

Nomination: 9265

Bridging the Workforce Divide: How MangoApps Connects Desk and Frontline Teams

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

MangoApps

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Bridging the Workforce Divide: How MangoApps Connects Desk and Frontline Teams

Category

D01 - D08 Solution Provider > D02 - Employee Relations Solution Provider of the Year

Solution Provider Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

Founded in 2008, MangoApps is a pioneer in digital workplace solutions designed to unify communication, collaboration, knowledge-sharing, and employee services for modern enterprises. The company has maintained a singular focus on transforming employee experience—especially for frontline and deskless workers who have historically been underserved by traditional technology platforms. Headquartered in the United States, MangoApps is a self-funded, employee-owned, and customer-centric business that has steadily grown by reinvesting in its product and customer success.

With hundreds of enterprise clients across healthcare, retail, manufacturing, education, and financial services, MangoApps supports millions of employees globally. Customers [REDACTED] rely on MangoApps to simplify their digital workplace, increase engagement, and drive operational efficiency. Over the years, the company has consistently maintained a 98% customer retention rate and holds top-tier ratings on G2 and Gartner Peer Insights, reflecting strong customer satisfaction and market momentum.

MangoApps is recognized for delivering a single, scalable hub that brings together people, knowledge, and tools—eliminating silos and empowering employees at every level. Its continued innovation in AI, mobile enablement, and automation reinforces its leadership as a trusted partner in driving meaningful employee experience transformation.

b. Outline the organization's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required

Since January 2023, MangoApps has achieved significant milestones that demonstrate innovation, customer impact, and leadership in employee experience technology:

AI-Powered Innovation: In 2025, MangoApps launched its proprietary AI Studio, enabling organizations to build private, enterprise-grade AI Assistants trained on company-specific data. These Assistants now help automate employee support, surface critical knowledge, and reduce time spent on repetitive requests across HR, IT, and operations—freeing up teams to focus on more strategic work.

Platform Version 19.0 Release: The April 2025 release delivered substantial upgrades across personalization, mobile experience, content targeting, and task management—especially improving usability for frontline teams who often lack access to intuitive digital tools. Enhancements like AI-driven content delivery and mobile-first task views have made the platform even more indispensable to everyday operations.

Industry Recognition: MangoApps was named a Leader in IDC's 2024 MarketScape for Experience-Centric Digital Workspaces, a Visionary in Gartner's Magic Quadrant for Intranet Packaged Solutions, and a Strong Performer in Forrester's Intranet Platforms Wave—validating its strategic direction and execution.

Growth and Customer Success: The company saw a 35% increase in revenue in 2024 and is on pace for 45% growth in 2025. Organizations report engagement rates above 80%, even among hard-to-reach frontline staff, with adoption metrics continuing to climb.

Security and Trust: MangoApps achieved HITRUST recertification, reinforcing its commitment to enterprise-grade security, compliance, and customer trust.

These achievements underscore MangoApps' ability to execute on its vision while helping enterprises create more inclusive, connected, and productive work environments for every employee—no matter where they work.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the organization's past performance (up to 250 words). Required

MangoApps stands apart in a crowded market by focusing on a historically overlooked segment: the frontline and deskless workforce. While many vendors concentrate solely on corporate intranets for desk-based teams, MangoApps delivers a unified experience that serves both knowledge workers and field teams equally—bridging the digital divide within organizations.

The release of AI Assistants through its homegrown AI Studio is particularly significant. Unlike generic chatbots or third-party tools, MangoApps empowers customers to create domain-specific AI Agents that understand their unique data, context, and workflows. This innovation addresses a key pain point in enterprise AI adoption: enabling secure, contextual, and high-accuracy support across roles without reliance on external data models.

Additionally, MangoApps' growth has outpaced the broader digital workplace sector. Its 35% revenue growth in 2024 contrasts sharply with many industry players who have seen slowed adoption or churn, particularly in the wake of tech consolidation and market saturation. The platform's customer retention rate of 98% is among the highest in the category, driven by a deep focus on ongoing value delivery and customer enablement.

Compared to legacy solutions that require multiple tools, costly integrations, and siloed workflows, MangoApps offers a single, AI-powered hub. This dramatically reduces complexity and cost while improving agility and access for all workers—something few competitors can claim. These factors, combined with strong analyst recognition and measurable customer outcomes, make MangoApps' achievements both unique and highly impactful.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

The following attachments provide evidence of MangoApps' achievements and reinforce the claims in this nomination:

Recognition Snapshot: Highlights MangoApps' inclusion in the 2024 Gartner Magic Quadrant (Visionary), 2024 Forrester Wave (Strong Performer), and 2024 IDC MarketScape (Leader) – demonstrating validation by top industry analysts.

Customer Case Studies (e.g., YMCA, TeamHealth, OU Health): Provide detailed evidence of measurable improvements in employee engagement, frontline enablement, and knowledge sharing.

MangoApps Reviews (G2 & Gartner Peer Insights): Showcase high user satisfaction ratings (4.7/5 average), validating widespread customer success and platform usability.

Platform Overview PDF – "One Unified Hub for People, Knowledge, Tools, and AI": Demonstrates the full scope of platform capabilities, including mobile-first design, integrations, automation, and security.

Security Certifications: HITRUST recertification details affirm MangoApps' compliance with top security standards.

Together, these materials paint a full picture of a company that is not only delivering a differentiated product but is also driving real, sustained impact across organizations and industries.

[REDACTED FOR PUBLICATION]

Would you like to add an additional webpage link?

Yes

[REDACTED FOR PUBLICATION]

Would you like to add an additional supporting document?

No

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