What SME business leaders
say about Mail Manager

Directors and business leaders want to deliver profitable work, mitigate risk and ensure information is accessible across the business. A leader's worst nightmare is having to have an awkward conversation without the relevant information to hand.

Mail Manager ensures everyone in the business is the most organised member of staff, ultimately providing you with peace of mind. You'll be able to produce all emails across any project or client within three clicks, you'll ensure consistent and complete record-keeping and document management, and you'll reduce the amount of admin time required looking for critical information. Mail Manager enables staff to defend the firm's actions, as well as gives each fee earner an average of 2-hours per week back, meaning less time doing admin and more time earning.

Don't believe us? Here's what other small-to-medium business leaders say about Mail Manager.

enstruct

Tim Boulton, Director at Enstruct
60-person engineering firm in Australia

"The ability to have a single repository of all the emails on various projects with incoming and outgoing is critical."

"You're at risk without Mail Manager. The functionality of the search and the ability to file emails makes life so much easier. Other systems just don't have the same level of search functions."

"In my mind, for any organisation that is bigger than half a dozen people, you have to have a system that can be shared organisation-wide, accessible by all, in order to see any and all of your project-related correspondence, both incoming and outgoing. I just don't understand how you can have a QA system otherwise."

"How can you have good document control and allow any of your team members to access relevant information if you don't have a robust and easy to use filing system?"

"Unlike other, clunky solutions, Mail Manager is literally up and running in 2 minutes. Additionally, it's a very quick job to get new users trained."

BARTAX
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Geoff Claughton, Managing Director at BarTax
10-person accounting firm in the UK

"With Mail Manager, we can easily access all previously sent emails on that topic, and mention 'further to our email below', which is a very effective way to get correspondence back quickly. We use Mail Manager a lot to refer back to previous emails and the sorting facility, that all the team has access to, allows the company to improve our overall performance."

"It saves around 10% to 20% of staff time, improving efficiency from staff looking into emails, which means they can now respond on the call instead of having to search for information and get back later on, allowing the ability to work very quickly over the phone."

"Mail Manager does what it says it does. It elevates Outlook to a new level."

JOHN McCALL ARCHITECTS

Colin Usher, Director at John McCall Architects
20-person architecture firm in the UK

"Having tested Mail Manager across the practice we decided that it provides a simple, robust and effective means of dealing with email."

"For some time, we have been very aware that email is both a critical communication medium and record-keeping problem. A couple of years ago we decided that we needed to have a better way of keeping email in a job-based filing system. We used MS Outlook Public Folders to do this in the first instance, but this was never considered to be a satisfactory solution."

"As part of our ISO 9001 QA research, we recognised that it is very difficult to manage email and to ensure that copies of all critical email are actually stored correctly. Along with this, multiple copies of emails were being stored, which makes the finding of email a bit more complicated when searching back for historical documents."

enspire

Cameron Vella, Founding Director at Enspire Solutions
20-person engineering firm in Australia

"Not one email is left. That's our rule."

"If I need an email that I know someone has sent but I wasn't copied on, I don't have to wait for them to wake up to find it. I can just go to the search tool and find it. Without that functionality, I'd lose a lot of time."

"One employee would spend one hour per day for two weeks trying to manage a full inbox, which equates to around $1,500 - which would be doubled for a Director. Mail Manager removes this potential loss by ensuring emails are immediately filed to the appropriate server location."

Steve Burton, Associate Director at Ardent Consulting Engineers
90-person engineering firm in the UK

"Mail Manager is an unsung hero, which has saved our bacon numerous times, where we have managed to locate emails quickly as evidence of what the client has said, sometimes years ago."

"The teams found it easy to implement and simple to use straight away. As the number of teams at Ardent continue to grow, each new employee starts with Mail Manager on their PC and as part of their induction is shown how the internal filing system works. They are up and running quickly, consistently filing their emails into one central location with minimal eort and complying with QA requirements."

"The extremely powerful search tool, allows individual member of the teams to search every single filed email no matter who sent or received it, sometimes going back over several years. Vital project information can be quickly found for getting fast responses to compliance and client requests."

Mark Larson, Managing Director at Brighter Green Engineering
40-person engineering firm in the UK, Spain and India

"Mail Manager gives us the knowledge that important information is where it needs to be and has added a degree of peace of mind. I'm now not exposed in the way that I was in the past."

"Quite often there will be a long lag in communication with the owner over an issue, and we may have had a change of personnel. So, having somewhere the team can go and search and find the history of an item is really important because then they can gain this peace of mind as well."

"If you need a more detailed search, you can always pull up the powerful Mail Manager search, which gives you alternatives for how you can investigate items, and that's really helpful."

"Mail Manager basically organises your communication in a centralised location. Being disciplined about how people manage their emails is key for me as a business manager, and I think it's a vital element to having a successful business."

cornelsen

Quentin Hulm, Managing Director at Cornelsen
20-person environmental services firm in the UK

"Mail Manager is a robust, reliable and efficient filing system that makes all project emails accessible to everyone in the team with the powerful search facility."

"It would be absolute chaos if we didn't have an email management system such as Mail Manager! Emails would be stuck in different email inboxes and not filed in a way that is accessible to everyone."

"Get Mail Manager! Look very carefully at how and where you store emails and talk to Mail Manager about the most efficient way of storing these, as in most cases, Mail Manager can optimise the way you file emails. Even if you don't have a filing system in place, Mail Manager has the capability of taking all your legacy emails, indexing them, and filing them into a new management system."

robinson
+ hall

Ian Randal, Practice Manager at Robinson and Hall
50-person commercial real estate firm in the UK

"The main contribution Mail Manager brought to the company was a virtual office where everything can be handled in a paperless way. And filing emails in an organised way was key to achieving this."

"My favourite feature is that you can set up an email naming convention and all emails are saved in the same name format without anyone having to do anything. And no one can change the names. The search function is particularly useful in easily finding and previewing filed emails."

"It does what it says it does, files emails really easily and makes the whole process simpler. They can now archive in an organised way and find emails easily at any time."

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