

## Key Outcomes

# 100%

Key email metadata and attachments are now always visible in SharePoint views, giving teams immediate context without opening emails.

### Faster access to information

Emails and attachments are visible, structured, and searchable, reducing the effort required to locate key files.

### Improved clarity and context

Attachments remain clearly linked to their originating emails, preserving context while still allowing independent access.

### A connected source of truth

Emails and attachments stay linked, reducing risk and confusion.

### Human-centred experience

Views feel simple, intuitive, and designed for the way NZFC works.

### Consistent information management

Standardised views and metadata ensure a consistent experience across SharePoint sites and document libraries.

### Better support for record-heavy teams

The solution is particularly valuable for teams managing high volumes of correspondence, such as legal, finance, and project-based functions.

At Information Leadership, we believe our customers deserve clarity, structure, and confidence in their most complex information challenges. This case study shows how our partnership with the New Zealand Film Commission (NZFC) improved email and document findability with metadata driven SharePoint views.

By combining SharePoint metadata with thoughtfully designed views, Information Leadership transformed how NZFC stores and accesses email within SharePoint sites. Information that was previously difficult to find is now surfaced in a way that aligns with how teams actually work – enabling easier navigation, clearer visibility, and more confident information retrieval across the organisation.

**New Zealand  
FILM COMMISSION**



Te Tumu Whakaata Taonga

## Challenges

At NZFC, teams manage thousands of screen projects, with each project representing a single film. For every project, critical information accumulates over time – applications, correspondence, approvals, and supporting documentation – much of it arriving via email.

While emails could be saved into SharePoint, the experience was limited. Emails appeared as standalone files with little visible context, and attachments remained locked inside the email. To understand what an email contained, staff had to open each one individually. Attachments could not be searched or filtered independently, making it difficult to quickly locate the right information when it was needed.

This created friction for teams who needed to work efficiently across projects and reliably retrieve information, particularly where complete records were required. It slowed people down and created uncertainty in daily work.

## Solution

Working with Information Leadership, NZFC implemented an enhanced email management approach in SharePoint that uses metadata and tailored views to surface emails and attachments in a clear, structured way.

Emails are dragged directly from Outlook into SharePoint libraries. SharePoint then extracts key email metadata – such as sender, recipient, subject, and sent or received date – and applies it consistently within purpose-built views.

Most importantly, attachments are separated from the email itself and displayed as individual items nested beneath their parent email. These attachments inherit metadata, allowing them to be filtered, grouped, and located independently while still maintaining their relationship to the original email.

Custom views were created specifically for email management, alongside existing document and folder views, ensuring consistency across SharePoint sites while keeping email-related metadata confined to where it is relevant.

This turns messy inbox content into clear, sortable views that help teams find what they need quickly and work with certainty.

A calm, predictable rollout saw NZFC test the solution across multiple environments, with small refinements made as needed. The approach gave the team confidence at every step and showed that even complex ideas can be made simple and achievable with the right structure.



## How it works in practice

Within a SharePoint sites, staff can switch to dedicated email views that present information in a familiar, spreadsheet-like format. Emails can be grouped by subject, filtered by sender, or sorted by date, making it easy to scan and narrow down large volumes of correspondence.

Attachments appear directly beneath their related email, clearly showing which files belong to which conversation. Users no

longer need to open emails just to check whether attachments exist or what they contain.

Because these views behave like Excel-style lists, teams can quickly apply filters and groupings to answer common questions – such as finding all emails from a specific person or all correspondence related to a particular subject – without navigating folders or opening multiple files.

## Results

NZFC is seeing clear improvements in day-to-day work. Staff can find and organise emails much faster, and the ability to group emails and attachments together is making everyday tasks easier and more efficient. The solution is also expected to reduce compliance and operational risks over time, as metadata and automation ensure consistent, reliable records management.

NZFC sees strong potential for wider use across teams and projects, and expects the solution to be popular with other organisations that rely heavily on email.

“Everyone who has seen the solution has said the same thing – it’s simple, clear, and it just makes sense. It’s given us confidence that our information is organised and easy to trust.”

MILANA TESIC-DJURIC  
SYSTEM SUPPORT ANALYST - SHAREPOINT & MICROSOFT 365  
NEW ZEALAND FILM COMMISSION

Want to make emails and attachments easier to find in SharePoint? Let's talk!

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“The ability to filter and find what we need so easily makes a real difference when managing large volumes of project correspondence.”

MILANA TESIC-DJURIC  
SYSTEM SUPPORT ANALYST -  
SHAREPOINT & MICROSOFT 365  
NEW ZEALAND FILM COMMISSION

SAM NEILL AND JULIAN DENNISON  
IN HUNT FOR THE WILDERPEOPLE  
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# Transforming Email Management With SharePoint & Smart Automation

CASE STUDY

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