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4 Email Problems That SharePoint Can Solve Now

A Guide for RIM Practitioners, Business Analysts & IT

Today's workers expect access to tools that enable them to easily communicate, collaborate, capture and share files, and work from any device. Despite the introduction of social tools in the enterprise and new file sync and share systems...

workers still love email.

Yet, when the organization's email system is not well integrated with the document management system, it causes serious problems for the enterprise: including content replication, stranded data, and corporate risk. IT departments must balance the need to empower information workers with the need to maintain control of their organization's critical information assets (including emails and attachments) to prevent data breaches and to minimize governance, legal and regulatory compliance

The enterprise wants employees to embrace Office 365, SharePoint and OneDrive for Business.

There is a simple solution. To ensure that the most important information is efficiently governed and shared, forward-looking IT executives are investing in third-party solutions that deeply integrate email with enterprise content management systems.

If you're reading this guide... you're already on the right track. You understand the trends and plan to stay one step ahead!

Trends that Every IT Executive Needs to Know.

Here are some of the current trends that make email management and SharePoint integration so critical to the success of both employees and the enterprise.
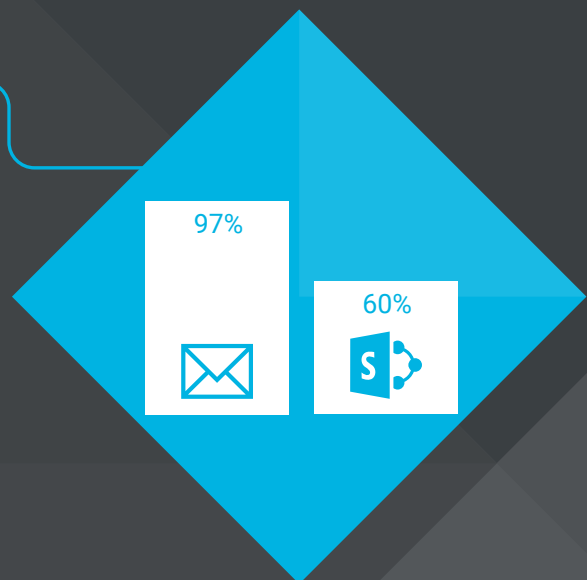
EMAIL IS KING

Email remains the predominant form of communication in the business space. This trend is expected to continue. Email will account for over **319.6 billion emails sent and received** per day by the end of 2021 among 4.1 billion worldwide email users.
Radicati

1 in 4 emails contains an attachment and 98% of the bits that flow through email systems are files being shared.
Osterman

97%

60%

Email has become the **de facto file transport system**, followed by SharePoint.
Osterman

Most emails today are read on mobile devices: **54% of emails are opened on mobile**, 16% on desktops, and 30% on webmail.
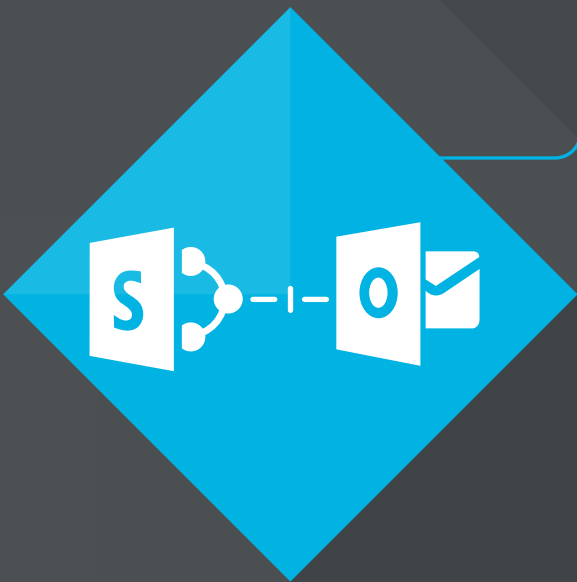Litmus

3

The majority of Apple iPhone and Android smartphones in the workplace are **personally owned, causing security risks** for enterprises.
Osterman

Mobile users will reach **7.1 billion by the end of 2021**. With an average of 2.1 devices (including phones and tablets) per user, the total of mobile devices in use will reach 14.9 billion.
Radicati

The **disconnect between SharePoint and Outlook**, Microsoft's popular mail client, has always seemed somewhat frustrating.
The 2015 SharePoint Industry Watch Report by AIIM

Organizations are increasingly **adopting third-party add-ons** to solve this integration challenge.
AIIM

24% of respondents make use of SharePoint for email management

Adoption of third-party Outlook integration tools is set to double within 12-18 months

Third-party Outlook integration tools are already popular, adopted by 23%

Information workers live in email—it's the most important application they use, daily, hourly. They communicate by email. They share massive volumes of files by email. They manage projects by email. They send approvals by email.

Getting them to live in SharePoint is simple: make it seamless to move information between SharePoint and email—whether working in Outlook on a desktop or a mobile device—by integrating the two in a "single pane of glass."

Yet, there is still a big gap between knowing what needs to be done and actually doing it. Emails contain information that can pose significant legal risks, so it's critical for many organizations to manage emails according to strict compliance and legal requirements. But emails also contain essential business information, so there needs to be a capability to share this information with team members and other colleagues in the organization. These requirements must be solved together without negatively impacting employee productivity, by integrating information governance and collaboration into employees' daily work processes, habits and applications.

Staying ahead of the trends is made simple with third-party solutions provided by certified Microsoft SharePoint partners dedicated to solving your email management challenges. In this way, your organization closes the big gap in a seamless way for your information workers.

Serious Email Problems Every IT Department Needs to Solve.
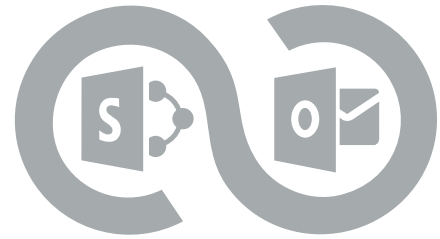
Designed specifically for communication, email can pose serious problems for the enterprise when used by information workers for file-sharing and content management. These problems can be easily solved by integrating the email system with SharePoint, a solution that is purpose-built for collaboration and enterprise content management. The benefits of connecting these two silos can be high for both end users and the enterprise.

Email-SharePoint integration can solve these 4 serious problems:

#1: Sharing

A 9 MB project document was attached to an email and forwarded to 5 employees, replicating content, creating issues with version control, and bloating multiple inboxes. Productivity and collaboration suffer.

#2: Silos

An important email received 2 months ago is not shared with a new project team member who needs to get up to speed. She has access to SharePoint documents, but important project information in email is lost within the inboxes of her team members.

#3: Mobility

A consultant, checking his iPhone at Starbucks, receives an email approving a revised document from a client. He cannot save the email approval with the updated document to SharePoint.

#4: Risk

A smoking-gun email is "lost" in an archived PST file and won't be found in 3 months during eDiscovery for a court case. This non-compliance results in legal sanctions.
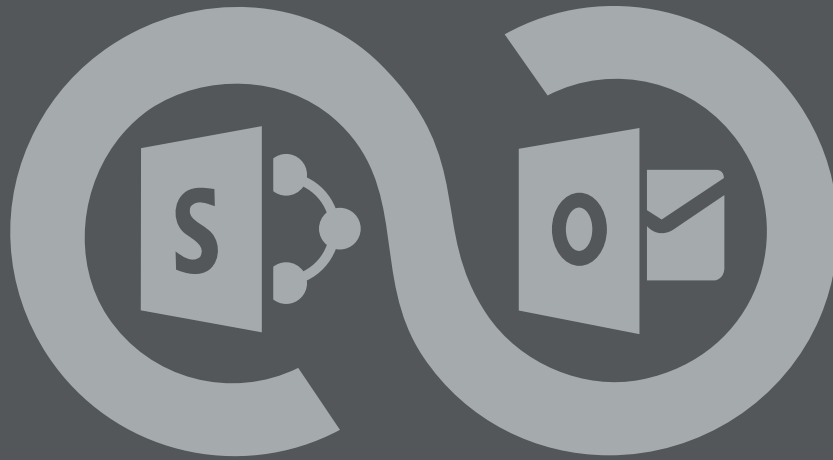
Think Integration

Here is how 4 serious email problems can be solved by third-party solutions that deeply integrate email systems and SharePoint/Office 365. These solutions can provide enterprise IT the security and control required while giving information workers the ease-of-use they need to boost personal productivity.

Unmanaged Email Attachments

Sharing

The #1 way files are being shared today is as email attachments, bloating inboxes while reducing control over content. Attachments multiply file copies, hampering worker productivity by making it hard to find documents or know which is the right version. IT lacks control over how many copies are distributed and who gains access.

Solve with an Integrated Email-SharePoint Solution

✔ Make it easy to share documents stored in SharePoint using links instead of attachments. This way, everyone works on one current version.

✔ Make it easy to access SharePoint content from within the email applications on employee desktops and laptops.

✔ Make it simple to save email attachments to SharePoint as they are received.

Enterprise Benefits

✔ Fewer attachments reduce email system storage costs.

✔ Files stay centralized and controlled in SharePoint.

✔ The enterprise maintains control over versioning.

Workforce Benefits

✔ Easy access to SharePoint sites within email apps drives productivity.

✔ Better findability improves decision-making and response times when colleagues need information.

✔ Sharing large files is simplified, eliminating the need for file sync and share solutions.

✔ Accessing the latest content via links (not attachments) eliminates version confusion.

2 Email and Document Silos

Silos

Critical project information, like change requests, communicated by email remains unavailable outside individual inboxes. This can lead to miscommunication and increases legal risk. Case/project libraries in SharePoint are missing critical team and client communication. New team members can read documents in SharePoint, but have no access to prior project communication, making it difficult to get up to speed.

Solve with an Integrated Email-SharePoint Solution

✔ Make it easy for employees to capture important emails and documents together in SharePoint right within Outlook on their desktop or Outlook Online with Office 365.

✔ Provide fast access to SharePoint within Outlook without needing to navigate to a new browser.

✔ Organize emails in SharePoint using properties (such as To, From, or custom fields), automatically extracting metadata

Enterprise Benefits

✔ All information is centralized and controlled in SharePoint.

✔ The volume of content managed in SharePoint increases, improving ROI.

✔ Faster employee onboarding improves team productivity.

Workforce Benefits

✔ Drag-and-drop and Send-and-File options allow users to easily save email to Outlook folders synced to SharePoint.

✔ Email is easily centralized, tagged and searchable, boosting findability.

✔ Users can easily manage inbox quotas.

✔ Productivity goes up with all relevant emails and documents in one place.
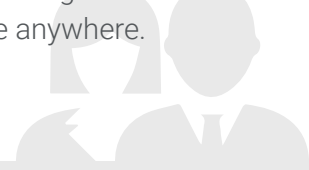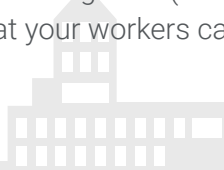
3 Mobile Email

Mobility

Today, most emails are read on mobile devices. Employees are checking business emails at lunch, in coffee shops, in transit, and at home on their personally owned devices. With no way to save important emails to SharePoint (like client requests or approvals) from their mobile devices, they waste time flagging emails and then going back to their inbox from their desktop or laptop at a later date.

Solve with an Integrated Email-SharePoint Solution

✔ Enable workers to capture email messages and save them to SharePoint when they first read them on their mobile devices to save time.

✔ Provide the ability to search SharePoint content and share files using links (or attachments) using mobile devices—so that your workers can collaborate anywhere.

Enterprise Benefits

✔ Keep mobile workers connected and productive anywhere.

✔ Emails are centrally captured, tagged and secured.

Workforce Benefits

✔ Information workers only need to read emails once, taking action and capturing important communication on the go.

✔ Collaboration is mobilized with the ability to share SharePoint files with colleagues when they need the information.

4 Email Compliance and Records Management

Risk

Because critical information is contained in emails, legal risk management strategies require that emails be treated as records. But it is almost impossible to get users to capture emails as records, particularly on mobile devices. Stranded information in inboxes can become a "smoking gun." During e-discovery, emails in PST files or locally cached cannot be located or put on legal hold. Lost or stolen devices pose further risk of data loss.

FOIA, GDPR, HIPPA ... Reducing the Cost of Regulatory Compliance!

Organizations of all sizes, across industries, in all countries are facing mounting regulatory pressures to better manage information and records. It's important to control the cost of compliance.

By centralizing email and document records in SharePoint, it takes just minutes rather than days to find all relevant records, to fulfill a FOIA request if you belong to a US Federal Agency, or to expedite an e-discovery process during a legal case.

Solve with an Integrated Email-SharePoint Solution

- Make it easy for employees to move emails to a records management system such as SharePoint, and to classify messages either manually or automatically.

- Choose a solution that allows IT to centrally configure which SharePoint locations employees have visibility to as part of onboarding.

- Log user activities, tracking what content is used by whom and on which devices.

Enterprise Benefits

- Centralizing, tagging and securing email records with other enterprise content in SharePoint minimizes risk of regulatory and legal sanctions.

- Activity dashboards and analytics provide insight to reduce risk and optimize value.

- Centralized deployment of content and policies ensures swift user adoption and data governance.

Workforce Benefits

- Users can easily comply with information governance and records management policies without hampering productivity.

- Compliance is made simple and seamlessly integrated into the way employees are already working.

Charter

"We wanted to take advantage of our existing investment in SharePoint. We felt that the familiar, easy-to-use tools that SharePoint and Colligo provided would be readily accepted by users. We had very positive feedback. SharePoint content types and the Colligo metadata capabilities make records management compliance transparent to users.

SharePoint and Colligo help to speed the decision-making process. Users have better access to relevant information, because they can reach all of it through a single interface. The SharePoint and Colligo tool set has helped us achieve our goal of making records management so easy that employees will do it every day with minimal effort on their part."

Dan Vasey
Director of Records and Information Management
Charter Communications

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Two great email solutions for records and knowledge management.

Discover seamless SharePoint integration for Outlook on PC or Mac.	Mobilize email capture in Office 365 from any device.
Colligo Email Manager for Outlook is the solution of choice for getting emails and attachments out of inboxes and into the right place with the right tags. Thousands of organizations, including Microsoft, have chosen this app for managing emails in SharePoint. This app brings SharePoint / Office 365 / OneDrive for Business sites to where your users spend their days–Outlook–boosting productivity while keeping your content secure.	**Colligo Email Manager for Office 365** enables capturing email records into SharePoint from anywhere. It works where employees work. Emails and associated metadata (including To, From, Date, or custom fields) are captured using any version of Outlook, including desktop, mobile or web. Now workers can capture emails for record or knowledge management from any device. SharePoint content can be searched and shared as links to respond on-the-go to colleagues who need information, boosting collaboration.

Colligo Console

Colligo Apps

A mobile email and content management platform, Colligo Engage includes apps that delight users while cloud-based management controls meet the security and governance needs of even the most regulated organizations.

For more information, or to request a consultative call, please visit www.colligo.com

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