

message converter for blackberry

CONVERT AND ARCHIVE BLACKBERRY MESSAGES



Elite Alliance Member

Global Relay is a BlackBerry Elite Alliance Member.

Global Relay's Message Converter for BlackBerry® provides full capture, conversion-to-email and archiving for retention and management of BlackBerry PIN, SMS & Phone logs in Global Relay's Message Archiver or for SMTP delivery to customer's in-house archiving system.

About BlackBerry Messages

BlackBerry devices enable users to communicate electronically via PIN, SMS (commonly known as text messaging) and by phone. BlackBerry Enterprise Servers (BES) enable logging of these messages for compliance purposes, placing a copy of each message into a folder on the BES as follows:

1. **SMS** — short message service (SMS) commonly referred to as text messages are logged recording the sender, recipient and content of the message.
2. **PIN to PIN** — personal identification number (PIN) text messages are logged recording the sender, recipient and content of the message.
3. **Phone calls** — are logged recording the initiator and recipient of each phone call recording their phone numbers only, not the conversation.

Compliance Archiving

Compliance regulations such as SEC Rule 17a-4 and FINRA Rules 3010 & 3110 require electronic business communications, including those transmitted via BlackBerry, to be archived for defined long-term retention periods and monitored for post-review compliance purposes. Additionally, the amended US Federal Rules of Civil Procedure (FRCP), Sarbanes-Oxley (SOX), MiFID (UK), as well as internal corporate messaging policies often require all business communications to be retained yet accessible for litigation and internal audits.

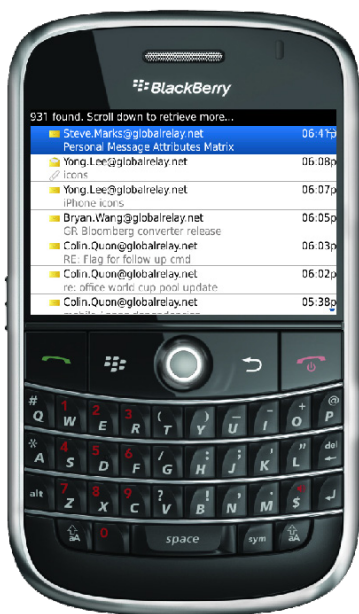


Archiving BlackBerry Messages


Traditionally, BlackBerry email has been the only BlackBerry messaging form that firms have been able to capture via integration with a BlackBerry Enterprise Server. However, BlackBerry PIN & SMS messages together with Phone logs are considered "business records" and legally should also be preserved. Compliance Officers responsible for monitoring of electronic communications can now capture all message types from BlackBerry using Global Relay's Message Converter for BlackBerry for compliance and legal purposes.

Global Relay's Message Converter for BlackBerry enables BlackBerry PIN, SMS & Phone logs to be converted into email messages that are imported and consolidated in the Message Archiver, with all other email and instant messages of an organization, for easy online search, retrieval and monitoring.

Global Relay's Message Archiver & Compliance Reviewer seamlessly integrate with the Message Converter to provide BlackBerry customers with long-term storage of all BlackBerry messages, to help customers meet compliance requirements and address "litigation readiness."



The Archiving Process

1. The Message Archiver automatically captures a copy of all new BlackBerry messages.
2. This information is fully indexed and processed for search and retrieval purposes. The messages are then time-date stamped, serialized and written to dedicated customer WORM drives.
3. For categorization purposes BlackBerry messages are automatically routed to a "BlackBerry Messaging" system Folder in the Message Archiver; with each message type being identified with a unique icon: 

About BlackBerry Message File Transfer

The Message Converter for BlackBerry is a hosted service which downloads via Secure File Transfer Protocol (SFTP) PIN, SMS & Phone logs from a BlackBerry Enterprise Server. SFTP is generally referred to as a "pull technology" as it logs onto and downloads the messages from the BlackBerry Enterprise Server.

How the Message Converter for BlackBerry Works

All BlackBerry PIN, SMS and Phone logs for each User are processed and chronologically displayed in a single email detailing all PIN messages, SMS messages & phone numbers dialed or received by the specific Users. Each User will have a dedicated email log of their daily BlackBerry communications. Global Relay's Message Converter then delivers each BlackBerry summary by email for:

- (a) Ingestion by Global Relay's hosted Message Archiver & Compliance Reviewer
- (b) FTP download to Customer's in-house archiving system, or
- (c) SMTP delivery to Customer's in-house archiving system via VPN/TLS/SSL

Once imported, BlackBerry messages can be searched, viewed, monitored and retrieved from the Message Archiver in the same manner as email and instant messages.

Importing Legacy BlackBerry Messages

Global Relay is also able to transfer and archive legacy BlackBerry messages where customers with BlackBerry Enterprise Servers currently utilize message logging for record retention purposes.

Message Archiver & Compliance Reviewer

Global Relay's Message Archiver & Compliance Reviewer enable the review, retrieval and monitoring of all BlackBerry messages, such as email, PIN, SMS & Phone logs for compliance, audit & policy purposes by compliance officers.

Global Relay's Message Archiver and Compliance Reviewer incorporate:

- Geographically isolated MCI/Verizon data centers with mirrored SAN storage
- Search engine technology providing instant search and retrieval of messages
- Hierarchical monitoring systems
- Keyword & phrase scanning with integrated random sampling
- Lifecycle management of 3 to 7 years or beyond
- Secure end-to-end message transport (HTTPS, SSL, TLS) & secure storage (AES & RSA encryption)
- Audit trails for all system events and user actions
- End-to-end message reconciliation
- Readily available data for SEC/FINRA audits, subpoenas or eDiscovery
- Online audit and eDiscovery tools

Getting Started with BlackBerry Archiving

Complete and return by fax Global Relay's "Direction & Authorization for BlackBerry Download and Archiving" form. Global Relay will then provision the Message Converter for BlackBerry capture and notify your company of the implementation date.

The RIM and BlackBerry families of related marks, images and symbols are the exclusive properties of and trademarks or registered trademarks of Research In Motion Limited — used by permission.

About Global Relay

For over 12 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 14,000 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.

Global Relay Communications Inc.

286 Madison Avenue, 7th Floor
 New York, NY, 10016-6368
 Tel: 866.484.6630
www.globalrelay.com
sales@globalrelay.net

For further information about
 Message Converter for BlackBerry

1.866.484.6630

www.globalrelay.com