

GroupWise 2012: Top Ten Features Users Lose with Gmail

Organizations considering a move from an enterprise-class e-mail system to so-called “free and simple” Google Mail might not realize that Gmail in an enterprise environment is not so simple after all—and can actually be much more expensive than “free.”

It's not difficult to find stories in the press of organizations that moved from an on-premise e-mail system to Gmail, only to experience heartburn and hassle over lost functionality, capacity limits, security concerns, data governance issues, storage costs and more. After all, you get what you pay for.

A move from the enterprise-class capabilities of Micro Focus® GroupWise® to Gmail might seem like a cost-saver, but not when you account for the cost of lost productivity. Here are the top ten features once-productive GroupWise users will miss if their organization moves to Gmail:

- 1. Message Retraction and Tracking.** GroupWise provides a robust silent retraction capability, which makes unopened e-mails, appointments, notes or tasks vanish as if they never existed. It also lets you non-intrusively track who has opened, replied, forwarded, accepted or deleted a message or appointment. Gmail doesn't provide any message retraction or status tracking.
- 2. Offline Mode.** GroupWise offers the cross-platform ease and flexibility of browser-based e-mail access, but it also provides offline access through native e-mail clients. Gmail users are not so fortunate. When you're offline in Gmail, you can't view or respond to any of your e-mails unless you separately install a third-party e-mail client or use Google Chrome.
- 3. Folders.** GroupWise gives you the power and flexibility of both folders and categories to organize your messages, tasks, appointments, contacts, notes and documents. Gmail, by contrast, relies on a limited labeling methodology. Labels are also hardwired to specific content types, which means you have to search your mailbox, calendar and contacts separately to find all content with a particular label.
- 4. Inbox and Folder Customization.** GroupWise lets you personalize your workspace environment with multiple, highly customizable dashboard views. Within any dashboard you can adjust the placement, size, sorting and coloring of your inbox, calendars, folders, tasks, contacts, external web panels and other content to your liking. The customization provided by Gmail is limited to filtering and color-coding labels and putting “stars” on messages.

A hosted e-mail model certainly has its benefits, but you don't have to sacrifice the advantages of GroupWise to move to a hosted model. By leveraging a GroupWise hosting partner, you can go hosted while keeping the GroupWise features, capabilities and security you love. Visit www.novell.com/products/groupwise/features/cloud-email.html to learn more.

We're focused on meeting customer needs with quality products that deliver an excellent return on investment. Get the latest, most dynamic details about our plans for GroupWise—and the direct customer input that guides them—at: www.novell.com/gwroadmap

5. Task Management. GroupWise provides robust, real-world task management with integrated checklists, subtasks, filtering, sorting and “percent complete” graphical indicators. Gmail gives you a basic “to do” list for tasks, and not much more. To sort tasks you have to manually drag them up or down in the list. Tasks can't be labeled. They can't be shared or sent. And Gmail tasks have no progress indicator other than a checkbox to mark them complete.

6. Shared Folders. GroupWise simplifies collaboration by allowing you to easily share a folder or a complete folder tree with others. Gmail doesn't provide a means for sharing folders since architecturally it has no concept of actual folders.

7. External Free/Busy Search. GroupWise provides powerful and flexible busy search capabilities—even allowing you to perform busy searches on partners, customers or other individuals outside of your organization that use different e-mail systems. Setting up meetings in a Gmail environment is not so easy. Not only is the busy search capability highly complex to set up and configure, but it provides no external free/busy search option.

8. SPAM Control. To keep your inbox free of unwanted messages, GroupWise gives you effective and granular SPAM control options with its Block Lists, Junk Lists and Trust Lists. The control Gmail provides is limited to reporting SPAM and creating filters to label messages as SPAM. Additionally, the only way to whitelist e-mail addresses in Gmail is to add them to your Contacts list.

9. Personal E-mail Archive. To protect items from being deleted, save network space and keep your mailbox uncluttered, GroupWise provides local/personal archiving of all GroupWise content. Gmail provides an archive function, but it simply consists of moving a message from the inbox to the “All Mail” label. While this can help unclutter your inbox, it doesn't protect messages from accidental deletion, reduce your mailbox usage or give you the added protection of a locally stored archive.

10. No Roadblocks to Productivity. GroupWise lets you easily scale your collaboration to meet the growing needs of your organization. Gmail limits your capacity to 25GB of storage per user. Attachments can't exceed 25MB. It limits users to 2,000 messages a day. And a message can't have more than 500 recipients. With Gmail, you encounter roadblocks at every corner. You can get around them if you're willing to keep opening your wallet. Or you can continue to count on GroupWise to ensure workforce productivity and organizational success.



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