

# TeleMessage Mobile Archiver Overview

## Capture and archive SMS, MMS, Voice calls and WhatsApp chats

TeleMessage Mobile Archiver captures and records: SMS, MMS, Voice calls and WhatsApp chats for regulation and compliance. Our mobile archiving solution set support corporate and BYOD phones, and consists of:

- Enterprise Number Archiver
- Android Archiver
- WhatsApp Archiver
- Network Archiver

All mobile messages are archived with full mobile message metadata, employee details and ready for eDiscovery.



### Enjoy the full range of TeleMessage mobile archiving products:



#### Network Archiver

Get text messages from several network carriers into a single archive. TeleMessage is integrated with several leading mobile carrier networks.

Get a copy of messages from all these operators into the company enterprise archive.



#### Android Archiver

Agent for Android that runs in the background and captures all messages and voice calls and uploads them to be archived.

Employees can use the native texting app on the phone and get his messages captured and archived.



#### Enterprise Number Archiver

Provides BYOD employees with a business number associated with an App on their Apple or Android smartphones.

All business communication done via this 2nd enterprise number is archived.



#### Whatsapp Archiver

Allow your employees to use the WhatsApp application for iOS and Android while remaining compliant. TeleMessage captures all WhatsApp chats & messages including text, multimedia and other attachments.

## Partners & Customers who rely on TeleMessage

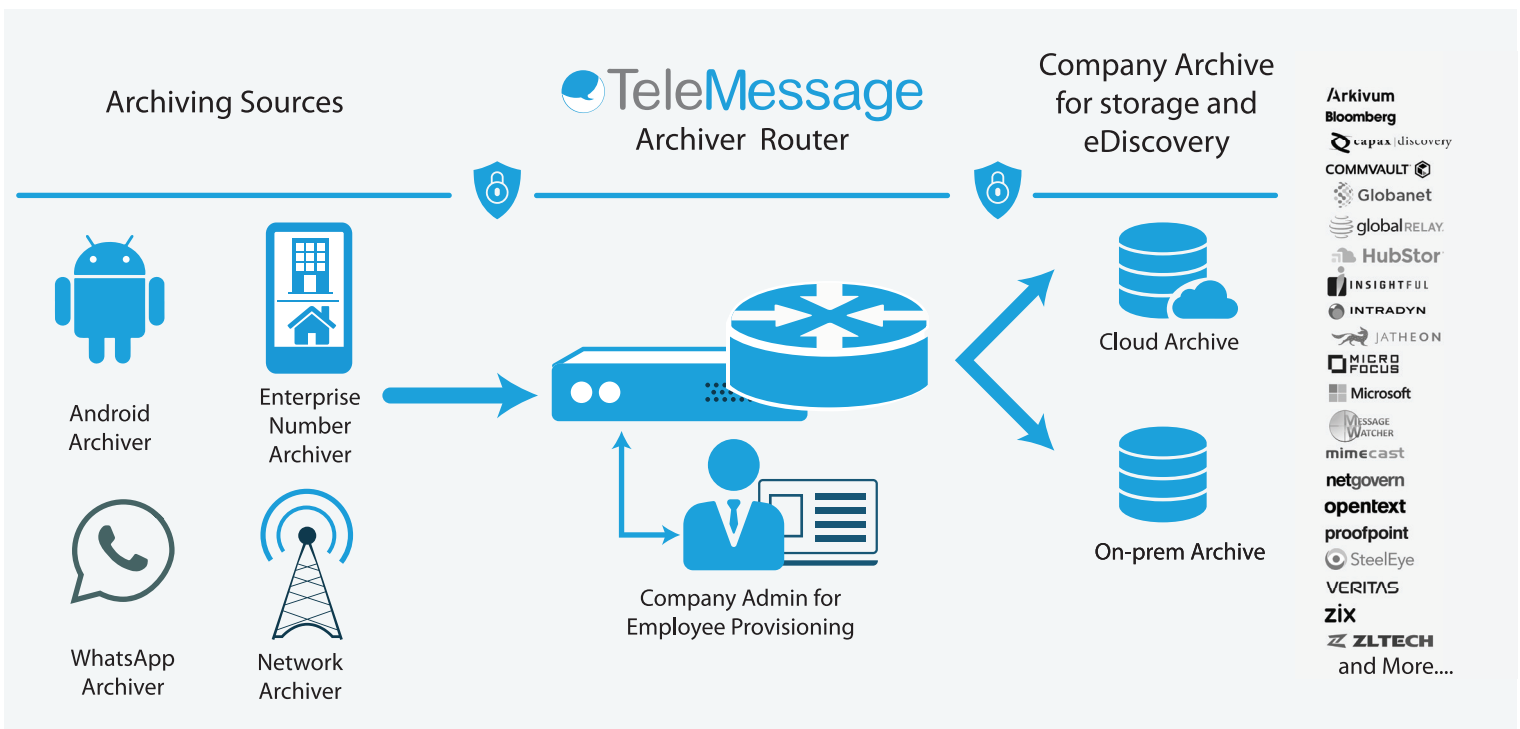


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## Store Text Messages with Leading Archiving & Compliance Vendors

Integrated with leading archiving and compliance vendors.

Cloud and On-premise archiving. Choose storage with leading vendors such as:



## Feature Highlights

- Archive employee SMS, MMS, Voice calls and WhatsApp chats
- Store text messages in the Cloud or On-Prem
- Be compliant with: Public Record and Sunshine Laws, FOIA, SEC, FINRA and other regulations
- Provide information for: requests, investigations, claims, eDiscovery, cases and more
- Capture and retain corporate-owned phone communication, even when roaming
- Store with a variety of cloud or on-prem archiving vendors
- End-to-end encryption to enterprise archive
- Run search and eDiscovery based on sender/receiver: number, text, date range, message type, attachment, employee email, file content and other meta-data
- Download mobile archiving reports
- Works for corporate-owned smartphones and legacy phones
- Deliver to several destinations at once, allowing redundancy, backup or other governance needs

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Great benefits by using the world's leading archiving, eDiscovery and compliance vendors



**Comply** – Use this solution as part of a program to help your organization comply with agency-specific mobile communications usage and retention policies. Provide full industry compliance with FINRA, MiFID II, SEC, Dodd-Frank Act, Public Records and FOIA laws, HIPAA, SOX, GLPA and those put into effect by the US Federal Courts.



**Respond** – Satisfy open records requests for text messages in a timely manner by proactively archiving them in a system that enables granular search, rapid retrieval and flexible production options. Easy creation of archiving and case reports based on different criteria.



**Provide** – Meet Public Record and FOIA requests by instantly providing the seeking party with content and messages from all communication channels. Gain fast access to electronic records in the event of records requests, audits, examinations and legal proceedings and holds.



**Verify** – Reconstruct and verify appropriate communications between employees and the customers or public they serve. With full audit & retrieval capabilities. Find, sort, verify & export information by approved personnel.



**Mobilize** – Enable personnel to take full advantage of mobile communications outside the confines of your offices, while still maintaining proper governance and retention of the content they send and receive.



**Productivity** – Boost employee motivation, collaboration and productivity with clear guidelines concerning text messaging in the workplace.



**Resolve** – Get to the bottom of complaints or flagged potential text messaging compliance violations with a complete record of messages to help resolve issues more quickly and create an audit trail of discussions about disputes and remedial actions taken to address non-compliant usage and content.



**Supervise** – Enable on-going monitoring and review of agency messaging traffic and evaluation of individual and team performance. Quickly identify and escalate messages that may pose compliance issues for proactive internal review ahead of public open records requests and be prepared.



**Combine all mobile communication channels** – TeleMessage archives SMS, MMS, WhatsApp chats and Voice calls. All combined with other email, web, IM, files and social media in your centralized enterprise archive. Leverage existing investments and simplify workflows. Gain a single corporate archive with analytics, policies and views across all media types.

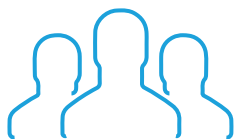
## Administration Capabilities

For every organization, TeleMessage provides a Company Administration Station:



- We offer an advanced web browser-based interface to the TeleMessage user database.
- As a company administrator, TeleMessage allows you to: Seamlessly use built-in enterprise capabilities to manage users, identifiers and profiles, groups, roles and enhanced security; centrally manage user capabilities; enforce policies; generate reports and statistics; and more. .

Our team and our 24x7 support center can assist with:



- Creation and provisioning of your employees.
- Add or adjust archiving destinations and message forwarding rules.
- Store your messages in the TeleMessage long term cloud storage.
- Activate other TeleMessage Mobile archiving products.

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## End-to-End Security

Enjoy maximum security when archiving with TeleMessage

End-to-End secure delivery to your enterprise archive

(The specific encryption used may vary based on the selected archiving vendor).



A fortified infrastructure with structured processes and safeguards taking into account all possible risks



Private cloud with safeguards and controls, system hardening allow



Information routed or stored and processed in SSAE-16 SOC2 certified hosting facilities



Checkpoint Firewalls and F5 LTM and ASM for site protection, deep protocol inspection, DDoS protection, IPS and more



Secure design with separation of access and data, Secure communication, IP tracking, Fraud detection and more



24x7 NOC Monitoring ensures service availability and SLA: analyze behavior and predict degradation, failure & security risks ahead of time



Verified & Certified with ISO 9001, ISO 27001, ISO 27799. HIPAA & CJIS compliance, external audits of information security, platform, procedures, design development testing and periodic pen tests



Policies & protocols cover procedures implemented to safeguard sensitive customer information, data integrity, and practices to address various dimensions of information security: Policy, process, people & technologies



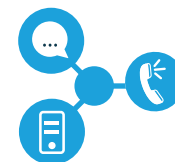
Business continuity and business interruption plans. Full redundancy on all components on logical and physical layers as well as a Geo-redundant Disaster Recovery site



Strict privacy policies and requirements on all aspects of possessing data of individuals and enterprises to protect user and company information. Strong data protection ensures we are GDPR Compliant



Pre-integrated with most of the leading enterprise archiving for seamless compliance and eDiscovery On-premises or in the Cloud. Get your text messages with all the company emails, files and social media



One-stop shop for all your mobile communication archiving. Combine Mobile archiving from multiple channels, including SMS, MMS, Voice call recording and other mobile chat applications such as WhatsApp