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Building better project communication

How Jerram Falkus transformed email management with Knowledgemill

With thousands of emails generated by every construction project, keeping information organised and accessible is essential. Jerram Falkus turned to Knowledgemill to simplify project email management, improve team collaboration and ensure critical information is always easy to find.

About Jerram Falkus

Established in 1884, the Jerram Falkus Group is a multi-disciplinary construction organisation combining traditional values and extensive experience with modern, innovative services. Its three specialist divisions deliver comprehensive construction and joinery services across a diverse range of sectors, including commercial and industrial, education, community, healthcare, sports and leisure, residential, heritage and social housing.

CHALLENGE

Managing thousands of emails across complex construction projects

Email is central to construction projects, with drawings, documents, instructions, change requests and decisions all shared and recorded through correspondence. For Jerram Falkus, each project can generate thousands of emails and attachments, making information increasingly difficult to manage and access.

With employees working across multiple projects, keeping everyone informed was challenging. New team members relied on colleagues forwarding historic emails to bring them up to speed, while excessive copying and forwarding created unnecessary email traffic. Directors and managers also needed visibility of project developments without being overwhelmed by correspondence.

Jerramfalkus

At a glance

Customer
Jerram Falkus Group

Industry
Construction

Product
Knowledgemill Email Management

The Challenge
Managing thousands of project emails, improving information sharing and maintaining complete project records.

Solution
Automated email filing, standardised shared project folders and powerful search and filtering capabilities.

Results

- At least 30% less email sent and received.
- Reduced manual email filing and administration.
- Faster access to project correspondence.
- Improved collaboration and continuity.
- Complete, centralised and accessible records.

Manually filing emails as individual Outlook files was time-consuming, creating duplicate records and increasing storage requirements. It also made maintaining a complete, accessible project record more difficult.

As a BS EN ISO 9001-accredited organisation committed to quality management and continuous improvement, Jerram Falkus needed a more efficient way to manage project correspondence, share information and maintain accurate records.

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SOLUTION

Automated project email management with Knowledgemill

Knowledgemill has transformed how Jerram Falkus manages project correspondence. Emails are filed once into shared project folders, following a standardised structure aligned with the company's business processes. Replies and forwards are then automatically filed, keeping records complete and up to date.

With all correspondence accessible directly from Outlook, project teams can easily share information, while directors and managers gain visibility without being copied into every email.

William Jerram, Director

"Before Knowledgemill, finding key information could be like looking for a needle in a haystack.

Now all our projects have a standard folder structure and Knowledgemill's powerful search and filtering capabilities gives me what I'm looking for in seconds."



RESULTS

Better collaboration, less email and complete project records

Less administration, faster access

Automated filing reduces time spent organising emails. All project correspondence and attachments are brought together in a central repository, making information easy to find, search and retrieve without chasing colleagues.

Better team collaboration

Everyone working on a project accesses the same shared email data, keeping teams up to date without unnecessary copying or forwarding.

Complete project records

All correspondence is organised by client and project, providing a complete, accessible record to support compliance, internal processes and oversight.

Improved service continuity

Whether covering for colleagues, responding to client queries or welcoming new team members, everyone can access the latest correspondence and full conversation history, ensuring continuity and informed responses.

Easy adoption

Working intuitively within Outlook, Knowledgemill automates the filing process. Users get up to speed quickly and with minimal disruption to existing working practices.

Better project information = Better outcomes

Knowledgemill gives Jerram Falkus a simpler way to manage, share and retrieve project correspondence. With less administration, better collaboration and complete project records, teams can focus on delivering great work.

About Knowledgemill

Knowledgemill delivers secure email archiving and enterprise email management, helping organisations organise, protect, search and unlock the value of corporate emails and attachments for people and AI alike – all without leaving Outlook.

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