



IS YOUR INBOX HOLDING YOU BACK?

A research report on email management
for architecture, engineering & construction firms



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EXECUTIVE SUMMARY: A WORD FROM MARCUS

I'm excited to share insights from our latest research into how email is used within the AEC industry. In the AEC world, where precise communication and collaboration are critical, email often serves as the lifeblood of every project. Yet, without proper management, it can quickly become overwhelming, leading to lost information, communication breakdowns, and unnecessary stress.

From project delays to legal complications, poorly managed email can have far-reaching consequences that no firm can afford to ignore. We wanted to understand how email specifically affects the daily workflows of AEC professionals across different roles—from administrative staff to senior executives—and what we found confirmed what many of us have felt for a long time: email can be both a powerful tool and a constant challenge.

This is why we created CMap Mail; to transform email management from a source of frustration into an intuitive, reliable process that supports your work rather than hinders it.

With assisted filing, powerful search capabilities, and cross-platform integrations, CMap Mail helps teams stay organized, reduce risk, and focus on what truly matters: delivering exceptional projects.

I invite you to explore our findings and see how implementing a system such as CMap Mail can help you take control of your email, save time, and improve overall collaboration.

Warm regards & happy reading,

Marcus Roberts



Marcus Roberts, Head of Mail & PIM

Marcus Roberts

RESEARCH OUTLINES

To conduct this research, we surveyed 300 professionals in the Architecture, Engineering, and Construction (AEC) industry. Our goal was to uncover how email is utilized in their day-to-day operations and its overall impact on their firms. Additionally, we examined the specifics of email management and its effects on working practices within these organizations.

We also divided these results across a range of seniorities and roles spanning administrative and design to leadership & C-Suite levels, exploring how project communication and email management affects these various positions in differing ways.

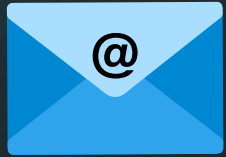




STANDOUT STATISTICS



STANDOUT STATISTICS



Email is the most important form of communication for the AEC industry



2 out of 3 (67%) of AEC professionals have challenges finding project emails at least once per month



Over three quarters (77%) of AEC firms have experienced difficulties finding emails during litigation

3,000+
emails sent
per year

As an average, AEC professionals send over 3,000 emails each year across their projects



Two thirds of AEC professionals spend at least 30 minutes each day managing their project emails

£20K+
lost revenue
per year

Potential lost revenue, per senior employee, per year when operating without an email management solution



WHY IS EMAIL IMPORTANT **TO AEC FIRMS?**

PART ONE



WHY IS EMAIL IMPORTANT TO AEC FIRMS?

PART ONE

An email inbox has now moved beyond being a place that only sends and receives information, it's now a central communication hub that facilitates project management through information exchanges, project coordination and collaboration, and record keeping.

9

State that email is the most important communication tool for their business.

10

Email has become the driving force behind Architecture, Engineering, and Construction (AEC) firms, with **9/10 AEC professionals stating that it's the most important communication tool** for their business.

In an industry where the margins for error are slim, staying on top of emails is one way to guarantee smooth project processes. Without any system in place to manage these emails, AEC firms are much more likely to find themselves struggling with project communication as there can be an overload of emails leading to miscommunication, slowed response times, and missed or lost files.

Top communication methods for AEC firms:

- 1 Email
- 2 Telephone calls
- 3 Apps
- 4 Text message
- 5 Social media

With no implemented system or process in place, there is also a risk for firms that employees are not adhering to standardizations that should be in place for sorting and filing these emails. While this may seem non-essential on the surface, when it comes time to find an email or attachment, usually for litigation or claim reasons, it can cause a huge time sink for employees both junior and senior, and even a lost legal case.

Our research has uncovered that AEC professionals spend the majority of their time on project management and administrative tasks, highlighting that upgrading to an email management system is one way to improve overall productivity and professionalism.

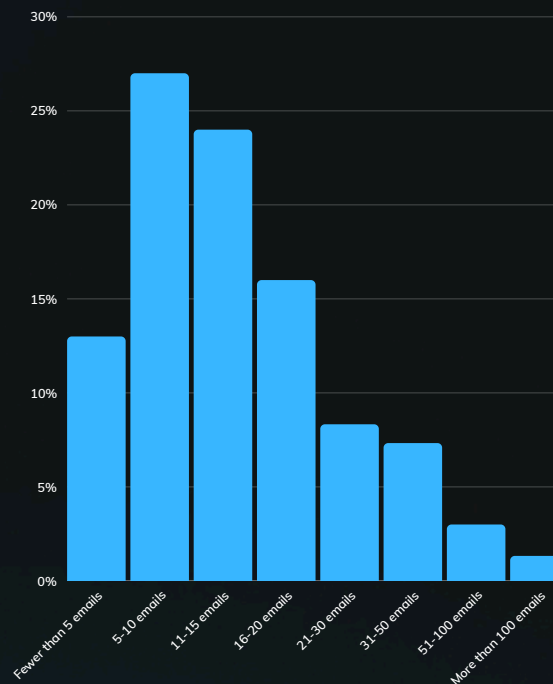
WHY SHOULD AEC FIRMS TAKE CONTROL OF THEIR EMAIL MANAGEMENT?

PART ONE

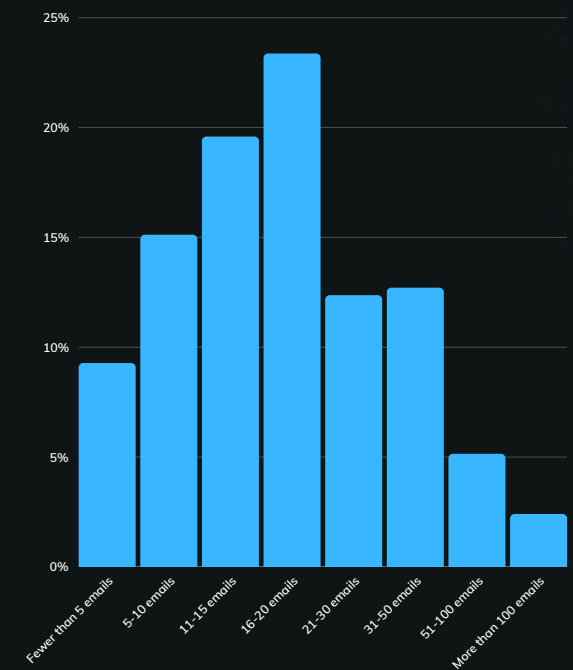
Effective email management is crucial for any AEC firm, as it directly influences productivity, communication efficiency, and project success. Poorly managed emails can lead to missed deadlines, overlooked details, and fragmented communication, which can derail even the most meticulously planned projects and project relationships.

By implementing thorough email management practices, AEC firms can simplify workflows, increase collaboration among team members and external parties, and ensure that critical information is easily accessible and properly archived on cloud-based servers with the correct standardizations.

Average number of emails sent by AEC professionals each day



Average number of emails received by AEC professionals each day



With **60% of AEC professionals sending over 10 emails each day**, and **75% receiving more than 10 emails per day**, it's essential that these practices are preserved and upheld as they can quickly become out of control and disorganized.

WHY SHOULD AEC FIRMS TAKE CONTROL OF THEIR EMAIL MANAGEMENT?

PART ONE

The volume of emails that need to be managed daily is ever increasing, with **1 in 5 AEC professionals receiving over 20 emails per day**, which can add up to nearly 7,300 emails per year. These numbers quickly add up and can become overwhelming, time consuming, and an organizational challenge if there is not a set system in place.

The benefits of prioritizing email organization

A quality email management solution not only reduces the risk of errors and miscommunication, but also frees up valuable time for professionals to focus on core project activities, ultimately driving better project outcomes and fostering a more organized and efficient working environment for those involved.

75%

AEC professionals receiving more than 10 emails per day

20%

AEC professionals receiving over 20 emails per day



THE UNSEEN COST OF **UNMANAGED** **EMAILS**

PART TWO



THE UNSEEN COST OF UNMANAGED EMAILS

PART TWO

Inefficient email management in AEC firms often incurs significant unseen costs and wasted resources. The challenges posed by disorganized email systems can be substantial, impacting productivity and overall project efficiency.

As AEC professionals spend the **majority of their time on project management and administrative tasks** it's important to mitigate these time sinks.

Every minute spent sifting through cluttered inboxes, searching for critical information, or clarifying miscommunications adds up. This wasted time detracts from valuable project work and can accumulate into a considerable loss of billable hours.



THE UNSEEN COST OF UNMANAGED EMAILS

PART TWO

Currently, 93% of AEC professionals spend over 10 minutes managing emails, with a **daily average of 30 minutes** which adds up to 16 working days per year.

93%

AEC professionals spend over 10 minutes managing emails daily

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By addressing this challenge head-on, firms can improve email processes, improving workflow efficiency and reducing the time professionals spend on administrative tasks.

Proper email management systems not only reduce these hidden costs but also foster a more productive and focused working environment, allowing team members to dedicate their efforts to core project activities and client deliverables.



per year spent on email management alone

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By utilizing an email management system, firms can improve:

- + **Email processes**
 - + **Workflow efficiencies**
 - + **Time sinkage**
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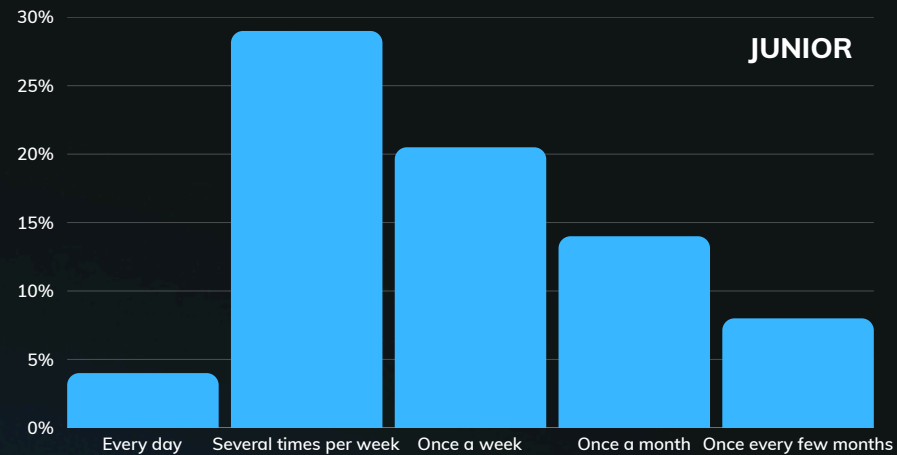
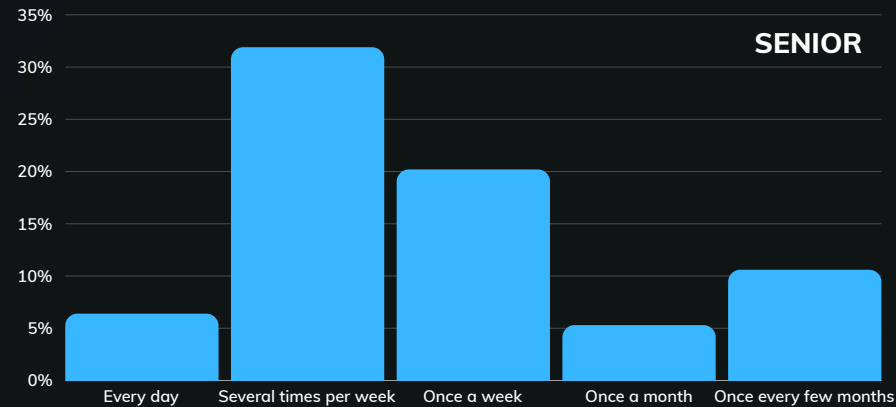
Discoverability of information

One of the unseen time sinks that AEC firms often face is the significant time spent looking for project information buried within their inbox. This can include checking back on amendments made to documents and drawings, confirming contract information, and double checking agreed timelines.

75%

Across all participants, 75% of AEC professionals have stated they have had difficulties finding project information at any time, across their project emails and attachments.

How often do professionals face difficulties in finding project information via email?



Litigation & legal challenges

Finding emails becomes a critical issue for firms when involved in litigation and/or fee claims. Fee claims are often won due to lack of information, and as most correspondence is now conducted via email, this important information can become buried.

Over three-quarters (77%) of AEC firms have had difficulties finding emails during litigation, highlighting the prevalence of this issue and the desperate need for firms to get their email communication under control.

OVER

3

4

had difficulties
finding emails
during litigation

The struggle to receive this information can have severe consequences in the context of litigation and fee claims, resulting in potential financial losses, legal penalties, and damaged reputations for firms.

Regulatory changes

The issue of lack of discoverability is further highlighted with the introduction of The Building Safety Act (BSA) and its golden thread component for high-rise buildings.

The BSA maintains that firms must maintain a complete digital record of files and communication throughout a building's life-cycle which must be easily audited and searched. While this currently applies to certain buildings, it can be projected that it will expand across the built environment in the future.

In light of these challenges, AEC firms must prioritize the implementation of effective email management solutions. These systems should include advanced search capabilities, proper archiving procedures, and standardizations that enable staff to file, store, and search information instantly.



ROI OF EMAIL **MANAGEMENT**

PART THREE



THE ROI OF EMAIL MANAGEMENT

PART THREE

Email management does not just assist firms in legal battles, or ease communication across a team, it can also save AEC firms time and money that would better be spent elsewhere.

If we look at the position of a Partner or Director of an architecture firm, who roughly charge around £160p/h (based on RIBA Business Benchmarking 2023) and spend on average 30 minutes+ managing emails, that is 130 hours annually spent on emails.

This time adds up, not only in hours but also financially, with these positions making an estimated loss of £20,000 in billable hours on managing emails alone.

In comparison, Architects with 1-2 years of experience who charge an average rate of £74p/h (based on RIBA Business Benchmarking 2023), usually spend an average of 45 minutes a day managing their emails which adds up to around 195 hours per year on emails alone. This equals roughly £1,200 a month lost on hours spent on managing emails, **which adds up over time to £14,800 annually.**



-20K

*an estimated loss of £20,000 in
billable hours on managing emails
(for senior roles)*



-15K

*an estimated loss of almost £15,000 in
billable hours on managing emails
(for junior roles)*

KEY TAKEAWAYS

1.

Email is the backbone of communication in AEC firms

Email plays a central role in AEC firms, facilitating project management, collaboration, and information exchange. However, without proper management, it can lead to miscommunication, project delays, and missed opportunities.

2.

Poor email management wastes valuable time and resources

Professionals across all levels in AEC firms spend significant time managing emails, often struggling to find critical information when it's needed most. This inefficiency leads to lost productivity and increased operational costs.

3.

Effective email management improves efficiency and reduces risk

Implementing a robust email management system can streamline workflows, enhance collaboration, and reduce the risks associated with lost or misfiled information, especially during high-stakes situations like legal disputes.



INTRODUCING C⁹MAP MAIL

PART FOUR



INTRODUCING



CMap Mail

CMap Mail was developed as a tailor-made solution for the AEC industry to mitigate the issues caused by email mismanagement. Our email management solution saves you time, improves your collaboration with your team & external parties, and reduces risk associated with lost or misfiled information.



Assisted email filing

Keep correspondence organized with project-based filing & automated filing of future replies in the thread



Powerful search

Easily search your emails & attachments with advanced search capabilities that find what you need in an instant



Familiar and Secure

Get the durability, security and storage features provided by your Microsoft systems, in an easy-to-use interface



Anytime, anywhere, any device

Manage, file and search your project communication from old & new Microsoft Outlook & across Windows, Mac & mobile devices

CONTACT

To find out more about CMap Mail and how it can help your business,

[book a 1:1 demo today with one of our experts](#)

or if you are looking for more information,

[discover more on our website](#)



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“What I love about CMap Mail is that filing an email doesn’t make it less accessible, it makes it more accessible, to both you and your team, for the long term.”

Marcus Roberts

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