



Email management

Introduction

Email has become the de-facto standard for contacting, collaborating and distributing documents with people both inside and outside all organisations. It provides one of the most important sources of information in a business but is most often the least controlled. Workspace enables the capture of all business related email centrally, rather than it languishing in personal mailboxes. The result is that all relevant documentation relating to, for example, a project is available to the whole team whenever they may need it. The impact of an individual leaving a team or the organisation, or being on holiday or unavailable is also significantly reduced.

Main features

- When a user sends an email they choose recipients directly from the Workspace corporate database eliminating the need to manage multiple email address books.
- Sent mail can be stored directly into the system from Outlook using LDAP to lookup the project address or directly within Workspace in which case the message can be automatically captured. If a user wants to manually publish an email against a project or organisation they simply add the project name or number into the list of recipients.
- Incoming email is stored using a dynamic IMAP service that automatically builds a list of the records (e.g projects, enquiries, activities) the user is associated with or interested in.
- Storing single or multiple messages becomes a simple case of dragging and dropping them onto the relevant document category exposed as mail folders under the record that they relate to.
- On publishing the message Workspace matches the senders email address against the corporate database and automatically references this in the system to allow visibility and searching of messages received by the sender and sender's organisation.
- All contact email addresses, together with other header information stored in the message, are extracted and stored in the database to allow missing data in the Workspace contact management system to be identified.
- All the textual content of mail messages stored in Workspace are fully searchable, just like most other documents.
- The message viewer allows quick viewing access to email through the web browser.
- Workspace uses the unique SMTP email identifiers to recognise duplicate emails published by different users into Workspace. A post processor then runs to merge these duplicates into a single document record in the system. In addition, all Metadata from the original emails is merged and the duplicate files removed from storage to save space.

Who uses it?

All Workspace users benefit greatly from the considerable convenience of being able to quickly and easily store incoming and outgoing email into their corporate knowledge base. Finding emails published by anyone in the organisation becomes a straightforward exercise as they are stored and referenced against valid records in the system. Companies benefit hugely by not losing visibility or availability of key information previously stored in personal email vaults, removing a considerable degree of associated risk.