

T31 E-mail deployment

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This case study will review the positive lessons learned from the deployment of eMail management software enterprise wide to a user community of 2,000 employees. Topics will include project planning, communication strategies, training and coaching, records classification, records retention, project management, pitfalls and lessons learned.

Session participants will learn how one organization reduced its email holdings by 68% and established an employee compliance level of 99%.

The session will:

- Explain the value and benefits of implementing email management software
- Outline the critical success factors for deployment
- Share pitfalls and lessons learned from the experience