



PRESS RELEASE

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MAJORITY OF BUSINESSES DISSATISFIED WITH E-MAIL POLICIES AND SYSTEMS, REPORTS GFT INBOXX

CIOs and IT Directors rank efficiency, rather than compliance, cost and litigation, as key corporate concern

GFT inboxx, a leading European provider of unified archiving solutions, has announced the results of a survey* of senior IT decision makers across private sector businesses. The research provides insight into how businesses set e-mail policies, revealing the key drivers behind e-mail and document management and the areas that CIOs and IT directors need to address in order to optimise e-mail use in the workplace.

Key findings of the research are as follows:

- Efficiency is consistently ranked as the top driver for e-mail management – compliance is ranked second, cost third and litigation least important.
- 51% of businesses do not set retention times for e-mails and documents – 40% for businesses in the financial services sector.
- 35% of CIOs and IT Directors in the financial services sector do not see compliance as a key driver for e-mail management.
- 97% of CIOs and IT Directors have been required to search for old e-mails and attachments, however 61% found this to be an unacceptably time consuming and complicated process.

The results indicate that e-mail, which remains undoubtedly the most crucial channel of business communication, still presents difficulties for the enterprise. In addition, surprising findings, such as 35% of financial services organisations not ranking compliance as a key driver and 40% not setting retention times for e-mails and documents, raise questions over the impact and reach of compliance guidelines.

“It’s interesting, given the current compliance climate, just how few businesses are exerting control over how long information is retained,” said Juergen Obermann, CEO of GFT inboxx. “This presents a series of questions: are these organisations turning a blind eye to regulations – and thereby failing to implement solutions to adapt to future requirements, or are these regulations merely hype and do not affect the broad sweep of organisations they suggest they do?”

Non-compliance and public transgression can lead to financial penalties and considerable embarrassment, yet the research shows that there are more pressing priorities for CIOs and IT directors seeking to improve e-mail systems.

“That compliance is not higher on the agenda for the financial services sector is unexpected, but it shouldn’t come as a total surprise that efficiency is the number one driver overall,” added Obermann. “With so many people dedicating a large proportion of their day to e-mail, it is only natural that they don’t want to have to spend extra time searching for or managing mail and attachments, thus distracting from their core job function. Clearly, what this research is telling us is that most corporate e-mail systems have a lot of room for improvement.”

The research indicates that a large amount of time is being consumed by businesses searching for information, with 97% of businesses being required to search for old e-mails and attachments. This is compounded by factors making it difficult and time consuming for the 61% of businesses that currently find this process to be unacceptably time consuming and complicated.

“Given the number of respondents who claimed that they needed to access old e-mails and documents, it is disappointing that a high number did not have a more positive experience when trying to access information,” concludes Obermann. “Organisations who want to see improvements on their bottom line, should ensure that they readdress their email systems to allow staff to access information as quickly as possible, thus improving overall workforce efficiency.”

* ‘Corporate perspectives on e-mail’ research conducted in May 2008 by Omniboss, a division of Vanson Bourne, surveying 100 CIOs and senior IT directors in private sector UK organisations.

About GFT inboxx

As a leading European provider of solutions for email archiving, GFT inboxx GmbH combines extensive experience in the archiving sector with in-depth know-how of the regulatory requirements and compliance. GFT inboxx has more than 20 years experience in the archiving sector and can already look back on more than 1500 successful installations worldwide.

The company offers its customers a best-in-class service from the European development and service centre in Hamburg. The company, with its headquarters in Hamburg, was founded in 1980 and is a wholly-owned subsidiary of GFT Technologies AG, an internationally leading IT service provider with sales of more than 230 million euro (estimate for 2007). Via the parent company, GFT inboxx GmbH has access to a worldwide network of locations and around 1200 IT experts.

You can find more information on GFT inboxx GmbH at www.gftinboxx.com. The GFT Group share (WKN 580 050) is listed in the Prime Standard on the Frankfurt Stock Exchange and is a member of the GEX (German Entrepreneurial Index). You can find more on the GFT Group at www.gft.com

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