



PRESS RELEASE

Survey of end users reveals extent of data mailpractice

Study by GFT inboxx exposes the e-mail bad habits of office workers

Hamburg – August 25th, 2008 – GFT inboxx, a leading European provider of unified archiving solutions, has announced the results of a survey* into end-user perspectives of e-mail. The research reveals how e-mail is used in the workplace, establishing user habits when storing electronic information and investigating the extent to which corporate e-mail policies are applied and enforced in the corporate world.

Key findings of the research are as follows:

- Over 75% of employees receive no guidance on the archiving or retention of e-mail based business communication
- Common compliance and legal guidelines are not being met - Over a third of workers have lost and never found important electronic documents
- User habits are putting unnecessary strain on mail-servers and storage capacity - 41% of workers leave files attached to e-mails and just half have an enforced limit on the size of their mailbox
- End-users find archiving complex and laborious and would benefit from a unified approach to archiving

The results indicate that many corporate networks lack structure and control in terms of e-mail use and the storage of electronic documents. This not only raises questions about the ability of businesses to conform to specific compliance regulations, but also reveals the unnecessary burden that staff are placing on mail servers and storage capacity through lack of a centralised e-mail policy.

“These results suggest one of two things: that organisations are still taking a lax approach to the storage of information and the management of e-mail; or, that organisations are failing to communicate the rules to their employees and thus failing to control staff use of e-mail and storage of

potentially critical information,” said Juergen Oberman, CEO of GFT inboxx. “In today’s corporate compliance culture it’s incredible to think that over half the people asked about e-mail policy either don’t think they have one or don’t know if they do. How can businesses achieve compliance if employees don’t know the rules – or worse, are allowed to break them?”

In addition to compliance concerns, with the survey revealing that workers are losing important electronic documents and routinely storing e-mail attachments on personal drives, CIOs also have to contend with the efficiency problems that these habits cause, as well as concerns over knowledge management.

“It’s quite clear that organisations are running the risk of losing or making untraceable a vast amount of data within the confines of the corporate network,” added Obermann. “Nothing is more valuable to a business than the ability to very quickly and reliably review a given process or project. If information is becoming lost and chains of communication are being broken, it’s impossible for businesses to see the whole picture – and further down the line mistakes are going to be made.”

The report also found that almost half of the e-mail users surveyed had no enforced limit imposed on the size of their e-mail inbox. As the current financial climate forces organisations to tighten their belts and threatens CIO’s budgets, organisations may have to rethink their e-mail practices as storage proves to be an extra drain on resources.

“The credit crunch is dictating a complete rethink on corporate budgets for the year ahead,” continued Obermann. “While the management of e-mail and the storage of information has always been a concern for IT departments, the inevitable reduction of corporate budgets is going to force the hand of IT bosses to rethink current e-mail practices. Archiving is the key to this equation and will enable organisations to regain control of their systems, while also reducing spend on storage.”

* ‘How do you use e-mail at work?’ research conducted in May 2008, surveying 260 members of the public who use e-mail at work.

About GFT inboxx

As the leading European provider of solutions for e-mail archiving, GFT inboxx GmbH combines extensive experience in the field of archiving with detailed knowledge of legal and compliance requirements. GFT inboxx has over 20 years of experience in archiving, with over 1,500 installations worldwide. With its European development and service centre in Hamburg, the company offers its customers optimum support. The company has its headquarters in Hamburg and was founded in 1980

as a subsidiary of GFT Technologies AG, one of the leading international IT service providers, with a turnover in excess of €247m (2007). Through the parent company GFT, inboxx has access to a global network of branches and approx. 1,200 IT experts.

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