



Business Case: ATEA introduces [LeanMail Shared Inbox](#) to their software sales department

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ATEA manager, Marlene de Voss

ATEA is the leading Nordic and Baltic supplier of IT infrastructure with approximately 6,100 employees and a revenue of more than NOK 22 billion. One of their areas of competence is software and licensing. Their software department receives a lot of inquiries in their mailbox every day. In order to be able to handle these as effectively as possible Atea implemented Atrendia's new LeanMail for Shared Inboxes, and it turned out to be a great success. A nearly 70% reduction in time spent in the shared inbox was calculated.

Here's what Sales manager **Marlene de Voss** had to say in a recent telephone interview:

*Before we implemented **LeanMail for Shared Inboxes** there was a small amount of chaos going on. People couldn't see who was working on what; they were opening individual mails several times and people were very busy. Having a better overview is what really helped. Now we can see who's working on what, so that we don't have to ask around anymore – and since our team is in several cities, this was very helpful.*

Note: as of August 2019, ATEA continues to use our solution.