

global relay instant messaging

INSTANT MESSAGING & ARCHIVING



Instant Messaging, Security & Compliance

Compliance regulations such as SEC Rule 17a-4 and NASD Rules 3010 & 3110 require electronic business communications, including Instant Messages (IM), to be archived and monitored for compliance purposes. Corporate messaging policies also often require business communications to be retained for litigation, monitoring and internal purposes.

IM Capture

Global Relay's IM Interpreter captures IM from virtually all IM sources and applies intelligent algorithms to assemble the messages into conversations. The IM Interpreter then facilitates and consolidates the import of IM conversations into the Message Archiver, with all other email and electronic messages of an organization, for easy online search, retrieval and monitoring.

The IM Interpreter captures IM from three sources (or a combination thereof):

1. Global Relay Messenger

Global Relay's secure, private, enterprise Jabber messaging system.

2. IM Gateway

Global Relay's IM Gateway securely filters public IM networks including AOL, MSN, Yahoo, ICQ & Pivot 360 (IM Trader).

3. In-house IM Appliances

Akonix, Facetime & IM Logic (Symantec) in-house security appliances via SMTP.

IM Archiving & Monitoring

- Message Archiver securely captures both internal & public IM business communications.
- Provides long-term preservation, access, management and retrieval of all IM records.
- Each IM chat session is assembled into a conversation with meta data on participants.
- Each IM chat session is elegantly displayed in the Message Archiver for ease of discovery and review.
- Each message type (IM, email, Bloomberg, Reuters) can be searched in isolation OR on a consolidated basis.
- Enables review and monitoring of all IM captured in the Message Archiver for compliance & policy purposes.
- Each IM type is distinguished in the Archive by icon for easy identification:



About Global Relay

For over 11 years, Global Relay has delivered high performance Messaging, Compliance, eDiscovery, monitoring and disaster recovery services in connection with Email, Instant Messaging, Bloomberg, Thomson Reuters Messenger, Social Media, BlackBerry and voice. Global Relay specializes in Messaging Compliance and Archiving solutions for financial firms subject to SEC, FINRA, SOX, FRCP, IIROC, MiFID, FSA, DPA and privacy rules. With offices in New York, Vancouver, London and Singapore, Global Relay provides services in 90 countries to over 6,000 customers including public companies, banks, broker-dealers/public stock exchange, investment advisors, hedge funds, investment dealers, and global multinationals including 22 of 25 of the top global banks as customers.

IM Alternatives

Enterprise Instant Messaging

Global Relay Messenger is our secure, closed-network Instant Messaging system. Designed to be SEC/FINRA/HIPAA compliant, our enterprise IM solution provides organizations of any size with secure, private Instant Messaging on an internal network with 100% uptime. It provides a secure and reliable enterprise-class messaging environment while maintaining real-time, scalable connectivity and collaboration internally. This is the ideal solution for firms who have restricted IM until now, due to their inability to control access or securely log. Global Relay's Messenger has seamless integration with the Message Archiver.

IM Gateway

Global Relay's IM Gateway is designed to provide the secure connection and capture of all public and enterprise IM conversations. The IM Gateway securely captures IM chat sessions from AOL, MSN, ICQ and Yahoo, as well as Microsoft's LCS, IBM's Sametime/Lotus and Pivot 360, amongst others. The IM Gateway then routes a copy of each message to the IM Interpreter for import into the Message Archiver to provide compliance with industry and government regulations and corporate policies. IM Gateway ensures perimeter security, monitoring, archiving, audit trails and message threads.

IM Appliances

Through IM technology partnerships with Akonix, FaceTime and IMLogic (Symantec), Global Relay securely captures public network instant messaging (IM) chat sessions transmitted from IM security appliances deployed on a customer's local area network (LAN).

For further information about Global Relay Instant Messaging:

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