E-mail-Management



Total E-mail Control

With ArcFlow overflowing mailboxes are history. You decide whether you want to archive all or just selected e-mails.

More Knowledge through a Comprehensive Overview

ArcFlow provides fast and easy access to all the information stored in your e-mails – valuable business knowledge no longer gets lost along the way.

Legally-Compliant E-mail Archiving

Take the stress out of your upcoming external audit – with ArcFlow all your information is saved in accordance with current legal requirements.

Automatic Message Allocation

ArcFlow provides you with the option of saving all your e-mails and their corresponding attachments according to context – e.g. by sender, subject or message content.

Retrieval Made Easy

The concise and well-engineered search functionality delivers the desired e-mails in the blink of an eyelid.

Manual or Automatic

With ArcFlow you can choose to either archive your messages manually or automatically – or you can use a combination of both.

E-mail Management Based on ArcFlow

It is impossible to imagine today's enterprises without the e-mail. The advantages of the digital business letter are indisputable. However, electronic mail also has its dark sides: Overflowing mailboxes make it almost impossible to stay on top of which information is actually relevant. This is particularly problematic in cases where the available business information is on the whole stored solely within the e-mail system. Then there is the current legal situation to consider: According to regulations such as Sarbanes Oxley Act enterprises are legally obligated to archive business relevant emails correctly.

ArcFlow assists you in forwarding the information to where it can be accessed quickly and at any time. You gain an optimum overview of all the important information – with ArcFlow simultaneously archiving all the relevant e-mails in accordance with existing legislation.

Ansätze der E-Mail-Archivierung

Automatische Server-basierte Methode
Sämtliche ein- und ausgehenden E-Mails werden von einem Proxy-Server verarbeitet. Der Proxy-Server fängt die Nachrichten auf und leitet sie an die nächste Komponente weiter. Befindet er sich hinter dem Mail-Server, lassen sich alle eingehenden E-Mails vor der Archivierung auf Viren und Spam überprüfen und gegebenenfalls ausfiltern. Befindet er sich davor, werden alle E-Mails archiviert.

Manueller Client-basierter Ansatz
Der Anwender leitet die zu archivierenden E-Mails an eine bestimmte Mail-Adresse weiter. Die darin abgelegten E-Mails werden durch den sogenannten SmartPOP E-Mail-Client automatisch archiviert.

Server-based Method

In principle, e-mails should be stored according to their context and kept together with the documents belonging to the respective business case. The ArcFlow document management system provides a number of options for archiving and managing electronic messages. Users are provided with both automatic server-based and manual client-based solutions. The server-based solution comprises a proxy server for processing all incoming and outgoing e-mails. These are then forwarded to the next component accordingly. The proxy server resides either before or behind the mail server. In the latter case all incoming e-mails can be checked and, if required, filtered by the mail server for viruses and spam prior to being archived. However, this method bears the risk of erroneously marking and deleting important e-mails as spam. In certain highly-sensitive areas the archiving of all messages and, therefore, the installation of the proxy server before the mail server is recommended. This method allows all messages received by the proxy server to be forwarded to the mail server, respectively to the client, at the same time being recorded in an archiving system. In addition to spam filtering on the mail server ArcFlow also offers a further archiving option for the proxy server. For example, it is possible to implement exclusive archiving of e-mails from known senders or messages to specific recipients.

E-mail Management

E-mail archiving is the first step towards getting on top of the information flood and helps in complying with the legal requirements. However, there are also ways of managing electronic messages similar to those used in managing documents. ArcFlow sorts the e-mails automatically and saves them to the respective folders. Depending on what has been defined message linking can be based on e-mail header data, such as the sender or recipient address, and certain terms in the subject field as well as on the e-mail content (body) or the attached files.

An e-mail, for example, containing the word "Invoice" in the subject line can be allocated to the invoice folder of the document management system using policies. Similarly, all e-mails from a specific customer can be filed in the respective customer folder. Combinations taking both the sender as well as certain terms in the subject line into account are also possible. E-mails which cannot be allocated because of an unknown sender address are stored in a special folder. The user has access to this folder and can sort the messages manually.

Manual Client-based Approach

A further ArcFlow technology unites automatic and manual e-mail archiving. This involves the user sending all the e-mails to be archived to a dedicated e-mail account located on the mail server which is then polled on a regular basis by an automatically controlled so-called SmartPOP e-mail client. This mail client is part of the archiving system and automatically backs up all e-mails sent to this mailbox for archiving by the user.

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