



MSA CONSULTING, INC.
> PLANNING > CIVIL ENGINEERING > LAND SURVEYING

The Challenge

- * Time-consuming manual email filing
- * Poor email filing performance due to Inbox size
- * Unable to migrate email to the cloud as mail boxes are too large
- * Unable to support business continuity

The Benefits

- * Project files up-to-date in real time
- * Operational efficiently - Reduction in filing time using intelligent automation
- * Easily manage daily email volumes
- * Reduced risk by fully supporting Business Continuity Plans
- * An email filing solution catering and customized for the business
- * Email project files made available to all project staff and management

MSA Consulting, Inc. is the premier Planning, Civil Engineering and Surveying firm in Southern California's Coachella Valley – an area that includes nine cities and a large portion of Riverside County. Serving private developers and public agencies since 1976, MSA's exceptional team of planners, engineers, technicians and administrators has earned the company a solid reputation for reliability, accuracy and timely performance.

MSA is a progressive, innovative firm passionate about producing exceptional work while collaborating successfully with clients and other project team members. The firm's dedication and respect for local communities and the environment is tantamount to its core mission. In the past 40 years, the firm has successfully completed over 2,500 projects and studies involving planning, design, surveying, and construction administration.

Challenges

As a large multi-services firm MSA Consulting has teams of professionals working on a number of projects for clients that collaborate and share information using email. MSA Consulting is heavily reliant on the use of email for business interaction.

MSA wanted to build on the experience it already had maintaining project files as shared email accounts and implement a simple process for business users to make email filing and retrieval effortless. In addition, user mailboxes had grown to a size which was causing delays for users to file or retrieve emails. Specifically, MSA Consulting wanted a solution that could be embedded in Outlook, would reduce filing time and mailbox size to allow migration to the cloud. A solution that is intelligent, automatic and could be tailored to MSA Consulting specific business requirements and project file structure.

Moving to the cloud was particularly important in support of Business Continuity plans which could only be achieved if a solution could be found which could dramatically reduce user mailbox sizes and existing mailbox clutter.

Solution

The objective was to create a set of project folders that mimicked the project structure that already existed in shared email accounts and which allowed business users to find emails and file into project folders that are up-to-date in real time.

The Knowledgemill team extracted, indexed, de-duplicated and compressed all emails from the MSA Consulting shared project email accounts, public folders and migrated them into the appropriate project folders in Knowledgemill to create a complete central set of project files containing all project emails. The reduced mailbox size allowed migration to the cloud and Microsoft 365 fully supporting MSA Consulting's business continuity plans.

Knowledgemill provides a solution that can be used by business users from Microsoft Outlook to file and retrieve all of their project-related emails. Email filing was automated allowing business users to 'file as they go' dramatically reducing the time business users spend on email filing.

As Marco Celedón, Vice President / Director of Public Works, explained "Knowledgemill met all MSA business requirements for email filing and are a company that is willing to cater and customise the solution to MSA's specific business requirements.

Results

A structured set of project folders in Knowledgemill that are easy to access, find emails and are up-to-date in real time.

The ability to work more effectively as a team with collaboration made easy – every member of a project can see the latest communication thread in real time and pick up on it without having to copy or forward to colleagues.

Saving time and effort – MSA Consulting is delighted with how Knowledgemill's automated, intelligent email filing has cut down the time spent by staff filing emails, asking colleagues for information or forwarding and cc'ing every email.

Maintaining complete records – MSA Consulting now keep a comprehensive record of all electronic communication, classified and stored by project which is up-to-date in real time.

Reducing business risk – MSA Consulting has now been able to move to the Microsoft cloud in support of their Business Continuity plans.

Simplicity of adoption – because Knowledgemill works intuitively as part of Microsoft Outlook, and because filing is mostly automatic, there is little cultural change. Users have no problem learning to use it.

The Solution

- * Use **Knowledgemill Filer™** to create a single central repository for project emails
- * Access all project files from Microsoft Outlook
- * File 'as you go' project files up-to-date and in real time
- * De-duplication and compression of emails improving performance and supporting migration to the cloud.

The Results

- * Single central set of project emails – management confidence and improved communication
- * All project team kept up-to-date in real time
- * Huge reduction in filing time
- * Simple take-on and rollout
- * Intuitive and easy to use as part of Outlook
- * Increased productivity and better client service
- * Reduced business risk