

# MongoDB reduces email volume by over 60 percent

## INDUSTRY

TECHNOLOGY

## COMPANY SIZE

5,000+

MongoDB is the developer data platform company empowering innovators to create, transform, and disrupt industries by unleashing the power of software and data. Their finance team uses Front to streamline workflows and collaborate behind the scenes, significantly cutting down on email volume.

## Challenge

Before implementing Front, MongoDB's finance team was struggling under the weight of a growing email problem. With team members spread across international locations, collaborating on emails and responding to customers in a timely, consistent way was a serious challenge. There were instances when four people on the team were simultaneously responding to the same email. Work was being duplicated and it was unclear who owned what. They were also missing data to track how many emails the team was receiving and how quickly they could get back to the customer.

## Solution

After a demo of Front, the team knew Front checked every box. While they had evaluated other options - including Zendesk and Hiver - neither could offer the same personal touch that Front delivered. For MongoDB, the priority was clear: whatever tool they chose needed to deepen their connection with customers, not reduce them to a ticket number.

The results spoke quickly. Workflows became more streamlined, collaboration improved, and email volume dropped significantly thanks to shared inboxes and automated routing. MongoDB found a solution that could scale with them and help them provide excellent customer service while keeping a personal touch.

"Before Front, the volume of email our team received was becoming increasingly unmanageable and was impacting our ability to manage vendor requests and collaboration with other teams in our organization. With Front, we reduced missed messages by implementing shared inboxes with automated routing and guaranteeing clearer ownership for every message.

When escalations arise or a team member is out of the office, we have built-in triaging—all within our shared inboxes—to make sure each request is handled on time. In reducing MongoDB's email volume by over 60%, Front has empowered our team to gain operational control and dedicate more time to strategic projects," Karin Roettgering, Director of Finance, explains.

## Front makes collaboration easy for MongoDB

MongoDB's international team grew quite a bit over the past year and Front helped them keep up with the corresponding increase in communication. By using features like tagging, new joiners can see specific examples of emails and requests that come through to the finance team. This feature has also helped them minimize the use of Slack, which just uses up more of the team's attention. Instead of jumping to a different platform to have a discussion, they can simply tag each other on an email and receive help on how they should respond back to a customer.

Sharing drafts has also become a much-loved part of MongoDB's workflow. Shared drafts help their team collaborate on messages so that nothing gets left out before sending them off to customers. Since information is often shared among several members of the team, it helps having multiple sets of eyes on high-stakes conversations.

## A more refined view of what's most important in your inboxes

At one point the finance team was receiving 300 to 500 emails a day. A typical team member would spend at least two hours a day just filtering through emails. Front has given their team a very refined view of what's most important and requires the most attention.

Shared inboxes have also given the leaders the ability to pop into areas they have piqued interest. That kind of real-time visibility gives them the insight they need to focus their attention on what really matters to the team.

## Quicker response times add tremendous value to customer base

With more time on their hands free from scrolling through emails, the finance team has been able to put more time into their responses, collaborate easier, and respond with quality answers faster than ever. Messages are no longer falling through the cracks and not worrying over a customer not being responded to on time is a huge weight off their shoulders.

It's easy to be overwhelmed by all the systems on the market for managing communication, but with personal touch as their north star, it helped MongoDB find the right system for them. Front has been able to help the team work much more efficiently without sacrificing their humanity.



No need to look for any other tool, Front checks every box.

- KARIN ROETTINGER, DIRECTOR OF FINANCE AT MONGODB

60%

Reduction in email volume