

Results of a Survey With Email Users

An Osterman Research Survey Report

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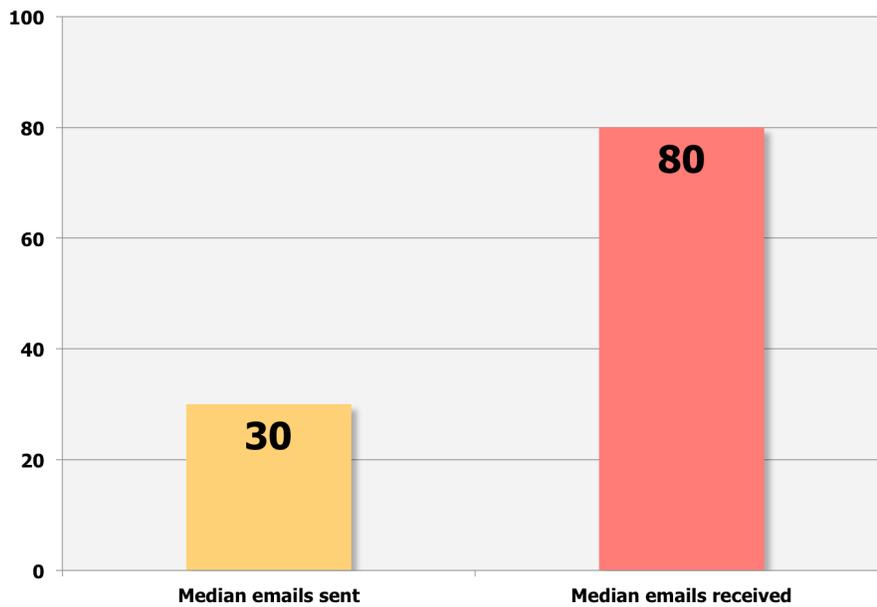
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SURVEY BACKGROUND

- A total of 139 online surveys were conducted with end users across a wide range of industries and organization sizes.
- The mean organization size surveyed was 12,659 employees and 12,220 email users; the medians were 1,000 and 650, respectively.
- Surveys were conducted in early 2013.

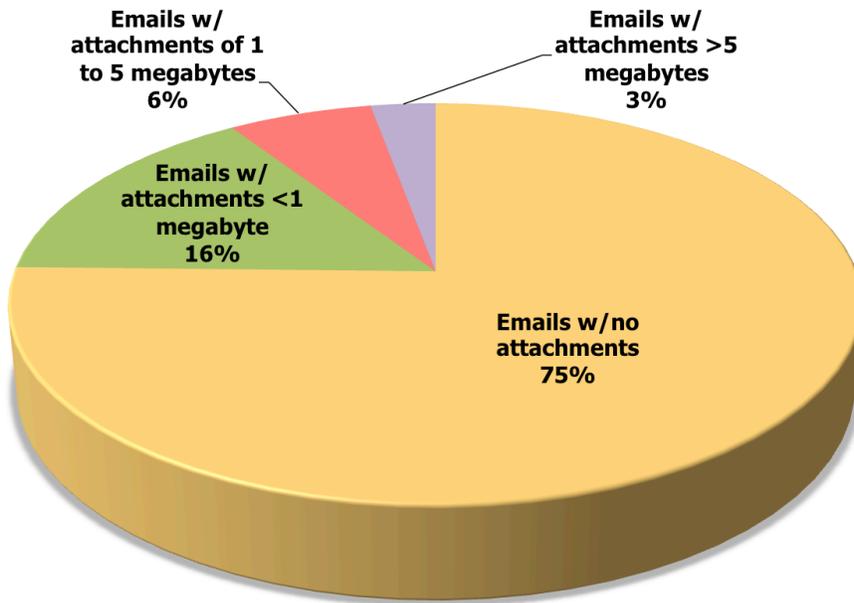
SURVEY RESULTS

On a typical workday, how many emails do you send and receive on your corporate/work email system?

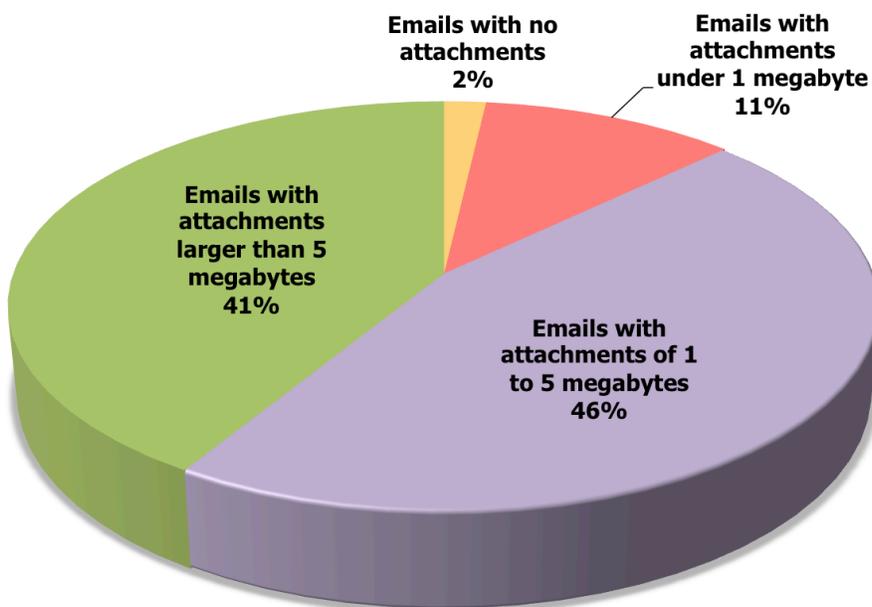


The mean number of emails sent and received was 165 and 309, respectively.

What percentage of the emails that you receive on a typical day in your corporate/work email system fall into the following size categories?



Distribution of email traffic flow by email size.



For purposes of calculating email traffic flow by email size, we used the following assumptions about email size:

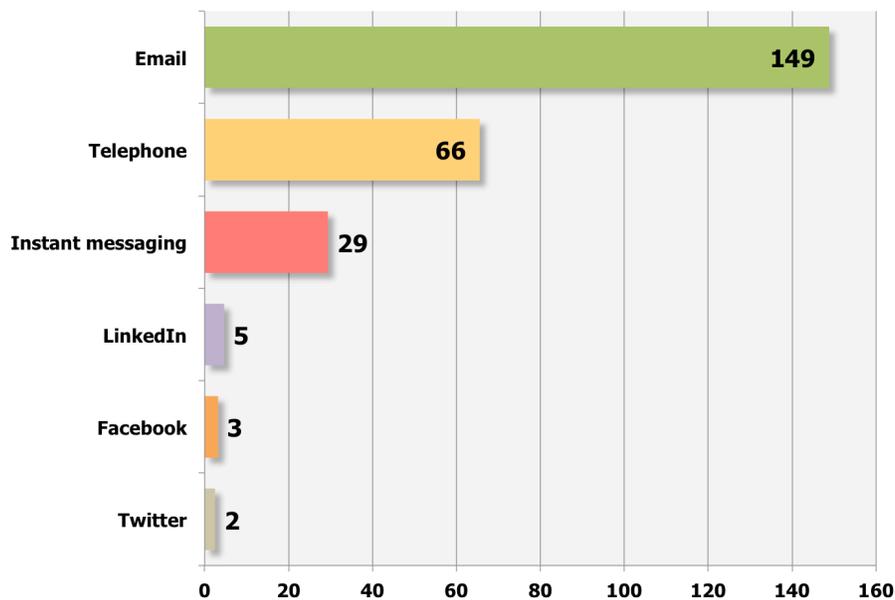
Emails with no attachments: 10kb

Emails with attachments <1Mb: 300kb

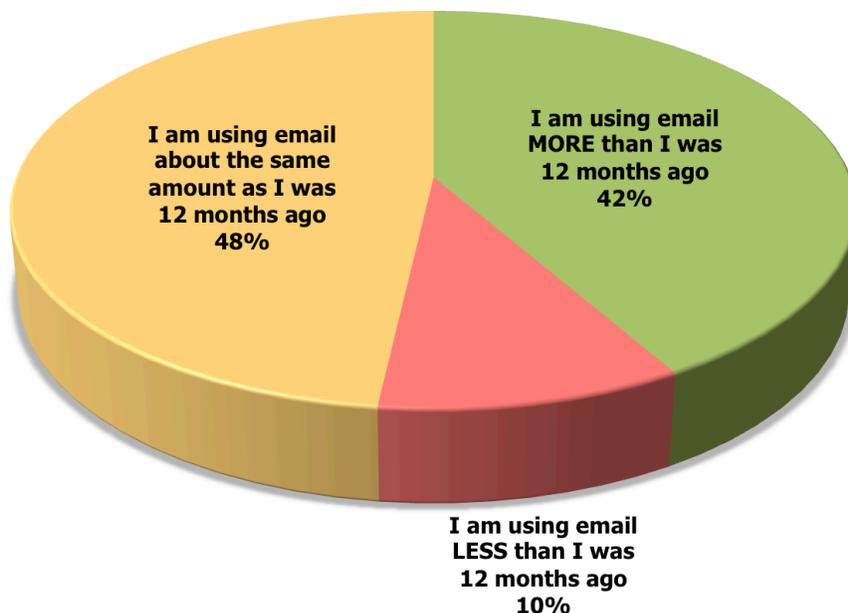
Emails with attachments of 1-5 megabytes: 3Mb

Emails with attachments larger than 5 megabytes: 6Mb

On a typical workday, how many minutes do you spend using the following tools for corporate/work purposes?

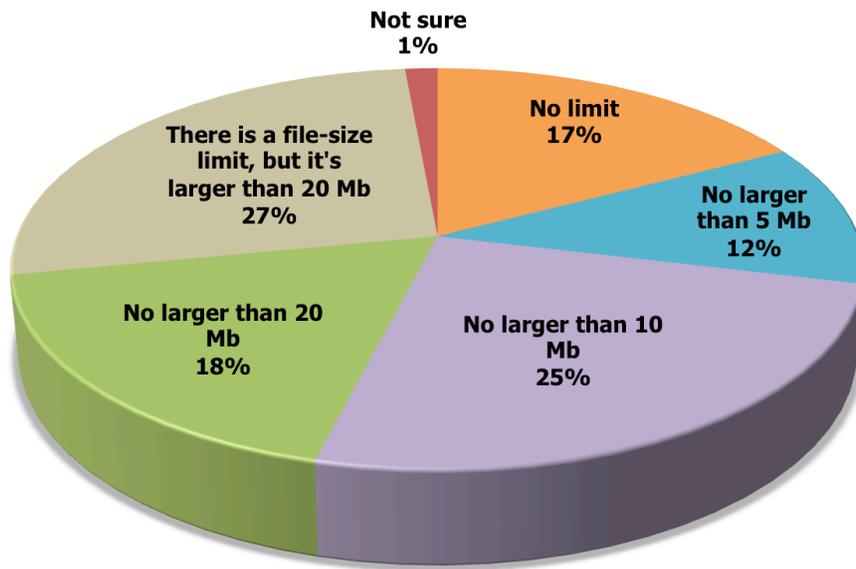


Which of the following best characterizes your use of corporate/work email over the past 12 months?



Despite the of alternative forms of communication, 90% of information workers are using email as much or more than they were 12 months ago.

Which of the following best characterizes your corporate/work email system with regard to the size of attachments you can send through it?



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