

ARUP

HOW MAIL MANAGER IS HELPING PROJECT MANAGERS

Torsion

With the help of Arup & Torsion Group we looked at the importance of email within their businesses and where email fits into the project process.

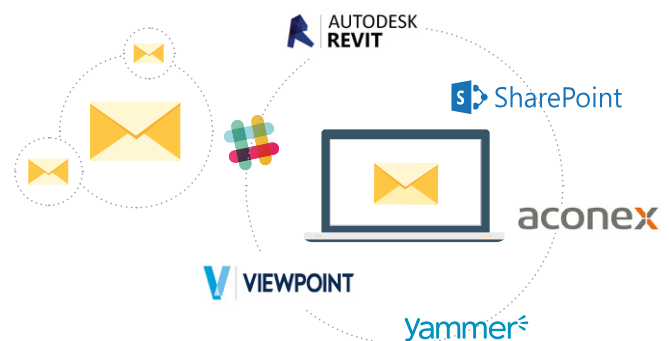


EMAIL IS STILL THE TOP FORM OF COMMUNICATION USED ON PROJECTS

Email is the predominant communication tool used within project based industries such as Construction and Engineering. There has been a rise in messaging tools such as Slack and Yammer which are helping collaboration but this tends to be used for internal communication only. For project correspondence and communicating externally with clients and other partners, email is still the default method of communicating. Many businesses don't take the importance of email for project communication seriously and haven't set up processes internally for the consistent filing of project emails in a central place, and every business has employees who have thousands of emails sitting in their Inbox, just waiting for problems to happen later down the line.

269billion

**emails are sent each day and this
is expected to grow to almost 320
billion emails in 2021***



*Source <https://www.campaignmonitor.com/blog/email-marketing/2018/03/shocking-truth-about-how-many-emails-sent/>



"Most projects don't go wrong, but if they do, email becomes critical"

Paul Hill, Arup

CHALLENGES FACING A PROJECT MANAGER

PROJECT DISPUTES

When projects do go wrong your records such as meeting notes, scope change documents and decision outcomes tracking the progress of the project become critically important, every business has some employee's who are better at record management than others.

"The average values of Construction disputes rose in the UK in 2017 along with the length of disputes. The top 2 causes of disputes are failure to administer the contract and unsubstantiated claims"

Arcadis, 2017**

Equally every business works on projects of varying scale, record keeping on smaller projects can be traditionally worse, as they don't always warrant document control resource, meaning you're reliant on fee earners to handle commercially sensitive information responsibly, without having consistent record keeping and processes in place. This can lead to businesses being vulnerable when disputes with clients do arise.

"It's more important than ever to demonstrate we've followed client instructions correctly, in accordance to the scope which has been agreed"

Paul Hill, Arup

"Email correspondence is often used for making formal contractual arrangements, which it shouldn't be used for"

Jon Carter, Torsion Group

HOW MAIL MANAGER HELPS PROJECT DISPUTES

Mail Manager can help you adopt standardisation across the business so that all project email is filed consistently, and the whole project team can retrieve all emails against a project from one place with just 3 clicks.

"We had a project in the Middle East, with over 100,000 emails on it, and Mail Manager ensured that the project team could satisfy client queries quickly whilst still focusing on the project"

Paul Hill Arup

"Good email management is dynamite, and contributes to ensuring we have good and timely records of what has taken place"

Jon Carter, Torsion Group

** <https://www.arcadis.com/media/F/9/D/%7BF9DCE05E-DF7A-4B4E-8E79-ABA84A541A19%7DConstruction%20Disputes.pdf>



90%

of people are searching for knowledge via internet that is also available within the company" ***

THE NEED FOR INFORMATION NOW

Project teams are constantly overwhelmed with the volume of correspondence they experience on projects. With smaller projects lasting from a few weeks to large projects which can take several years to complete, the volume of emails, meeting notes, drawings, budgets, timesheets, gannt charts, resource plans, scope documents etc can add up to thousands of documents per project. Inevitably questions arise about decisions and agreements that have been made and there is a need to respond to this immediately rather than spend hours searching for answers.

"Without Mail Manager there would be a huge amount of knowledge, ideas, and best practice which is locked in an Inbox and not shared, which leads to wasted time, rework and inconsistency"

Paul Hill, Arup

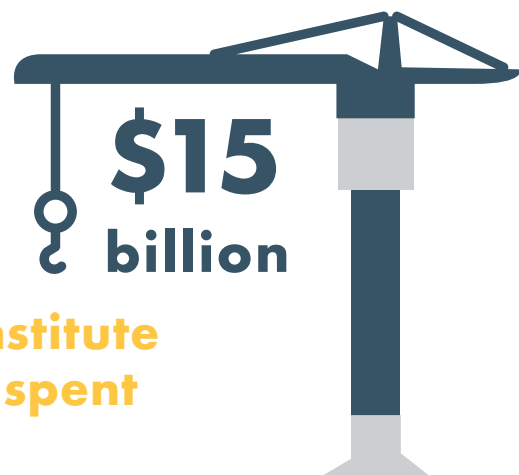
HOW MAIL MANAGER CAN HELP THE NEED FOR INFORMATION NOW

Typically project teams can only search information based on their Inbox, Mail Manager allows you to quickly search emails that have been filed in various locations on local disk, network servers or the cloud in SharePoint, OneDrive etc. across your business. So when you need to quickly respond to queries about long forgotten agreements or you need to recycle knowledge to new project team members you can have instant access to the right information.

"As a growing business, we have staff joining from different backgrounds and different ways of working. We need to promote consistency and ensure they can access previous project knowledge and agreements easily"

Jon Carter, Torsion Group

The Construction Industry Institute estimates that \$15 billion is spent annually on rework.



*** <https://visual.ly/community/infographic/social-media/why-all-organisations-should-implement-enterprise-social-media>



CONTRACT ADMINISTRATION

Email is often used as the most convenient tool to communicate but it isn't always the most appropriate, and conversations around project scope changes, site instructions and RFI's, all types of documentation can be exchanged via purpose built solutions such as SharePoint, Viewpoint, and Aconex can improve your audit trail.

It's important that your solutions meet the requirements of your users and the reality of their day to day processes. Realistically many contractors use multiple project portals and common data environments which don't represent a single point of access for everything on a project, mainly because employees spend the majority of their time in Outlook. This means Construction and Project Directors can spend an enormous amount of time trying to understand the status of projects rather deciding what corrective actions should be put in place.

HOW MAIL MANAGER HELPS CONTRACT ADMINISTRATION

Mail Manager can be deployed quickly and fit in with your current ways of working. Automatic prompting can be set up so that all emails sent and received can be easily filed in the right project location this can quickly lead to an internal business wide culture where drawing and document handling is consistent so record keeping on project emails and naming conventions becomes automatic. It also means that you have full traceability so if a site instruction has been issued to a Subcontractor informally it can be easily found, as in reality that information is a formal part of the project.

MAIL MANAGER

Mail Manager from 28Hands is an Outlook add-in that was originally developed by Arup and is used by over 30,000 Construction, Engineering, and Architectural employees across the world, which enables:



Automated
email filing



Searching
for emails across your business, up to 2 million emails can be searched in less than 2 seconds



Implementation
within your business in 48 hours with minimal training



Integration
with existing Document Management solutions such as Viewpoint, SharePoint, and ProjectWise

TAKE CONTROL OF YOUR INBOX

BOOK A DEMO



+44(0) 191 479 1648
www.28hands.com

*** <https://visual.ly/community/infographic/social-media/why-all-organisations-should-implement-enterprise-social-media>