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Abstract

Nearly half a century since the first electronic message was sent, "email remains the most ubiquitous form of communication".

Despite email's longevity and its pervasiveness in our lives, email management policies and practices have struggled to keep pace. As a result, opportunities abound to increase productivity, decrease costs, capture new value and manage the business risks presented by email.

This white paper explores the state of email in 2016, and reflects on five key email pain-points that continue to plague modern businesses throughout the world. It presents a possible solution for all 5 major pain-points, and invites you to Say Hi to Charlie.

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