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Making project collaboration effortless

How WRT cut email filing time by 50% with Knowledgemill



With teams collaborating across multiple projects, managing and sharing email correspondence is essential to keeping work moving. WRT turned to Knowledgemill to replace its underperforming PST-based system, simplify email filing and retrieval, and improve collaboration across the business.

About WRT

Wallace Roberts & Todd, LLC (WRT) is a multidisciplinary design firm bringing together planners, urban designers, architects and landscape architects. Working with communities, WRT creates places that enhance the natural and social environment, addressing complex challenges around growth, infrastructure, economic health and resource preservation.

With a tradition of design excellence, innovation and leadership, WRT combines a collaborative approach with a commitment to creating simple, effective solutions to complex problems.

CHALLENGE

Replacing inefficient email archiving and manual filing

Email is a business-critical resource for WRT, with project teams relying on correspondence to share information, collaborate and keep projects moving.

WRT had implemented a PST-based email sharing and archiving solution, but it had become increasingly difficult to manage and was performing poorly. Sharing project information across all staff was challenging, while manually filing and retrieving emails was time-consuming.

WRT wanted to build on its existing experience of maintaining project email files, but introduce a much simpler and more efficient approach.

WRT

At a glance

Customer
Wallace Roberts & Todd, LLC (WRT)

Industry
Architecture, Planning & Design

Product
Knowledgemill Email Management

The Challenge
Replacing an underperforming PST-based email system, reducing manual filing and making project correspondence easier to share and retrieve.

Solution
Centralised project email management, automated filing and retrieval, and migration of existing email archives into a structured, searchable repository.

Results

- 50% reduction in time spent filing emails.
- Automated, mandatory email filing from Outlook.
- Centralised project email folders accessible to all.
- Improved collaboration and access to project correspondence.
- Complete, up-to-date records of project communications.
- Elimination of the need for PST files.

It needed an intelligent, automated solution that worked directly within Microsoft Outlook, could be tailored to its project folder structures and business requirements, and would eliminate the need for PST files.

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WRT

SOLUTION

Centralised, automated project email management with Knowledgemill

Knowledgemill transformed how WRT manages project correspondence, replacing PST files and public folders with a centralised, searchable repository. Existing emails were migrated, indexed, de-duplicated and compressed, creating a shared resource accessible to everyone across the business.

Working directly within Microsoft Outlook, Knowledgemill makes filing and retrieving project emails quick and easy. Mandatory automated filing allows users to simply 'file as they go', significantly reducing administration time. Tailored to WRT's project structures and business needs, the solution delivers an intuitive experience with minimal disruption to existing workflows.

Michael Barr, Director of IT

"Knowledgemill met all WRT's business requirements for email filing and importantly integrated seamlessly with Outlook to give a good user experience and reduced filing time by 50% giving a benefits case which was very easy to justify."



RESULTS

Less admin, better collaboration and complete project records

50% less time spent filing emails

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

All project correspondence is held in a central, shared repository, making it easy for project teams to access the latest communications. Staff can find the information they need without having to ask colleagues to forward emails or copy them into correspondence.

Complete project records

Every project benefits from a structured set of email folders containing a comprehensive record of electronic communications. Records are accessible across the business and kept up to date in real time.

Easier information access and retrieval

With project emails organised in a consistent structure and accessible directly through Outlook, staff can quickly find the correspondence they need. The centralised approach also makes information available to colleagues who are not directly involved in a project.

Reduced email clutter and administration

By eliminating the need for PST files and reducing manual filing, Knowledgemill has simplified WRT's approach to email management, removing the overheads associated with maintaining and sharing separate project archives.

Simple adoption

Because Knowledgemill works within Microsoft Outlook and automates much of the filing process, the solution required little cultural change. Staff can quickly learn the system and incorporate it into their existing working practices.

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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