



# Fostering Sustainability And Inclusion

How Integral Group uses MangoApps to turn abstract conversations  
into actionable projects




**COMPANY:**

Introba

**HEADQUARTERS:**

Oakland, CA

**EMPLOYEES:**

700

**OVERVIEW:**

Introba, formerly Integral Group, is an engineering firm and sustainability consultant, with a global network of design professionals collaborating under a single deep green engineering umbrella. They provide a full range of building system design and energy analysis services, with a staff widely regarded as innovative leaders in their fields. They have offices across North America, Europe, and Australia.

## Fast, Easy Implementation

As a global engineering firm and sustainability consultant, Integral Group was aiming to find a solution that helped unite their widely dispersed team and enable them to collaborate on complex ideas.

Previously, intranet solutions were managed regionally and were very siloed, but at a certain point, they realized they had to pick a global platform for the whole company.

“I think the implementation went very well,” says Marcel Tabor, Integral’s Director of IT. “Within a month or two, we had a system that we could actually go in and start using, instead of it being a six-month process. It seemed like anything that we wanted, if it wasn’t there, it got added because we asked for it, and there wasn’t an add-on cost. That made our lives a lot easier.”

This was a far cry from their prior experiences trying to work with SharePoint, which they found to be more of an investment than it appeared to be on the surface. “Think about the cost of supporting SharePoint infrastructure, servers, and developers,” says Tabor. “I don’t have to have developers for MangoApps. When we want something, we let the support team know. And it’s pretty quick, the turnaround that we get. It’s much faster than if we were doing our own development. So time and money.”

“As an intranet platform, Sharepoint is not as robust a tool as MangoApps,” adds Clark. “I think MangoApps has a much richer user experience. SharePoint a more static one-way communication tool. There’s no way for employees to have a voice, which I think is important.”

*“If you want to support diversity in the workplace and create an inclusive environment, you need to create grassroots initiatives. It’s a lot easier said than done. I just can’t imagine if we didn’t have MangoApps. I don’t know how we would facilitate all these initiatives that we’re doing without a platform like this.”*

- Megan White,  
Chief Sustainability Officer



## Fostering Knowledge Capture

With MangoApps, Integral Group has been able to create an organized repository of information for their employees to use. “It really helps with quality control, project management, and onboarding of new staff,” says Megan White, Integral’s Chief Sustainability Officer. “We need how-to’s and a place to point people. I think it’s been helpful for new staff especially.”

With this architecture in place, teams and individuals can document their work, and incorporate MangoApps into their workflows in ways that save time and build accountability.

For example, the IT team relies heavily on MangoApps Wikis for quick documentation. “If you write up a good wiki,” says Tabor, “you can put everything in there. If things change down the road, you can change it. It’s a living, breathing document.”



**10-12 HOURS  
PER WEEK SAVED**

IT help desk points users to wikis for common questions

With a robust set of wikis, it’s easy for their team to point people to this documentation when they receive tech support queries. “Instead of having to type the same thing over and over again,” says Tabor, “we give them a link where they can see what we already wrote, and they can work out their problem themselves.”

Running the help desk this way saves Tabor’s team 10-12 hours per week, which allows them to focus on higher-level tasks.

“It’s really hard being a global company. We have 19 offices in five different countries, in so many different time zones that we can’t all be on a call at the same time. MangoApps helps us stay a bit more connected and aware. It was definitely a huge benefit during the pandemic.”

- Megan White,  
Chief Sustainability Officer



## Connecting A Global Workforce

Another challenge for Integral Group was uniting their globally dispersed workforce. It was sometimes difficult to connect with coworkers in other countries, leading to duplicated work and missed opportunities. “If you send an all-staff email to just your office,” says Clark, “you’re only getting the 20 engineers in your backyard. Then, all of those responses go back into your inbox to live and die—you’re not sharing that knowledge to other people across the firm, or to employees who join the firm at a later date.”

With the Employee Directory in MangoApps, it’s easy for Integral Group employees to find the subject matter experts seeded throughout the organization, regardless of geographical distance.

“If you use this tool effectively,” says Clark, “you can open up your ability to get answers to problems faster. If you’re sitting in Austin, Texas, you may not know that there’s this brilliant fire engineer in Brisbane, Australia. But if you search for fire protection in the directory, there’s 30 people who can answer your question. That’s really powerful from a learning and sharing standpoint.”

# Making DEI and Sustainability Feel Actionable

Sustainability, diversity, and inclusion are core aspects of Integral Group’s culture—their industry and employees demand it. “People don’t just work for us because they want a paycheck,” says Clark. “They work for us because they believe in something bigger than themselves.”

It’s easy to pay lip service to big ideas, but it can be difficult to translate sometimes elusive concepts into tangible efforts. Integral Group is exceptional at taking action on diversity and sustainability goals, and they attribute some of their success to the way they use MangoApps

“So much of it just comes down to communications,” says White. “It’s critical. So many times, people in this industry go to conferences and talk to each other, but then nothing gets out beyond that round table. You really have to bring people along for the journey and push that content out.”

White’s sustainability team relies on MangoApps to be the place where this content lives, so they can

“Especially now during COVID-19, MangoApps is one of the main drivers of company culture. It’s been crucial to keeping people feeling knitted together. And initiatives like our Integral Gives—pro bono and volunteering work—all of that is shared on MangoApps so that people can see what the company is doing to enrich the culture.”

- Marissa Clark,  
Global Communications Manager



take all the big ideas they discuss and turn them into tangible information and action. People who weren’t at a particular meeting still get access and insights, and there is a historical record of action taken over time.

“Every single comms channel points back to MangoApps as the central source of truth,” says White. “I just can’t imagine if we didn’t have MangoApps. I don’t know how we would facilitate all these initiatives that we’re doing without a platform like this.”

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