SWECO

Sweco

Background

Sweco is a leading engineering and architecture consulting company in Europe listed on Nasdaq Stockholm. With 16,000 employees in Europe, Sweco offers expert services in 70 countries every year.

In Sweden, Sweco offers a wide range of services in architecture, construction, installation, infrastructure, water & environment, project management, energy systems, IT for community development and industry. Martin Holmstedt works in the Stockholm office, where he is a team manager.

"It certainly saves me time. Time saved and productivity improvements are the two biggest benefits. Equally, as a manager, when employees leave the business or teams change, email is by far and away the most important source of information for me."

Martin Holmstedt, Group Manager
Transport Analysis

Industry
Engineering & Architecture

Location
Europe

The problem

Martin says, "I joined Sweco from Arup, so I immediately said to my manager I wanted to use Mail Manager as I knew it would save me time in terms of looking for and finding emails. I also knew it would help me stay in line with QA requirements, as well as knowing all relevant communications would be saved in project folders."

"When I arrived at Sweco, there was a promise to put something in place to help manage email, developed by Sweco internally. It took some time to launch and works as a simple drag and drop into folders tool in Outlook. What it doesn't have is the killer feature to actually find the emails, plus it relies on the user to file."

Martin continues: "I can't remember at what point I became the Mail Manager champion at Sweco. But I purchased the tool in 2009, starting with 9 licences for my team. A few years later, our CEO signed off on more licences and now it has spread across other parts of the business as well."

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Mail Manager

Sweco today

The process of getting started with Mail Manager was really easy, featuring a recorded demonstration and one training session. Martin continues: Since we implemented Mail Manager, our staff instantly like what they see - they like the idea of finding emails quickly and easily. Additionally, when the 'filed items' folder feature was launched by the Mail Manager team, our staff thought that was a showstopper as beforehand they weren't able to find emails on their phone."

Martin and his team use Mail Manager every day. He describes some of the biggest use cases: "The biggest use that I've seen is being able to find emails going back so far in time it's physically impossible for people to remember the email being sent. Additionally, being able to find out which version of the file was sent to the client, or if a certain person was included or not on an email, is really useful."

"It certainly saves me time. Time saved and productivity improvements are the two biggest benefits. Equally, as a manager, when employees leave the business or teams change, email is by far and away the most important source of information for me. If a person leaves, I can find all of their emails using Mail Manager.I can also structure it all and use the social map feature to find out who plays important roles in the communication. That way I know who I should contact."

Summarising the overall business case of using Mail Manager, Martin says: "I think the greatest benefitis to have all correspondence relating to projects visible so people can see the communication, even when people have left the business or changed team."

"Using Mail Manager, I can always find what I am looking for very quickly using the specific filters. That is the feature that sells it to people. Organisation-wise, it's very beneficial in terms of having correspondence stored not in a person's inbox but in a project folder where it belongs. And, for most companies, as soon as a person leaves an organisation the emails and inbox leave with them. And that is the biggest problem with email today."

Key benefits

- Able to file all project emails to a central, visible location
- Quickly search and find the information you are looking for, saving significant amounts of time
- Retain project information residing within email, even when staff leave the business

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