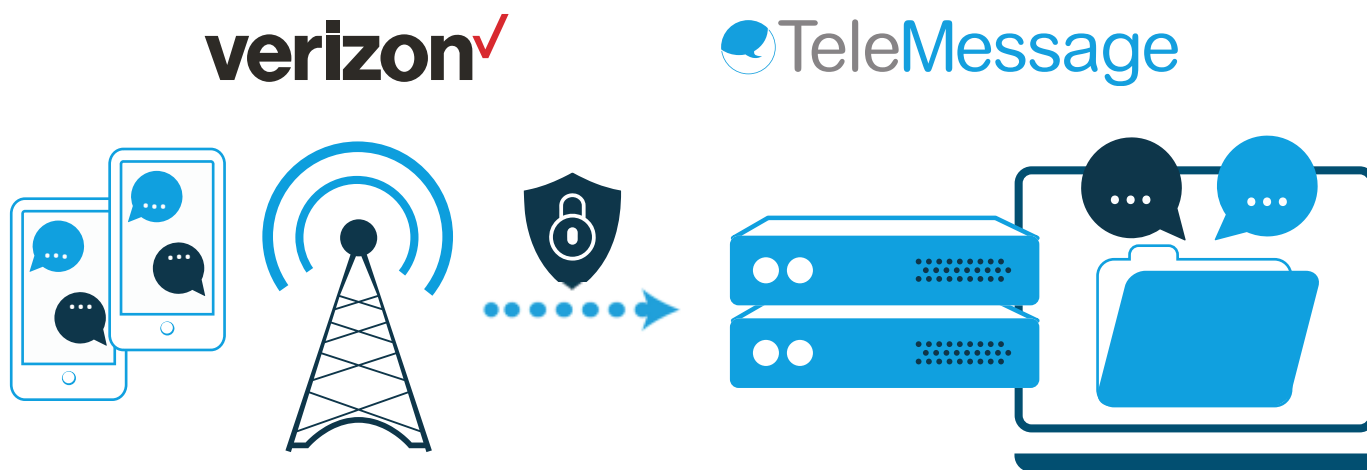


TeleMessage text archiving for Verizon

Capture text messages from Verizon's network and archive them in your enterprise archiving platform for search, review, retention and extraction.



Mobile phones are being used by employees for an ever-increasing share of business communication. New financial, government and other regulations require that these mobile text messages be captured, archived and presented (for Public Record and FOIA requests, Sunshine Laws, FINRA and SEC regulations, etc.).

Today's organizations are incorporating mobile text messaging into key processes to utilize the productivity benefits of text messaging for a mobile workforce: dialog with constituents, responding to technicians, emergency and crisis management, coordinating incidents and communicating with key stakeholders throughout the organization when an immediate response or approval is needed. This digital transformation addresses customer and consumer expectations of engagement on personal mobile devices with timely relevant information.

This changed reality affects a variety of vertical industries, including: Finance, Utilities, Healthcare, Education and Government at all levels. Many organizations which had already begun migrating to mobile communication are now facing the related challenges of staying compliant and meeting record retention and production requirements for this form of electronic communication.

Why Network Archiving?

- Seamlessly capture Verizon network messages and store messages in the company-chosen enterprise archiving solution
- Verizon network users enjoy automatic archiving of messages, as per enterprise configuration
- Rapid and friendly set-up and onboarding without employee intervention
- Works on any Verizon corporate phone: Supports iOS and Android smartphones, legacy phones and feature phones.
- Assists in meeting government compliance and records management requirements for retention and review of text messages
- Subscriber behavior unaffected: does not require any mobile app installation on the device or app usage by employees
- Implement compliance policies regarding use of mobile communications in the workplace, enabling active supervision and review of messages

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TeleMessage Mobile Archiver

TeleMessage's Mobile Archiver can help enterprises and agencies meet and respond to these requirements quickly and effectively should they need to produce specific messages to respond to public records or other legal and regulation requests. It enables organizations to actively manage, archive, audit, supervise and review business use of text messaging.

Network archive with Verizon

TeleMessage's text archiving with the Verizon network automatically captures text messages sent to and from the company employees. It operates on any corporate owned phone subscribed to the service: legacy phones, feature phones as well as smartphones.

All text messages exchanged through subscribed devices are forwarded to the TeleMessage servers rendering them ready and eligible for archiving in your enterprise archiving platform, to help meet record retention and production requirements.

No change to user behavior

Winning user acceptance for any enterprise-wide solution can be challenging. Recording applications that reside on a device are especially likely to be bypassed if they require new apps, or changes which burden the regular, familiar workflow with additional tasks.

The Verizon text archiving is a key component in solving compliance requirements

- Automated archiving - Message capture and forwarding takes place within the Verizon network to the TeleMessage mobile archiver and from there: To the company's chosen archiving destination – avoiding additional components, connections or tools.
- No change to user behavior - Employee mobile phone users send and receive messages unchanged: using their native mobile phone number and texting app of the phone.
- Freedom to choose and implement any retention platform, rules and policy-driven processes without user intervention.
- Simple one-time signup and activation to be applied on the selected Verizon corporate mobile phones.

Enterprise-class services and solution

Benefit from a robust solution to your multiple archiving requirements. Whatever the demands on your organization, this highly secure and reliable message storage capability enables failsafe enterprise-class mobile message storage.

Retry and redundancy logic

By default, the TeleMessage Archive router will deliver messages to your chosen enterprise archive in real time as they are sent.

The TeleMessage Archive routes includes advanced retry and alerting logic – it will try to deliver messages to the chosen enterprise archive for up to 5 days. In case of a disaster, as a mitigation strategy, your organization can choose to store messages in the TeleMessage long term archive until you are back to full production mode.

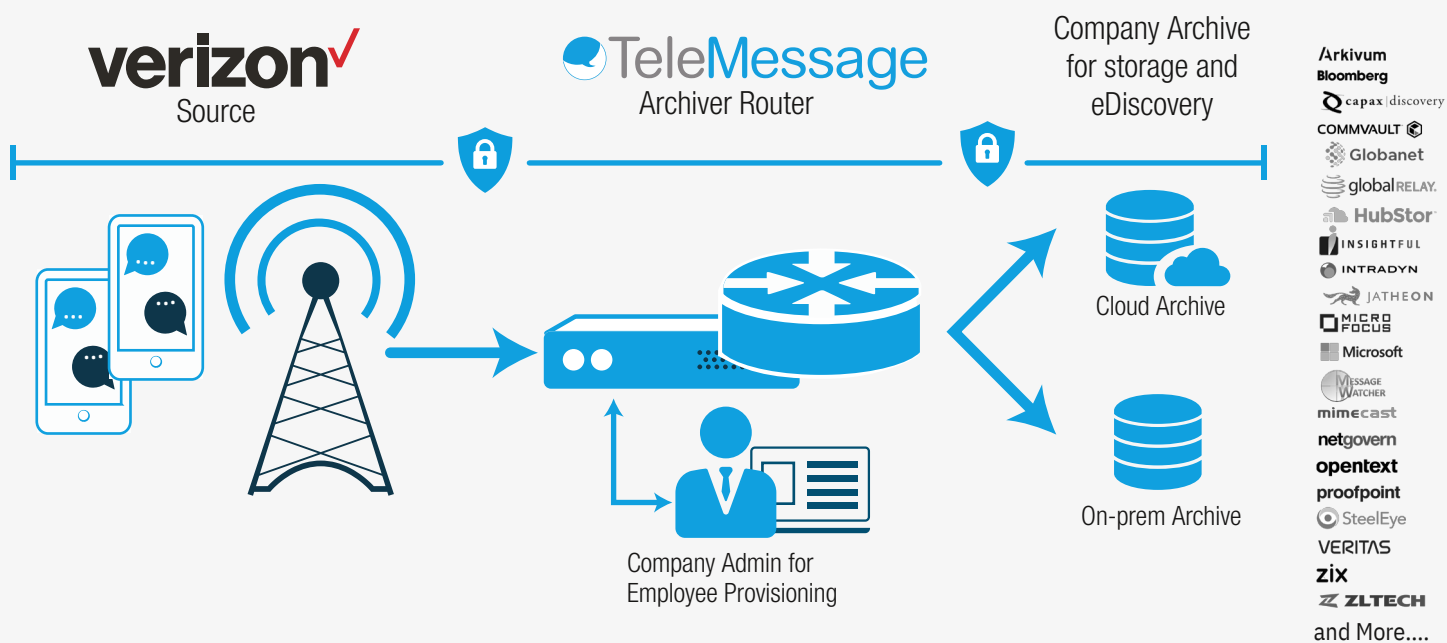
You can also choose to forward archive text messages to several archiving platforms for redundancy, analytics, or other governance purposes.

TeleMessage text archiving for Verizon

How it Works

The steps below highlight the service activation process as well as the message flow:

- The organization will sign up with TeleMessage text archiving for Verizon.
- TeleMessage will collect organization identification and the mobile phone numbers of employees for whom text archiving should be enabled on the Verizon mobile network.
- TeleMessage will validate these are corporate devices owned by the organization and that the employee numbers are provisioned on the Verizon network.
- TeleMessage will enable an administration account for the organization and setup routing rules from the Verizon network to the organization's chosen archiving platform.
- Text archiving will be activated on the Verizon corporate phones of the selected employees.
- As a result, all corporate text messages that originate from or terminate on these phones are automatically indexed and stored on the Verizon mobile network. From there, they are being forwarded to the TeleMessage archiver router, which forwards them to the organization's archive destination of choice, ready for further processing and allowing you to choose a variety of enterprise compliance and archiving tools.



Flow explanation and responsibilities:

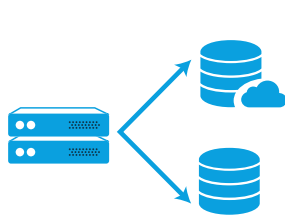
- The Verizon network: Automatically captures originating and terminating SMS and MMS messages for provisioned employees.
- TeleMessage Archive Router: Centralizes configuration and administration of employee corporate phones for which text messages are captured. Integrates with your enterprise cloud or on-prem storage and eDiscovery archiving solution to forward archived Verizon text.
- Company Archive: Stores all text messages and allows organization to run search, eDiscovery, set rules and provide records.

TeleMessage text archiving for Verizon

Store Verizon Text Messages with Leading Archiving & Compliance Vendors

Integrated with leading archiving and compliance vendors.

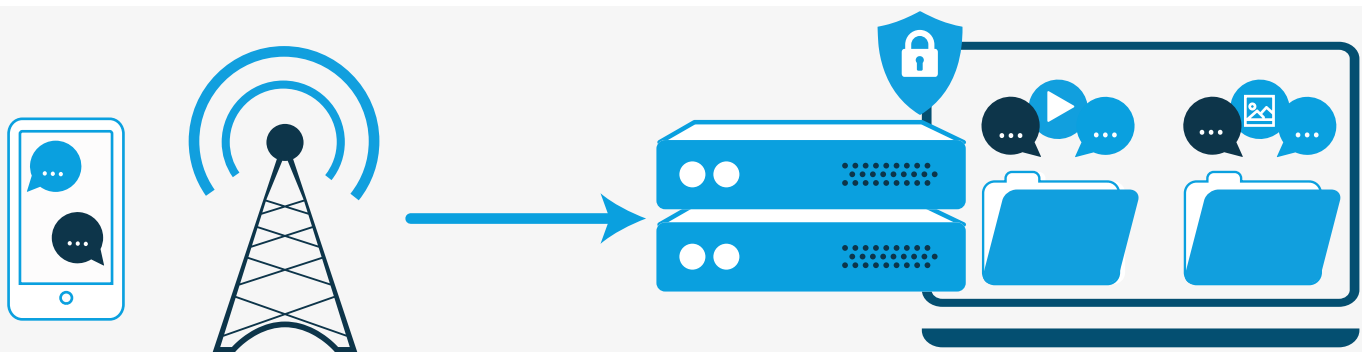
Cloud and On-premise archiving. Choose storage with leading vendors such as:



- ArchiveSocial
- Arkivum
- Barracuda
- Bloomberg
- Capax Discovery
- Commvault
- EMC
- Global Relay
- Globanet
- GovQA
- Hanzo
- Hubstor
- Insightful Technology
- Intradyn
- Jatheon
- MessageWatcher
- Micro Focus
- Microsoft
- Mimecast
- NetGovern
- Opentext
- Pagefreezer
- Proofpoint
- SteelEye
- Veritas
- Zix
- ZL Technologies
- TeleMessage
- and more...

Feature Highlights

- Archive employee SMS and MMS messages without any app or user intervention
- 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 from Verizon network 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
- Combine Verizon with text archiving from other carriers and channels
- Works for corporate-owned smartphones and legacy phones
- Deliver to several destinations at once, allowing redundancy, backup or other governance needs



TeleMessage text archiving for Verizon

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 can expand the Verizon text archiving. We archive 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

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.

TeleMessage text archiving for Verizon

End-to-End Security

Enjoy maximum security when archiving with TeleMessage

End-to-End secure delivery from the Verizon network down 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 27017, 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



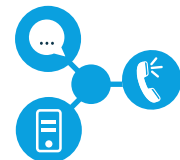
Business continuity and business interruption plans. Full redundancy on all components on logical and physical layers as well as a Geo-redundant Disaster Recovery site



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 text archive from Verizon with other carrier text archiving. Add voice call recording or other mobile chat applications such as WhatsApp

TeleMessage text archiving for Verizon

Combine Verizon text messages with other mobile archiving options

TeleMessage mobile archiving products provide companies with a one-stop-shop solution for all their mobile communication requirements.

TeleMessage can provide your organization with the delivery of archived text messages from several mobile carriers.

We can even combine the delivery from different countries or geographies.



If your organization offers BYOD for some employees we can archive text from BYOD devices. TeleMessage can record voice calls of your employees for FINRA and other regulations. We can combine other mobile chat channels such as archived WhatsApp business chats.

Enjoy the following TeleMessage mobile archiving products as complementary services to the Verizon text archiving:



Network Archiving From Other Carriers

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.

Customers Who Rely on TeleMessage Include:

NOMURA



SoftBank

SALT LAKE COUNTY



ROANOKE COUNTY VA

FIRST TENNESSEE



EXTRADE

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About TeleMessage

TeleMessage is transforming business mobile messaging and mobile archiving with its mission-critical solutions: Managed, Secure, Reliable and IT Ready.

Our solutions portfolio includes three product lines:

Mobile Archiver



Archive your organization's mobile text messages & calls

The TeleMessage Mobile Archiver allows mobile phone text, chats and call archiving for compliance, regulatory and eDiscovery requirements. Capturing mobile content from BYOD and corporate phones.

Secure Enterprise Messaging



Text securely with co-workers, teams & customers

The TeleMessage Secure Enterprise Messaging, provides secure chat for co-workers and customers by using Android/iOS apps, web portal, Outlook Plug-in, and a range of APIs that connect to any operational IT system.

Mass Messaging



High volume messaging across text, voice, fax & email

The TeleMessage Mass Messaging provides enterprises with tools to send and receive multi-channel bulk messaging across: SMS, MMS, Voice calls, Faxes, Email and Push Notifications to mobile apps.

TeleMessage has been providing state-of-the-art messaging solutions On-premises and in the Cloud for over 20 years. Our software has been successfully deployed and used by thousands of enterprises, trusted by dozens of telecom operators, reaching hundreds of millions of users and powering billions of messages through customers' networks. We support an ever-growing number of enterprises, including telecom carriers, government agencies and leading brands across a range of industries such as healthcare, finance, manufacturing and retail, among others.

The experience and expertise we have gained working with both enterprises and mobile operators gives us an understanding of the challenges and business needs within the messaging ecosystem, allowing us to develop mutually beneficial solutions.

Terms of Service and Privacy Policy

For Terms & Conditions, Privacy Policy and other FAQs, please refer to www.TeleMessage.com