Global Relay Archive for Instant Messaging

ARCHIVING & COMPLIANCE FOR PUBLIC IM

Cloud-based Instant Message Archiving

Bring compliance, control and security to public instant messaging networks. Public instant messaging (IM) networks are hugely popular in the finance and businesses communities, but the open and public nature of services like AOL Instant Messenger (AIM), Yahoo! Messenger and GoogleTalk can cause a variety of risks and compliance challenges for your business — unless these tools are properly managed.

Global Relay Archive for Instant Messaging automatically creates a permanent, searchable, evidentiary-quality record of all your firm’s public instant messaging — protecting your business, enabling HR management and policy enforcement, and facilitating compliance with regulatory requirements.

Advantages of IM Archiving with Global Relay

Regulatory Compliance — Financial industry regulations such as SEC Rule 17a-4, FINRA Rule 3110, and many others require all electronic business communications to be archived and monitored, including instant messages.

Supervision & Review — Global Relay’s flexible supervision and monitoring tools let compliance officers and managers perform detailed reviews of all communications, including instant messages — facilitating supervision and HR policy enforcement. Since all users’ messages are automatically captured and archived, a perfect, tamper-proof record of “who said what when” is created.

Security — Having an IM archiving and monitoring solution in place is the best way to help mitigate the risks of IM use. When every IM conversation is captured and stored, liabilities like rogue or noncompliant messages, information leaks and even unproductive uses of time are reduced.

Convenience — When your firm’s instant messages are archived with Global Relay, you can search and retrieve any past conversation quickly and easily — no matter when it took place or which IM service was used. Since Global Relay assembles all IM chats into threads, the context of conversations is always preserved.

Easy Access — Global Relay provides convenient tools to find and retrieve archived messages anywhere, anytime — via web browser, Microsoft Outlook, BlackBerry, iPhone, iPad or Android devices. Easily search across a unified archive of any/all message types, including IM, email, BlackBerry and Android text messaging and call logs, Bloomberg®, Thomson Reuters, social media (LinkedIn, Twitter, Facebook) and more.

Instant Messaging Services Supported by Global Relay Archive

*While Microsoft ended support for this service in North America as of March, 2013, Global Relay is able to import and archive legacy MSN Messenger/Windows Live Messenger data previously captured by other archiving solutions.
How it works

Global Relay Archive is an end-to-end solution for the capture and archiving of, and access to instant messaging data:

- Customer provides Global Relay with a list of IM aliases to be captured & archived.
- Global Relay securely captures IM conversations and metadata in near real time and delivers this data to Global Relay Archive.
- IM message data is imported into Global Relay archive for storage, management, supervision and eDiscovery.
- Use Global Relay Search to easily retrieve any past IM conversation / Use Global Relay Compliance Reviewer for employee monitoring and supervision.

Global Relay Archive Features

Compliance & eDiscovery
- Meets compliance, audit and litigation rules (SEC, FINRA, SOX, IROC, FCA, privacy laws, etc.)
- Archived messages are hosted on tamperproof storage with write-verification to ensure message authenticity
- Powerful online search, monitoring and reporting tools to enable compliance review, surveillance, monitoring, HR management and internal policy enforcement
- Comprehensive legal case management, audit and eDiscovery capabilities
- Full audit trails on each message
- Advanced dual encryption to ensure privacy, confidentiality and non-disclosure

Message Management
- Rapid search capability to find and retrieve any message in seconds
- Search across all message types in your firm's archive — search results can show any/all archived message types
- Comprehensive legal case management, audit, and eDiscovery capabilities
- Full suite of message search apps available: iPhone, iPad, BlackBerry, Android, Microsoft Outlook
- Hosted archive provides secure, centralized offsite storage in SOC audited data centers
- Third-party validation by KPMG on Global Relay Business, Operational & Security Controls

About Global Relay

Global Relay is the leading provider of cloud-based electronic message archiving, supervision, and eDiscovery solutions for the global financial sector and other highly regulated industries. Global Relay delivers services to 20,000 customers in 90 countries, including 22 of the top 25 banks. Global Relay Archive supports email, IM, Bloomberg®, Thomson Reuters, social media, mobile messaging, and more - with mobile, Outlook and web access.

For more information about how Global Relay Archive can provide your firm with secure, compliant archiving solutions
- visit globalrelay.com
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