



What is e-mail management?

The proliferation of email as the electronic communications vehicle of choice requires that the emails themselves be managed as any other document within an organisation. However issues such as e-discovery, compliance and archiving are pushing email management solutions towards email archiving. This is the capability to capture every email received and sent, primarily through a server based process. The emails are content indexed so that they can be located at another time.

What is TRIM Context e-mail management?

Our solution provides the capability to not only archive the emails but also manage them in accordance corporate and business rules. This together with the use of extensive relational technology allows emails to be grouped with other documents (electronic or physical) and retain their content value in 'context'. TRIM Context e-mail management provides organisations with:

- Compliance - with DoD 5015.2 STD, e-Discovery, Sarbanes Oxley;
- Content sharing - open access to authorised personnel;
- Reduction in digital storage requirements - by correctly archiving emails;
- Seamless integration from the desktop to email application interface - create a better user experience for customers, partners, and employees by incorporating rich media - including audio, video, and images - into Web sites or portals;
- Seamless links to other documents - containing emails in folders along with other relevant documents;
- Maintenance of authenticity, integrity and accessibility. - through the use of audit trails and sound practices.

Plus...

TRIM Context email management, allows organisations to use email as part of their business processes and collaboration.

Features & Benefits

Features

Benefits

Integrated with TRIM Context 6 COTS platform	Easy to implement No additional code
Seamless integration with major email applications Outlook, GroupWise and Lotus Notes mail	Assist complete work Improve response times Exceed expectations
Application of business rules	Compliance Improved effectiveness & productivity Improved security & access
Maintenance of emails in 'context'	Improved sharing Save time Re-use of information
Simple linking of Outlook folders to TRIM Context folders	Save time
Reduces storage requirements	Saves time Reduces training costs Find all information
Out of the box solution	Saves time Reduces costs

Email applications

TRIM Context has been validated against three email applications. They are;

1. Microsoft Outlook;
2. Groupwise and,
3. Lotus Notes Mail.

It may be possible to integrate with other however this would require development through the SDK or web services and should be undertaken by a business partner.

Conclusion

E-mail messages are treated as first-class citizens within the enterprise content management system, and benefit from all of TRIM Context's industry-leading capabilities. Integration of e-mail capture tools into familiar interfaces such as Microsoft Outlook with toolbars and drag and drop encourage users to make full use of the e-mail cataloging system with minimal training and resistance to change. The application of business rules and ECM capabilities such as robust search and retention scheduling demonstrate how TRIM Context's e-mail management helps organisations do business better.

