



Municipal Government Staff Save Hours Per Day with Colligo Email Manager

The municipal government of a large Canadian city had decided to move to the Microsoft cloud. They wanted an email management solution that allowed their users to stay in Outlook, yet capture, access, file, and manage both emails and attachments to SharePoint Online, their new records repository.

Doing so would free up administrative time for City staff and allow them to focus on more important tasks, including delivering over 100 services to close to half a million residents in the City.

After successfully working with Colligo for years, and using the legacy version of Email Manager, upgrading to the new and improved cloud add-in was an easy choice. Installing

Email Manager for Microsoft 365 took mere minutes. After very little end-user training, user adoption of the product skyrocketed.

Teams within numerous City departments quickly reported substantial time savings. Users in Human Resources and the Clerk's Office estimate they're saving between 30 and 60 minutes per day per user. In addition to the time savings, users appreciate how easy Colligo is to use. They can stay in Outlook and don't have to open SharePoint Online to file emails and attachments.

From the City's point of view, improved user adoption and utilization rates mean they are receiving considerably more return on their Microsoft 365 investment.

At a glance

Customer: Large Municipal Government

Customer size: Large (1,000 - 9,999 employees)

Country: Canada

Industry: Government

Products: Colligo Email Manager for Microsoft 365



It's a great product. It's intuitive, and I don't say that very often. Even given the rapid change our team has experienced since the pandemic and the move to Microsoft 365, user adoption of Colligo has been extremely high. - *IT Team Member*



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Time Savings of 30-60 Minutes Per Day Per User, Government Reports

Customer challenges

The municipal government of a large Canadian city had been using SharePoint on-premise along with Colligo for filing emails since 2017. But now they were making the switch to the Microsoft Cloud and SharePoint Online.

Multiple City departments, including Human Resources, the City Clerk's Office, and Risk Management, needed to capture emails and attachments as records.

Critical City information such as pension forms, disability claims, Freedom of Information (FOI) requests, and risk management claims was contained in employees' emails and had to be successfully captured in the City's new official system of record: SharePoint Online.

Accustomed to using the on-premise version of SharePoint with Colligo, users were used to staying in Outlook while seamlessly accessing and filing emails to the repository. They wanted the same experience using SharePoint Online plus an intuitive email management add-in that required minimal end-user training.

- ✓ **Increased Time Savings** – Users report saving between 30 and 60 minutes per day.
- ✓ **Increased Efficiencies** – Staff have freed up administrative hours to devote to other, high-value parts of their jobs.
- ✓ **Increased Adoption of Microsoft 365** – Very high adoption rates have allowed the City to derive more value from their investment.
- ✓ **Improved Information Governance** – Easy filing of policies, claims, inspections & FOI requests according to policy

Solution

Guided by Colligo's "excellent" support team and after a smooth trial process, the City elected to deploy the cloud version of Colligo Email Manager in conjunction with its move to Microsoft 365. The add-in was installed in a matter of minutes and users adjusted to the modern interface very quickly, a huge win for the City.

City employees are now able to save emails and attachments to SharePoint Online from within Outlook. They can also search, access, and attach the SharePoint files they need to send by email without leaving Outlook. The ability for users to pin libraries they frequently file to for speedy access has been a particularly welcome feature.

"It's a great product. It's intuitive, and I don't say that very often," says an IT team member at the City. He adds, "Even given the rapid change our team has experienced since the pandemic and the move to Microsoft 365, user adoption of Colligo has been extremely high. I've had few if any issues."

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Very High User Adoption Means More Value From Microsoft 365 Investment

Customer benefits

Many City departments have experienced significant time savings and increased efficiencies since implementing Colligo.

The Risk Management team estimates they save at least 30 minutes per day per user from not having to switch back and forth from Outlook to SharePoint. The team now quickly and easily files policies, claims, and inspections from within Outlook using Colligo Email Manager, a welcome improvement given the significant volume of electronic risk management claims they deal with.

One member of the Risk Management team estimates she saves about 30 seconds to one minute per email by using Colligo and files up to 60 emails per day. This user reports she is very thankful for Colligo, as this amounts to up to one hour per day of time savings for her! Across an entire organization, this amounts to thousands of hours per year.

In addition to reducing app switching, the Human Resources team are able to create employee files from document sets, which the team figured out entirely on their own. They file many items right from Colligo.

Saving hours of time by using Colligo, the Work, Health and Safety group has reduced the amount of disability claims they need to scan. They can now file certain claim elements provided in Outlook to SharePoint in seconds.

City Clerk's Office staff say they love using Colligo because they save time and can capture original FOI requests and all related documents and emails, which amounts to very large volumes of data including large-sized files. Additionally, all of their team members have access to the information, so collaboration has improved.

As one Records System Analyst put it, "The real time saver regarding Colligo is the ability to refer to emails concerning a request, especially for difficult ones. Being able to upload pertinent information regarding a request that my colleagues can then refer to saves us countless hours. I would say it saves us at least 3 minutes per email uploaded regardless of the request, and then 1+ hours for complex requests." Given the team receives about 20 FOI requests per month, this amounts to at least 240 hours for the team, per year.

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