

"Our compliance team loves those tools," said Merling, "because it's something that they had to previously manage on their own. With this, you see exactly what is due to be reviewed and easily update and maintain all of those things."

Consistent Employee Engagement

In their first six months of using MangoApps, KM² Solutions has consistently seen 90-95% employee usage across their workforce of 4,500—predominantly call center staff. It has helped them improve engagement, bolster their company culture, and streamline their employees' ability to access content and systems. It is the only mechanism that they have that can reach all of their employees at the same time, and has become the trusted source of both news and job-critical resources.

90-95% EMPLOYEE
improve engagement across a majority
frontline workforce of over 4,500

Most importantly, they have found a true partner that is there to ensure that they achieve success. "Whenever we encountered something that wasn't exactly what we wanted," says Merling, "MangoApps would go above and beyond to find a solution or, in many cases, even enhance the product for us. To me, that was amazing."

“ It’s nice to know we have a central entity where everybody is checking in regularly. It makes this big organization feel much smaller and helps us get information out to our employee base faster. By providing an environment where people feel connected to what we’re doing, that they’re learning and growing with us, and can take pride in what they do, they will be more excited about their day. ”

- Dana Kreiss,
Senior VP of Marketing



Other Resources

[How An Employee SuperApp Transforms The Workplace](#)

[Thinking About Upgrading To A Modern Intranet?](#)

[Unifying Employee Engagement in Retail: PetSmart’s Central Bark SuperApp](#)

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

[Deep dive into the ROI of MangoApps](#)

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