Uniting A Dispersed Workforce

Learn How IPC Transformed The Way They Communicate

A Realized Need

IPC, a not-for-profit trade association in the electronics industry that brings together volunteers from companies throughout the industry to develop standards for the manufacture of electronic parts, was looking to switch to a modern intranet solution that could fit all of their unique needs. Teresa Rowe, Senior Director of Assembly and Standards Technology, and the rest of the IPC technical team, began their search for an intranet that could supplement their dispersed workforce, while providing a formal, documented approval process for industry standards and procedures.

COMPANY:
IPC

HEADQUARTERS:
Bannockburn, IL

EMPLOYEES:
200 employees and
3000+ Industry Participants

OVERVIEW:
IPC is a not-for-profit trade association that works with volunteers from around the globe to build standards and provide education for the manufacture of electronics.

> " *MangoApps has reduced our internal workload immensely. It provides us with a formal process to ensure that we have all of our T's crossed and our I's dotted.* "
>
> *- Teresa Rowe,*
> *Sr Director of Assembly &*
> *Standards Technology*
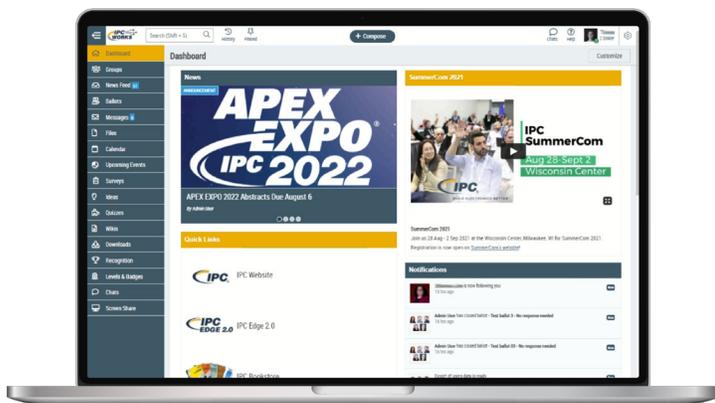
IPC Dashboard & Groups

Evaluating Intranet Solutions

During their search for a new intranet solution, IPC started with a list of 100 companies, including the intranet provider they were using at the time. The technical staff then identified which companies could fulfill their basic needs, and began whittling the list down. "We needed the platform to provide a solution for communicating with our volunteers who were in the database, but not actual employees of IPC," says Rowe. "We also needed a place to store files, notify volunteers, and allow us to grant different groups of people access to different types of resources."

After narrowing the list down to a final handful of candidates, IPC came to the conclusion that they would move forward with MangoApps. "We met as a group to review our notes, and the team decided to continue the conversation with MangoApps. We were really impressed with the information we had received and the can-do attitude from the team", says Rowe.
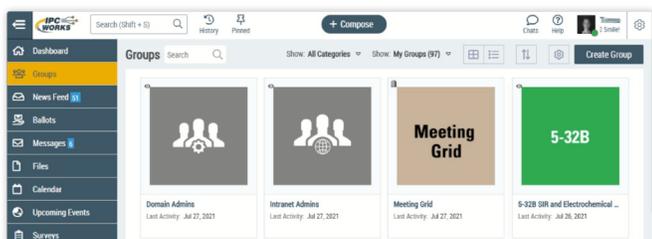
The Launch of IPC Works

After doing extensive research on intranet solutions, IPC was all-in on MangoApps. They shifted their focus to a seamless launch of the intranet solution, which they branded 'IPC Works'. "We didn't have an opportunity for a soft launch," says Rowe. "It was all or nothing. The platform would immediately be visible to all of our volunteers, nonmembers, employees, and customers."

As they were getting ready to launch, IPC began communicating the upcoming change to their user community. "We told them we were going to be switching platforms", says Rowe. "We held teleconference training sessions for those who wanted to join, and posted the training sessions on the IPC Works dashboard the day of the launch. We also sent a how-to video on setting up their own dashboards." With a high-level of preparation, Rowe and the rest of the IPC technical team, were able to monitor user feedback, to ensure the successful launch of IPC Works.

During the launch, IPC initially offered only what they considered to be the high-priority features. "We turned on what we needed to do immediate business," says Rowe. "And then we slowly introduced new tools and functionalities as time passed." In doing this, users were able to easily understand the interface and quickly adopt the platform.

Another important consideration for the IPC technical team, was having the user interface and internal look that they desired. "Our users are technical people who span all levels of their careers, from the newest person at a company to the retiree who wants to stay active." says Rowe. "It was important that we provided an experience that they could all embrace." IPC configured the platform in a way that was simple, easy to use, and company-branded, leading to the launch of IPC Works being a huge success.

A United Workforce

With such a dispersed volunteer base, having a platform where users could easily collaborate and communicate was foreign territory for IPC. "For many of our standards development committee

members, IPC Works [MangoApps] was a breath of fresh air and it was a place for them to really start to gel as a big community," says Rowe. "Our users work all year long for many years on projects, and they'd like to have the ability to work together in ways more than just teleconferencing."

Prior to MangoApps, IPC's technical team often acted as a middleman for communication between volunteers. "We would have to email back and forth and make sure everyone was on the same page and they could reach out to each other," says Rowe. "Now, they can just chat if it's available, or send a message and get that communication going."

Empowering Groups

As a large trade association, there is a clear need to segment and organize volunteers into groups based on location, or the projects that they're working on. "There are different interests and levels of commitment for volunteers," says Rowe. "And because the groups work independently of others, we set them up such that each person can only see what they are signed up to do in our database." IPC Works (MangoApps) provides the groups with the autonomy needed to conduct their activities, while allowing them to interface on other levels.

Another common issue that IPC volunteers faced is the discrepancies between time-zones. "We are a global association, and have people that are awake and working around the clock while others are sleeping," says Rowe. "We have to be able to communicate with them in their own time zones. We can't always directly email large groups, either. Some of these groups are hundreds of people in size. So, it's important that we can communicate to an entire group at the same time with the same words so that everyone is on the same page."

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> **❝** *MangoApps ensures that the correct people have the authorization to vote, and do not require us to manually maintain those votes. We wanted a formal documented process, and this tool allows us to do that.* **❞**
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Ballots: A Formal Documented Process

IPC needed a formal, documented approval process for their industry standards and procedures. As a not-for-profit trade association, IPC sets the standards for companies that develop electronics and ensures that they have consistency/compatibility among the parts and products that are

developed. Members of companies then use a ballot system to vote to approve or deny the proposed industry standards. If denied, they can comment on changes, and make revisions accordingly.

Prior to MangoApps, IPC had an inefficient, and clunky ballot system that lacked the reporting capabilities and flexibility that they desired. With MangoApps, they were able to create a structured process for people to officially vote on a proposed standard for ballot. "This document is a collection of work, many times three years in the making," says Rowe. "It can be any size, from a few pages to hundreds of pages long. And it must have industry consensus in order to become an official standard."

"We have people from the industry who can officially vote, yes, no, or abstain to whether that document could become an industry standard. If voted yes, this means it becomes a standard, that companies all over the world will be using it to build consumer and/or military hardware. So, it's an important document for us, and it's a very important step in the process."

In addition, MangoApps' Ballot tool allows IPC to easily identify which users have the right to cast a vote, as well as those who are allowed to view the document in consideration. "We have requirements on minimum thresholds for the response rate and the acceptance rate of the ballot document that are part of our official standardization rules," says Rowe. "If we don't reach them, then we have rules as to what we have to do with the document and what discussions have to occur. The results of the ballot, including all of the comments that are submitted, then become official records that are auditable by others."

MangoApps Support Team

The exceptional response from the MangoApps support team stood out to IPC since the beginning of the implementation. "From day one, the consultancy team has been there for us," says Rowe. "When we have a question or need assistance, I know that we will receive feedback quickly and have continued support until your team is certain that we are satisfied and running full steam ahead."

Other Resources

[Superdrug Case Study](#)

[Kelly-Moore Paints Case Study](#)

[Mango Intranet Data Sheet](#)

[Mango Intranet Use Case](#)

[Digital Workplace Platform for The Modern Workplace Whitepaper](#)

TRANSFORM HOW YOUR COMPANY COLLABORATES, COMMUNICATES, & GETS WORK DONE.

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sales@mangoapps.com | mangoapps.com

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