

Understanding Your E-Mail Significantly Adds Value to Your Business Processes and Decisions

Munich, 25 September 2002. Hypersoft Information Systems, a worldwide leading vendor of metric and messaging analysis software for corporate communication systems and data repositories, has released a new version of its OmniAnalyser™ software for MS Exchange, Lotus Notes, and Sendmail. It provides administrators and managers easy access to information they need to know about their corporate messaging infrastructure. They can develop management-level reports, understand performance issues, monitor the system, discover and correct problems, estimate messaging trends, and finally, justify service level agreements and system investments.

Due to its comprehensive capabilities to analyze messaging metrics and communication patterns derived from the messaging system, this release not only sets a remarkable milestone for administrators or IT managers, but also delivers value-added information for management, financial controlling, and marketing.

Today, the most typical analysis of messaging systems encompasses server and mailbox statistics, e-mail delivery times, and data volumes based on classic messaging metrics. The usual analysis applications are verifying service level agreement or performing chargeback for using the messaging resources. But taking only this into account, the amount and quality of business-relevant information, which can be gathered from messaging systems, is greatly underestimated.

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In fact, the data hidden behind the seemingly obvious operation of a messaging system is extremely valuable.

While OmniAnalyser™ consolidates the well-known standard metrics; the new reporting module, based on Hypersoft's OmniContext™ Reporting Server, introduces unique new possibilities to setup, monitor, and visualize non-traditional metrics. These are based on communication patterns and knowledge directly derived from the corporate e-mail traffic such as personnel roles and functions, involvement into certain communication processes, and even the complete corporate communication topology. All this information helps to identify correspondents related to specific projects as well as key individuals and their impact on the different business processes.

Validation and interpretation of data and information gained from multiple metrics is common and well developed in engineering or in science. However, the IT sector is still in its initial steps of data analysis, with only a limited choice of available information sources, mostly relational databases. With its communication analysis software products, Hypersoft pioneers new possibilities to quantify and make tangible the traditional messaging metrics along with communication patterns and knowledge repository structures for the first time in the IT business.

(~ 350 words)