MANGOAPPS: A PERFECT SHAREPOINT ALTERNATIVE

At MangoApps, we see companies every day who are discouraged, annoyed and disheartened by their SharePoint experiences. Sometimes businesses become so frustrated that they aren’t even sure if collaboration tools are worth the investment. Fortunately, however, most companies understand that SharePoint is a lot like a Swiss Army Knife. While its array of tools may make it appealing, the limited functionality of each piece would never make it the choice of a true professional. When collaboration tools are built right and used effectively, they have the incredible potential to create employee autonomy, encourage positive company culture, and improve overall workplace productivity. MangoApps believes that every business deserves outstanding communication and collaborative success, so we’ve put together a brief report outlining just a few reasons why MangoApps is the perfect SharePoint alternative.

DECEPTIVELY EXPENSIVE

SharePoint’s price is usually a large part of what makes it so appealing, especially to startups and small businesses. The program has a low cost per user rate and is often included as part of the Microsoft Office 365 package. But unfortunately, the low or even seemingly free price
tag is more than a little misleading. While the program itself is technically not more expensive, making it work effectively will almost always require incredible amounts of time or money.

SharePoint is a large and complicated program, and installation plus day to day management alone are considered to be a full-time job. In fact, an everyday business administrator’s inability to manage the product effectively has created an entire industry. Dozens of 3rd party companies exist entirely or largely off of SharePoint management and consultation, with the average salary for a SharePoint consultant being $92,980 a year.

Remote SharePoint Consultant Salary

$17,000  National Average  $160,000

$93,032/year
To make matters worse, even if companies do have extra time or employees to dedicate to SharePoint management, its overly complex and difficult to understand nature make it almost impossible to manage without previous experience in coding or software design. In a recent survey of companies using SharePoint, nearly half felt that their greatest concern about the program was a “lack of expertise to maximize its usefulness.” Similarly, 44% of satisfied SharePoint users admit that they struggle to use it to its full potential. Because most small businesses don’t have the extra manpower or necessary experience available, SharePoint leaves them no choice but to hire someone specifically to run the program or give up on intranet entirely.

SharePoint costs also continue to climb as organizations try to achieve practical functionality. SharePoint is intentionally sold as an incomplete program. Microsoft itself stated that for every dollar customers spend on its licensing fees, it anticipates they will spend $8 on third party or in-house customization and integration products. Microsoft’s own vice president of small and mid-sized business sales stated that the company “sees itself as a platform company, providing generic capabilities,” expecting companies to pay outside providers for any other needs. And companies are paying for those needs. A meager 6% of SharePoint using companies in a recent AIIM report were completely satisfied with the program’s out-of-the-box abilities. Additionally, two-thirds of the surveyed companies use or plan to use 3rd party add-on products in order to enhance functionality.

Rather than being an easy to use advantage to their business, for most companies SharePoint takes time, drains money, and perpetuates frustration and discouragement. Only a quarter of surveyed businesses considered SharePoint a cost-effective solution. MangoApps, as a SharePoint alternative, respects both our customer’s budgets and their intranet needs by providing quality services at an honest price. Our straightforward prices are carefully designed to keep our programs innovative and successful while remaining affordable for businesses of every size.

POOR USER EXPERIENCE

SharePoint wastes a lot more than just administrator time and money. Because the program is difficult to operate and understand, administrators are usually unable to create the helpful, intuitive and information-rich pages and files employees need. The finished pages are instead diluted, disorganized and complex, and employees struggle to find information. Even if companies do hire someone to manage and operate SharePoint, the program’s limited functions and capabilities still make the end user experience difficult to navigate and overly complicated.
SharePoint, as a result, has serious adoption difficulty and even worse long-term functionality. In large companies, it is estimated to take anywhere from three to five years for a successful rollout and adoption to be completed. Of the companies participating in the AIIM report, only about a quarter had achieved a complete rollout, which was defined as users having access to SharePoint at least once a week. Among companies who had successfully deployed the program, about a third had employee usage rates of 25% or less.

Aside from making a successful integration feel impossible, SharePoint’s overwhelming nature and frustrating difficulty leave the majority of employees irritated, annoyed, and disengaged. I Hate SharePoint, SharePoint Sucks and similar passionate SharePoint articles can be found all over the internet. Similarly, only half of the SharePoint users interviewed by AIIM felt that working with SharePoint was the right choice, and the majority of customer reviews for the SharePoint app include discouraging comments such as “this is barely an app,” “needs work” and “I wanted to love it.” While company content might technically exist on SharePoint, finding it inevitably takes time, encourages procrastination, decreases employee engagement and reduces productivity.

What would you say are your biggest on-going business issues with your SharePoint system? (Max three) (N=310)

- Lack of expertise to maximize its usefulness
- Lack of strategic plans on what to use it for, and what not to
- Resistance from users: committing their documents to SharePoint
- Resistance from users: joining, and contributing to, collaboration/social areas
- Managing process change
- Managing SharePoint within the bounds of our centralized information policy
- Not doing as much as we planned at the outset
- Matching our business processes to SharePoint workflows
- None of these/Other, please specify

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MangoApps, in contrast, was built to be intuitive. We know that coding and software design is our job, and something successful business leaders shouldn’t have to worry about. As a SharePoint alternative, MangoApps makes it easy for everyone to contribute and collaborate with our tools, no matter your tech experience level. At MangoApps, we handle the technical details, letting admins and employees focus on building your business and accomplishing goals.

How do the various usability aspects of your SharePoint implementation compare with your expectations? (N=295)

MINIMAL CAPABILITIES

As a basic and inherently incomplete product, SharePoint primarily focuses on providing companies with internal pages and file sharing capabilities. In fact, 79% of AIIM participants viewed SharePoint as a file share replacement program. And while these are important and useful features, SharePoint doesn’t naturally incorporate or integrate with other important collaboration tools. If an organization needs instant messaging, email alternatives, social networking, or any other collaboration tool they have to rely on additional vendors, and the majority of the interviewed SharePoint companies do rely on additional products and services. When it comes to SharePoint, employees consider records management, workflow, email integration, and social tools to be the most lacking (with less than 15% being completely satisfied with social messaging, mobile access and folksonomies). More than half of the respondents also felt that their work would be more effective if SharePoint had enhanced capabilities in BPM, search analytics, document creation, scanning and capture, case management and cloud collaboration. With most 3rd party companies only addressing one or two of these additional features, trying to accommodate everything employees need is a huge burden. In addition to being expensive, juggling so many additional vendors greatly inconveniences employees, who have to simultaneously run and monitor multiple programs just to communicate throughout the day.
Even worse, for a program designed to incorporate additional products, SharePoint integration is ironically challenging. Survey participants listed difficult content migration and information governance abilities as their greatest disappointments with the product and only 22% of users were fully satisfied with the programs’ ability to connect with external repositories. SharePoint is also notoriously difficult to use with non-Microsoft products. Users and administrators report almost universal frustrations trying to operate SharePoint with anything other than Windows, Internet Explorer, and PC based products. Microsoft itself even warns on its website that some SharePoint features cannot run properly outside of Internet Explorer.

MangoApps, as a SharePoint alternative, focuses on business collaboration and communication in all of its forms. We know that businesses work better when all of their tools and resources are in one centralized and easy to access location and we keep our integration straightforward and simple. We also know that every business is different and has its own unique needs, so we’ve broken up our various collaboration services into different sections. Our customers have access to a wide array of collaboration options but only pick and pay for what they need. We believe that businesses should have access to the exact tools they’re interested in, regardless of how many or how few they need, without paying for or being bothered by anything extra.

LIMITED SUPPORT

SharePoint is only one of Microsoft’s hundreds of products, and even though over 70% of organizations have deployed SharePoint in some form, it is still very difficult to get help, ask questions, or connect with a real, knowledgeable, human being. In fact, SharePoint support is so difficult to navigate that troubleshooting and help services are often the primary services offered by third-party SharePoint consultants. And because of its overly complicated nature, companies using SharePoint need all of the help they can get! Without easy and accessible help, companies are again forced to constantly rely on IT support, conduct desperate internet searches, undergo time-consuming trial and error, or hire a consultant or specialty company.
At MangoApps, business communication and collaboration is our only focus. All we do is create, support and improve our programs, so we dedicate everything we have into making them successful. We are committed to individual customer success and are easy to work with and reach when needed. MangoApps is also open to customer feature requests. We will not only assist you with our excellent out-of-the-box features but can even design something new just for your needs. Keeping all of your collaboration tools on one platform makes management easy too. Any questions or concerns can be quickly resolved with one reliable customer care representative.

**SHAREPOINT INTEGRATION**

Even if they’re ready to leave SharePoint, businesses are occasionally hesitant to replace a program they’ve invested so much time and energy into. Especially if they have paid for consultation services, extra storage or additional add-ons or services. In fact, 38% of
interviewed organizations reported that despite feeling like the move to SharePoint was a mistake, they were planning to stick with the program and make the best of it. MangoApps understands that concern and wants to help you enjoy the best of both worlds. We’ve designed MangoApps to seamlessly integrate with SharePoint and automatically sync information, making the move to MangoApps completely hassle and risk-free. Our easy integration allows managers and employees to continue using SharePoint however they like while still being able to enjoy the additional social networking, instant communication, reward and recognition modules, and other innovative collaboration tools and support MangoApps provides.

MangoApps knows the benefits that come from effective business collaboration and is here to make life easier. We work with clients all over the world and businesses of every size and industry. We understand that every organization has its own unique needs and are committed to finding the perfect communication solution. Don’t settle for SharePoint stress. If you’re ready to reconsider or interested in learning more about MangoApps as a SharePoint alternative, schedule a personalized demo with us today.
ABOUT MANGOAPPS

Founded in 2009, MangoApps is the leader in cloud-based employee intranet, engagement, collaboration, and HR software. MangoApps is privately held and is based out of Seattle, WA with an office in Pune, India. Businesses of all sizes use MangoApps products to modernize, consolidate and streamline many of the siloed applications employees use into one single platform. MangoApps’ focus on providing a complete employee experience enables employees to work in one environment, dramatically improving adoption, engagement, and team productivity. Visit us at www.mangoapps.com to learn more.

TAKE THE FIRST STEP
SCHEDULE A DEMO!

ARE YOU READY TO LEARN WHY MANGOAPPS IS THE PERFECT HUB FOR YOUR DIGITAL WORKPLACE?

Schedule a personalized demo and see what MangoApps has to offer.
Or see for yourself today with a free trial!

MAKING WORK SMARTER, FASTER AND MORE PRODUCTIVE

Learn More:  www.mangoapps.com
Email us: sales@mangoapps.com
Schedule a demo:  https://www.mangoapps.com/schedule-a-demo
REFERENCES


