SEDNA Platform deep-dive

Welcome to effortless operations

What is SEDNA?

SEDNA is an operational ecosystem that doesn't replace email. It empowers people to work better, smarter and faster–giving everyone easy access to the data that drives decision making.

SEDNA adds an operational overlay to your mailbox, creating an infrastructure of collaboration that's tied to your business, while leaving the data and apps you use every day untouched.

This prevents companies from becoming swamped by email and makes low-risk operational transformation possible–helping your teams achieve their goals faster, and giving your business the boost it needs to win against the competition.

How is SEDNA different from traditional email?

A new, light operations overlay of email management, team collaboration, data management and workflow engineering.

Email is where most of your business' operational data is stored–data about customers, contracts, proposals, critical transactions and more.

By speeding up and automating processes, SEDNA enables you to unlock that data, share it with your teams and connect it to your other apps and systems– transforming team collaboration, customer service and profitability.

The result: Better email and in-team work, enhanced cross-team collaboration, and effortless operations.
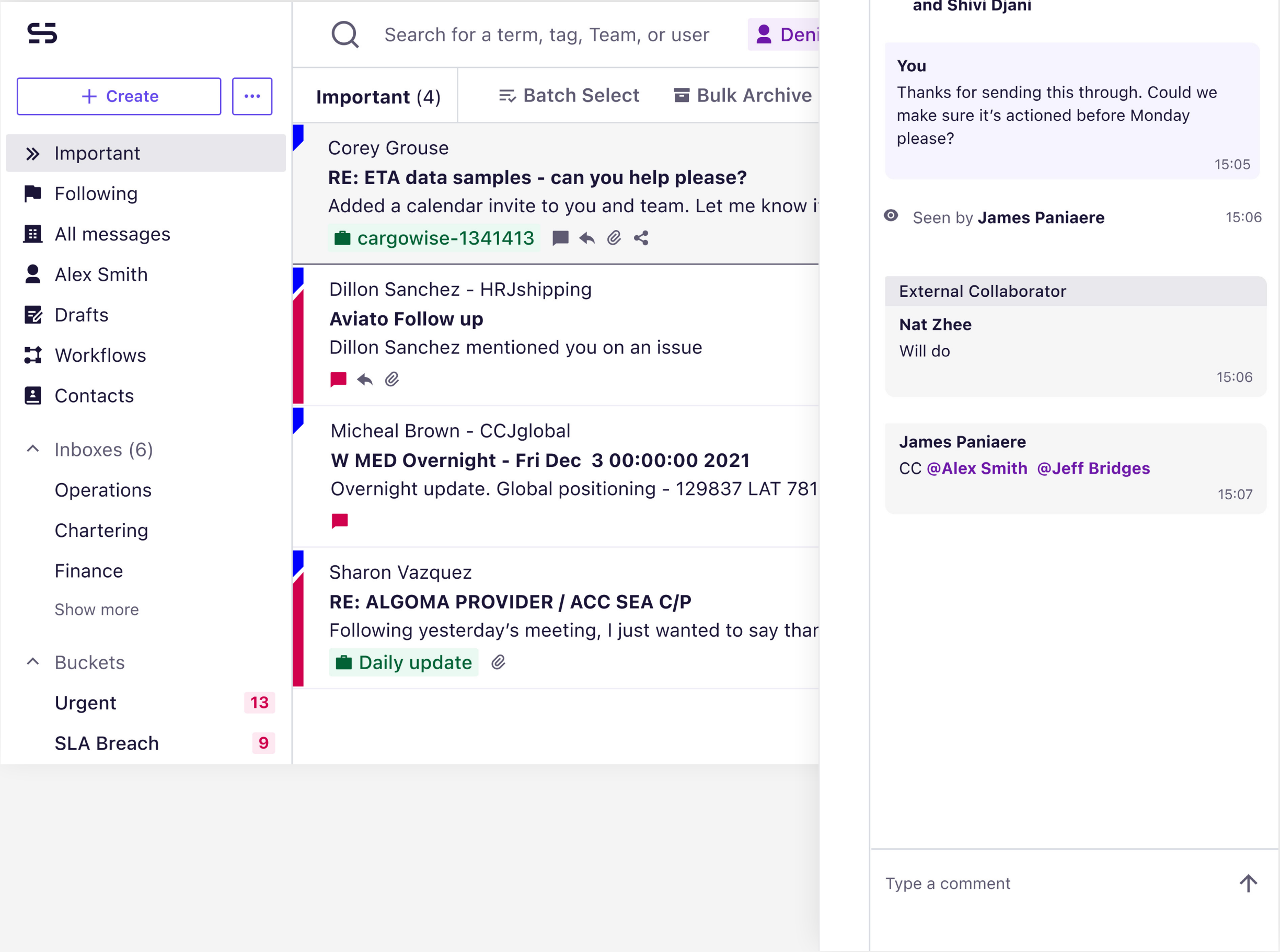
Better Email & In-Team Work

THE PROBLEM

With traditional email systems, hours are wasted everyday battling ever-increasing volumes of messages, while manually searching through folders and threads to find the information you need. Understanding what to prioritize and action can be a headache and is a constant distraction from the work that really matters.

THE SOLUTION

SEDNA enables businesses to manage their inboxes more effectively through a variety of new and improved tools for teams and individuals.

SEDNA treats every message in the platform intelligently, instantly transforming it into data that is automatically organized by category, project and people involved–all accessible within the Context Panel for optimum visibility.

With SEDNA, not only is search rocket-fast and precise, its entire design is curated to maximize productivity within teams–reducing email volume by up to 95% and boosting efficiency with quick composition features and much more.
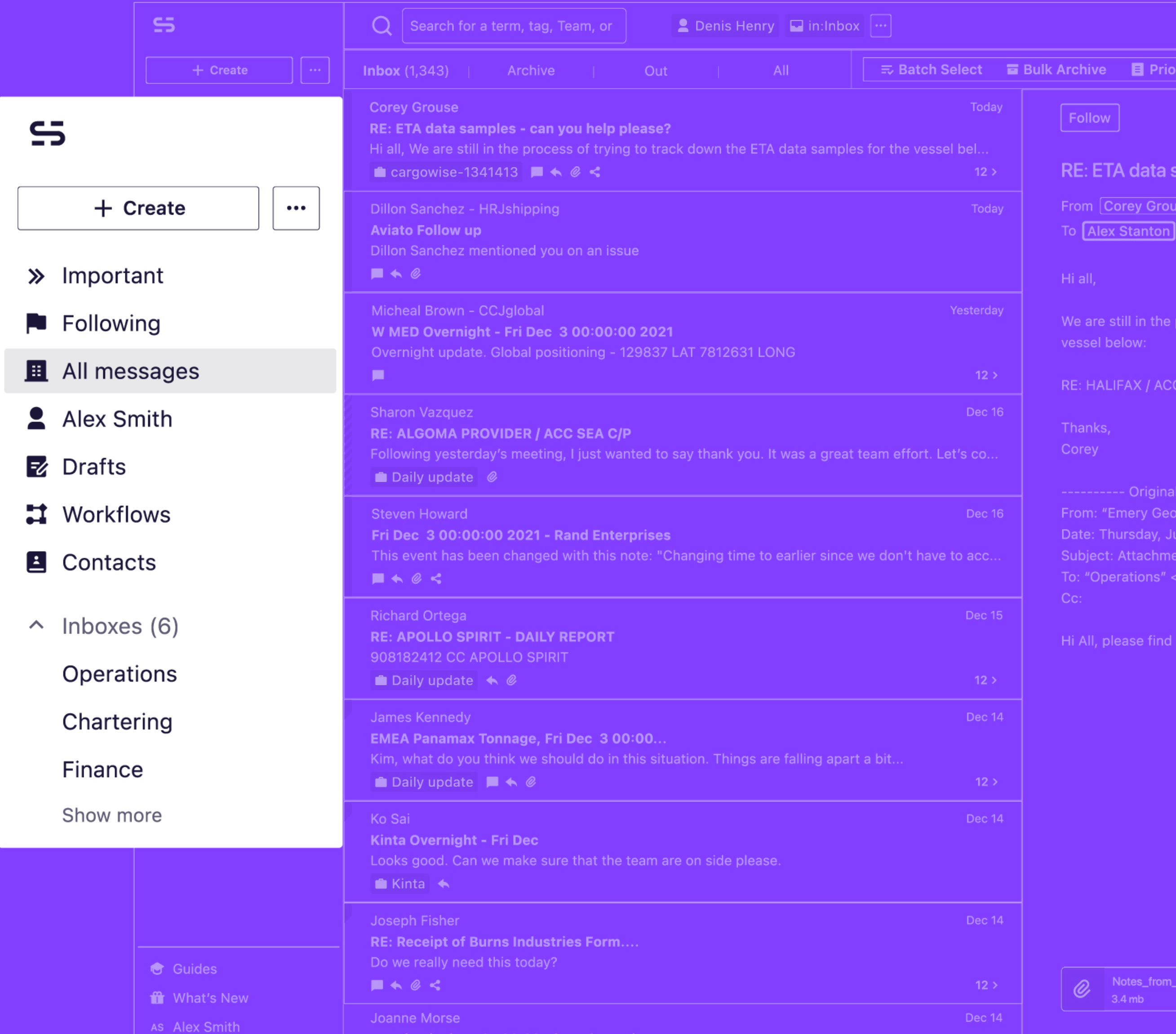
Better Email & In-Team Work Features

SHARED INBOX

With a shared inbox, users have one message trail that removes the need for forwarding, cc'ing, and sending summary emails to loop other people in. With a shared inbox users enjoy controlled transparency across teams and gain direct insight into who has seen, commented, and actioned anything relating to a message.
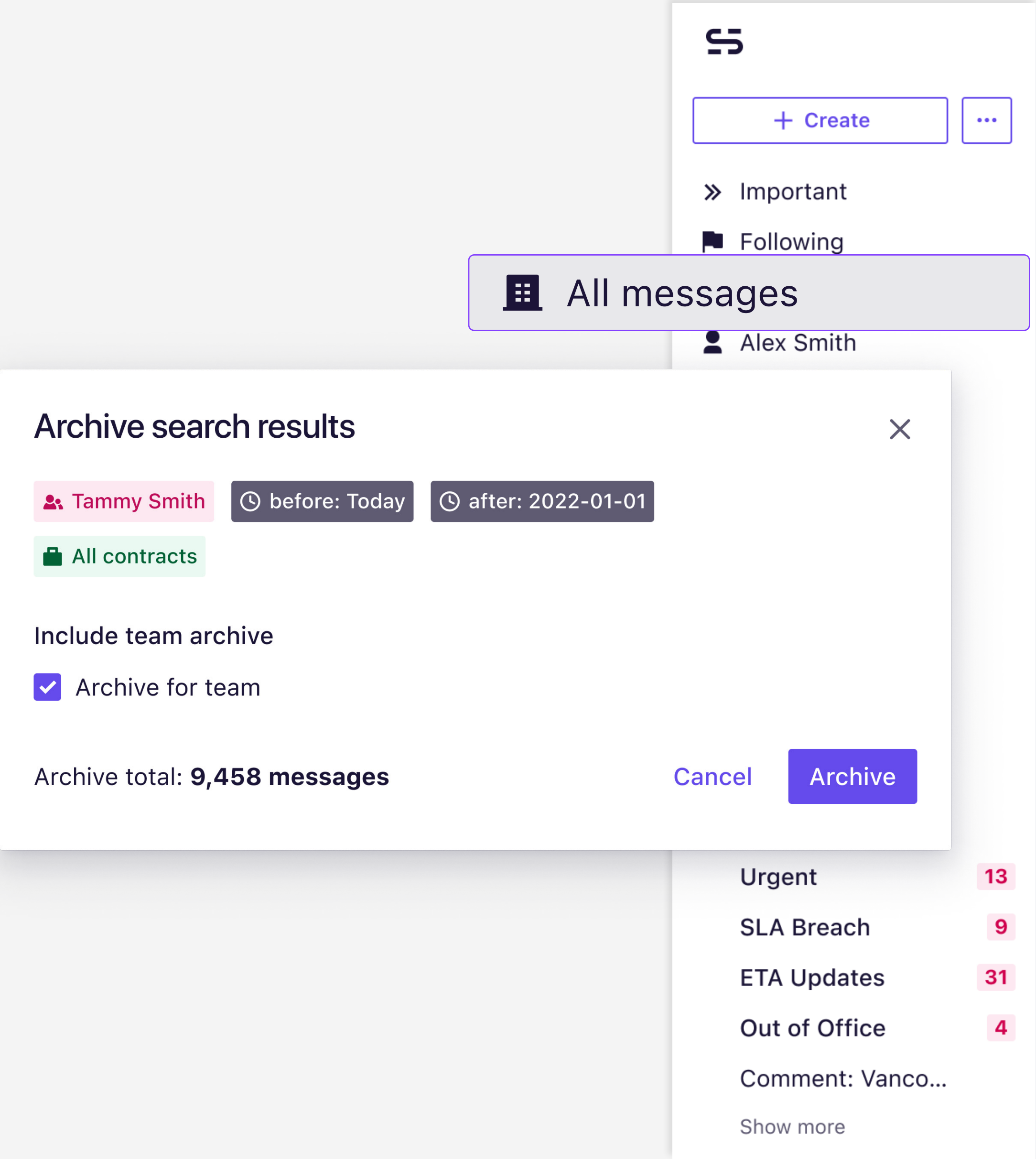
BULK ARCHIVE

A simple UI that allows you to clear out your inbox based on simple rules (with tags, last 12 hours, last 72 hours)

ARCHIVE SEARCH RESULTS

A precision tool for clearing out your inbox based on more specific criteria (from a person AND not tagged, etc)

SHAREABLE BOOKMARKS

Not only can you quickly access common searches, but you can also share them with your team, speeding up processes for everyone.

+ Create   ...

» Important

⚑ Following

▦ All messages

👤 Alex Smith

Archive search results   ✕

👥 Tammy Smith   🕐 before: Today   🕐 after: 2022-01-01

💼 All contracts

Include team archive

☑ Archive for team

Archive total: **9,458 messages**   Cancel   **Archive**

Urgent   **13**

SLA Breach   **9**

ETA Updates   **31**

Out of Office   **4**

Comment: Vanco...

Show more

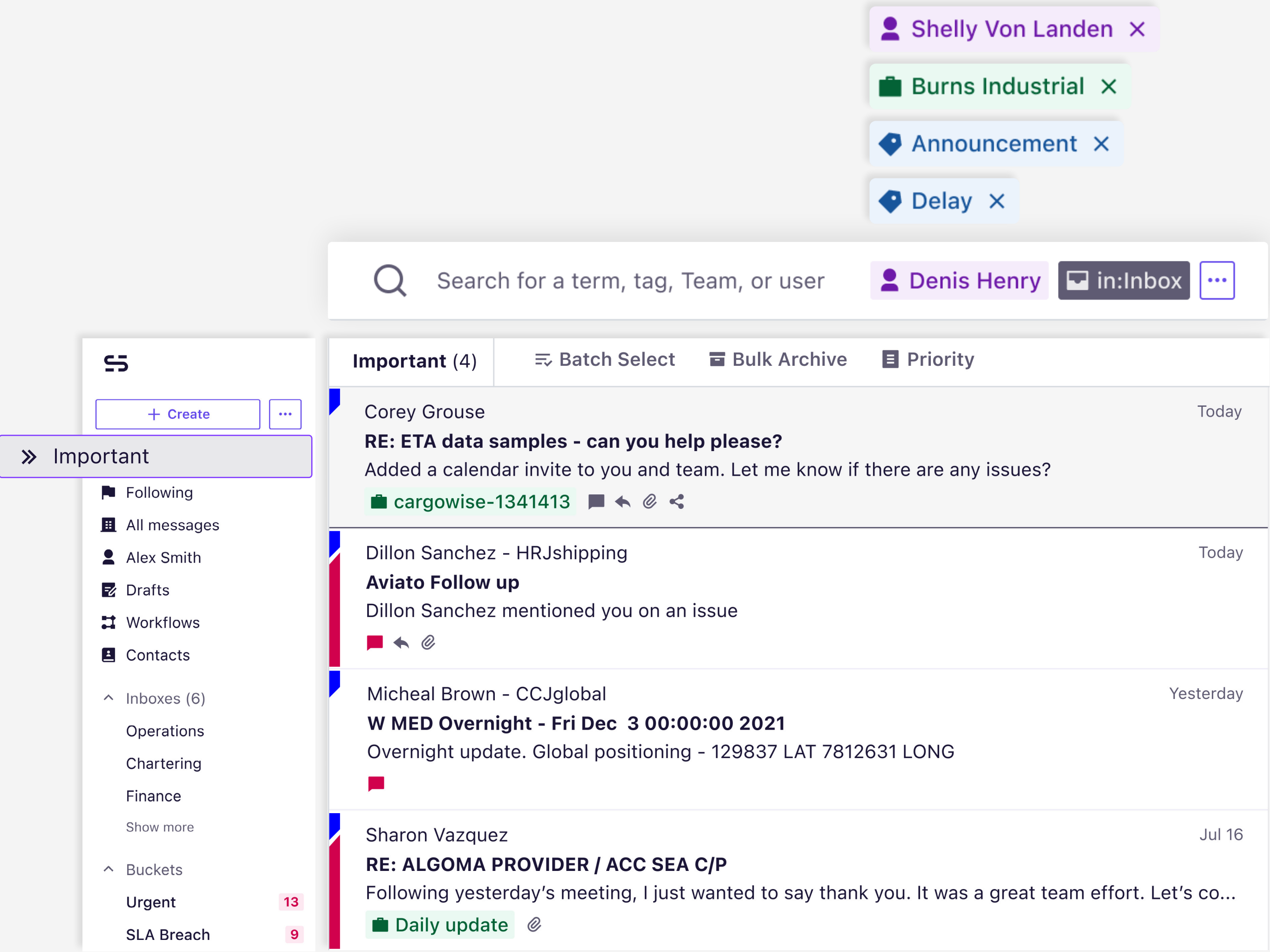# Better Email & In-Team Work Features

SEE WHAT MATTERS MOST TO YOU

A single, customizable space for all your work, the 'Important' tab allows you to follow and see messages related to job tags and contacts you follow–improving clarity and legibility of tasks and projects.

AUTO-TAGGING

SEDNA's auto-tagging feature uses metadata or manually specified criteria to automatically route and categorize messages. And it continually saves and builds on this knowledge as more data is collected.

SEARCH

With Boolean keyword precision and lightning-quick search times, SEDNA gives you back more time to spend on the work that matters.
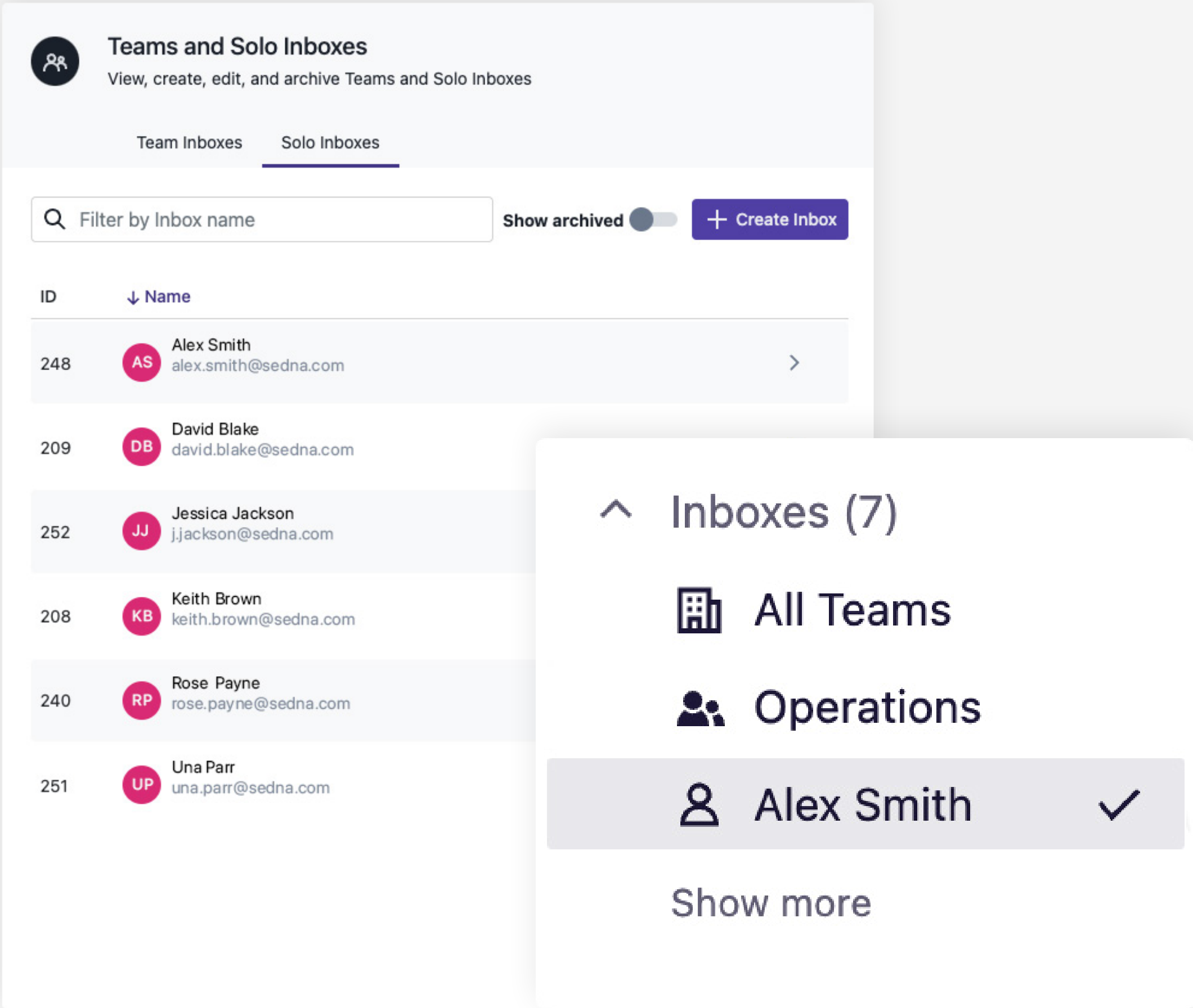
Better Email & In-Team Work Features

A PLACE FOR YOUR SOLO WORK: SOLO INBOX

Do your own work in the same way you collaborate with others. Your Solo inbox is a place to send and receive messages that aren't meant for everyone else. Search and tag messages like you would in shared inboxes, and use comments to share messages with others when you need to.

NOTES & FLEXDOCS

Easily create and exchange Notes with teams or individuals to discuss next steps, and benefit from Flexdocs that allows you to rename, categorize, or set expiry dates for important documents–without the hassle of re-uploading, resaving or switching tools.
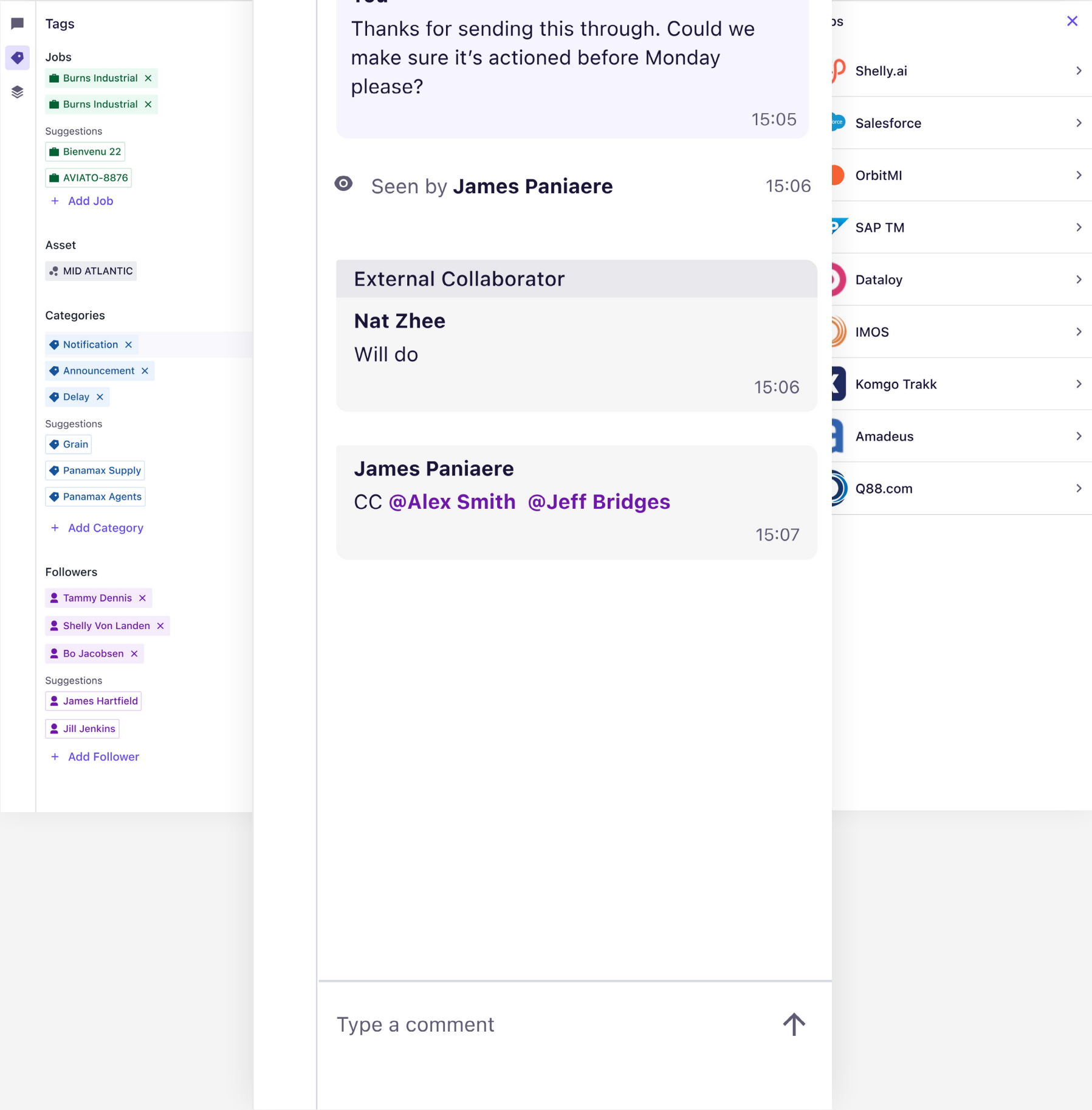
Better Email &
In-Team Work Features

PERFECT VISIBILITY ON THE CONTEXT PANEL

One place to see everything related to a message, the Context Panel brings together Activity, Comments, Tags and Sedna Link Apps so you can quickly jump between them.

The Context Panel provides users with commenting functions and time-stamped information so team members know who's seen and replied to every message—even linking to that reply for end-to-end context.

Better Cross-Team Collaboration

THE PROBLEM

Globally, teams are hindered by the way they communicate using email. By using fragmented systems and multiple platforms, teams become – unsurprisingly – fragmented and disjointed too. Traditional email systems rely on individual inboxes that put the onus on users to effectively collaborate, share, and communicate–often resulting in silos and echo chambers where information becomes buried in endless threads, message forwarding and summarizations.

THE SOLUTION

SEDNA provides users with a unified workspace for effortless collaboration. By introducing a new, light operations overlay of email management, team collaboration, and data management, SEDNA creates a single source of truth and a shared place of action across your business. Collaboration is sewn into the seams of SEDNA to make teamwork an innate part of any workflow.

With SEDNA, it's also much easier to collaborate with teams and suppliers outside your organization. You'll never have to leave the platform to get something done.

Better Cross-Team Collaboration Features

EASY SHARING BETWEEN TEAMS

Gain complete control over how you collaborate on messages. Share messages, comments, notes and bookmarks with individuals or teams. Allow your extended team outside SEDNA to comment on messages just like your teams inside SEDNA do– reducing email volume along the way.

Share Message With Anyone   ✕

Let others see and collaborate on this message.

🔍 Add people, shared inboxes or collaborators

Operations
Members: 4

Finance
Members: 24

Stanley Unwin

alfredp@me.com
Collaborator

Add a comment...

Share Message   ✕

This message is not accessible to one or more people @mentioned. Select one of their inboxes to share this message with:

| Jane Austin | 👥 **Operations** (default team) ▼ |
| Stanley Unwin | 👥 **Finance** (default team) ▼ |

☐ Share with their Solo inboxes only

37 people will have access to this message if shared. Sharing a message cannot be undone

Cancel   **Share message**

Effortless Operations

THE PROBLEM

Modern businesses need scalable and flexible IT systems to allow for ongoing experimentation and iteration at speed. Traditional email systems lack the open API functionality needed to create bespoke workflows, integrations and customizations that will work best for your teams.

With unconnected workflows, you're often left to manually update information from emails into other platforms, not to mention searching through other tools and systems of record in an attempt to find context–losing time and focus once again.

THE SOLUTION

Clarity derives from connection, and with SEDNA's integrations and open API, users can bring together disconnected systems for greater context, convenience, and faster execution of projects. Not only can you embed other tools directly within SEDNA such as Salesforce, Google Drive, andQ88, but you can import and update data, and gain instant context around any message received.
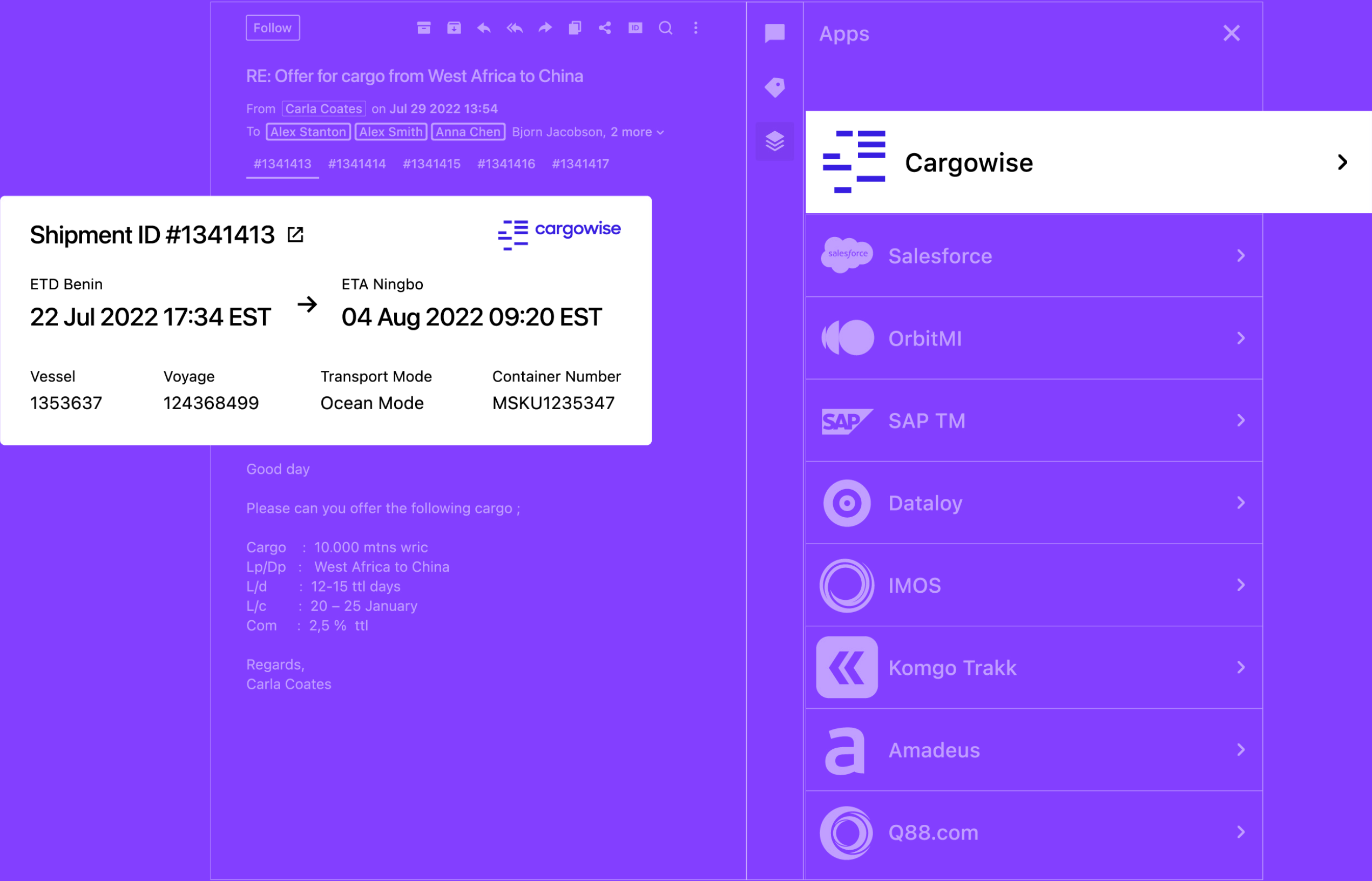
Effortless
Operations Features

SEDNA LINK

SEDNA Link creates a direct, actionable portal to apps, tools, and software integrated with the SEDNA platform, making the merging of your current platforms and systems even easier.

EXISTING INTEGRATIONS AND CUSTOMIZATIONS

SEDNA already plays host to an array of integrations with widely-used platforms including Salesforce, Google Drive, and SharePoint, all of which can be customized to suit your needs with SEDNA's open API.

OPEN API

SEDNA's open API provides you with endless integration opportunities with almost any of your existing platforms. This creates a truly unified digital workspace that accommodates the tech stack and unique needs of each organization.

This is made all the easier with SEDNA Link, a development toolkit that hosts a dialogue between SEDNA and outside tools to make updates to both. Integrations include, but aren't limited to, Google Drive, Sale force, SharePoint, and shipping-specific tools such as Q88, Shipamax, and Veson.

Apps   ✕

Shelly.ai   ›

Salesforce   ›

OrbitMI   ›

SAP TM   ›

Dataloy   ›

IMOS   ›

Komgo Trakk   ›

Amadeus   ›

Q88.com   ›

Effortless Operations Features

SHIPPING INTEGRATIONS

SEDNA's history began in the shipping industry and has a number of integrations with shipping and maritime technology leaders like Q88, Veson, and Shipamax.

LOGISTICS INTEGRATIONS

New integrations with Chain.io and Cargowise automate context for voyages, and provide instant access to valuable voyage and vessel data.

Effortless
Operations Features

USE WORKFLOWS FOR NO-CODE AUTOMATIONS

Easily create workflows that automate repetitive tasks and steps.
Apply existing job references and category tags, then apply these
rules across teams.

ENABLE AUTOMATIONS IN YOUR
SEDNA INBOX WITH SHELLY

With Shelly and SEDNA, you can easily automate, reduce and simplify
information in your teams' inboxes. Shelly's smart AI solution automatically
extracts intelligence from your systems and into your SEDNA inbox–
enhancing customer service, staff morale and profitability.

Third Party

shelly
by SEDNA

Ready for the SEDNA platform?

If your business is looking for transparency that drives quicker responses, better team collaboration and faster, better outcomes, then SEDNA can transform your operations.

Book a quick chat and guided tour of SEDNA with a Solution Consultant today and discover just what SEDNA can do for your business.

REQUEST A DEMO