

Mobile Device Management for Compliance

ARCHIVING & COMPLIANCE FOR SMARTPHONES

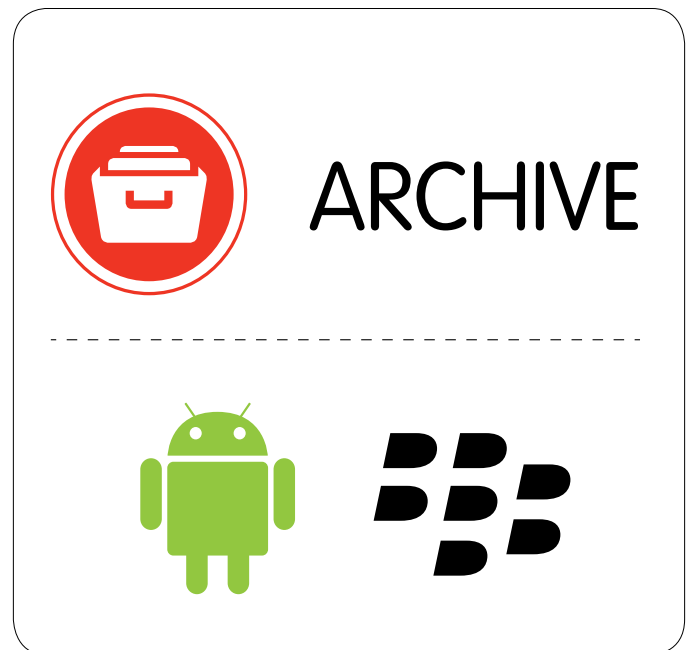
Maintain compliance and control over mobile messaging. For companies that communicate using smartphones such as BlackBerry® and Android® devices, it is essential to manage, protect and monitor all types of mobile messaging — including text messages (SMS), PIN messages and call logs.

A completely unique approach to archiving mobile messaging & call logs. Built in-house by our development team, Global Relay Mobile Device Management securely captures messaging and call logs from BlackBerry and Android devices — and transparently transmits that data to Global Relay for compliant archiving.

Unify mobile device data with all your firm's message types. Global Relay Mobile Device Management adds SMS, PIN and call log data to your firm's existing Archive — alongside email, instant messaging, Bloomberg®, Reuters, social media and more. Compliance officers and managers can save time by simply adding mobile messaging into the monitoring and supervision workflows they are already accustomed to.

At a Glance

- Enable regulatory compliance for Blackberry & Android devices
- Secure cloud archiving of text messaging, PIN messages, call logs
- Archive mobile messaging alongside all other business communications
- No additional hardware or software needed



Archiving for Android and BlackBerry Devices

- **Android:** Global Relay Mobile Device Management is the very first end-to-end integrated compliance archiving solution that supports text messages (SMS) and call logs sent and received on Android devices.
- **BlackBerry:** For BlackBerry devices, Global Relay Mobile Device Management is unlike anything else on the market. It is an end-to-end solution that captures and archives text messages (SMS), PIN messages and call logs directly from the device — without a dependency on systems such as BlackBerry Enterprise Servers (BES).

Why It's Different: Exclusive Capabilities

- **Address book name lookup** – Within Global Relay Archive, counterparties' names are included when displaying each logged call, SMS or PIN message. This provides unprecedented insight for compliance officers or managers when reviewing employees' activities: not only can they see the counterparty's phone number, but also the name assigned to that number in the address book of the employee's smartphone.
- **Content-rich activity logs** – Uniquely, Global Relay Mobile Device Management captures each message and call's location (optional), displaying geographical coordinates and the city or region where the call took place – a world first in archiving technology. Call logs also include time, date, duration, phone number, and address book name. These are powerful pieces of information for compliance, employee supervision, internal recordkeeping and more.
- **Policy-driven archiving** – Precise controls let administrators customize which data is logged and archived, according to company policies and regional privacy rules. Policies can be firm-wide, or specific to groups.

Subject: Mobile Log – 16 Calls, 4 Users, 38m 3s over 24 hours

From: "Steve Drinkwater (+1.212.123.1111)" <sdrinkwater@wavelengthsec.com>

To: "Melissa Jarvis(+1.216.555.2121)" <mjarvis@wavelengthsec.com>, "Alan Teasdale (+44.0.1581.897554)" <ateasdale@wavelengthsec.com>, "Dave Lautner (212.123.1112)" <dlautner@lautnerwealth.com>

Date: Date: 17 Nov 2015, 10:38:43 PM EST

Mobile Log for "Steve Drinkwater (+1.212.123.1111)" <sdrinkwater@wavelengthsec.com>:

Name	Steve Drinkwater
Model	samsung - m0 - GT-I9300
Phone Number	+1.778.288.9738
App	GR Archive for Android v10.71717

Summary Table

Name	Number(s)	Incoming	Outgoing	Total Duration
Alan Teasdale	+44.0.1581.897554	0	1	1m 46s
Melissa Jarvis	+1.216.555.2121 (mobile)	27	23	n/a
Dave Lautner	+212.123.1112	1	0	10s
Total		1	2	2m 16s

Details

Name/Message	Time	Duration	Number/PIN	Type	Network	Location
Melissa Jarvis: Defaulted loan portfolios: in high-maturity market segments, plan to insulate them.	Fri 16 Nov 2015 06:03:39 PM GMT-08:00		+1.212.123.1111 (mobile)	SMS	TELUS GSM 302:220:11101:72167280	Gastown, Vancouver British Columbia, CA (-123.108727, 49.284016)
Steve Drinkwater: In the North American market, be sure not to redistribute uncovered debt tranches	Fri 16 Nov 2015 08:03:17 PM GMT-08:00		+1.216.555.2121 (mobile)	SMS	ROGERS GSM 302:720:65500:1962316	Gastown, Vancouver British Columbia, CA (-123.108727, 49.284016)
Alan Teasdale Incoming Call Connected	Fri 16 Nov 2015 06:17:18 PM GMT-08:00	1m 46s	+44.0.1581.897 554	Call	ROGERS GSM 302:720:65500:1962316	Gastown, Vancouver British Columbia, CA (-123.108727, 49.284016)
Dave Lautner Outgoing Call Connected	Fri 16 Nov 2015 11:59:12 PM GMT-08:00	10s	212.123.1112	Call	ROGERS GSM 302:720:65500:1962316	Gastown, Vancouver British Columbia, CA (-123.108727, 49.284016)
Melissa Jarvis: In the commodities sector, be sure to insure OTC acquisition costs.	Fri 16 Nov 2015 08:04:08 PM GMT-08:00		+1.212.123.1111 (mobile)	PIN	ROGERS GSM 302:720:65500:1962316	Gastown, Vancouver British Columbia, CA (-123.108727, 49.284016)

A 24-hour report of one user's activities on his mobile device is shown here within the Global Relay Archive interface. The summary table provides an at-a-glance view, with detailed information about each logged message and call below.



iPhone & iPad Ready

Ready and waiting for Apple — Currently, Apple does not publish API access to enable third-parties such as Global Relay to archive messaging from iPhones and iPads. Global Relay will provide a compliance archiving solution on iOS devices as soon as API access is made available.

Enable a BYOD policy at your firm

Gartner Research calls the Bring Your Own Device (BYOD) trend “the most radical shift in client computing since the introduction of the PC”. A BYOD policy allows employees to use their own smartphones and other mobile devices for business purposes. This approach can bring a number of benefits for companies, including dramatically reduced costs for airtime, hardware and technical support, as well as increased employee satisfaction with devices of their own choosing.

Eliminating the need for third-party hardware or software, Global Relay Mobile Device Management frees up your firm to deploy Android and BlackBerry smartphones — while gaining all the benefits of archiving and staying compliant with regulatory requirements.

Straightforward Setup

Global Relay Mobile Device Management has an efficient setup process and requires no additional hardware or software. Firms using BES Group Activation can install the app centrally, without any action by end users.

Firms without BES follow these simple steps:

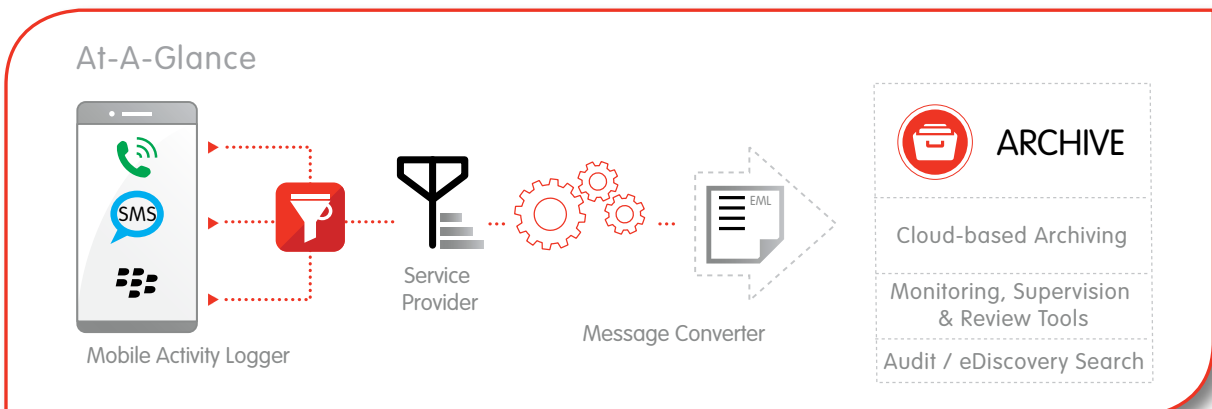
1. An administrator from your firm specifies the users to be archived via Global Relay’s Control Center and defines policies, such as which data to capture and how often.

2. The administrator uses Control Center to automatically send an email containing an authorization code to each user, instructing them to download the Global Relay Mobile Device Management app. (This email can be easily customized to reflect your firm’s environment.)

3. Users receive the email and download the app from Google Play, BlackBerry AppWorld or BlackBerry Desktop Manager.

4. Users run the app and enter the authorization code. After this initial setup, the app runs transparently in the background.

5. The Global Relay Mobile Device Management app captures messages and call logs and securely uploads them to Global Relay for archiving.



Additional Specifications

For Android and BlackBerry devices, Global Relay Mobile Device Management can optionally capture:

- **SMS and PIN Messages:** Timestamp, participants, and content
- **Call logs:** Start time, participants, and duration
- **Contact Names:** Address book entries (in vCard format)
- **Location:** Device location for each message and call, as determined by cell tower*

Automatic, auditable and compliant: Global Relay Mobile Device Management creates a seamless record of each user's activities on their device. If the smartphone fails to communicate with Global Relay servers for a specified period of time, the system can automatically send an alert email to one or more persons within your company.

For regulated firms, Global Relay Archive can be configured to upload data to Global Relay for archiving in real time, avoiding the possibility of a user deleting a message before it is logged.

Supports any BlackBerry environment

- **BES & BES Express** (BlackBerry Enterprise Server), where devices are managed by in-house servers or by a hosted BlackBerry service provider
- **Mobile Fusion**, BlackBerry's device management solution for multiple mobile platforms

Global Relay Mobile Device Management is also compatible with BIS (BlackBerry Internet Service), where devices are managed by the cellular service provider. Customers using BIS can also opt for Global Relay to archive every outgoing email from BlackBerry devices.

External delivery

For firms with on-premise archiving solutions, Global Relay Mobile Device Management is also able to provide external delivery of messages.

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 Global Relay Mobile Device Management for Compliance:

- visit globalrelay.com
- call 1.866.484.6630
- email info@globalrelay.net

*Location capture is not currently supported on CDMA networks such as Verizon and Sprint.

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