INBOX INVESTIGATIONS

The golden thread audit challenge

A regulator has arrived. They're asking for proof of a critical fire door decision made 6 months ago.

You have 3 minutes to find it... can you?

What you'll need to locate:

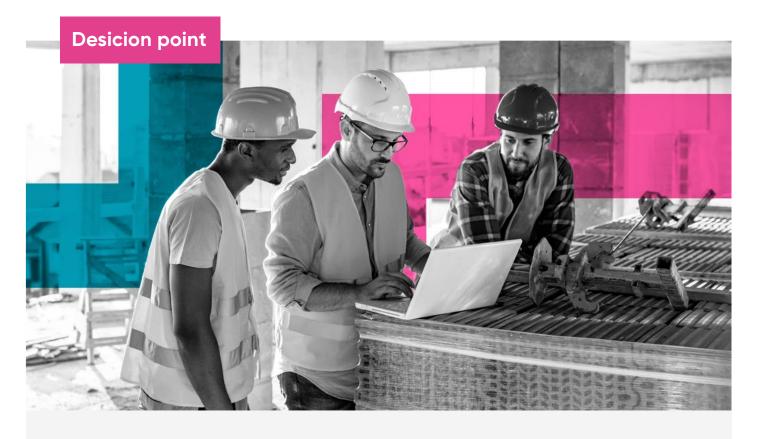✉ **The original email with the spec change**
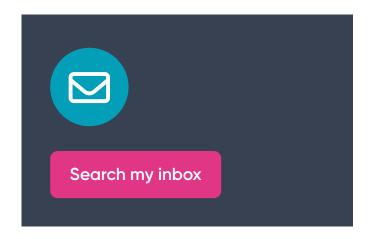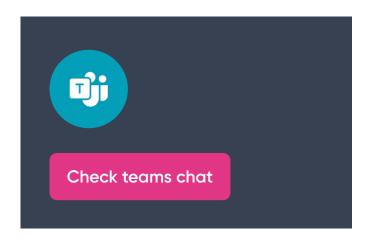
💬 **The Teams chat confirming the decision**
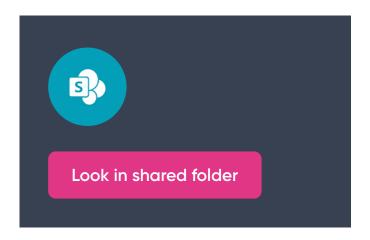
👤 **A record of who approved it and when**

Start investigation

Where do you start looking?

Search my inbox

Check teams chat

Look in shared folder

Use Mail Manager search

Inbox gamble
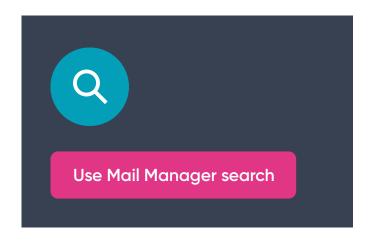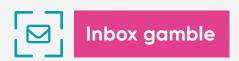
You choose to search your inbox...

You remember the email. You're sure it was sent. But now you're 10 minutes deep in your inbox, juggling keywords, sender names and folders. It's not turning up.

Maybe it was deleted. Maybe it was sent to someone else. Maybe the person who wrote it left the company. Either way, it's not in front of you.

You can't prove the spec change happened. You can't show who approved it. You can't even confirm when it was made.
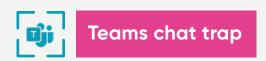
Result: You can't prove anything.

If your project-critical decisions live in inboxes, they're already out of reach.

Try another path

See how email filing solves this

Learn more

Teams chat trap

You check the Teams chat...

You remember the conversation. It was agreed in the chat, late one Friday. But when you scroll back, it's gone, buried in months of back-and-forth. No thread. No summary. No record of approval.

There's no export. No filing. No easy way to prove what was said or who agreed to it. And now, the regulator wants proof. Not a memory. Not a hunch. A decision trail with names, timestamps, and context.

You don't have it.

Result: No verifiable record. Golden thread is broken.

If decisions happen in Teams but never leave it, they disappear from your compliance story.

Try another path

Learn how to capture informal conversations

Learn more

SharePoint chaos

You chose to look in the shared project folder...

You open the shared drive. There are 12 folders titled "Docs," three marked "Final," and a sea of files with no naming convention. You search, scroll and click, but nothing links back to the decision you're trying to prove.

The email that confirmed the spec change? Not here. The approval? No idea where that went. And the folder permissions? Half your team doesn't even have access.

There's no audit trail. No timeline. Just a digital mess.

Result:
Disconnected systems.
Unverifiable decisions.
Compliance risk increased.

> **Without a clear filing structure, even the right information becomes invisible. This is where project teams lose time, trust and control.**

Try another path

See how a connected system solves this

Learn more

Ideagen Mail Manager success

You used Ideagen Mail Manager.

You open the project folder. One search for "fire door spec" brings up everything you need — the email thread with the change, the Teams chat with further clarification, the timestamped approval.

Every communication is filed automatically. No digging. No delays. Everything is exactly where it should be, even though the person who sent the email left the company months ago.

The regulator nods. You're not scrambling. You're ready.

Result: Audit passed. Golden thread is intact.

The right systems don't just store information — they help you organise and find it, protecting you by ensuring accessibility when it matters most.

You've completed the audit challenge.

Only 1 in 5 companies pass this test without help.

Most teams think they're ready for an audit, until they have to prove it.

In this simulation, you've seen what happens when key decisions are buried in inboxes, lost in chat apps, or scattered across disconnected folders. You've also seen how the golden thread only holds when your communication does.

Now ask yourself:

▸ **Could your real projects pass this test?**

▸ **Can you confidently trace every approval, every change, every decision?**

Capture all correspondence

Stay audit-ready

Prove decisions instantly

Iron out your risk.
Secure your golden thread.

The Building Safety Act isn't just a policy, it's a shift in responsibility and visibility. If you can't prove it, it didn't happen. Ideagen Mail Manager gives you the visibility, control and confidence to meet your obligations under the BSA and protect the golden thread at every stage.

No more missing emails. No more vanished chats. No more guessing.

Request a demo

Ideagen