

SYNCING UP FOR SUCCESS:

WORKIRO

HOW INTEGRATING NETSUITE AND OUTLOOK CAN BOOST YOUR BUSINESS

Not storing your email communication in your NetSuite account can lead to inefficient workflows, incomplete records, increased risk of data loss, and compliance challenges.

By **integrating your email** communications and attachments with NetSuite, you can help mitigate these problems and **improve the accuracy** and **efficiency** of your data.

INEFFICIENT WORKFLOW VS. IMPROVED COLLABORATION

— Inefficient Workflow:

When email communications and attachments are stored outside of NetSuite, team members may have to constantly switch between different tools and systems to access the information they need to do their jobs. This can be time-consuming and inefficient, reducing productivity and making it more difficult to get work done.

+ Improved Collaboration:

By storing all email communications and attachments in a centralised location within NetSuite, team members can easily collaborate and access the information they need to do their jobs effectively. This can lead to improved efficiency and productivity, as well as better communication and collaboration between team members.

20
HOURS
WASTED

The average team wastes more than 20 hours per month due to poor collaboration and communication.

That's 6 workweeks per year that teams are not being productive.

Source: Planview

3.5x
MORE
LIKELY TO
PERFORM
BETTER

Employees working in organisations with effective communication plans that minimise the silo effect are 3.5 times more likely to outperform their peers.

Source: Think Talent

INCOMPLETE RECORDS VS INCREASED ACCURACY

— Incomplete Records

Without a centralised system for storing email communications and attachments, important information may be lost or overlooked, leading to incomplete records and a lack of accuracy in your data.

+ Increased Accuracy

By storing all email communications and attachments within NetSuite, you can help ensure that information is entered accurately and consistently. This can reduce errors and improve the overall quality of the data you store in your system, which will lead to better informed decisions.

82%

EMPLOYEES

say productivity suffers because of poor information management

smallbiztrends.com

INCREASED RISK OF DATA LOSS VS BETTER DATA MANAGEMENT

Increased Risk of Data Loss —

Storing email communications and attachments outside of NetSuite increases the risk of data loss, as information may be lost or become inaccessible due to network issues, hardware failures, or other problems.

Better Data Management +

Storing email communications and attachments in NetSuite allows you to better manage your data and ensure that information is easily accessible and searchable. This can make it easier to find the information you need when you need it, improving efficiency and reducing the risk of data loss.

COMPLIANCE CHALLENGES VS ENHANCED COMPLIANCE

— Compliance Challenges

Without a centralised system for storing email communications and attachments, it can be difficult to ensure that you are meeting regulatory or compliance requirements. This can expose your business to legal or financial penalties and create security risks for your data.

+ Enhanced Compliance

By storing all email communications and attachments within NetSuite, you can ensure that you are meeting any regulatory or compliance requirements that apply to your business. This can help reduce the risk of legal or financial penalties, and improve the security of your data.

\$8M

FINES PAYED

A total of five Wall Street brokerages had to pay \$8.25 million because they had discarded email related to customer transactions.

Source: pinsentmansons

Your mailbox stores a wealth of personal data. From names and email addresses to attachments and conversations about people. All could be covered by the strict GDPR and data protection requirements on data protection.

SLOW FOLLOW UP TIMES DUE TO DATA SILOS VS IMPROVED CUSTOMER RELATIONSHIPS

Data Silos —

Storing email communications and attachments outside of NetSuite creates data silos, where information is isolated and difficult to access. This can lead to a fragmented view of your data, making it difficult to get a complete picture of your business.

Improved Customer Relationships +

By storing email communications with your customers within NetSuite, you can have a complete and accurate record of your interactions with them. This can help improve the quality of your customer relationships and aid better customer service and support.

15%

DAY WASTED

Siloed contact center agents spend 15% of their time each day trying to navigate communication hurdles to get information to serve customers.

Source: The ROI of Uniting Unified Communications and Contact Center, Aberdeen

THE SOLUTION

Workiro has built a custom integration between Outlook and Netsuite so you can reclaim **visibility, control and compliance**, when it comes to both internal and external communication in email.

Capture all your emails and attachments and **store against Netsuite records** to ensure everyone has access to the most up to date information and leaves no one in the dark.

Find out more about Workiros powerful functionality by [booking a discovery call today](#).

Book a demo

