rev
—business—

unified communications (UC)
Archiving
Automatically preserve, protect, and retrieve your critical business communications

Archiving of chats, SMS, phone calls and meetings	Powerful contextual item-level search	Retention policies automatically enforced	Simple to deploy and manage	Support for compliance with FINRA, SEC, HIPAA and other regulations

As organizations expand their use of chat, SMS, calls, meetings and other communications capabilities, more and more business-critical and sensitive information is shared using these channels. To make this information easy to find whenever it's needed, it's critical to safeguard these interactions from accidental or inappropriate deletion. A secure, searchable archive then allows users to quickly identify and retrieve relevant conversations and ensure compliance with internal governance and regulatory retention requirements.

Tightly integrated with our Unified Communications (UC) platform, this archiving solution automatically preserves chats, SMS, phone calls, voicemails, meetings and more without requiring any user or administrative action. It's fast and easy to deploy and provides a powerful contextual search capability of retained communications based on a view of all users across different channels.

ARCHIVING OVERVIEW

VOICE   CHAT   SMS   VIDEO MEETINGS

ARCHIVING

CAPTURE • RETAIN • SEARCH • RETRIEVE • EXPORT

PRODUCTIVITY | COMPLIANCE | LEGAL

ARCHIVING CAPABILITIES

- **Seamless integration with UC:** Designed for UC and deploys in minutes with everything needed to enable compliant retention for UC communications.

- **Automatic preservation of UC communications:** Captures and retains chat and SMS messages, call records, phone call recordings, voice mails and meetings.

- **Security:** Data is uploaded securely and encrypted in transit and at-rest with multi-factor authentication to protect access and limit export to authorized users.

- **Identity and access management:** Ensures control over authorized personnel who can access and manage archived communications

- **Retention:** Choose to store data for as long as the business case requires – with retention options ranging up to ten years.

- **Unlimited capacity:** Administrators are not forced to estimate the level of activity for their organization or project storage requirements – administrators simply choose to enable the archive and request a desired retention period.

- **Fast, powerful contextual search:** Indexes both content and metadata, so millions of files can be queried using dozens of properties in seconds. Search on text, chat names, participants, call duration, source, attachments, and many more attributes.

- **Compliance:** Supports HIPAA, FINRA and MiFID II compliance programs, with optional WORM tamper-proof media storage to comply with SEC Rule 17a-4. Audit logs report all actions carried out by users including who viewed what, user activities, sessions and more.

- **eDiscovery and litigation support:** Apply legal hold to override retention periods and ensure data is retained to support legal case workflow and export of all case documents.

- **Data residency:** Supports US, Canadian and European locations.

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WHY BUSINESSES NEED ARCHIVING:

Compliance
Proactively retain and monitor business communications and interactions in an automatically preserved, secure and tamper-proof archive. Retention options support financial services and healthcare regulatory requirements, as well as internal governance.

Finding critical communications
Instructions, proposals, recommendations, agreements and contracts are all examples of important information included in and referenced by internal and external business interactions. Archiving allows users to keep a record of communications sent and received, which helps ensure they have a copy of messages and associated documents stored safely without requiring users or administrators to save them. In addition, powerful contextual search helps locate and retrieve messages and documents quickly.

ARCHIVING SEARCH FEATURES

Continuity
Staff turnover, medical/family/military leave, and organizational changes all create situations where digital conversations need to be preserved and searchable to support transitions. Archiving protects communications for all users, making it simple for an administrator to manage transitions of responsibility and make information available to the right users.

Disputes and Best Practices
Review and resolve "who said what" disputes quickly and efficiently (e.g., HR or customer disputes). Monitor call quality and staff performance to improve company standards and customer care. Train staff on call handling techniques and customer interactions to improve performance. Rescue defecting customers.

Peace of Mind
Automatic, secure, tamper-proof preservation of communications protects organizations when unexpected challenges arise. Businesses using our integrated archiving solution can take comfort in knowing that their data will be available if and when they need it.

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