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EXECUTIVE SUMMARY

Whether it’s to support work from home, distribute workforce collaboration, or ensure business continuity during disasters, companies want remote work solutions they can depend on. According to a recent Wall Street Journal (WSJ) article[1], as part of the coronavirus pandemic, Silicon Valley was one of the first areas to ask workers to work from home. But the process was messy. Security precautions prevented Apple employees from accessing work tools at home, and Yelp found itself quickly trying to purchase laptops for anyone who didn’t have them.

Few companies are fully prepared to transition into a fully remote work environment at a moment’s notice. Some organizations need to comply with government regulations, others have specific security requirements, and many use a wide array of digital tools almost impossible to incorporate into the home environment. 91% of participating HR leaders in a recent poll cited a lack of technology[2] as one of their biggest challenges in trying to create a new remote environment.

The coronavirus outbreak has triggered an anxious trial run for remote work on a grand scale. Each company, organization, and school in the world needs to put in place a plan for remote work and find an experienced technology partner to provide a secure, scalable and modern solution.


COMMON MYTHS & CHALLENGES IN REMOTE WORK

1. PRODUCTIVITY WILL WANE

RESEARCH
A well-cited study from Stanford[^1] shows a massive productivity boost in remote workers. Another research[^2] study shows that the optimal human work-rest balance is 52 minutes on, 17 minutes off. But in offices, where appearing busy is often seen as a badge of honor and interruptions are all too common, there usually isn’t the ability to “unplug” for even just a few minutes.

MANGOAPPS
MangoApps remote work solution has been shown to increase overall productivity by 15%. Employee dashboards give one-click access to your company’s entire enterprise system. MangoApps’ integrated real-time communication tools, collaborative notes, co-authored office documents, centralized resource libraries, and much more are easily accessible to 100% of your workforce at any time and from anywhere.


2. REMOTE WORK WORSENS WORK COMMUNICATION

MANGOAPPS
MangoApps remote work solution delivers an increase in employee engagement by 80% by connecting with 100% of your workforce. Sharing rich posts, recognizing teams, and celebrating work anniversaries makes it simple to spread news, inform, plan, and inspire. With multiple communications channels available from web push notifications, mobile push notifications, email, SMS and voice integrated into the MangoApps platform, the internal communications team gets great ROI for their everyday work.
3. MANAGING PROJECT TEAMS REMOTELY IS MORE DIFFICULT

**MANGOAPPS**
MangoApps remote work solution works beautifully to support your team, because traditionally spread out work-related content is now in the MangoApps all-in-one app. This improves remote workplace collaboration, provides seamless communication, and results in faster project delivery.

4. COMPLIANCE REQUIREMENTS WITH CUSTOMER DATA WOULD BE COMPROMISED

**MANGOAPPS**
MangoApps remote work solution benefits from AWS compliances like ISO 9001, ISO 27001, HIPAA, FIPS, FedRAMP, SOC, AICPA and more. All data in transit and at rest are encrypted, and MangoApps comes with over 25+ application security features including remote device management, data retention rules, 2FA, automatic virus scanning of files, remote access logs, GDPR compliance and more.

5. REMOTE WORKERS CAN’T LEARN FROM CO-WORKERS & EXPERTS

**MANGOAPPS**
MangoApps remote work solution is a knowledge management solution. It captures and organizes information, keeps captured knowledge in sync across all devices, provides knowledge insights, delivers knowledge in email via browser extensions, and comes integrated with chat for answers in real-time. MangoApps remote work solution becomes the single source of truth for all your revenue-generating teams - sales, marketing, customer support and your R&D teams.

6. REMOTE TEAMS AREN’T PART OF THE COMPANY CULTURE

**MANGOAPPS**
MangoApps remote work solution comes with rich people profiles, instant video chat, online communities, messaging with GIFs and emojis, birthday greetings, and many more tools that provide the foundation teams and companies need to build a culture of collaboration and fun. Use the MangoApps remote work platform to build the culture of trust and get things done.
MANGOAPPS REMOTE WORK SOLUTION

MANGOAPPS REMOTE WORK MANAGEMENT

MangoApps remote work management solutions include consolidated tools for company communication, team collaboration, and employee intranet that can be deployed quickly on a global scale. Whether it’s to support work from home, distributed workforce collaboration, or ensure business continuity during disasters, companies want remote work solutions they can depend on.

MangoApps provides a set of solutions built on top of AWS, Azure, and Google Cloud platforms to help quickly enable remote work for employees, contractors, partners, and volunteers.

MANGOAPPS REMOTE WORK SOLUTION DRIVES

1. PRODUCTIVITY AT SCALE
2. CONNECTION WITH 100% OF THE WORKFORCE
3. PROJECT EXECUTION AT SCALE
4. COMPLIANCE FOR ALL INDUSTRIES
5. REMOTE LEARNING & ACCESS TO EXPERTISE
6. CULTURE THAT IN TURN DRIVES GROWTH
PRODUCTIVITY AT SCALE

DASHBOARD ACCESS FOR ALL ENTERPRISE SYSTEMS

MangoApps personalized dashboards are how employees start work right and stay productive. Dashboards include all kinds of organization and time management widgets like personalized task lists and customized calendars, helping employees visualize work, organize assignments, establish priorities, and stay effective. Admins can allow employees to have full customization, some customization, or no customization, over their dashboards depending on their unique preferences and needs. They can also designate “sticky” or permanent widgets that are present on every personal dashboard and cannot be edited or deleted by employees.
CO-AUTHORING NOTES AND DOCUMENTS

Documents benefit from multiple perspectives, writing styles, and experiences, but when it comes to remote work, seamlessly co-authoring a single document can be a bit tricky.

The MangoApps platform makes co-authoring of documents easy. Users can track changes, work in tandem, and always have the latest file available, removing the need to juggling multiple versions of the same document and the risk of unsecured work, duplicating efforts, or working with inaccurate information.
ORGANIZED RESOURCE LIBRARY

With MangoApps, businesses can easily store information in detailed libraries. Libraries allow companies to organize documents, posts, hyperlinks, and other useful resources into categorized areas, creating a digital index for your organization. Libraries are easy to access and even easier to navigate and use, making storing and finding company documents while working remotely super simple. Remote workers no longer need to take time to track down company resources readily available to office employees.

Mango Libraries can house long term office information or become a quick resource center during unexpected events. These specific resources not only help employees stay informed, but also offer peace of mind during a troubling time, and guarantee immediate access to the tools they need, no matter how working conditions change.

DO-NOT-DISTURB (DND) MODE

When you want to remove distractions, and stay focused on your work, set your status to ‘Do not Disturb’. The little red dot on your profile picture will let everyone know not to interrupt you at that time.

MangoApps will automatically make sure that while in Do Not Disturb mode, you will not receive any MangoApps notifications or sounds.
OUT-OF-THE-BOX 75+ INTEGRATIONS

Bring other tools and systems into one integrated digital workplace hub using our built-in integrations. Built-in integrations are super easy to use; just turn-on a switch to enable and check a few boxes to customize and configure.
# CONNECT WITH 100% OF THE WORKFORCE

## COMPANY, TEAM, & LOCATION-BASED NEWS CENTER

Posts in MangoApps quickly distribute mass communication to all of your employees. Once created, posts are instantly accessible and generate push notifications across all connected devices. For many businesses, posts work much like traditional company emails, newsletters, and announcements, but without the all too common frustration of lost or misplaced messages.

Because posts are centralized, searchable, and accessible, they ensure remote workers always stay updated, included, and informed. And for especially important information, leaders can create must-read posts with an acknowledgment required setting, where employees indicate if they have read a post. This helps leaders keep track of and manage who has seen the message.

Whether it’s communication about an emergency or work specific changes, like updated work from home practices and policies, company posts keep employees, remote or otherwise, updated and informed.
RECOGNIZING PEOPLE & TEAMS

While working remotely is usually a benefit for both employers and employees, it does come with its own set of obstacles. One such challenge remote workers may face is feeling disconnected or unappreciated by leaders and peers. But a lack of recognition is rarely because others don’t notice their efforts; they just need a convenient way to share their appreciation. MangoApps helps employers overcome the recognition gap by incorporating an easy to use employee recognition tool right into the platform.

Our detailed recognition feature includes a wide variety of predesigned award templates, making it easy to highlight the hard work of either a specific individual or an entire team. And companies can, of course, always incorporate their own personalized recognitions. With a little extra forethought and simple recognition abilities, remote employees will always know that they are remembered and appreciated.
SERVICE MILESTONES & CROWDSOURCING STORIES

Unlike your traditional years of service award, service milestones in MangoApps go far beyond the one-dimensional approach and brings your entire community together to celebrate important moments in a career.

Managers are crucial in celebrating anniversaries and milestones, but managers rarely know the entire story of their employees’ careers.

With crowdsourced story collection, colleagues are automatically invited to participate and tell stories of their work together – creating a richer, more meaningful experience.
PROJECT EXECUTION AT SCALE

PROJECT SPACES & TASKS

Project spaces in MangoApps give employees a designated area to communicate, work together, and centralize resources. Project areas are typically designed with specific deliverables and end date in mind. Projects operate digitally and keep co-workers connected regardless of their schedules or physical locations, making them ideal for remote employees.

And because project spaces have a specific goal in mind, they also allow leaders to assign tasks. Assigned tasks help workers know what’s expected of them and include essential information like due dates, task details, checklists, and more, making project completion in a remote environment a breeze.
REGULAR STATUS UPDATES

In MangoApps’ online environment, regular status updates offer leaders and co-workers an in-depth view of employee progress. Status updates remove the need for lengthy status meetings and let everyone view updates at their convenience. Updates also create a written progress record, giving both leaders and employees something they can easily refer back to. While status updates are helpful in every setting, they’re particularly useful in a remote environment. Updates keep both leaders and workers accountable while out of the office and increase communication, trust, and responsibility across the organization.

When employees share regular status updates as part of a weekly progress report, team members are always in-the-loop and know how to help and what to expect during the next week.
SCREEN SHARING, VOICE CALLING, SCREEN CAPTURE & VIDEO RECORDING

Whichever method you use, “screen sharing/calling” or “screen capture/video recording,” you will be able to give participants a visual guide, clarifying explanations, saving time, and reducing confusion in the remote environment.

Screen sharing and voice calling in MangoApps lets users show their screen live to employees and guest users, perform screen captures, or record high quality, reliable video all from within the MangoApps platform.

Instead of trying to explain an issue verbally or in writing, employees can just show each other exactly what they mean, simplifying distance meetings and helping everyone continue work without missing a beat.
COMPLIANCE FOR ALL INDUSTRIES

DATA RETENTION, FLAGGED CONTENT, & REMOTE ACCESS LOGS

MangoApps admins can specify auto-archive and auto-delete rules for different content types as per company compliance requirements. Users can also flag content that may not be appropriate in the workplace to admins to review using MangoApps’ in-built workflow.

Admins have access to remote access logs and get automatically notified of suspicious access by employees, making remote management easy for the IT team.
REMOTE DEVICE MANAGEMENT, 2FA, STRONG PASSWORD ENFORCEMENT

The built-in remote device management in MangoApps helps you secure and manage your users’ mobile devices and laptops. You can suspend a user or remotely wipe the company data downloaded on their device.

2FA helps secure the sign in to MangoApps by requiring a second form of authentication. Users are required to enter a One Time Password (OTP) sent to their mobile device or email after correctly entering their work account password. MangoApps allows admins to enforce strong password policies for all their employees to resist and contain common attacks.
MUST-READ POSTS & COMPLIANCE QUIZZES

Use MangoApps for all your compliance communication scenarios. This includes policy communication around employee harassment, safety, privacy, fraud, equal rights, etc. Make sure that your employees understand all the compliance requirements by doing regular online quizzes and ensuring that, as an organization, you stay 100% compliant.
CLOUD COMPLIANCE & CERTIFICATIONS

Because MangoApps is 100% hosted on AWS, it benefits from following key AWS compliances and certifications. Please note the certifications below are achieved by the AWS cloud platform, which MangoApps uses for its deployments.

REMOTE LEARNING & ACCESS TO EXPERTISE

MEDIA CENTER OF VIDEOS & PRESENTATIONS

Keep your company's digital assets, like training videos, presentations and podcasts, in one centralized and user-friendly location. Media content can be viewed from within the MangoApps web browser and mobile app, without having to download additional software or codes. The media center supports uploading, viewing, and searching Microsoft presentation files with an Office 365 integration. Microsoft files can be opened and edited directly in MangoApps.

Admins have complete access to media insights, including the number of downloads, views, and pins. Admins can also pull reports illustrating media analytics for the full company or specific teams.
KNOWLEDGE CAPTURE & MANAGEMENT

MangoApps wikis are a great tool to build a knowledge base for teams that are accessible from anywhere. Knowledge and tactics often lost in emails are captured and available in wikis, and the entire team can view them from any device. A full-content search of wikis also allows users to quickly find what they are looking for as they start typing in the top search bar and watch MangoApps suggest matching wikis.

Remote teams can use wikis to create and share project proposals, functional specs, how-to articles, design notes, OKRs, and more.
DOCUMENTS IN SYNC

MangoApps allows automatic document syncing across all devices and platforms with a standalone, lightweight, and robust client for both PC and Mac.

MangoApps File Sync automatically synchronizes files between desktop and online MangoApps folders, making sure that users always have access to the most recent and updated documents.

Document selective sync allows users to choose which teams or folders are actively synced to the computer while everything remains accessible on MangoApps web.
INTEGRATED INSTANT CHAT

For remote workers, effective communication with co-workers and experts can be particularly challenging. Remote employees don’t work with colleagues face to face, limiting their opportunities for work conversations.

MangoApps helps workers overcome this obstacle by integrating company-wide instant messaging right into our platform. No matter where you work or who you need to contact, MangoApps’ built-in chats keep communication fast, easy, efficient, and free from third parties.

CULTURE THAT IN TURN DRIVES GROWTH

PEOPLE DIRECTORY & RICH PROFILES

MangoApps people directory is an online repository of employee information. Replacing the old fashioned printed or word document directories, the people directory offers employees a detailed org chart and a comprehensive profile page for each worker. Employee profile pages are updated regularly by employees and provide not only basic contact information, but also personalized work content like work experience, project history, and employee specialties.
For remote workers, who often have limited co-worker communication, an accurate employee directory changes everything. Employees can not only find contact information quickly, but they can also search for co-workers based on location, job type, expertise, and many other indicators, helping them find people within the organization they would have never known about otherwise.

**COLLABORATING WITH PARTNERS**

Any business that regularly works with clients knows the importance of consistent customer communication. Fortunately, collaborating with partners is a lot easier in MangoApps. MangoApps allows admins and other leaders to incorporate guest users directly into a group or project in the platform, giving clients, vendors, contractors, and customers a centralized space to work together, understand issues and accomplish goals.

Incorporating guest users also ensures that the style and method of communication they experience never changes, even if individual employees transfer or leave your company. And new workers can quickly come up to speed without interrupting customer service or missing out on important information. Being able to work from anywhere and at any time makes a real difference in forming strong, positive, client relationships. It makes it much easier to not only understand issues but also consult with customers about their unique needs keeping all involved on the same page.
ONLINE COMMUNITIES WITH PURPOSE

Groups are specific workspaces in MangoApps dedicated to a unique purpose. They give workers a digital area to congregate, communicate, and collaborate on a specific topic regardless of physical distance, work schedules, or even language barriers in some instances. Groups can be interest or topic based and are typically wide in scope.

With groups, employees and authorized guest users can upload files, add documents, post pictures, generate polls and surveys, and post news feeds all in one centralized, digital space, making them a fantastic resource for both remote and office employees.

MangoApps also has location-based groups which organizes employees based on their geographical location. Companies typically use location-based groups to share news in their local community like unsafe weather conditions, report information about a specific office location like building construction, and build friendships and boost engagement.

While at first glance location groups might seem irrelevant, they’re actually incredibly useful for employees who work remotely, keeping them engaged, participating and informed.
VIDEO CALLING FOR F2F COMMUNICATION

Video calling is built right in to chat. Take any discussion from keyboard to camera with just a few clicks. Video calling gives participants a visual guide and personalize communication, clarifying explanations, saving time, and reducing confusion in the remote environment. Instead of trying to explain an issue verbally or in writing, employees can just show each other exactly what they mean, simplifying distance meetings and helping everyone continue work without missing a beat.
COMPANIES WHO HAVE GOTTEN INCREDIBLE SUCCESS WITH MANGOAPPS

IDEAL CUSTOMER FIT

- MULTIPLE LOCATIONS
- CULTURE AND BRAND
- ANY INDUSTRY
- OFFICE & FRONTLINE EMPLOYEES
- SECURITY IS A PRIORITY
- IT MANAGED MODERNIZATION
- VALUES SIMPLICITY
GET STARTED TODAY

Schedule an introductory call so we can go over your requirements, demonstrate how MangoApps will meet those requirements, discuss pricing, and help you decide if MangoApps is right for you.

www.mangoapps.com  sales@mangoapps.com  www.mangoapps.com/schedule-a-demo