

Email Management From The Eyes of a Worldwide Fulfillment Services Company

As part of an ongoing study of how customers use eMail Manager, we talked with PBD Worldwide Fulfillment Services about how they use eMail Manager to help their business.

IFModules: What made you select eMail Manager to manage your emails?

PBD: eMail Manager's simple user interface and management allowed us to easily manage user account and limit access. The ability to add, edit and delete rules (for controlling which email goes where) is also very easy and extremely flexible.

IFModules: How has eMail Manager helped your business?

PBD: The core of our business is providing a positive customer experience at every possible touchpoint and our services are designed to be flexible and supportive of a wide variety of distribution and fulfillment needs. eMail Manager helps us manage over 300 daily email order requests for over 40 different clients, worldwide, with multiple user access.

IFModules: What eMail Manager feature makes it stand out from other applications?

PBD: With eMail Manager, standard replies (canned responses) can be created by administrators for quick and consistent email replies, but many times these replies need to be fine tuned to address the email more directly. That is why we find the ability to modify standard replies "on-the-fly" such a useful tool.

IFModules: Any other comments you feel other customers should know?

PBD: The level of service and support that we receive from the IFModules team is excellent. The team is always responsive when we have questions and requests.

About PBD Worldwide Fulfillment Services

PBD was founded in 1976 with the goal to provide the best possible storage, distribution and fulfillment services to associations and publishers. Over the years, PBD's client base has significantly expanded to include numerous associations, faith-based and educational publishers and corporations. For more information on PBD, log on to www.pbd.com.