

Viimeisin kampanjatiedottemme on ilmestynyt 21.9.20, kts tarkemmat tiedot **KAMPANJA**-linkistä!

Osallistu tästä ilmaiseen **timetoreply-webinaariin 8.10 & 13.10 klo 15:00**

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## PÄÄVALIKKO

ETUSIVU  
YRITYSTIEDOT  
TUOTEPERHEET  
TUOTERYHMÄT  
SUPERHAKU  
LISENSSIT  
KAMPANJA  
UUTUJUT  
SUPERTARJOUKSET  
SOFTABASAARI  
SOFTAINFOA  
Softautiset.  
Käytetyt lyhenteet.  
Tuote-esittelyjä.  
Juridiikka.  
Tietoturvaongelmien ratkaisuja.  
Ohjelmistovalmistajien tukea.  
Käyttäjäfoorumeja.  
Hyödyllisiä apuohjelmia.  
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Lehdistötiedotteita.  
Seminaarikutsuja.  
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ATK-KAAPELIT  
ATK-KIRJAT  
ATK-LEHDET

## timetoreply



## BEST Email Analytics Software and the only software to measure the timetoreply Ratio™ In Helsinki

**timetoreply** is an email analytics tool built for managers and team leaders who want to visualize their team's email reply times and volumes. Founded in 2013 by South African entrepreneur, Dane Spear, timetoreply's SaaS tools have since provided crucial business email insights to a growing list of SMEs and Fortune 500 companies in every industry from advertising to logistics, travel, and legal services.

The team at timetoreply are committed to making email (still the world's most widely-used business communication channel) a stress-free place that enables sales, support, key account and remote teams to do their best work. Read [more \[pdf\]](#) about timetoreply.

## Best Solution



luotettava  
kumppani



2019  
Softa Superstore  
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asiakastieto.fi

## Time To Reply **RATIO**

The **SINGLE**  
**greatest**  
**NEW ratio** to  
**increase**  
**sales** via email!



### Kutsu **TIMETOREPLY**-verkkoseminaariin

Osallistuisitko lyhyeen 17 minuutin webinaariin nähdäksesi **TIMETOREPLY**-ohjelmistoesittelyyn. **TIMETOREPLY** on maailman paras sähköpostianalyysiohjelmisto ja ainoa ohjelmisto, jolla mitataan aikataulun mukaista meilien vastaussuhdetta. Tämä on uusi tuote, jota esittelemme nyt auttaaksemme sinua ja muita asiakkaitamme lisäämään myyntiään.

#### **Englanninkielinen webinaari pidetään:**

torstaina 8.10. sekä tiistaina 13.10. klo 15:00 Suomen aikaa.

Rekisteröintilinkki: <https://forms.gle/cHryGKtvD65TCSRy8>

Uskomaton yrittäjien, kehittäjien ja sijoittajien tiimin vetämä **TIMETOREPLY** on perustettu 2011 ja on maailman ensimmäinen sähköpostianalyysiohjelmisto, joka seuraa uutta tärkeää meilien vastaussuhdetta.

#### **TIMETOREPLY** tarjoaa:

1. Universaalisti yhteensopiva
2. Paras analytiikka
3. Paras jaetun sekä yksittäisen meilipostilaatikon seuranta
4. Datajohtaja
5. Hintatehokkain

**TIMETOREPLY** auttaa selvittämään yrityksesi meilausten vastaussuhdetta, joka on suurin yksittäinen seurattavissaoleva suhdeluku, joka tehostaa sähköpostitse tapahtuvaa myyntiäsi. **TIMETOREPLY**:n käyttö on myös saanut asiakkailta ylivoimaisen myönteisen reaktion ja se on yksi syy, miksi me olemme valinneet sen.

#### **Nähdään webinaarissa**

Toivottavasti ehdit ensimmäiseen webinaariimme (se ei ole tylsä!) - niin hienoa. Jos et, valitse toisen webinaarin päivämäärä ja voit nähdä silti esittelyyn. Mutta sinun todella kannattaa osallistua!

Voit myös meilata tai soittaa meille ja vastaamme mielellämme kaikkiin kysymyksiisi ja/tai järjestämme **henkilökohtaisen istunnon**. Voin myös asentaa **ilmaisen trialin** omalle koneellesi.

#### **Toivottavasti näemme webinaarissa!**

Vesa Sohlberg  
Softa SuperStore Finland Oy, p: 09-3424370, [myynti@softasuperstore.com](mailto:myynti@softasuperstore.com)

**timetoreply** is the best, most secure and **ONLY** universally compatible email analytics tool (tracks email volumes, reply times, and first and last activity for **G Suite** to

**Outlook and everything in between** for individual and shared mailboxes (and individual contributions to shared mailboxes) with the best data and most comprehensive metrics (real-time reporting, customized scheduled reports and API integration, as well as advanced filters to help make sense of your most important customer and lead emails) as the price-performance leader with included free support, and a full-feature free trial, no software installation required.



**timetoreply Sales** is best suited to:

- Sales teams leads

**timetoreply Success** is best suited to:

- Customer Success team leads
- Customer Support team leads
- Client Services team leads
- Key Account Management team leads
- SLA Driven team leads

**timetoreply Remote** is best suited to:

- Managers/companies for a daily snapshot of their remote team's workload (email volume) and productivity (reply times). Timetoreply Remote is light and affordable enough to be rolled out across an entire organization.

 **96.08%** of the sales leaders say **email** is their go-to when communicating to potential customers.

## Major Problem Solved

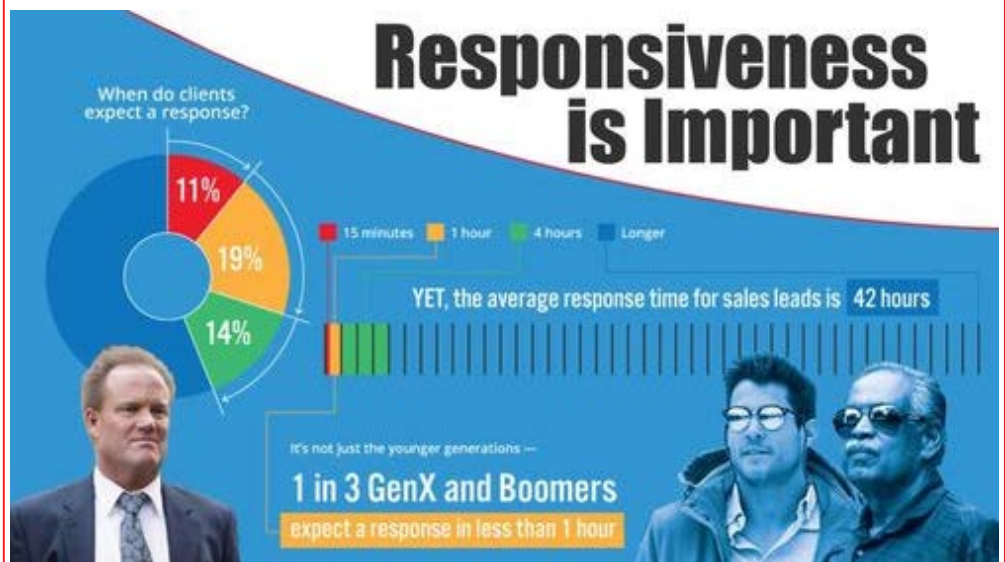
- You need your team to perform now more than ever – Especially true now that companies have been forced to adopt remote working and are on the lookout to recover lost sales
- Existing employee tracking tools or expensive CRMs have “issues”
- Existing performance tools are pricy, time-consuming and invasive – employees hate them
- You're in the dark about your remote working team's productivity when you can't afford to be. When everyone is working remotely, you have no view of how quickly your team is handling leads or responding to customers

Read [more \[pdf\]](#) about timetoreply.

## Solution – *Time To Reply Ratio*

### • *Time To Reply Ratio – New Category*

- Tells you how FAST sales or customer service is responding
- Monitors – time started, time ended and all work patterns
- You know EXACTLY which employees are “working” the schedule
- Uses existing email system – you do nothing new... it just works!



## Attention

- Are all your valuable incoming leads being handled effectively?
- Is your support team giving your paying customers the attention they need?
- Are your internal communications fruitful in keeping your business running smoothly?
- Are your employees engaged and productive when working remotely?
- Is the workload balanced between team members?

## Problem

1. **You need your team to perform**

Gauging team performance, productivity, and workload is a challenge for many companies from small businesses of three people to Fortune 500s. This is especially true now that companies have prematurely been forced to adopt the remote working model.

2. **Existing tracking tools have “issues.”**

CRMs or tools that measure employee performance or productivity are costly and time-consuming, invasive, and met with hostility; or require extensive training and interruption to staff workflow.

3. **You need your team to be more responsive**

In this period of adjusting to remote work, you have no view of how quickly your team is handling incoming leads or communicating with valuable customers.

## **Solution**

# **Email Analytics!**

Email analytics software can give you the data to engage both your workforce and your client base in Helsinki, Suomi, Finland. It can become a tool to monitor performance, productivity, and their influence on the bottom line. It is one huge and unlimited platform that stores and sustains priceless online conversations that can make your company succeed.

### **There are three main reasons to consider *email* analytics:**

1. **Quick and easy.**

Gauge team performance, productivity, and workload with actionable insights from real-time and past data—without the team having to do more paperwork!

2. **Non-intrusive AND no need for training or workflow interruption.**

Email analytics tools don't access the content of emails (their privacy remains intact) or require your staff to learn how to use yet another tool.

3. **Actionable insights.**

Email analytics tools allow you to monitor team performance and workload, giving you the peace of mind that *your team is active* and your customers are being attended to, and no leads are left to slip through the cracks.

## Average Reply Times - Taking Account of Business Hours

First Reply Time

**02h:07m:35s**

% OF FIRST REPLIES UNDER 01H:00M

**80.25%**

% OF FIRST REPLIES UNDER 04H:00M

**91.38%**

% OF FIRST REPLIES UNDER 08H:00M

**94.05%**

% OF FIRST REPLIES UNDER 24H:00M

**97.47%**

**But they are not all the same in Helsinki, Suomi, Finland.**

Some email analytics tools...

1. **Are Not Compatible.**

Most tools only track one mailbox client like Gmail or Outlook which rules you out if you use other email providers.

2. **Offer LIMITED analytics.**

Too many tools offer a limited dashboard, making it hard to analyze results across multiple team members or over time.

3. **Only track shared OR individual mailboxes.**

Most tools only allow you to monitor either a shared email address, or individual email addresses, but rarely both.

4. **Don't give you enough data.**

Too many vendors have analytic dashboards stripped to the bone-making it much harder to gain actionable insights from your team's performance results.

## 5. **Are too costly to install across your whole business**

Many alternatives charge extra for enterprise-level services, additional analytics, or try to squeeze in extra charges for support, increasing your monthly or annual payments beyond what you'd budgeted for.

So, how should you use email analytics data to monitor and support the productivity of your teams, and make sure that your clients and leads are getting the attention they need – all at an affordable price?

Perhaps you should consider...



**The most powerful, feature-rich email analytics tool in the market.**

### **Credibility**

- Timetoreply is a trusted email analytics platform used by SMEs and Fortune 500 companies alike.
- Founded in 2011 and lead by a credible team of entrepreneurs, developers, and investors.
- Notable clients include Telarus, Petronas, Acuity Brands, and Hisense.
- Security: ISO 27001 and Google Security Audited.
- Leadership includes former VP GE, Sr. VP Motorola, launched Netscape and AOL, and launched over 400 products



### **Best Email Analytics Software in Helsinki, Suomi, Finland**

There are **FIVE MAIN** reasons to consider timetoreply

1. **Universally compatible**
2. **The BEST analytics**
3. **The BEST shared and individual mailbox tracker**
4. **The data LEADER**
5. **The price-performance LEADER**

#### 1. **Universally Compatible.**

- **Works with all mailboxes.**  
Unlike all other email analytics alternatives, timetoreply is the *ONLY* email analytics tool that tracks individual and shared mailboxes for *ALL* email clients, including Gmail, G Suite, Outlook, o365, IMAP, MS Exchange, Mac Mail, Mimecast. No hunting around for a company-wide compatible tool, or starting a trial only to realize you can't use the product.
- **API Integration.**  
Your email reporting data is also easily integrated with your other reporting data via the API. This means that you can roll your email data stats into a broader picture of how your team/company's performing, or use the data to support contractual agreements or win more business.
- **Bulk adding option.**

Managers can add their team's individual mailboxes one by one OR by bulk, with or without employee involvement. Get the productivity stats you need without taking your team off track.

## 2. **Best analytics in Helsinki, Suomi, Finland**

- **Tracks inbound and outbound email volume.**

Timetoreply gives you stats on the volume of inbound and outbound emails for each one of your staff members or for shared mailboxes. This gives you an accurate picture of everyone's productivity and workload, enabling you to support/make changes where needed.

- **Tracks average reply times.**

View initial, overall, and average response times for teams and individuals. Use this actionable data to coach performance where needed, or reward superstars. Set goals, and have everyone focused on replying faster to the revenue-focused emails that matter most.

### **The facts:**

#### **If you respond first, you close more deals.**

- Companies that respond to inquiries within 1 hour are 7 times more successful than those who take 2 hours, and 60 times more successful than those who take over 24 hours!
- 78% percent of sales that go to the first company to respond.
- You'll see a 900% increase in contact rates when responding to lead in under 5 minutes.

#### **Email responsiveness builds repeat business**

- 80% of Americans say speed, convenience, knowledgeable help, and friendly service are the essential elements of positive client experience.
- When their expectations are met, customers are 80% more likely to continue using a business — and eventually, spend 67% more.
- BUT, 6 in 10 will walk away after just a few bad experiences.

1. **Tracks first and last activity.**

See each staff member's time of first and last email activity. Get a clear picture of their time spent online and engaged – ideal when working remotely. You can also use this data to make sure that everyone is working within agreed working hours, and not beyond them if it's not company policy to do so.

2. **Advanced filters.**

Make your data 100% accurate with the 'closed conversations' functions, time zone and business hour settings, outlier management, and advanced filters. Combined, these powerful filters allow you to easily spot messages that need replying to, course-correct slow reply times, and make sure that no leads or customers slip through the cracks.

## 3. **Best shared and individual mailbox tracker in Helsinki, Suomi, Finland**



- **Tracks individual mailboxes.**  
Track the individual email performance of each one of your team members and analyze all of them in one place. Quickly compare your team member's performance over time, and take corrective action before it's too late.
- **Tracks shared mailboxes**  
Track the analytics of any shared sales or customer service mailbox. Set SLAs, reply times goals and make sure that your team hits them.
- **Tracks individual contributions to shared mailboxes.**  
See who's contributing the most/least to shared mailboxes that you use for client/lead communication. Re-balance workloads among your team members, identify areas of productivity improvement and start new initiatives with team members who have extra time to spare.

#### 4. **Data leader.**

Timetoreply is the ONLY email analytics tool that provides comprehensive data from the FREE trial to paid plans.

- **Pre-ingested baseline data.**  
Unlike alternatives, timetoreply gives you a comprehensive baseline of up to 2 years of data to work with. With an established average in place, you can aim to improve your team/company's performance and track progress.
- **Real-time reporting.**  
Unlike alternatives, timetoreply's dashboard gives you access to real-time, extensive metrics, in one central place. No need to take any extra steps to 'unlock' the features or data you need when you need it.
- **Customized scheduled reports.**  
Get several different kinds of scheduled reports sent directly to your inbox on the metrics you care about most. This saves you from having to log into your dashboard to retrieve your data AND you can set the reports to be sent to management or fellow team members – keeping everyone on the team accountable and higher management in the loop (and hopefully impressed) with your progress.

#### 5. **Price-performance leader.**

Timetoreply offers the best price for the feature set and personalized support you'll get in Helsinki, Suomi, Finland.

- **Affordable.**  
Timetoreply is affordable so you can roll it out across your entire organization. Both tools are more affordable than complex CRM, employee monitoring, or collaboration software that gives you more features than you'll ever use.
- **Annual Subscription Discount.**  
Take advantage of the annual subscription discount on either the Remote or Ignite plan. You can also save when you add more mailboxes with the tiered plan. Use the extra budget to roll out

timetoreply *Remote* across your company.

- **No hidden or extra fees for managed services.**  
Billing is totally inclusive of the customization and any extra services you need. No unexpected bills that put a bad taste in your mouth.
- **FREE support.**  
Timetoreply's technical and customer success support is included free. No extra monthly or annual costs that you didn't expect, and all of the personalized support you need to get the most out of your analytics.
- **Full Feature FREE trial.**  
Enjoy ALL of timetoreply's features, filters, dashboards during your 7-day free trial, no holds barred. This means you'll have the best idea as to which plan is right for you at the end of the trial – no guesses needed.



### What's Holding You Back?

Now that you can see the advantage of using timetoreply to track your team's email analytics, what's holding you back? The following are some common questions.

- **Can timetoreply see the contents of my/my team's emails?**

Absolutely not. We only ever use the metadata in the subject line of emails to measure reply times. We don't have access to your email content. We also abide by the strictest and best practice data security measures, are ISO 27001 and Google Audit certified – a fancy way of saying that your data is ironclad.

- **I have a CRM, can't it do the same thing?**

Maybe—but it's not the same. CRMs are great, but they're focused on giving you the stats you need on your marketing emails, not your business emails. They also don't give you the valuable information you need on who's still waiting for a response, or what happens when a conversation transitions away from automation to a private business email address.

- **I'm worried about what my team members might think. Will they be alerted to the fact that I'm tracking their mailboxes?**

It's usually not a problem. You can track your team's mailboxes without alerting your team members if you prefer. However, we also have coaching materials on hand to help you introduce timetoreply to your team in a way that gets them on board and excited. Customer service and sales team should already be familiar with the concept of tracking progress, and now that we're all working remotely, more and more companies are using some kind of tool to track employee productivity.

- **Is timetoreply easy to install? I really don't have time to onboard and teach myself and my team how to use another tool.**

Yes! It takes just a few short minutes to get set up on timetoreply, and, once you've linked your mailboxes, you'll receive your first report – instant gratification guaranteed. After that, it's up to you how you customize your reports and filters – but don't worry, our Customer Success team is here to help you with every step.

## Picture This

### Life before

Your company email is a source of anxiety. Employees are spending hours caught up in who knows what, and you have no idea if they're still productive while stuck at home.

You get a complaint from a customer. Apparently they've been waiting days for a reply from your team, and are so irate that they've left for your competition. Gah, another loss you can't afford.

And the leads? Where are they? Who's closing them? You've tried an expensive tracking tool to help you get the clarity you need, but your team hates it, half of them aren't using it, and it's been a flop.

It's all a black hole.

### Life after

#### You've just picked up timetoreply.

Within minutes you have your first email analytics report. You see that your sales team is on the ball and responding to leads at lightning speed. You reward your superstars and they work even harder, closing more deals!

On the other hand, Jenny from customer services doesn't seem to be online much at all. In fact, you notice that she only begins to respond to emails at 2 pm! You use this data to approach and get her the coaching you need. You set your customer services team a response time goal and share their weekly improvements with them and the managerial team. You watch them ace customer service and upsell to existing clients. Your boss loves you, your team is driven. Life is good.



### Step to Actuate – What Next?

- Read [more \[pdf\]](#) about timetoreply.
- Start a free trial
- Get a quote
- Give us a call at 09-3424 370



### Testimonials

*“timetoreply allowed me to **track and improve the reply times** of my team to ensure that we were meeting and **exceeding our goal** to respond to all clients within an hour of receiving their email.” – David. Logistics Manager.*

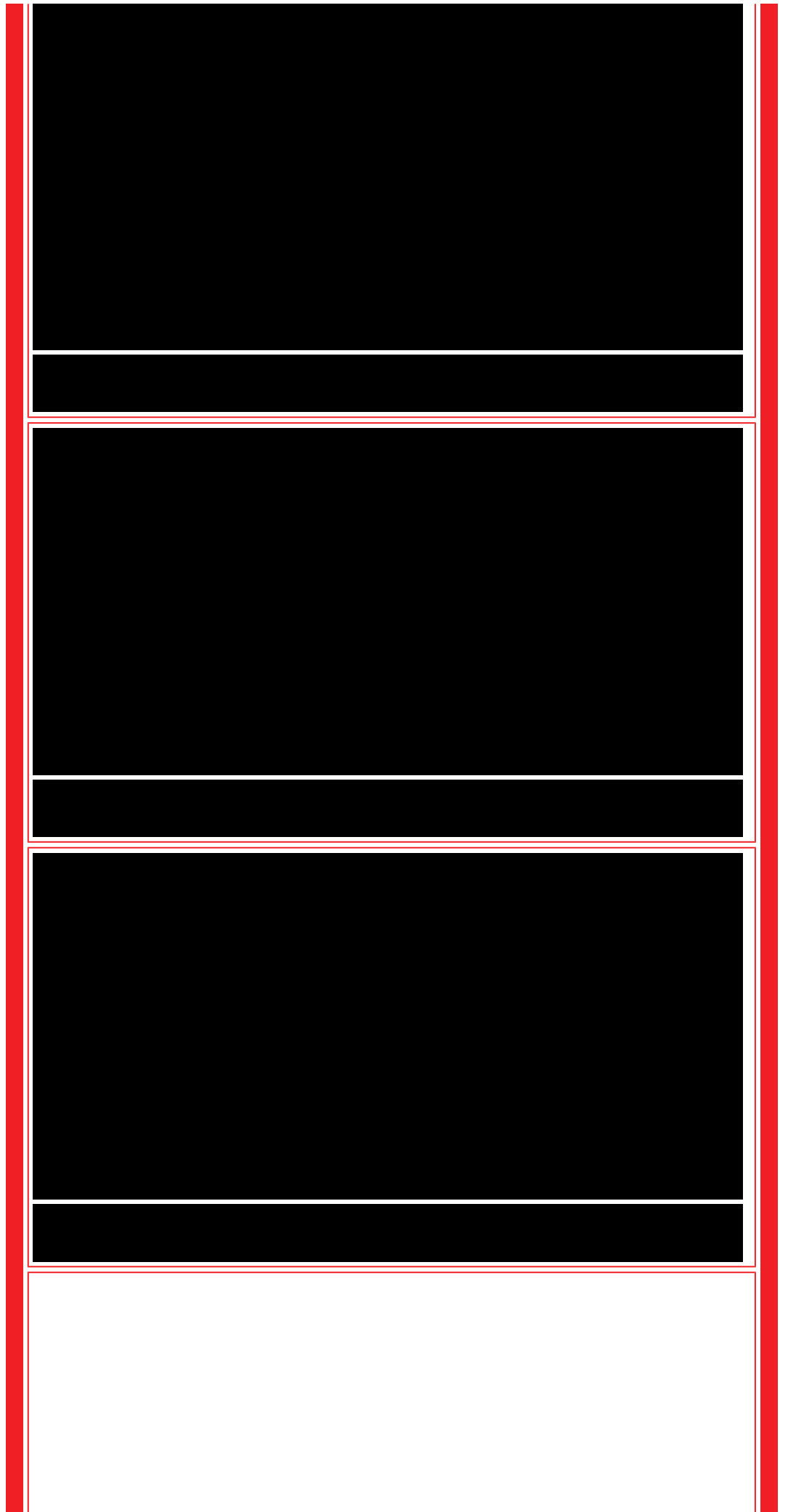
*“When you have 5+ inboxes to track, timetoreply is **the best for the job**. It is **very easy to set up** and import as many Agents (users) as you want and see the data populate in a matter of minutes.” – Robert. Operations Manager.*

*“It offers the **privacy that individual users need**/appreciate while still giving **insight into communication performance** for both internal and external clients.” – Alex. Project Manager Lead.*

*“**Very well priced**, easy to use, and perfectly tailored to my needs with **easy integration**. Excellent customer service.” – David. Business Analyst.*

*“**Increased productivity and sales conversions**. I loved the overview of full organization interactions. The **domain-level reporting was amazing** for our top 10 customers and SLA management. It’s simple to use too.” – Britta. Head of Media.*

Read [more \[pdf\]](#) about timetoreply.



## One RATIO to Rule Them ALL!

- One of the few incredibly valuable RATIOS to...
  - Increase sales (up to 7x)
  - Increase customer satisfaction
  - Monitor remote workers
    - Without requiring any major integration to obtain
- Instant setup, instant ratio, non-disruptive—super affordable!
- WOW!

**Softa SuperStore Finland Oy helps you with software matters in Helsinki, Espoo, Tampere, Vantaa, Oulu, Turku, Jyväskylä, Lahti, Kuopio, Pori, Kouvola, Suomi, Finland**



**Timetoreply - 3 tuotetta** << edellinen sivu (sivu 1/1) seuraava sivu >>

| TUOTENIMIKE   | HINTA (alv0%)  |
|---|--|
| timetoreply Remote ESD 5-30 Mailboxes - Min 30 Mailboxes - price per Mailbox per year | 54,00 € <span style="background-color: yellow; border: 1px solid black; padding: 2px;">OSTA</span> <span style="font-size: small;">i</span>  |
| timetoreply Sales ESD 5-30 Mailboxes - price per Mailbox per year                     | 76,00 € <span style="background-color: yellow; border: 1px solid black; padding: 2px;">OSTA</span> <span style="font-size: small;">i</span>  |
| timetoreply Success ESD 5-30 Mailboxes - price per Mailbox per year                   | 114,00 € <span style="background-color: yellow; border: 1px solid black; padding: 2px;">OSTA</span> <span style="font-size: small;">i</span> |

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