

**Tomorrow's email:
DLM 3.0 Project's vision for the future
of email in enterprises**

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The Research Project

- December 2009 – November 2011 (4 months left!)
- Partners
 - Alinto (project leader)



- Kwaga



- LIRIS



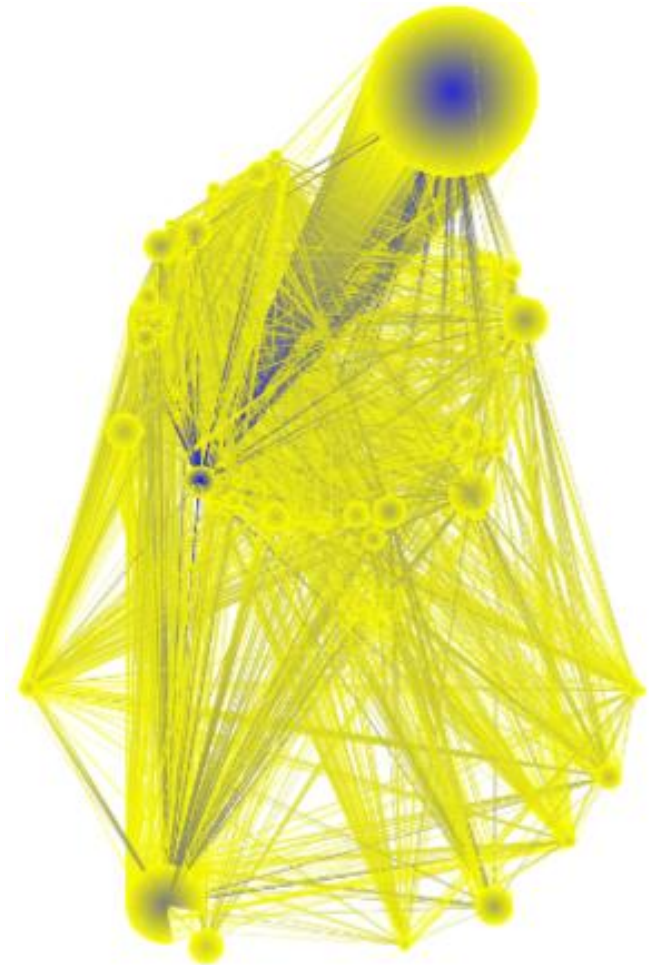
- APCE



- Funded by the DGCIS (Direction Générale de la Compétitivité, de l'Industrie et des Services).

Preliminary studies

- In situ observations at APCE, LIRIS and Kwaga
- 18 Interviews with people from APCE, LIRIS and SITIV
- National questionnaire : ~500 *responses*
- Communication graph over 1 month at APCE



Some facts about email in enterprise

- Largely used (actually, more and more used)
- Hated or loved but “indispensable”
- One software for everybody (Outlook)
- Messaging software are under-used
- Webmail use grows up but installed software is the reference

Main pain points in enterprises

- Looking for Archive, Back-up, Quotas, Security, Searching capabilities, Mobile usage, ...
- Email overload, time consuming
- A volume problem ? Or bad interactions ?

Our playground

- Introducing Alinto's webmail
- SmartClient/GWT, Spring/Java
- Courier IMAP currently, Dovecot soon
- Increasing usage

3 main directions (issued from the studies)

- **Fighting email overload.**
It may be a myth, it's still a "pain in the ass" for most users
- **Sharing through email.**
Email is seen as personal and confidential. Can we encourage colleagues to collaborate through email?
- **Email as information database.**
Help people finding info in the past (I know it's in my email, ... but where ?), or extracting important piece of information as it comes (meetings, contacts, ...)

1/3 Fighting email overload

- Overload in terms of volume & interaction
- Mastering your inbox
 - Filtering, prioritizing (important mail, bacn, ...)
 - Mail digest <DEMO> <http://digestme.appspot.com/>
 - Email homepage
 - Intelligent notifications

2/3 Sharing through email

- Business-oriented features
 - Anti-attachment feature <DEMO>
 - Corporate signatures
- Filters suggestion and sharing
- Contact detection and sharing <DEMO>
- Thread sharing
- Shared flows (shared mailboxes) ?

3/3 Email as database

- Search feature
- Auto-extract features
- Adapted presentations

Preliminary conclusions

- Not new, but always frustrating:
 - It takes time to iterate on features
 - Difficult to test on real email and tasks, due to the confidential nature of emails
- Even if new features are neat, they must comply with global features and user workflow

Conclusion & perspectives

- Many ideas, much fun, good feedback from mockups and prototype...
- BUT few really implemented and tested
- Enterprise is not an easy play ground (compulsory software, quotas, legislative constraints, ...)

Thank you for your attention!

Any question ?