



## SMS Archiving

Meet your compliance & regulatory needs with 100% SMS archiving, monitoring and analysis.

### SAFEGUARD BUSINESS DATA, SPEED CUSTOMER ENGAGEMENT & SUPPORT COMPLIANCE

The TeleMessage SMS Archiving Platform gives your employees the tools they need to communicate instantly while allowing your compliance, legal or IT teams to meet compliance and regulatory needs that comes with the comprehensive archiving, supervision and e-discovery functionality.

TeleMessage provides a robust mobile compliance solution for your workforce. Fully secure and transparent to the user, it records and archives native SMS/MMS and IP Messages. All data is stored in our secure and compliant cloud server (or on-premises solution) or can be configured to automatically forward the encrypted communication recordings to an enterprise archival system. Our archiving solution not only works with all carriers, but it also functions the same across all carriers requiring no additional customization or support from the carrier.

With the widest range of APIs for developers, content providers, enterprise and IT integration, our messaging platform provides flexible, cost effective and robust messaging solutions. Additional system features include two-way messaging, message tracking, encryption, archiving & more.

### KEEP WORK & PLAY SEPARATE ON THE SAME DEVICE

The TeleMessage Secure Text Messaging App offers a rich user experience, similar to other messaging apps, so that employees can benefit from familiar consumer-messaging features like message status and group chats, within their business-messaging app, with encryption and archiving across device platforms. Alternatively, enterprises can use their MDM system to block the native app to allow business messaging only from the mobile phone.

With the use of an enterprise number, business and personal messages are separated, so that only business messages are logged and archived, protecting user privacy.



### HOW DOES IT WORK?

- TeleMessage will provide the Company Admin a pool of enterprise numbers.
- Admin will create user profiles via the TeleMessage web interface.
- Each user created will be allocated an enterprise number that is drawn from the main pool.
- This number will be used as the primary identification of the user.
- Other employees and customers can call or send messages to this number.

### THE OPTIONS ARE ENDLESS

There are many options available for the TeleMessage Messaging Apps. They offer a rich user experience, similar to other messaging apps, with the added benefits of encryption and archiving across device platforms. Employees can benefit from familiar consumer-messaging features like message status and group chats, within their business-messaging app.



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## Secure, Encrypted Messaging Between TeleMessage App Users

Archive fully secure, encrypted IP Messages between users with our Android and iOS mobile apps, web portal and APIs. Each TeleMessage app user is able to send feature rich and encrypted messages and chats with other TeleMessage app users. All IP Messages are captured and securely stored in the TeleMessage servers for archive. Users can use the native mobile messaging client of their phone for personal messaging that will not be archived. Alternatively, enterprises can use their MDM system to block the native app to allow business messaging only from the mobile phone.

## Secure, Encrypted Messaging Between TeleMessage Users & Any Other Mobile Recipient

Archive messages sent between users with our Android and iOS mobile apps, web portal and APIs and any other mobile recipient. Each TeleMessage user is provided with their own enterprise mobile number that is used for their business messaging. This will separate their business messages from their personal messages and allow the enterprise to archive only the business messages, just like having separate business and personal email accounts. The enterprise number can be user's current number, if desired. Each TeleMessage user will send and receive messages with their enterprise number. Messages can be sent and received with anyone including feature phones via SMS/MMS and IP Messages with other TeleMessage App users. All business messages sent to and from the enterprise number are captured and securely stored in the TeleMessage servers for archive. Users can use the native mobile messaging client of their phone with their regular mobile number for personal messaging that will not be archived. Alternatively, enterprises can use their MDM system to block the native app to allow business messaging only from the mobile phone.

## Secure, Encrypted Messaging Between the TeleMessage Android App & Any Other Mobile Recipient

Archive messages between our Android app users and any other mobile recipient. The TeleMessage Android client will be the default messaging client for the mobile phone. All messages sent and received using the Android client are automatically copied to the TeleMessage servers for archive. Messages can be sent and received with anyone including feature phones via SMS/MMS and IP Messages with other TeleMessage app users.

ARCHIVE OPTION SUMMARY	ANDROID	iOS
SECURE TELEMESAGE APP	ARCHIVES ALL IP MESSAGES WITH TELEMESAGE USERS	ARCHIVES ALL IP MESSAGES WITH TELEMESAGE USERS
ENTERPRISE NUMBER APP	ARCHIVES ALL IP WITH TELEMESAGE USERS AND SMS AND MMS MESSAGES WITH OTHER USERS	ARCHIVES ALL IP WITH TELEMESAGE USERS AND SMS AND MMS MESSAGES WITH OTHER USERS
ANDROID TELEMESAGE APP WITH ARCHIVING FEATURE	ARCHIVES ALL IP WITH TELEMESAGE USERS AND SMS AND MMS MESSAGES WITH OTHER USERS	N/A

## MESSAGE ARCHIVING MANAGEMENT

The TeleMessage Administration Web Portal provides the ability for administrators to manage and activate all TeleMessage app users and report on their messages.

All messages are identified, collected and archived in a format that is easily accessible, allowing companies to establish meaningful internal compliance policies regarding mobile devices and to meet compliance mandates from all relevant regulatory bodies. Archives are searchable online or downloadable in zipped text files for import into internal systems.

### Alternatively, messages can be stored in customers' own internal archiving systems:

- Message archives can be generated in the TeleMessage Administration Web Portal, downloaded as zipped text files and imported into existing enterprise archiving systems.
- TeleMessage Reporting APIs allow enterprises to run archive reports from their existing archiving solution and import the archives into their existing archives.
- The TeleMessage system can use the enterprise's existing archiving system's APIs to call the existing system and securely transfer the archives to it automatically.



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### COMPREHENSIVE MOBILE COMPLIANCE

#### Compliance

Ensure messages made to and from the Virtual Number are in support of HIPAA, SOX, SEC, GLB and the Dodd-Frank Act. All text messages, (SMS) and MMS are recorded, captured and securely stored in our fully-compliant, military-grade, SSAE-16 / FIPS-140-2 compliant servers. Data can be stored online and offline up to 7 years.

#### Security Audits

For a successful security audit strategy, TeleMessage offers audit trails and audit logs that offer a back-end view of system use to record key activities, showing system threads of access, modifications, and transactions for compliance & regulatory, legal, security, and forensic purposes.

#### Separate App for Business and Personal Messages

Employees can confidently communicate with colleagues, partners and clients knowing that their personal communications remain private. Businesses have assurance that corporate assets, intellectual property and client contacts are protected.

#### Flexible Deployment

Deployed as SaaS or on-premise, customer-hosted environment, TeleMessage operates securely within a variety of enterprise MDM/EMM environments. Proprietary APIs facilitate rapid integration with enterprise systems such as archival/recording platforms.

#### E-Discovery & Supervision

All text messages are identified, collected, and archived in a format that is easily accessible, allowing companies to establish meaningful internal compliance policies regarding mobile devices and to meet compliance mandates from all relevant regulatory bodies.

#### Trends & Reporting

Track usage trends with our report creation tools and search message metadata such as time sent, read/not read, message expiration status, and more.

**TeleMessage is the only Secure Text Messaging Solution that provides encryption and archiving across device platforms, and across different carriers.**

**TeleMessage also works on Android or iOS operating systems, and supports both BYOD devices and company-owned devices.**

- Users know their messages have been read with a message read status indication.
- Users can send any file type, including encrypted message attachments, with size limit of 10MB, with no extra cost. All files will be recorded and archived.
- The TeleMessage Secure Text Messaging solution with SMS Archiving prevents the forwarding of sensitive company information.
- The TeleMessage web portal allows administrators & users to send and receive secure messages.
- TeleMessage APIs support multiple messaging protocols allowing for integration with back end systems for automated messaging.