

# Astris TeamWare feature list

A BRIEF GUIDE TO ASTRIS FACILITIES

January 2024

## Introduction

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E-mail systems, such as Microsoft Outlook™, are designed as a tool for an individual, not a business or a group of people within an organization who share a joint function or a common goal.

Outlook's individual-centric approach often forces users to create workarounds to keep everyone informed of their actions or to gain information on the actions of others. Lots of automatic Cc's usually do this accompanied by secondary informational e-mails ("Done", "Let's not reply", etc.) to keep all group members up to date. One can easily imagine how much additional traffic in the form of secondary, tertiary and further e-mails this can generate. Such additional traffic tends to grow exponentially with the volume of action-requiring e-mails in an organization, forcing the IT department to find solutions to a more complex problem than is apparent.

Astris TeamWare Suite includes add-ons that turn the Outlook/Exchange ecosystem into a group e-mail platform.

## Office 365

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Office 365 is Microsoft's cloud solution, moving away from the traditional software sales model and into the modern "Software as a Service" commercial policy. Several large businesses have already joined Office 365 (O365) for e-mail services.

O365 can service standard Outlook users using Outlook for PC and users without Outlook on their PC who use a web browser to access their e-mails through Outlook Web Access (OWA).

Astris offers some unique features to Outlook users. Most are already available for OWA users, and some will become available soon. The future of a few others is unclear as it depends on Microsoft's (private) plans for making OWA more extensible.

A summary of Astris features available per client type is shown in the next chapter.

## Astris list of features

<i>Feature</i>	<i>Class</i>	<i>Description</i>	<i>Outlook Client</i>	<i>OWA</i>	<i>Generic smart-phone</i>
1. <i>Replied By</i>	<b>L1</b> Info Group	Shows any user(s) who have already replied to a particular e-mail.	✓	✓	-
2. <i>Sent By</i>	<b>L1</b> Info Group	Shows who the sender of an e-mail is when it is sent by a departmental address.	✓	✓	-
3. <i>Change Sender</i>	<b>L1</b> Group	Changes the sender e-mail address for new e-mails to the user's departmental address. This can be overridden by user action.	✓	-	-
4. <i>Address Rewriting</i>	<b>L2</b> Group	Changes the sender's e-mail address to the user's departmental address based on company policy (usually only for messages to 3 <sup>rd</sup> parties or vessels). The user cannot override it.	✓	✓	✓
5. <i>Reference Numbers</i>	<b>L2</b> Group	Each message carries a unique ID on its Subject, which is applied automatically.  Allows the users to reference a message in documentation or discussions easily.	✓	✓	✓
6. <i>E-mail Delivery folders</i>	<b>L1</b> Fclt Perf	E-mail traffic is spread in three (or more) folders instead of just the Inbox, which offers several benefits to the users and Outlook itself. Folders such as "My Department", "Other Departments", "My Fleet", and "Other Fleets" exist beneath the standard Inbox folder. <b>NOTE:</b> L2 configuration will also respect Bcc recipients when segregating e-mail traffic.	✓	✓	✓
7. <i>Period folders</i>	<b>L1</b> Perf	Moves older messages out of the Inbox and into "Period" folders as a kind of in-the-Inbox archiving, drastically increasing performance with large volumes while still allowing searching and the operation of Search Folders.	✓	✓	✓

<i>Feature</i>	<i>Class</i>	<i>Description</i>	<i>Outlook Client</i>	<i>OWA</i>	<i>Generic smart-phone</i>
8. <i>MessageSafe Archiving</i>	<b>L1</b> Group Perf Cmpl	<p>An instant e-mail archiving mechanism automatically files all e-mail traffic into corporate “vaults”.</p> <p>Messages are never deleted from MessageSafe (exceptions exist for GDPR) and can be used for Records Management purposes.</p> <p>Messages are continuously updated with user actions such as tagging, replying and reading.</p>	✓	✓	✓
9. <i>MessageSafe Search</i>	<b>L1</b> Group Perf Cmpl	<p>A powerful search integrated into Outlook but also available as a standalone web app allows users to find the messages they seek in a very dependable manner.</p> <p>A unique permissions-mapping mechanism ensures that users can find historical and current departmental messages regardless of whether they ever received them in their mailbox.</p>	✓	F <sup>1</sup>	✓
10. <i>GDPR Support</i>	<b>L1</b> Cmpl	<p>Users can assign messages to several PII classes according to corporate GDPR policy.</p> <p>Astris combines PII classes with Retention Policies on Exchange, so such messages will be deleted from user mailboxes on time (it is enough that one user classifies the message as PII to have it removed from all mailboxes).</p> <p>PII messages held in MessageSafe are subject to a two-stage delete scheme. First, at the expiration of Retention, the message is hidden from all users. Second, a manual review process is provisioned to the DPO, who will decide the final hard deletion of eligible messages.</p>	✓	✓	N <sup>1</sup>
11. <i>Message Destroy</i>	<b>L1</b> Group	<p>Properly authorized users have a “Delete from All” facility to delete a message even when it has already been delivered to other users’ mailboxes.</p> <p>Specific users can be granted “immunity” from Destroy operations.</p>	✓	F	-

<i>Feature</i>	<i>Class</i>	<i>Description</i>	<i>Outlook Client</i>	<i>OWA</i>	<i>Generic smart-phone</i>
<b>12. Action audit</b>	<b>L1</b> Cmpl	<p>Two classes of audit details exist. Short Term Audit details when users send, read, reply, tag, and file a message. Permanent audit details who sent, read, replied, and filed a message and all MessageSafe activities, including search, preview, and download.</p> <p>Audit details are only available to administrators through a special console.</p>	✓	✓	✓
<b>13. Auto-Classify</b>	<b>L1</b> Group	<p>Messages are classified with Project/Ship, Company, Division, Department using Outlook Color Categories and more.</p> <p>Classification is centrally controlled (no Outlook rules are involved).</p> <p>Users use it to distinguish among messages quickly.</p>	✓	✓	N <sup>1</sup>
<b>14. Manual Classify</b>	<b>L1</b> Group	<p>A “Keywords Bar” allows users to tag messages effortlessly with keywords of their choice.</p> <p>Outlook Color Categories are used to display the keywords picked by the user.</p> <p>Once a user tags a message, the assigned keywords become visible to all users with the same message in their mailbox.</p> <p>Tags are also helpful in searching both in local mailboxes and inside MessageSafe.</p>	✓	✓	N <sup>1</sup>
<b>15. Message jotting</b>	<b>L1</b> Group	<p>A “sticky note” feature allows users to add short notes to any e-mail message. For example, a manager may add work notes, and a team member may add notes on how he carried out the instructions.</p>	✓	✓	-
<b>16. E-mail Templates</b>	<b>L1</b> Group Fclt	<p>Users may save frequently used e-mails as standard templates that can be quickly reused by themselves or their entire team. Granular security control and full audit safeguard the appropriate use of this feature.</p>	✓	-	-

<i>Feature</i>	<i>Class</i>	<i>Description</i>	<i>Outlook Client</i>	<i>OWA</i>	<i>Generic smart-phone</i>
17. <i>Well-known names for incoming messages</i>	<b>L2</b> Group Info	The From field of incoming messages can be automatically adjusted to display a well-known friendly name rather than the "Display Name" chosen by the individual sending the e-mail.	✓	✓	✓
18. <i>Work on Shared Mailboxes</i>	<b>L1</b> Group	Shared mailboxes are an alternative that can be used to collect departmental e-mails, thereby reducing traffic to personal mailboxes.  Several features allow users to utilize shared mailboxes as standard personal mailboxes, which is impossible in the default Microsoft setup.	✓	N <sup>3</sup>	N <sup>3</sup>
19. <i>Library Filing</i>	<b>L1</b> Fclt Group	Provides a corporate Library with several shared folders to users where they can file e-mails with simple drag-and-drop and documents of any type. Permissions control access to Library folders and all operations are fully audited.	✓		
20. <i>Library Browsing and Searching</i>	<b>L1</b> Fclt Group	Provides access to the corporate Library for browsing folders and e-mails or for searching directly for them. All operations are under the access control and auditing mechanisms.	✓		✓
21. <i>Filed By</i>	<b>L1</b> Info Group	Shows who has already filed a message, when and in which Library folder.	✓	✓	-
22. <i>Mass Export</i>	<b>L1</b> Fclt	Provides a "shopping cart" facility where users can arbitrarily deposit e-mails, documents, or entire folder trees. Anything in the "cart" can then be exported in ZIP or PST formats with folder structures accurately preserved. This facilitates the work of auditors or staff traveling in places without connectivity.	✓	✓	-

## CLASS LEGEND

**Info:** Feature that provides additional information to the users

**Group:** Groupware feature, in other words, an element facilitating close collaboration of users in departments or groups.

**Perf:** A feature enhancing the performance of Outlook for users receiving more than a few hundred e-mails daily.

**Fclt:** A feature facilitating the everyday work of the user.

**Cmpl:** A feature helping compliance with Records Management/SOX/GDPR.

## FEATURE AVAILABILITY LEGEND

✓: Feature is available.

**F:** The feature will be available in a future release.

**F<sup>1</sup>:** The feature will be available soon. MessageSafe Search is also available as a standalone web application that can be executed with any web browser. After reading an e-mail with the built-in preview pane, a user may download it fully. In this case, an Outlook client is required to open a message and further work on it.

**N<sup>1</sup>:** Requires the advanced e-mail client Nine® or OfficeMail Pro from 9Folders Inc.

**N<sup>3</sup>:** Users can read e-mails in shared mailboxes and reply to them but need help distinguishing unread messages. The default Outlook behaviour is to mark a message as read for all users of a shared mailbox with a single read operation. This is taken care of in standard Outlook through the Astris add-ins.

## Summary

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Astris TeamWare offers a rich set of features to enhance the everyday experience of Outlook users working in mail-intensive and collaborative environments.

The list presented above is not exhaustive; many more features exist that facilitate adaptation to many different business environments.

For more information, please get in touch with MetaDocs Ltd at [info@metadocs.eu](mailto:info@metadocs.eu) or visit our site, [www.metadocs.eu](http://www.metadocs.eu)