



## Brochure

Information Management and Governance

# Social Collaboration Archiving Solutions

Global pivot to remote work models poses new governance challenges.  
Streamline multichannel compliance with Digital Safe.

# Manage Collaboration Platform, Social Media, and Email in One High-Performance Archive

Streamline compliance by leveraging Micro Focus Digital Safe's long heritage of multichannel archiving and a portfolio of supplementary offerings designed to mitigate risks associated with the increased reliance on collaboration platforms and social media for business.

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Capture and index communication data from more than 26 social collaboration platforms, including comments, posts, attachments, and linked web pages, message sender, the channel communication type (Microsoft Teams, Slack, etc.), with restrictions to public, private, and group communications, among others.

**Streamline and Strengthen Compliance:** Secure all workforce accounts from potential compliance and risk violations.

**Broad Collaboration Platform Support:** Ensure compliance while boosting productivity with collaboration platforms such as Microsoft Teams, Slack, Cisco Jabber, Yammer, WeChat, WhatsApp, Bloomberg, Symphony, and Thompson Reuters.

**Extensive Social Media Platform Support:** Leverage the reach and immediacy of social media for business without increasing compliance risk for platforms such as LinkedIn, Facebook Workplace, Twitter, Instagram, and many others.

**Microsoft Teams Highlight:** Additional Microsoft Teams functionality supports compliance and regulatory capture of Group/Teams and Chat messages, avatars, attachments, and more.

## Rising Stakes and Compounding Challenges for Compliance

### The Post-Pandemic Dilemma

Three major developments—the growing burden of legal and regulatory mandates, the normalization of distributed workforces, and the resultant surge in collaboration and social media data—have both changed

the challenges and raised the stakes for [information governance](#). Organizations now struggle to control, secure, and monitor the spiraling quantities and expanding diversity of enterprise data as they seek to protect customers, employees, and shareholders.

Yet growing business adoption of [collaboration platforms](#) and social media serves vital strategies and advances key corporate goals. For example, professional services giant Ernst & Young reports that of an average of about 2.5 million meetings a week its teams conduct, 40% were virtual prior to COVID; that percentage shot up to nearly 80% (70% using Microsoft Teams) as of April 2020.<sup>1</sup> Further, a special COVID edition of The CMO Survey found that the portion of Marketing budgets spent on social media increased 74% between February 2020 and June 2020, from 13.3% to 23.2%.<sup>2</sup>

Leaders charged with compliance and information governance largely acknowledge that collaboration and social media platforms are here to stay. Moreover, many see the global pivot from office-based to home-based work itself as a radical transformation for business leaders to manage. No less a visionary than Bill Gates observed that “remote meetings will be normalized,” among other transformations that have altered the fabrics of business and society, in the first installment of his podcast series.<sup>3</sup>

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1 “Beyond COVID-19: How to sustain and enhance remote collaboration,” Ernst & Young, May 7, 2020.

2 *COVID-19 and the State of Marketing*, The CMO Survey, June 2020.

3 “What will the world look like after COVID-19?” from the podcast series *Bill Gates and Rashida Jones Ask Big Questions*, November 16, 2020.



**“As organizations generate more business records and more archivable content in other platforms and applications, it makes sense to consider adding that content to the archive. An archiving solution that, in addition to email, retains all relevant data types, such as text messages, tweets, social media posts, instant messages, content from collaboration systems, and other data can be used to gain even more insight about how the organization runs.”**

**OSTERMAN RESEARCH**

*Archiving as a Key Element of Information Governance*  
April 2020

**Information Governance Regulations Tighten**

The ways in which business is conducted have changed. Yet the laws and regulations governing information governance have remained, or even grown more restrictive.

New regulations continue to emerge around the world, as governments try to cope with the rapid growth of technology and digitization of personal information, communication, and business transactions. As shown in the table below, these regulations can issue from regional authorities, federal agencies, and state or regional policy bodies.

**PARTIAL LIST OF KEY INFORMATION GOVERNANCE REGULATIONS**

Regulation	Summary
<b>General Data Protection Regulations (GDPR)</b>	GDPR gives residents of the European Union (EU) and the European Economic Area (EEA) control over their personal data.
<b>Foreign Corrupt Practices Act (FCPA)</b>	US federal law that prohibits US citizens and entities from bribing foreign government officials.
<b>Bank Secrecy Act (BSA)</b>	US law requiring financial institutions to assist US government agencies in detecting and preventing money laundering.
<b>USA PATRIOT Act</b>	US law that expands surveillance abilities by law enforcement, ease interagency communication to allow for more effective counterterrorism efforts, and to increase penalties for terrorism crimes.
<b>Securities and Exchange Commission (SEC) 17a-3 and 17a-4</b>	SEC 17a-3 and 17a-4 set requirements and standards of retention, management, and availability of data pursuant to transactions and trading.
<b>Dodd-Frank Wall Street Reform and Consumer Protection Act (Dodd-Frank)</b>	Dodd-Frank introduced many reforms intended to protect consumers and identify threats to US financial stability, including expanding the reporting requirements of investment advisors and limiting their ability to exclude information in their reporting to federal government agencies.
<b>Federal Reserve Board Regulations</b>	In the US, the Federal Reserve is responsible for monitoring, inspecting, and examining certain financial institutions to ensure compliance with rules and regulations.
<b>Federal Rules of Civil Procedure (FRCP)</b>	FRCP governs how relevant information is handled in a legal matter; particularly relevant is FRCP Rule 37, which oversees possible sanctions and remedial measures in the event of a failure to preserve data.
<b>Financial Industry Regulatory Authority (FINRA) Rules 3110 and 3120</b>	FINRA Rules 3110 and 3120 require a firm to establish and maintain a system to supervise the activities of its employees to achieve compliance with securities laws and regulations, and set requirements the system's management and administration.

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Regulation	Summary
FINRA Regulatory Notice 10-06 and 11-39	FINRA Regulatory Notice 10-06 govern how the regulatory authority's communication rules apply to social media sites; FINRA Regulatory Notice 11-39 adds clarification and detail.
FINRA Rule 2210	FINRA Rule 2210 governs financial institutions' communications with the public, including correspondence, retail communications, and institutional communications, including by electronic media.
FINRA Rule 4511	FINRA Rule 4511 requires firms to make and preserve "books and records" in a format and media that complies with SEC 17a-4 for a minimum of six years.
Investment Industry Regulatory Organization of Canada (IIROC) 29.7	IIROC 29.7 defines legally allowable business conduct for security dealers, and requires the retention of all advertisements, sales literature for a period of two years, and of correspondence for a period of five years.
IIROC 29.7/Notice 11-0349	IIROC Regulatory Notice 11-0349 addresses recordkeeping and supervision guidelines for social media use.
Financial Conduct Authority Conduct of Business Sourcebook (FCA COBs)	The chief financial regulatory body in the UK, the FCA mandates the retention of records relating to firms' suitability for a minimum of three years to indefinitely, depending on the investment or transaction category.
Markets in Financial Instruments Directive (MiFID) II & Markets in Financial Instruments and Amending Regulation (MiFIR)	MiFID II is an EU regulatory legislative framework; MiFIR is a set of rules created in parallel with MiFID II that set rules and reporting requirements of financial instrument transactions.
California Consumer Privacy Act of 2018 (CCPA)	CCPA gives customers more control over the personal information that businesses collect about them, applying many of the same provisions that GDPR sets forth for EU residents, including the right to know what personal information a business collects, how it is used, and how it is shared.

## Digital Safe Archiving for Collaboration and Social Media Messages

### Comprehensive Archiving

Digital Safe delivers unprecedented productivity in business-critical information archiving, discovery, compliance, and audit tasks. The new capabilities are delivered in a scalable services-oriented architecture designed to support today's strategic need for a robust, secure, and enterprise-class compliant multichannel archiving system.

### Granular Captures

Digital Safe 10 archives the following platform elements to provide a rich mix of content and context for search, query, and analysis:

Channel	One-to-One Messages	One-to-Many/ Group Messages	Attachments	Stickers, Emojis, Avatars, etc.
Microsoft Teams	■	■	■	■
Microsoft SharePoint (Office 365)	■	■	■	■
Microsoft SharePoint (On-Premises)	■	■	■	■
Microsoft Yammer	■	■	■	■
Cisco Jabber	■	■	■	■
Slack	■	■	■	■
SalesForce Chatter	■	■	■	■
SalesForce Communities	■	■	■	■
SalesForce CRM	■	■	■	■
LinkedIn Personal	■	■	■	■
LinkedIn Company	■	■	■	■

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Channel	One-to-One Messages	One-to-Many/ Group Messages	Attachments	Stickers, Emojis, Avatars, etc.
LinkedIn Sales Navigator	■	■	■	■
Facebook Business Pages	■	■	■	■
Facebook Events	■	■	■	■
Facebook Groups	■	■	■	■
Facebook Personal	■	■	■	■
Facebook Workplace	■	■	■	■
Bloomberg	■	■	■	N.A.
Refinitive Eikon (Reuters)	■	■	■	N.A.
Symphony	■	■	■	■
Autobahn FX	■	■	N.A.	N.A.
Yieldbroker	■	■	N.A.	N.A.
ICE Chat	■	■	■	■
Zoom	■	■	X	■
Confluence	■	X	■	■
JIRA	■	X	■	■

## Micro Focus Resources for Collaboration and Social Media Message Archiving

### Digital Safe 10

The Digital Safe 10 Platform applies a modern, cloud-native architecture—ultimately enabling automated, consumption-driven resources and storage on-demand—to maximize efficiency and performance. Designed to unify all your communication and messaging data into a highly enriched Compliance Data Lake, Digital Safe uses industry-leading indexing technologies that simplify operations and empower users to search, supervise, analyze, and export to ensure compliance. Digital Safe enables users to extract business insights that identify risks, reduce costs, and maximize business value.

### HOW WE DO IT

Standardized ingestion leads to smoother adherence to regulatory requirements and consistent user experience during discovery and supervision. By pursuing an approach where we focus on the object, its metadata and its origin, we maintain the maximum fidelity of the message content. This approach is unique and provides Digital Safe users with greater ease and ability to extract insights from archived data. Obligations under Dodd-Frank, SEC Rule 17a-4, and Europe MiFID II, and other various regulations all require that content be captured and

maintained at the object level to ensure proper management of the information, in particular as it pertains to data privacy and financial regulatory requirements.

### Social Media Governance

Micro Focus Digital Safe 10 [Social Media Governance](#) captures collaboration and social media data and aggregates it with SMTP-based email



content in a unified Digital Safe 10 compliance archive. This allows you to query and conduct searches across content generated from a variety of channels and preserve it in the archive—advanced reporting capabilities enable you to see message size and volume across channels, drill down into that data and view channel utilization by group and custodian. Generate results as they appear to app users, including message threads, social posts, images, and videos. The Micro Focus Social Media Governance solution is delivered as a Managed Operational Service, providing significant benefits to organizations under time and budget pressure. We monitor source channel and ingest volumes. We tightly track channel changes which are sometimes unannounced, working to keep message ingest flowing smoothly. Our experts work with you to keep your group memberships and hierarchy up to date, remediate ingest if a channel change requires it and provide initial setup. In partnership with you, we make it possible for you to tap channel specific expertise that you need to successfully deliver a unified messaging archive.

#### **CaaS**

Micro Focus Connectors-as-a-Service (CaaS) is a programmatic service offering that lets you tailor your collaboration and social media capture and archiving solution to meet your specific corporate, regulatory,

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**“Micro Focus’s cloud-native architecture offers a new user experience, enhanced team collaboration, social-media, chat, analytics and reporting, and an enriched compliance data lake platform.”**

#### **THE RADICATI GROUP, INC.**

*Information Archiving—Market Quadrant 2021*



or national compliance strategies. Micro Focus expertise enables structured and rich metadata ingest for centralized management, precise search, and streamlined query in Micro Focus Digital Safe, and supports downstream operations, such as supervision and eDiscovery.

#### **Message Compliance Manager**

Micro Focus Message Compliance Manager simplifies compliance for organizations in highly regulated industries by independently tracking and reconciling email, collaboration platform, and social media sends to the Digital Safe 10 archive. Available either for deployment on-premises or as a hosted service in the Micro Focus cloud, Message Compliance Manager filters and routes messages to various destinations downstream from the archive, such as for deep analysis. Message Compliance Manager tracks, reconciles, and reports on all messages and performs message resends when deliveries are not acknowledged within the expected time interval.

Contact us at:

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