

Email Analytics Platform

Unlock the Power of Email Analytics & Automation with SNP

In today's digital era, email remains a cornerstone for communication within organizations, whether it's interacting with customers, vendors, or partners. However, extracting actionable insights from email communications has often been overlooked due to its inherent complexities. With the advancements in AI, particularly Generative AI (Gen AI), email analytics can now be a top priority for organizations aiming to optimize their communication strategies and enhance operational efficiency.

Why Email Analytics Matters

Emails contain a wealth of information crucial for business operations. For instance, understanding the volume of emails related to sales orders, inquiries, or customer feedback can significantly improve service delivery and customer satisfaction. By leveraging Gen AI, businesses can unlock insights that were previously hidden, enabling them to:

- Measure and analyze email traffic patterns.
- Categorize emails by topics such as sales, support, inquiries, etc.
- Extract key metrics that inform business decisions.

Automating Email Processing

In addition to analytics, automating email processing can transform how businesses handle their communications. Organizations dealing with numerous emails and attachments, especially those requiring manual intervention, can greatly benefit from automation. Gen AI can:

- Automatically classify and route emails to the appropriate department or team.
- Extract relevant information from email content and attachments.
- Trigger automated workflows based on email content (e.g., updating CRM systems, generating reports).

Our Solutions at SNP:

At SNP, we understand the challenges and opportunities in email analytics and automation. Our proprietary solutions leverage cutting-edge Gen AI technology to deliver comprehensive email analytics and automation capabilities tailored to your business needs.

Our offerings include:

- **Email Classification and Tagging:** Automatically categorize emails based on predefined or custom categories to streamline your workflow.
- **Content Extraction:** Extract essential information from emails and attachments, reducing the need for manual data entry and enhancing data accuracy.
- **Automated Workflows:** Implement automated processes to handle repetitive tasks, freeing up valuable time for your employees to focus on higher-value activities.
- **Insightful Analytics Dashboards:** Gain real-time insights into email traffic, response times, and customer sentiment with our intuitive dashboards.

What we need from the Customer ?

Email Conversations:

- Access to email conversations or PST files.

Domain Knowledge:

- Information regarding the business process, terminology and keywords.

Categories or Tags:

- Predefined categories or tags to help in processing and categorizing the emails effectively.
- E.g., Sales Order, Enquiry, Technical Issue etc.,





Benefits:

- **Enhanced Efficiency:** Reduce the manual effort involved in processing emails, leading to faster response times and improved productivity.
- **Improved Decision-Making:** Make data-driven decisions based on comprehensive analytics of your email communications.
- **Scalability:** Our solutions are designed to scale with your business, accommodating increasing volumes of email traffic and complexity.
- **Customization:** Tailor our solutions to fit your specific business processes and requirements.

About SNP Technologies Inc.

SNP's consulting services help businesses of all sizes transform with innovative, cloud-based solutions that harness the power of Microsoft Azure.

We combine elements from our [ISO certifications and Microsoft specializations](#) as well as the most efficient and innovative technology tools and platforms to help our clients become more agile, more customer focused and more operationally efficient.

 <p>Data & AI Azure</p> <p>Specialist Data Warehouse Migration Kubernetes on Azure Analytics Infra and Database Migration Migrate Enterprise Apps to Azure</p>	 <p>Digital & App Innovation Azure</p> <p>Specialist Kubernetes on Microsoft Azure Modernization of Web Apps DevOps with GitHub Migrate Enterprise Apps to Azure</p>
 <p>Infrastructure Azure</p> <p>Specialist Azure VMware Solution Networking Services Infra and Database Migration Azure Virtual Desktop</p>	 <p>Security</p> <p>Specialist Cloud Security Threat Protection</p>

Member of
Microsoft Intelligent Security Association



ISO Certifications:



**ISO 22301:2019:
Business Continuity
Management System**



**ISO 20000-1:2018:
Service Management
System**



**ISO 27001:2013:
Information Security
Management System**

MICROSOFT PARTNER AWARDS:

	<p>2024 FINALIST MSFT AMERICAS PARTNER OF THE YEAR Infra & App Innovation</p>
	<p>2023 PARTNER OF THE YEAR FINALIST Security</p>
	<p>2021 MSUS PARTNER OF THE YEAR WINNER Business Excellence in Solution Assessments</p>

	<p>2019 MSUS PARTNER OF THE YEAR WINNER Intelligent Cloud & OSS on Azure</p>
	<p>2019 PARTNER OF THE YEAR FINALIST Open-Source Applications & Infrastructure on Azure</p>
	<p>2018 US SI PARTNER OF THE YEAR WINNER Solution Innovation on Microsoft Azure Award</p>

Let's move forward together with confidence. We're here to help at every step.

Email us: SNP's CEO Prakash Parikh: prakash@snp.com