



4 Email Problems That SharePoint Can Solve Now

A Guide to Balancing Worker
Productivity and Governance

Today's information workers expect to have access to tools that enable them to easily communicate, collaborate, 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 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 risks.



The enterprise wants employees to love SharePoint, Office 365, 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

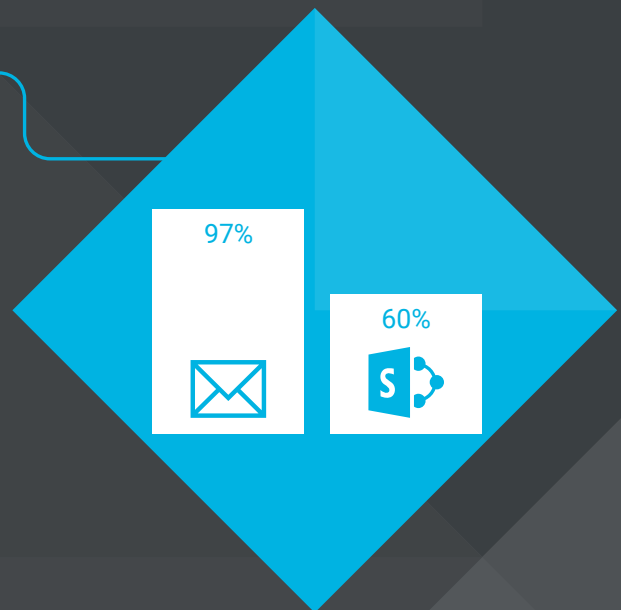
Here are some of the current trends that make email management and SharePoint integration so critical to the success of both employees and the enterprise.



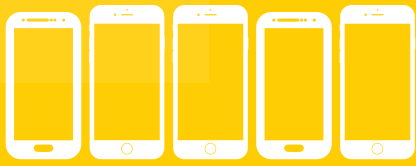
Email remains the predominant form of communication in the business space. This trend is expected to continue, and business email will account for over **132 billion emails sent and received** per day by the end of 2017.
Radicati



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



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



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

Osterman



Mobile users will reach **6.7 billion by the end of 2019**. With an average of 2.2 devices (including phones and tablets) per user, the total of mobile devices in use will reach 14.8 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%

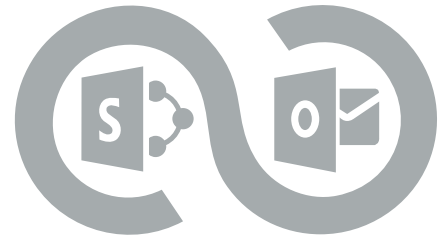
Information workers live in email – it's the most important application they use, daily, hourly. They communicate by email. They share massive volumes of files by email. They manage projects by email. They take files home by email.

Getting them to live in SharePoint is simple: make it seamless to move information between these systems and email (whether in Outlook or on mobile devices) 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 Microsoft SharePoint partners dedicated to solving your email management challenges.

Serious Email Problems Every IT Department Needs to Solve.



Designed specifically for communication, email causes serious problems for the enterprise when used by information workers for file-sharing and personal 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.

Integration can solve these serious email problems:

Mobility

A document once secure within SharePoint is sent to a personal email so it can be accessed from an iPhone while **offline** on a plane ride to a conference in New York.

Sharing

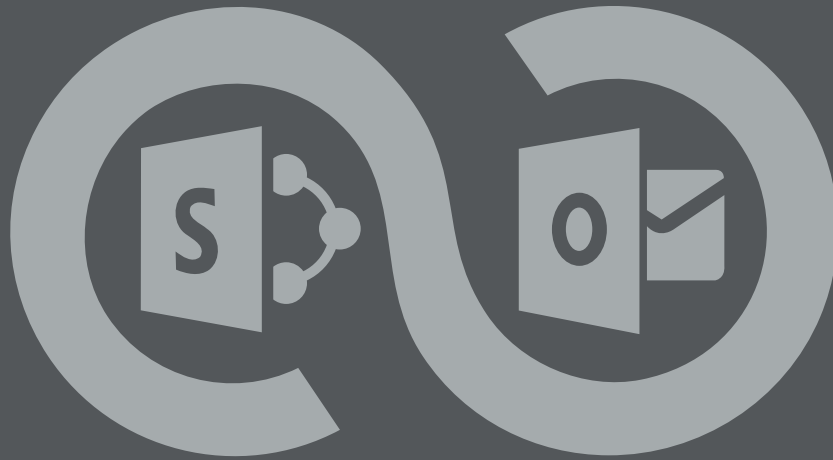
A 9 MB email **attachment** was forwarded to 5 employees, **replicating content**, creating issues with **version control**, and bloating multiple inboxes.

Risk

A smoking-gun email is "lost" in an archived PST file. During **eDiscovery** it won't be found in 3 months during a court case, resulting in **legal sanctions**.

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 information in **email is lost** within the inboxes of her team members.



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.



1

Unmanaged Email Attachments

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 through links instead of attachments.
- ✓ Make it easy to access SharePoint from within the email applications on desktop and mobile devices.
- ✓ Make it easy to save 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.
- ✓ 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

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 store important emails in SharePoint through apps on mobile devices or on their desktop.
- ✓ Provide access to SharePoint through their preferred email apps.
- ✓ Organize emails in SharePoint using properties (such as To:, From: etc.) automatically extracted from emails.



Enterprise Benefits

- ✓ All information is centralized and controlled in SharePoint.
- ✓ The volume of content managed in SharePoint increases, improving ROI.
- ✓ Faster new employee onboarding improves team productivity.



Workforce Benefits

- ✓ Drag-and-drop, Outlook rules 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.

3

Using Email For Mobile Content Management

To gain remote, offline or mobile access to SharePoint content, employees attach documents to email and send them to themselves. Sometimes they do this using personal email addresses which can be a critical security hole.

Solve with an Integrated Email-SharePoint Solution

- ✓ Sync the latest SharePoint content across mobile devices, including laptops, smart phones and tablets.
- ✓ Utilize native mobile apps that cache SharePoint content for offline access.



Enterprise Benefits

- ✓ Enterprise content distribution on smart devices keeps mobile workers connected.
- ✓ Increased worker productivity anywhere improves enterprise results.
- ✓ Content stays within enterprise sanctioned systems.

Workforce Benefits

- ✓ Lightning fast SharePoint access, anytime, across devices, despite network connectivity status, makes users more productive outside the office.
- ✓ Content can be checked out, edited offline, and is synced when back online, therefore supporting true mobility.

4

Email Compliance and Records Management

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.

Solve with an Integrated Email-SharePoint Solution

- ✓ Make it easy for employees to move emails to a records management system like SharePoint, then classify them either manually or automatically.
- ✓ Choose a solution that allows IT to centrally configure policies around data that is stored on mobile and desktop devices.
- ✓ Log user activities, tracking what content is used by whom and on which devices.
- ✓ Provide a mobile solution that encrypts data on the device, and provides the ability to wipe it from lost or stolen 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.

nationalgrid

"Since deploying Colligo Engage, we've found the adoption of SharePoint for document management has improved and the amount of content stored in SharePoint has increased. Case management has also improved because all legal matter, including email, is stored centrally in SharePoint. Before SharePoint and Colligo, staff had a lot of difficulty finding a document or email if the lawyer was away, and may have found it impossible if the email remained in the lawyer's personal folders in Outlook.

As everything is now properly tagged with metadata, staff can find what they need much more easily. Colligo has enabled the National Grid legal department to leverage the power of SharePoint in a way that is familiar and seamless to our users."

Adam Davidson

Solicitor, Energy and Regulation
National Grid



Re-discover SharePoint inside Outlook.

Colligo Email Manager for Outlook is the solution of choice for getting emails and attachments out of inboxes. 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.

Meet the world's only SharePoint email integration for iOS.

Colligo Email Manager for iOS is one of a kind. The app connects users to their email and SharePoint, Office 365 Sites and OneDrive for Business repositories, even when offline. A simple swipe securely files emails and attachments in compliance with corporate policies. Email properties (like subject, to, from) are automatically extracted and custom metadata can be applied.



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.

Get your free trial at www.colligo.com

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