EMAIL MANAGEMENT

The power of memory
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CROWN
RECORDS MANAGEMENT

EMAIL MANAGEMENT
Ensuring a best practice approach

E-mails play a vital role in modern business communications for all markets. With this indisputable fact in mind, Crown offers all the necessary functions for comprehensive e-mail life cycle management (ELM), from simple e-mail archiving to complex e-mail process management.

All e-mails are processed on creation, filed, and managed until deletion, ensuring compliance with legal regulations and keeping processes transparent.

With **e-mail management** capabilities, you can save costs, resources, and valuable time thanks to the ultra fast search function. Keep track of relevant information for optimised decision-making allowing you to gain a competitive edge.

ESTABLISH A FOUNDATION FOR LONG-TERM COMPLIANCE
As business documents, e-mails are subject to various statutory provisions. A number of requirements are placed at the national and international levels, as with the European General Data Protection Regulation (GDPR). Despite the wide range of complex provisions, all legislation has one thing in common: E-mails must be filed in an unmodified state at a location where they can be found easily. Standard ECM Suite functions satisfy these requirements and more.

SEAMLESS INTEGRATION WITH THE LEADING E-MAIL SERVER ENVIRONMENT
Crown enables highly effective integration with all popular e-mail systems, including Microsoft Exchange or IBM Notes. We offer two approaches for filing e-mails: manual client-based archiving and automated server-based archiving.

CLIENT-BASED E-MAIL ARCHIVING

Client-based e-mail archiving gives users control of when and where they file e-mails. It also allows users to move all e-mails to archived folder structures configured in their e-mail system. Crown mirrors these structures in the repository. While this offers a high degree of flexibility, the quality of e-mail filing may vary greatly from user to user. Additionally, client-based archiving does not ensure that all business e-mails are filed, meaning compliance requirements can only be guaranteed to a limited extent.

SERVER-BASED E-MAIL ARCHIVING

Server-based e-mail archiving is based on predefined rules that the server uses to retrieve e-mails. The server can be configured to automatically file all e-mails that have been read and file them in a predefined structure, for example after four weeks. This guarantees that all business-related e-mails are stored securely and centrally, reducing the load on the e-mail server and boosting performance. Users can conveniently access archived e-mails thanks to integration with the respective e-mail client (Outlook or Notes), the Java Client, or the Web Client

TRUST YOUR DIGITAL E-MAIL ASSISTANT ENSURE TRANSPARENCY WITH A STRUCTURED E-MAIL SYSTEM

Intelligent, automatic classification E-mails contain valuable business-related information required by other technical applications (ERP, CRM, etc.). This is why e-mails must be allocated to the relevant business process when filed. Comprehensive e-mail life cycle management begins with classifying and sorting incoming e-mails, then extracting the right information for the relevant processes. The intelligent, self-learning DocXtractor module categorises document contents, allowing users to focus on more important tasks. DocXtractor also automatically initiates the relevant process. Incoming customer requests or orders can be filed, then sent to the appropriate employee based on a preconfigured workflow. Ultimately, faster processing means higher customer satisfaction

SOPHISTICATED PERMISSIONS FOR SECURITY AND COMPLIANCE

When taking an automated, server-based filing approach, it is important to avoid filing irrelevant e-mails, such as spam or those containing viruses. Automatic filters are useful, but the best filter is still an actual person. This aspect strongly argues in favor of a time-delayed filing strategy. When filing e-mails, a keywording form with additional attributes should also be available for automatic entry, for example the project number. Another feature is automatic conversion of e-mails into long-term formats such as PDF/A, in addition to the original format, ensuring that e-mails remain available years later.

BUSINESS-CRITICAL INFORMATION

E-mails often contain business-critical information, so it is essential to restrict this data to authorised individuals and processes. This can become an issue if an employee were to fall ill, for example. One option is to provide a substitute or another colleague access to the employee's inbox. This option could, however, lead to privacy issues as the inbox could contain confidential information. Complying with GDPR, e-mails should be classified based on their relevance and filed in a specific structure. Crown ECM systems offer an inheritance function that automatically assigns the appropriate rights based on the document type (e.g. order document), or the filing location (e.g. customer file). You can also assign temporary access rights using various substitution functions.

BENEFITS:

Crown ECM Suite not only guarantees compliant filing, but also ensures that e-mails are handled with the relevant business process. Crown analyses information from the e-mail (order, request, address change, invoice, etc.), then transfers it to a predefined business process. Business processes are made transparent for employees.

OTHER BASIC FUNCTIONS

Regardless if you are using a client- or server-based approach, e-mail management boosts business efficiency. E-mails are not only archived to comply with GDPR, but they can also be protected against unauthorised access through sophisticated permissions concepts.

With server-based filing, incoming e-mails are intelligently classified, allowing users to focus on more important tasks. Crown expands on this by providing redundancy-free filing, mobility, and seamless PST file integration.

AVOIDING DUPLICATION FOR REDUNDANCY-FREE FILING
The repository is compatible with all current hardware and software technologies, such as those included with Windows Server 2012 R2 and higher. Efficient data storage minimises administration and costs.

STAY CONNECTED, ANY PLACE, ANY TIME
We offer various mobile apps and clients, enabling users to access archived e-mails offline.
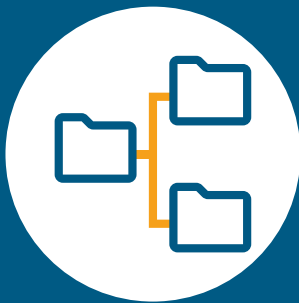
INTEGRATE PST FILES SEAMLESSLY
Existing PST files can be seamlessly integrated in the new filing approach. This is an important function if you want to switch to electronic filing and transfer your old database of less secure PST files to a more secure filing system. Another advantage is faster updates when Microsoft Outlook releases its updates. Thanks to this integration, you can continue to access filed e-mails from your preferred client.

BENEFITS OF CROWN E-MAIL MANAGEMENT

- File e-mails automatically or manually. Scale and extend for growing requirements
- Boost e-mail server performance, low administrative effort
- Transfer to corresponding business process (process control)
- Comply with legal specifications
- Reduce storage costs, find e-mails fast
- Process-based filing

- Access filed e-mails via e-mail system interface
- Offline availability for mobile users
- Supports deduplication
- Automatic recognition and validation of digital signatures
- Intelligent content check
- Manage large volumes of e-mails

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