



Solving Email Chaos

Getting Business Productive & Compliant for 2018

December 5, 2017



Tim Laffan

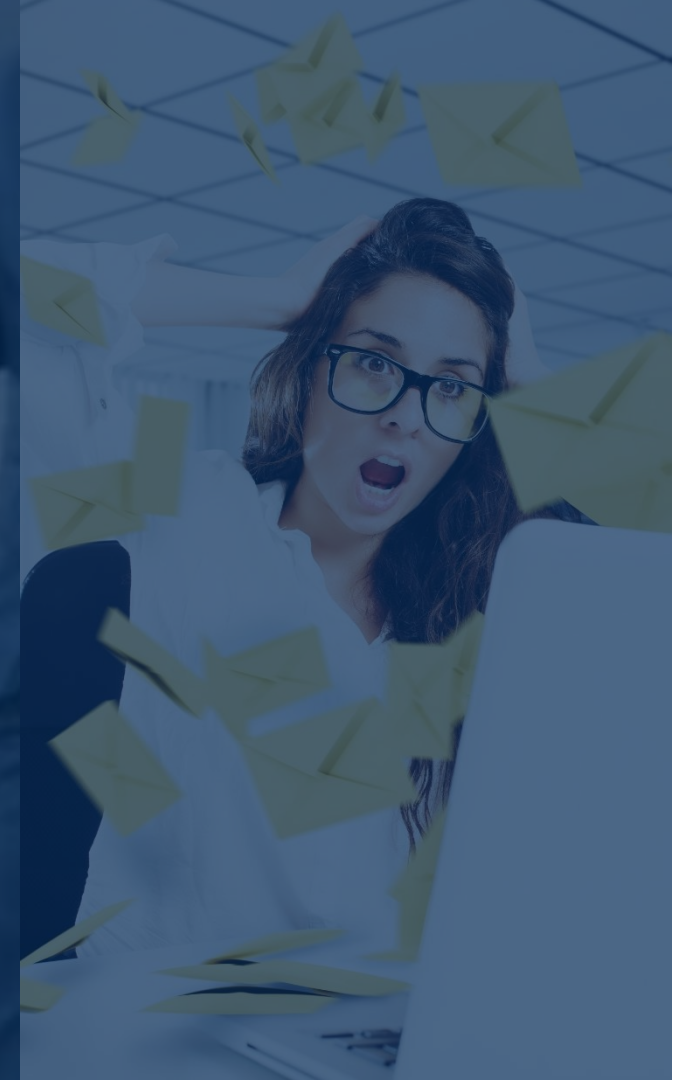
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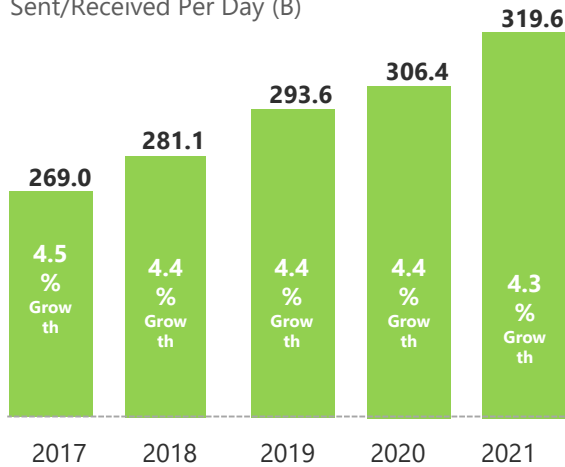


Email Chaos



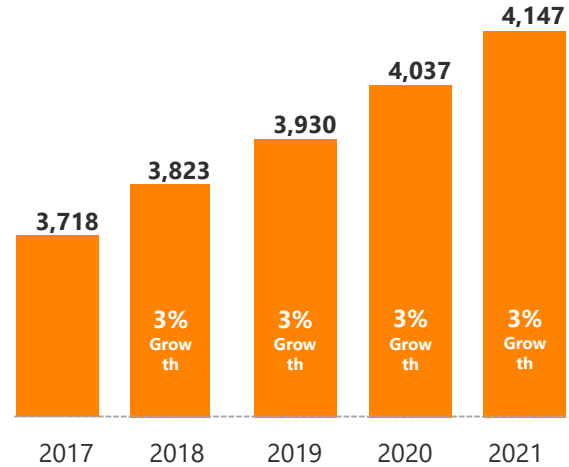
Email Volumes are Growing

Total Worldwide Emails
Sent/Received Per Day (B)



Worldwide Daily Email Traffic (B), 2017-2021

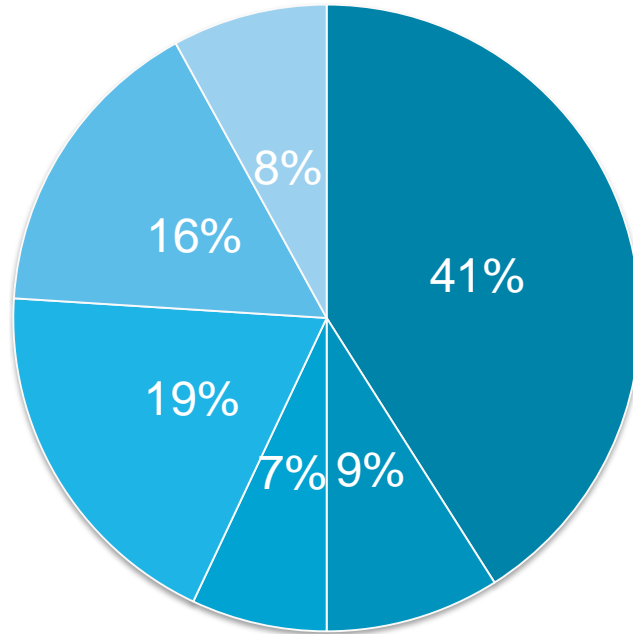
Worldwide Email Users* (M)



Worldwide Email User Forecast (M), 2017-2021

Email Management is "Chaotic"

How would you describe the governance of emails in your organization?



Value-based: we selectively archive to the ECM/RM/ SharePoint system, 8%

Defined: we move emails to an email archive system with search, retention and hold, 16%.

Open-ended: we keep everything, 19%

Deferred: we offload emails to a basic email archive then have fixed deletions, 7%.

Rigid: fixed deletion periods are enforced on the mail server, 9%.

Chaotic: users choose their own archive locations (e.g. local PST files) and deletion policies, 41%.

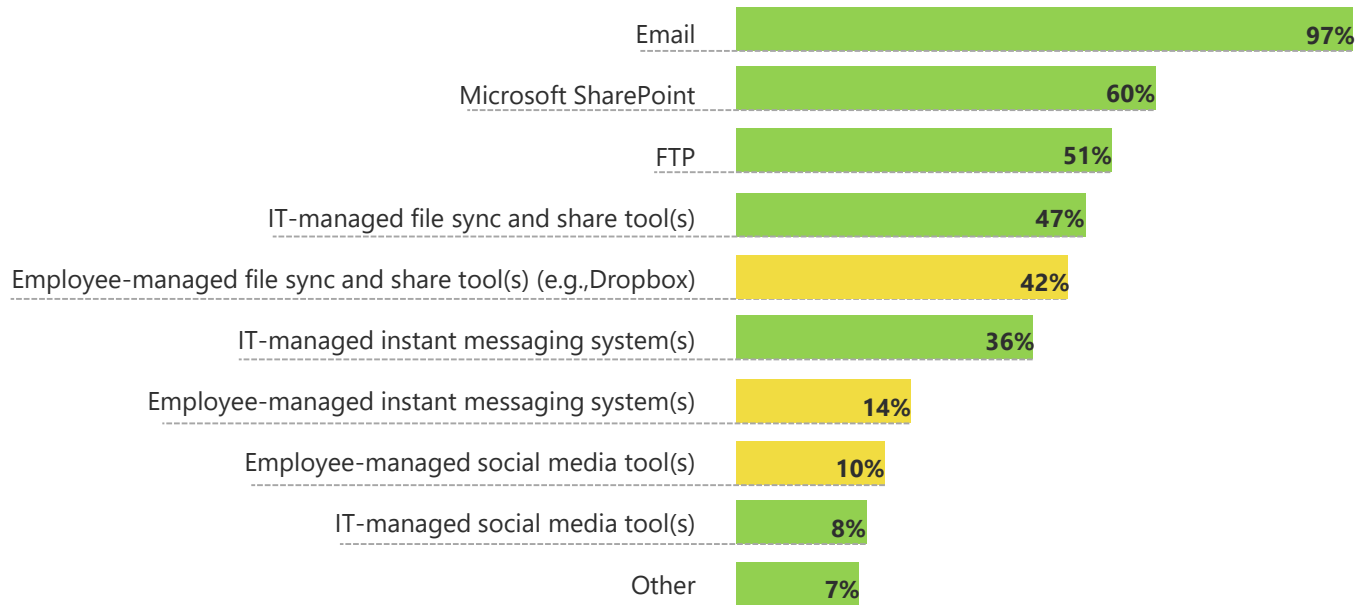
1 in 4 Email Contains an Attachment

“22% of emails contain attachments ... more than 90% of the bits flowing through an email system are accounted for by these attachments.”

“Email systems become bloated ... content sent through email is largely unmanaged ... much greater exposure to data breaches ...”



SharePoint is #2 for File Sharing



SharePoint Update from Microsoft



European
SharePoint
Office 365 & Azure
Conference



DUBLIN 2017



SharePoint and OneDrive cloud momentum

300k

Organizations

85%

Of Fortune 500

65%

Of all seats are online

90%

Growth in active users

300%

Growth in sync usage

7x

Gartner &
Forrester Leader

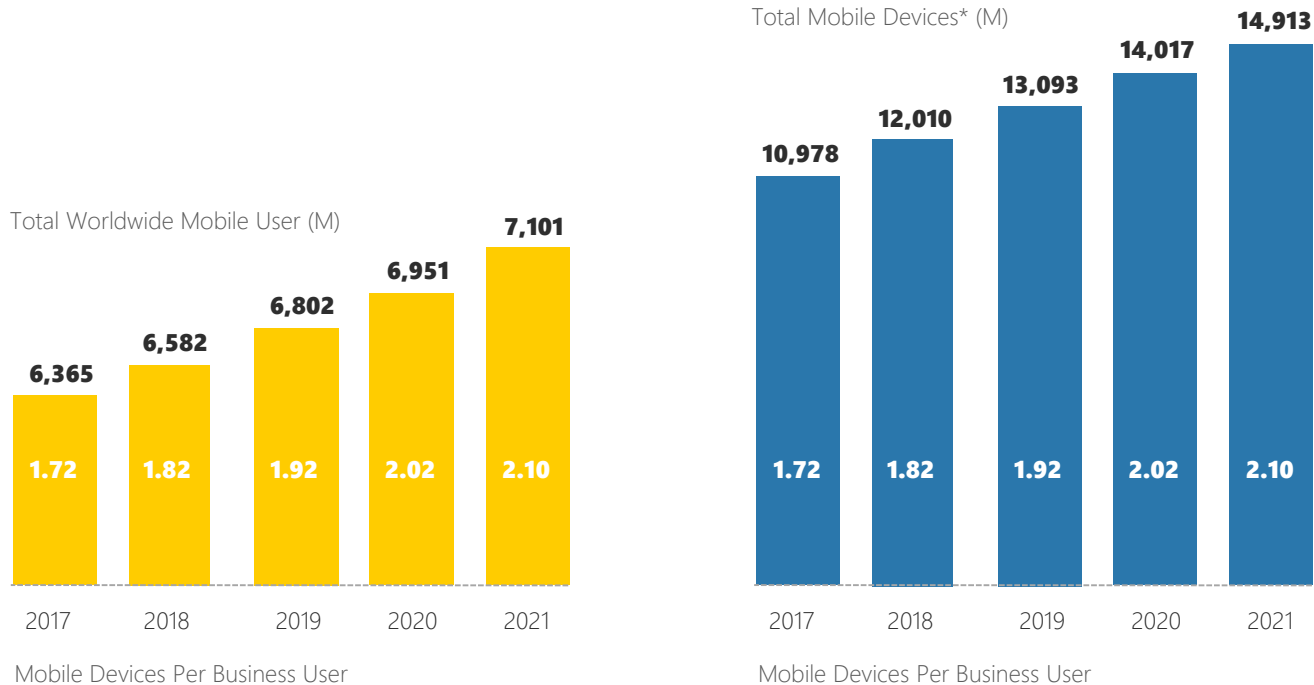
SharePoint & Outlook Are Siloed

“... the disconnect between SharePoint and Outlook, Microsoft’s popular mail client, has always seemed somewhat **frustrating**.”

“23% are using third-party tools for Outlook integration today with 28% planning to implement it in the next 12 to 18 months.”

The World is Mobile

Worldwide Mobile Users vs. Mobile Devices, 2017-2021



EMAIL OFTEN AN UNMANAGED RISK

“Managing emails as records has always been the **big gap between theory and practice** in information governance, despite the fact that these days **most court cases and compliance** investigations **pivot around email evidence.**” – AIIM 2015

TECHNOLOGIES INCOMPATIBLE

“Mail servers have been equally inconsistent, with a **lack of coordination between SharePoint developments and Exchange developments**, and a lack of recommended methodology in the cloud 365 products” – AIIM 2015

MOBILITY INCREASES THE RISK

“Currently, **65%** of email users worldwide access their email **via a mobile device.**”
– Radicati Group, 2016

Email Risk

Regulatory

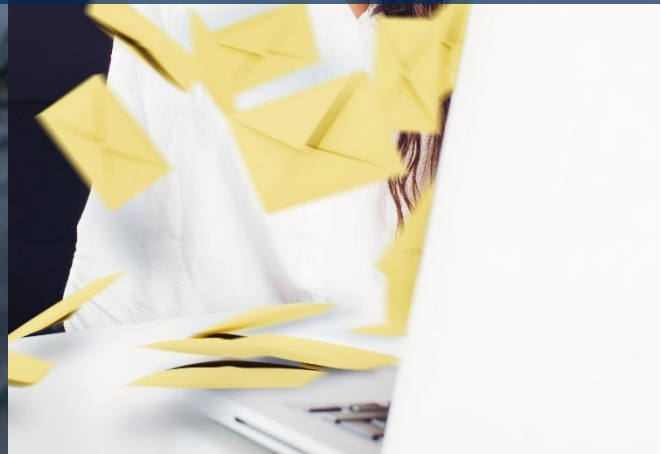
Legal

Governance





Solving Email Chaos





Digital Transformation – Balancing Workforce Productivity & Compliance

Chris Marsh, 451 Research



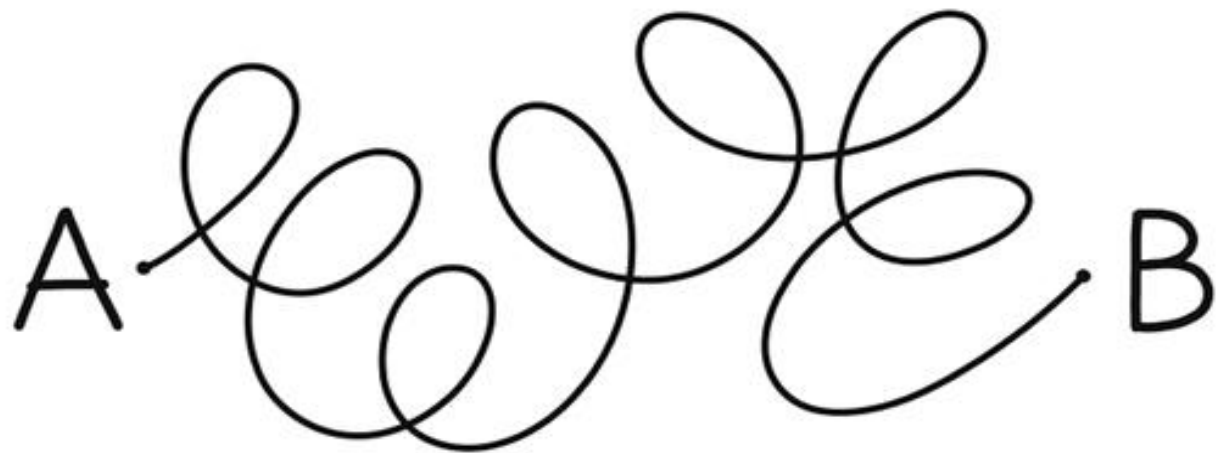
Effective collaboration hard

Information devalues quickly

Standardization, democratization risky

Legacy tools calcify status quo

Companies accrue strategic debt





④ Lack of skills



② Budget



① Security



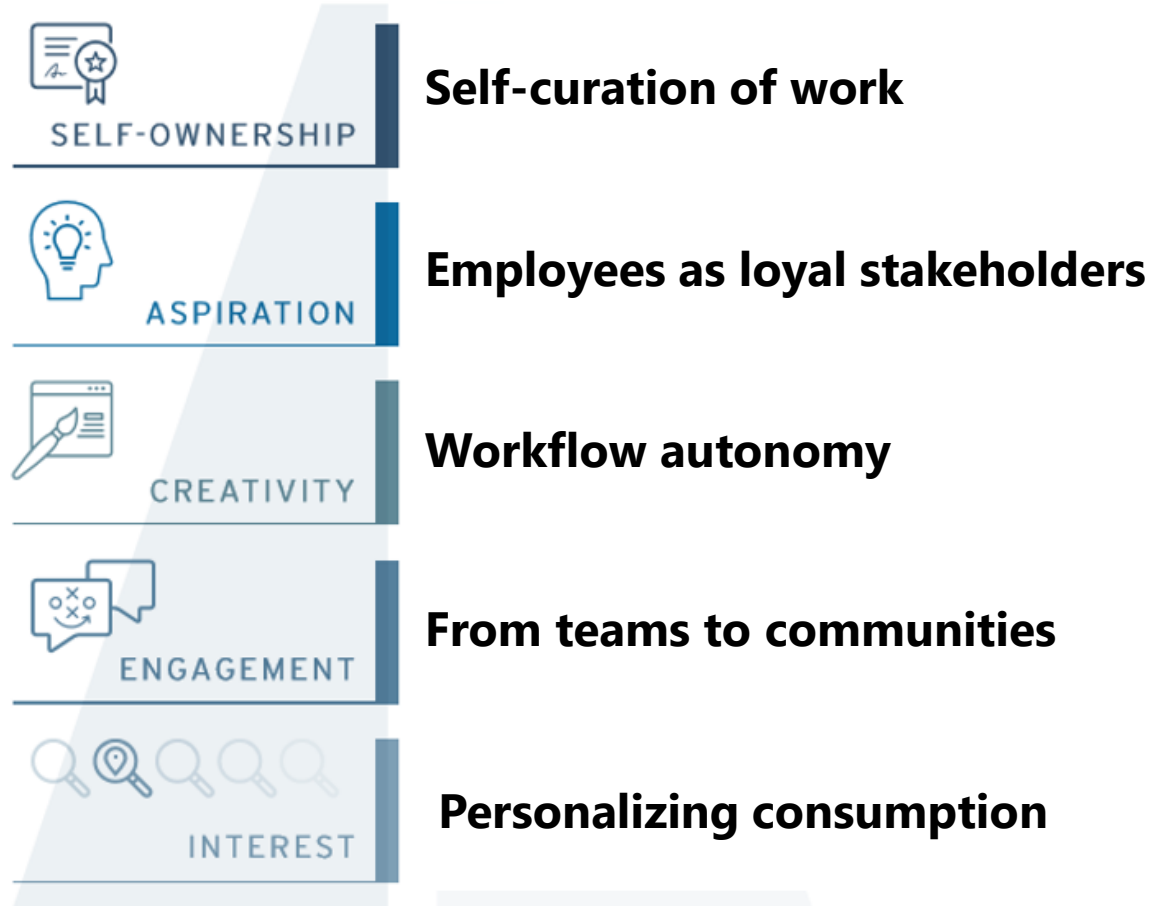
③ Lack of vision



How much do you
love your tools?

Figure 2: The Hierarchy of Employee Motivation for enterprise technology usage

Source: 451 Research





Work autonomy at the local level to reshape
strategy at the corporate level



EFSS emerged
to bridge a gap

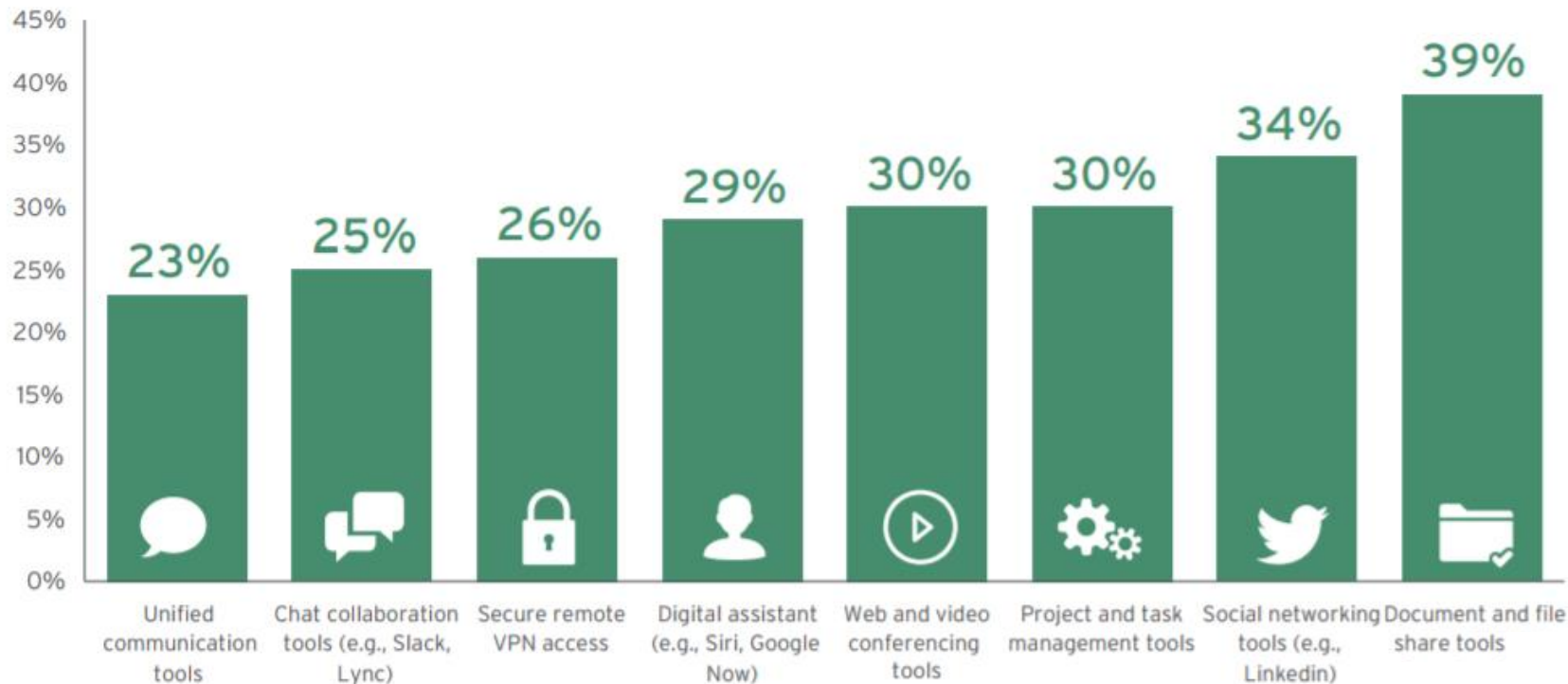


Providing governance with new stacks, technologies and workflow requirements.

- 1. Dynamic policies around meta-data determining access.**
- 2. Consistent governance schema across all content types.**
- 3. Simplifying infrastructure requirements.**

Source: 451 Research's VoCUL: Corporate Mobility and Digital Transformation Representative Survey, 2H 2016

Which of the following employee productivity tools do you anticipate will have the biggest transformational impact on the future of your workplace over the next 12 months? (n = 494)



**AUTOMATED DOCUMENT
SECURITY AND COMPLIANCE**

**COMMUNICATIONS
AROUND CONTENT**

**APPLIED
INTELLIGENCE
(UNDERSTANDING
CONTENT
ASSETS)**

**CONTENT ANALYTICS
AND USAGE TRACKING**

**SMART
SEARCH**

**SELF-ORGANIZING AND
PERSVASIVE TEAMS**

**INTEGRATIONS
AND PARTNER
ECOSYSTEM**

**CONTENT PROCESS
AND WORKFLOWS**

**VERTICAL
USE-CASES**





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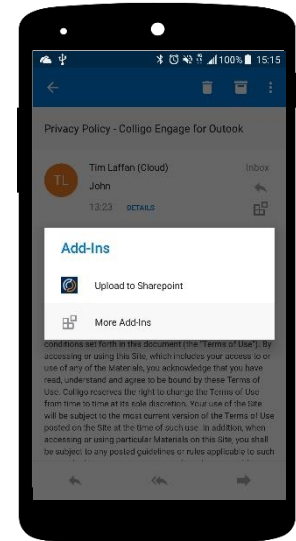
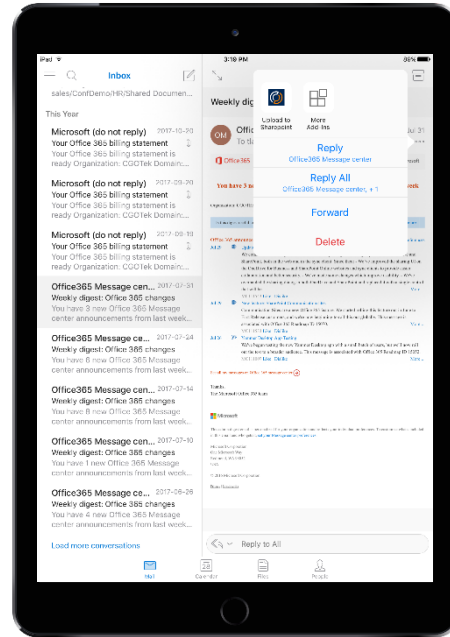
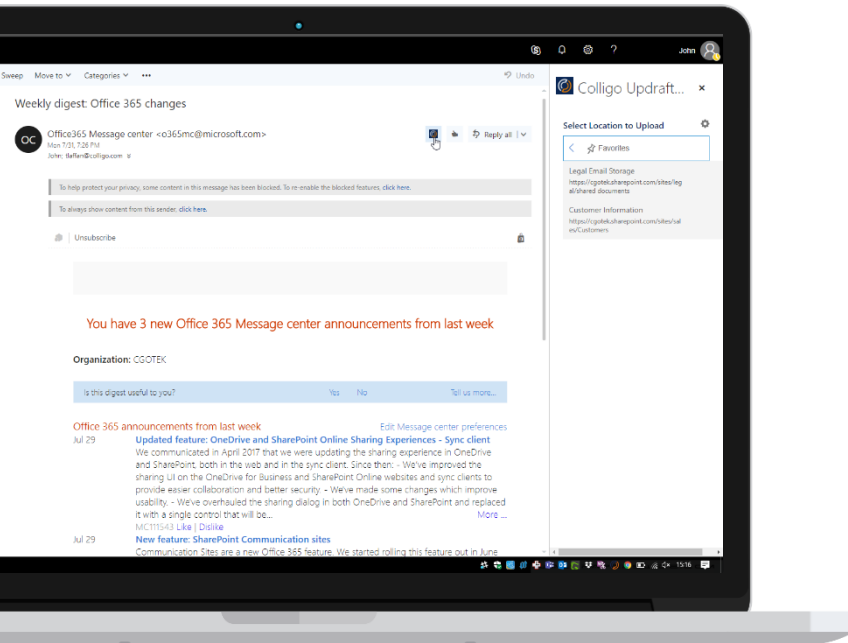
Research Director

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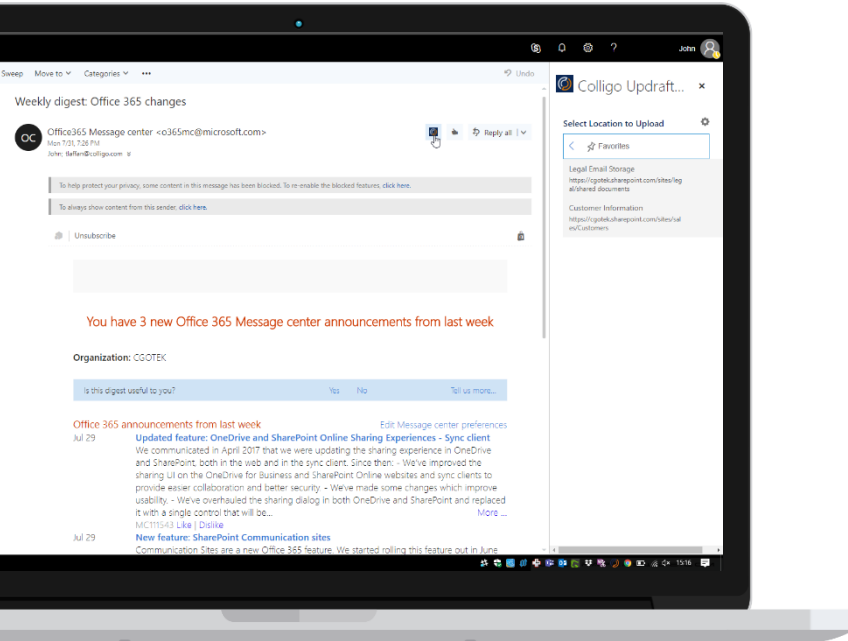
Introducing ...

Colligo Email Manager for O365



Colligo Email Manager for O365

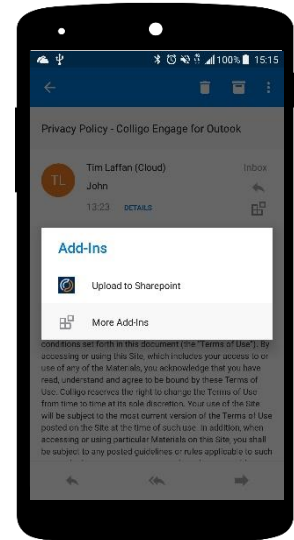
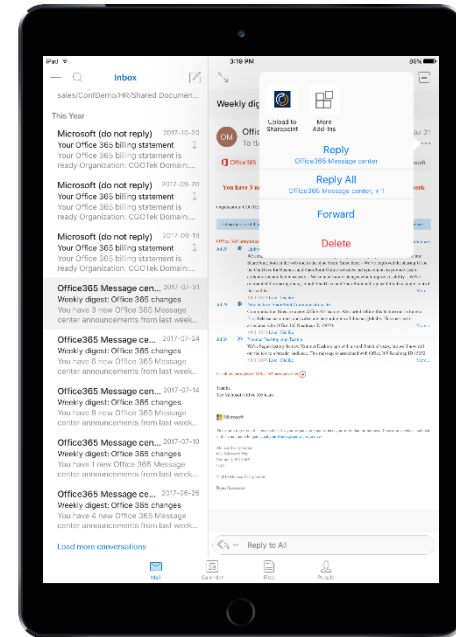
Capture Email to SharePoint Online



- File emails to SharePoint Online
- Work where you work: desktops, browsers, mobile
- Share links, not attachments
- Capture email metadata
- Tag using custom metadata

Colligo Email Manager for O365

Let's take a look:



Colligo Console

Track Metrics for Success

- Monitor Email Dashboard
- Identify process relevant metrics (save, read, access)
- Track at the team, employee, device & document level
- Monitor trends over time
- Discover compliance issues



Colligo Engage

The Complete Solution



Management & Analytics
in the Cloud

Productivity Apps on
Every Device

Connectivity & Control
of Multiple Repositories

EARLY ACCESS! Colligo Email Manager for O365

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