Micro Focus Connectors as a Service (CaaS)

Micro Focus Connectors-as-a-Service (CaaS) supports your ability to manage and preserve chat messages, conversation threads, microblog posts, history, and file attachments for regulatory and corporate compliance.

Heightened regulatory oversight and the spike in electronic information caused by the pivot to work-from-home models now require new approaches to manage, control, and derive insight from an expanding range of collaboration platform and social media content. Managing this information in line with corporate, industry, and regulatory compliance obligations is just as critical as it is for email. An ideal complement to Digital Safe 10 Social Media Governance, CaaS integrates with the market-leading, cloud-based archiving solution, Micro Focus Digital Safe, to enable centralized management of data and support downstream capabilities, including supervision and eDiscovery. Digital Safe is proven and relied upon by global financial institutions to meet strict compliance regulations with confidence and efficiency.

Product Highlights

Extend the value of your Digital Safe 10 compliance archive by capturing collaboration and social media platform traffic and combining it with email to provide powerful, integrated cross-channel search, analysis, supervision, and preservation capabilities.

Perform investigative searches for search, eDiscovery, and export operations across multiple collaboration and communication channels in a single Digital Safe 10 archive. Micro Focus CaaS offers enterprises and information

leaders easy access to, and supervision of, rich collaboration and social media communication and content for stringent management of legal, regulatory, and corporate compliance.

Key Benefits

Automated downloads: Micro Focus CaaS enables archive synchronization with the collaboration or social media channel—either via Digital Safe 10 Social Media Governance or independently—to automatically capture and archive all messages.

Robust message capture: Message content, attachments, and message disclaimers are thoroughly mapped and converted to SMTP for archiving, with the original message also attached to the archived message to mitigate compliance risk.

Messages rendered for readability: Messages are rendered to a memo format that is suitable for supervision, discovery, and production without further data processing costs.

Daily processing reports: Reports (including processing statistics) provided daily via email to assist in data reconciliation and reduce the risk of data spoliation.

Optional content types or feeds: Incorporate customized filtering and metadata enrichment strategies to meet your specific corporate,

Quick View

- Automatic download and archiving of messaging content
- High content fidelity via thorough message mapping
- Rendering for easy message readability in downstream supervision, eDiscovery, and production
- Daily processing reports via email and/or through the customer portal

Archive Collaboration Platform Data

- Microsoft Teams
- Microsoft Yammer
- Slack

Archive Social Media Channels

- LinkedIn
- Facebook
- Twitter

regulatory, or national compliance policies and laws. Metadata enrichment reduces the search time and effort required to link employee user IDs with corporate email addresses, and enables searches against individuals without needing to know all of their account names.

Archive Continuously: Automate the capture of both SMTP and non-SMTP data at regular intervals for preservation in your Digital Safe 10 archive.

Consolidate Data for Search and Export: Streamline the preservation and analysis—via advanced Search and Export, Term Hits Reports, Faceted Filtering, and Reporting and Analytics features on your Digital Safe 10 compliance archive—of collaboration, social media, and email content.

Improve Compliance Risk Visibility: Improve visibility into risk and compliance issues, surface business-critical insights, and simplify publication and sharing of analytics on collaboration and social media communications.

Streamline Risk Management: Drive comprehensive risk management and mitigation against SEC, FINRA, SOX, MiFID II, GDPR, HIPAA/HITECH, FRCP, and other regulatory requirements.

Key Features

eDiscovery Regulatory Search: Micro Focus CaaS supports the need by authorized users to perform downstream eDiscovery and regulatory investigations and analysis, as well as provide oversight—via search, filter, retention exceptions, initial communication reviews, and exports to external parties—across email, collaboration, and social media content and metadata.

Supervision and Surveillance: Micro Focus CaaS provides granular identification and configuration of multiple Collaboration and Social Media types provides the essential elements for managing all regulatory aspects of Supervision and Surveillance. Automated policy identification for legal, regulatory, and corporate compliance—including review workflows, audit, and the most advanced sampling—provide insights and policy precision tailored to all channels. Granular role-based

review and flexible administration—including searching, highlighting, attachments, message threading, monitoring and case management—for all data types, along with scalability and performance, to streamline accurate auditing and reporting for all business requirements.

Audit Trails: Micro Focus CaaS brings collaboration and social media content into your Digital Safe 10 compliance archive, with searchable audit trails of all activities by administrators and users with archive permissions.

Configurable Alerts: Alert settings on Digital Safe 10 enable automated email notifications based on content in your social media records, including specific keywords, questions, and personally identifiable information (PII), such as credit card numbers, social security numbers, phone numbers, email addresses, street addresses, and other generic identification numbers.

Advanced Reporting and Analytics: Archiving collaboration platform, social media, and email data with Digital Safe 10 and Micro Focus CaaS provides clear insights into your enterprise data via Digital Safe Reporting and Insights, powered by TIBCO Jaspersoft, an industry leader in embedded analytics software. This allows information leaders across the enterprise to glean insights, reveal risk and compliance issues, and publish and communicate findings easily and quickly to key business stakeholders.

Preservation in Native Format: Micro Focus CaaS enables direct interfaces with collaboration and social media platforms to capture and preserve data in near-native format for easy access and effective analysis.

Consolidated Search and Export: Unified archiving of collaboration, social media, and email content within the Digital Safe 10 compliance archive enables streamlined preservation and analysis of all enterprise communication, though effective leveraging of advanced Search and Export, Term Hits Reports, Faceted Filtering, and Reporting and Analytics features.

Additional Information

Learn more by contacting Micro Focus Managed Services at: **askmanagedservices@ microfocus.com**

Contact us at:
www.microfocus.com

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