What IT leaders say
about Mail Manager

Austin·Smith:Lord

David Price, IT Manager

"If you weren't using Mail Manager's search and were using an inbuilt search it could take you hours, if not days to find a particular email. Mail Manager is a priceless asset to us."

IT leaders are tasked with solving many challenges, such as cyber risk, delivering digital transformation, maintaining the business infrastructure, keeping overheads low, and more. Additionally, when things go wrong, everyone comes to IT to solve it, regardless of whether it's a dispute, retrieving information, lost data, or something else.

Mail Manager is a low-risk software with set up taking just one day, and implementation is included. Plus, Mail Manager fully integrates into Microsoft 365. Mail Manager also ensures data security and privacy remains within the business, so the customer retains control of their information, stored where they want. Record-keeping is made easy by removing duplication and integrating email into your overall digital transformation ecosystem.

For IT leaders and managers, that means project teams are more risk-adverse, you're getting the most out of your Microsoft 365 investment, and your staff are using something they want to use rather than have to.

So, if you're used to internal complaints about information being inaccessible when someone has left the business or a critical email going missing when a dispute arises, Mail Manager is the solution to solve your email management headache. But don't take our word for it, here's what IT leaders have to say about us.

Mail Manager

MJ HARRIS

Kevin Hicks, Vice President of IT

"Many times we were trying to find emails and they couldn't be found, so we decided to create a tool to file emails but realised at an early stage that our abilities and skill-set for doing that in-house made it too complicated. We had just one attempt and it really didn't work, leading us to give up on the idea."

"When I came across Mail Manager I thought 'Aha there's a tool that does what we need.' Before, we were manually to saving messages in a certain format, and Mail Manager gave us the capability to store that information in the same format in a more user-friendly way. We pushed Mail Manager out into installation and people got used to the difference really quickly, especially those with the largest email inboxes."

"It's proved itself to be a worthwhile solution that people use daily to do their job more productively and efficiently."

ARUP

Clive Bortz, Regional CIO of Arup Australasia & East Asia

"Often when there is an issue or dispute on a project, retrieval becomes critical and without Mail Manager things would just be buried in mailboxes. This represents challenges from an IT point of view, but also we want the right information to be in front of the right people, so Mail Manager acts as a constant reference for a Project Manager."

"It's become part of the fabric for the company, as maintaining records has been critical to us. Mail Manager is part of a broader Project Information Management strategy as it integrates with our Document Management system."

"The longer you're using Mail Manager, the more you appreciate how critical it is. You don't realise how valuable an email is until you need to find it."

JNP GROUP
CONSULTING ENGINEERS

Jamie Seabrook, IT Manager at JNP Group Consulting Engineers

"We simply would have lacked the proper email audit trail needed to achieve ISO 9001 accreditation without Mail Manager."

Mail Manager

Paddi Rooney, IT Manager

"Although Mail Manager was implemented before I joined IKM, the problem was the emails coming in and out that were getting lost in the ether. It was becoming difficult for the business to handle the amount of emails we received and sent."

"Additionally, colleagues didn't have access to each other's mailboxes, so a lot of the problems at the time were with email access. Mail Manager helped rationalise and structure the way email was managed."

"Mail Manager also helps with data retention as well as we have a known structure and data paths. Because the filing is intuitively prompted, our staff don't have to physically remember to file emails, removing the risks of human error. At IKM, Mail Manager is part of our ISO internal policies we have to adhere to. It certainly helps us achieve that more efficiently."

"It's also really easy to configure. The simple management of it makes it really easy to get started."

"Without Mail Manager, it would put a significant time constraint on people to file and search emails, and it will run the risk of human error. It would increase our workload and introduce another layer of error. Plus, Mail Manager is so ingrained in what we do, our employees would be up in arms without it."

GUILDPRIME
SPECIALIST CONTRACTS
ESTABLISHED 1985

Paul White, IT Manager and Setter-Out

"It was very difficult to try and trace emails as we didn't have backups of our individual mailboxes, which meant going through individual inboxes to try to find emails from over eight years ago. It was a nigh-on impossible task."

"Their legal system won't even look at an issue for five years, and it ended up taking about nine or ten years for our MD to get the money out of them. That was one of the key reasons that made us look for a service that would help us with future-proofing the business from the legal side of things. We realised that you need to have a paper trail just in case you don't get paid."

Mail Manager

"We needed to find a tool that would store and file emails, archive them and arrange them so you could find them easily for multiple uses. I was hunting for something for over a year and couldn't find anything that would save us the time and hassle and was near the budget we wanted to spend."

"Having everything in one central location saved on our server was essential. Our server is backed up so that gives me two lines of redundancy, with Mail Manager backing up users and then the server is backed up off-site."

"Now, even if someone leaves the company or goes on holiday, you've got traceability of what they've been sending and instant access to emails people are sending about relating to projects."

"You'd be surprised how useful it is, and it's quite scalable whether you have five or 50 users. The software only gets better as more people use it. The more it's used the better information is."

"Our Mail Manager setup was done within an hour, we got the trial up and running and as the software has grown and had updates it's improved further. What I can do with it now, compared to when I started, has really grown. I've got nothing but good things to say about it."

ARUP

John DiCamillo, Regional CIO of Arup Americas

"There's a lot of people that rely upon it to bring a little bit of sanity to their projects when dealing with or trying to manage compliance, and putting some structure around the information on projects. There're tons of different use cases, but the common thing is if it's not working properly, we need to fix it as it's so important."

"One of the biggest sellers of Mail Manager is being able to go back and search historic emails. Outlook search is awful in comparison. The simple fact is, if it's in Mail Manager, it's easy to find."

"Within the Americas region, if there is arbitration, a claim, or an audit, the first thing we focus on is project correspondence and project folders stored in Mail Manager. Because it's a true record. As a secondary practice, we may go back and pull somebody's inbox from previous years if needed. So, it's vital."

Mail Manager

David Power, Head of IT

"We were very good at keeping documents and drawings, and any project-specific files saved with the correct project, but emails have always been tricky, and that's something I've seen prior to my life at Ward & Burke as well. If it's difficult for people to file an email, they typically won't. It's a struggle. So, finding a system that makes it easier to file an email is something we were looking for."

"We could nearly always get emails if something came up from five years ago, but it was very cumbersome. A manager would call and need to find out who was working on the project, ask 'are they still with us?' and then look into the email archive if they've left. We'd need to manually search their emails, and maybe there are five years of emails and you have to find a particular time. So, it can be done but it's cumbersome and the information is siloed. The bulk of it wouldn't be in one neat place specific to the project."

"I think probably the biggest fear with implementing Mail Manager was wondering if there would be push back and people saying, 'I don't want to', but thankfully we haven't had that. It's just become part of the way that people work."

"People are finally filing emails, they've gotten used to the prompts, and we know by the way the figures are that emails are being saved, probably more than we actually need, but because of the search we can quickly drill down and get to the key emails. The search tool is very good, we are very happy users and I can't see that changing."

VILHELM LAURITZEN arkitekter

Kenneth Hansen, Consulting Architect, Project Director, Design Director, ICT Manager and BIM Manager

"Like many others, we had limited space in our Outlook folders, so we had to create PST files which were stored, and once we needed to retrieve an old email, we would have to open up the PST file, find the email and if it was there at all, and then close it down again. We could only have one user using a PST file at the same time as well. So that was not the way to go. We had been looking for solutions over a period of time but hadn't come across anybody who had what we were looking for."

"With Mail Manager, everything was very simple. Simple filing, simple search."

"The way I measure the success of Mail Manager is we have it now involved on all of our current projects."

✓ Mail Manager

Robert **Bird** Group

Jamie Razek, IT Manager

"Before Mail Manager, users were able to file, however, they weren't able to search for information, which defeated the purpose of having a mail filing solution. It also meant that we didn't have access to our own data as it was stored in the cloud."

"The guys that had the training loved it. The sessions were simple and it made their lives easier. We used their feedback to configure and tailor user configuration to our liking and ensure the settings worked for everyone. And it meant that, for the first time, every single office had the same settings, which made every design team compliant."

"Luckily for us, a few of our staff already had experience with Mail Manager. In particular, one of our Directors was a big fan of Mail Manager before she came to the company, so we used her as the champion for all the Directors. Everyone knows the pain they have to go through to search years' worth of emails to find a fee proposal or important piece of information, so there was no resistance with implementing Mail Manager."

"The deployment itself took seconds, less than a minute, and I was able to do it remotely from the UK working with IT managers from the various global offices."

"The solution has worked brilliantly from day one. It does what it says on the box, it's easy to use, and it learns from users' filing habits, which means the more you use it the more you gain from it. The jobs or folders that users file to most often will show up on their top suggested locations, they can add favourite folders, and it's intuitive. The search function is also great as it offers loads of fields that enable users to narrow their searches and find information quickly."

"Better email management reduces the need for shared mailboxes, removes barriers to accessing relevant project information, and enables team to better keep track of multiple projects."

Nick Bullock, Associate Director, IT Operations

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