

Archiving IM & Chat Messaging Data

Mobile compliance archiving effectively addresses compliance, regulatory, eDiscovery response requirements, and reduces risk across a variety of industries. Mobile archiving captures mobile content, including SMS, MMS, calls, WhatsApp and WeChat calls, Signal, Telegram, and chats from corporate or BYOD mobile phones.

Archiving IM & Chat Messaging Data at a Glance:

- **Network Archive:**
Direct carrier capture for automated archiving
- **Android Archive:**
Archive Android, SMS, MMS, and calls
- **Enterprise Number Archive:**
One device, two phone numbers
- **WhatsApp Archive:**
Archive WhatsApp activity
- **WeChat Archive:**
Archive WeChat app activity
- **Telegram Archive:**
Archive Telegram app activity
- **Signal Archive:**
Archive Signal app activity

OpenText IM messaging and mobile archiving enables archiving of all encrypted SMS/Text messages, MMS and dedicated business phone number data for iOS and Android devices. In addition to, SMS, MMS, calls, WhatsApp and WeChat calls, Signal, Telegram, and chats from corporate or BYOD mobile phones.

OpenText™ features carrier level archiving of text messages. This gives you oversight on mobile communication data for your iOS, Android and other mobile devices on the mobile carrier network. The solution is ideal for environments with corporate-owned devices, BYOD, or a hybrid environment of both.

With this mobile archiving functionality, you don't lose valuable information, your organization stays compliant, and your sensitive data stays securely within your organization.

Direct Carrier Capture for Automated Archiving

Mobile communication has become an integral part of any sized organization, resulting in more business records being stored on mobile devices. However, without a complete compliance-oriented archiving solution to back mobile communication, organizations face major problems including regulatory compliance violations, the inability to produce content in eDiscovery requests, and the inability to share important business content from mobile devices.

Direct carrier capture enables organizations with the ability to keep emails, mobile text messages, and call recordings in a single archiving

storage directly from the carrier network. This is accomplished by collecting a copy of SMS/MMS messages and call recordings sent and received from company-owned devices and storing them centrally. Additionally, using mobile archiving, organizations gain the ability to store all text messages alongside users' email messages with the enterprise email archive of choice.

The integration of mobile archiving has many distinct benefits to an organization and can include:

- Regulatory compliance through governance of all message types
- Simplified training
- Unified reporting
- Easy search and retrieval of indexed communication
- Litigation readiness

The Mobile Archive

The Mobile Archive effectively addresses compliance, regulatory, eDiscovery response requirements and reduces risk across a variety of industries. It captures mobile content, including SMS, MMS, Calls as well as WhatsApp and WeChat calls and chats from corporate or BYOD mobile phones. Messages are securely and reliably retained or forwarded to an archiving data storage vendor of your choice.

Organizations are empowered to securely capture mobile SMS and mobile text messages from mobile carriers and mobile devices for a variety of ownership models like BYOD, CYOD, and employer issued. With these tools, you can

find the right solutions or blend of solutions for your individual requirements. Use any combination of these mobile recording products:

Text Messages and Calls Including SMS, MMS, and Voice Calls

Network Archive

- Messages and calls are captured directly from the mobile carrier network.
- The copy of the message is sent for routing to the company archive.
- Can work for legacy phones. Enterprise only, not for BYOD.
- No App necessary. Call recording capability is dependent on carrier's network.

Android Archive

- A lightweight agent is installed on the employee's Android device.
- A copy of all mobile SMS / MMS and call recordings is captured on the mobile phone.
- The copy of the message is sent for routing to company archive.
- Works in the background without any user intervention.

Enterprise Number Archive

- Employee installs the app on their mobile phone.
- A secondary enterprise number is provided to the employee and associated with the mobile app.
- Messages and calls sent/received using the enterprise number arrive at the app and are recorded.
- App users can exchange group and secure messages with other co-workers.

Text Messages and Calls Including SMS, MMS, and Voice Calls

WhatsApp

- Archive WhatsApp calls, text, chats, images, files and deleted messages.
- Capture communication from phone or cloud using WhatsApp Phone Archive or WhatsApp Cloud Archive.
- Native WhatsApp features and functionality, works from Mobile, Web and Desktop.
- Works for iOS and Android, Corporate and BYOD devices. Business/private chat separation.

WeChat

- Archive WeChat calls, text, chats, images, files and deleted recall messages.
- WeChat communication is uploaded from the phone for archiving.
- Works from WeChat Work mobile app, as well as WeChat web interface.
- Works for iOS and Android. Corporate and BYOD devices. Business/private chat separation.

Telegram

- Archive Telegram app chats, secure chats, and channels—including and text, multimedia and all other files.
- Telegram communication is uploaded to the company enterprise archive.
- Works from Telegram mobile app, as well as Telegram on the web and desktop.
- Works for iOS and Android. Corporate and BYOD devices. Business/private chat separation.

Signal

- Archive Signal app chats, multimedia, text, deleted messages and all files and attachments.
- Signal communication is uploaded to the company enterprise archive.
- Works from Signal mobile app and Signal desktop.
- Works for iOS and Android. Corporate and BYOD devices. Business/private chat separation.

Archive Android, SMS, MMS, and Calls

Whether your organization utilizes company-issued devices or BOYD, text messages and calls are pieces in the communication story that can only be fully told through the archiving of all company communication. Android Archive forwards a copy of SMS/MMS and voice call recordings to a compliance archive, allowing employees to collaborate and communicate through multiple mediums without the need to worry about saving or archiving communicative data manually.

When your organization manages, controls, and archives data from Android devices, a dedicated Android Archive tool can speed and simplify the archival process. Once an employee installs the native messaging app on the Android device, the archive router forwards messages to the company's archive when the employee presses send. This allows for easy and efficient search and view of mobile messages within the archive, providing a comprehensive and conversational view of company communication.

Record and archive your native mobile calls by routing all your incoming and outgoing calls via our server and receiving them on the app. This solution offers compliance, branding, and employee autonomy.

Using the Signal Archive can help you capture and archive Signal calls, text, multimedia, and files on corporate-issued and employee BYOD phones. With support for all iOS and Android mobile devices and OS versions, you can communicate using Signal and stay compliant, use Signal from a web interface or mobile app while capturing communication, capture all chats, and search and filter messages.

Archive WhatsApp Activity

Not only are employees communicating via text message through their device carrier, but messaging apps like WhatsApp are also increasing in use across organizations. When employees are using messaging apps for work-related communication, the need to archive communication is still present. Even though communication is encrypted when using WhatsApp, regulatory compliance requires careful storage of messages.

Different businesses have different needs, so WhatsApp Archive can be utilized as a cloud Archive or phone Archive:

■ Cloud Archive

A parallel web session runs in conjunction with WhatsApp to capture chats within the application. This method doesn't require any special app installation and can be ran in a web browser. Working in the background, it enables the capture of all WhatsApp messages including text, images, audio clips, multimedia, and files for storage in the company archive.

■ Phone Archive

A wrapped WhatsApp application is installed on the phone to allow recording of WhatsApp chats and calls. The new wrapped application provides the ability to control corporate WhatsApp access and use, even when employees are using personal devices. For instance, you can block WhatsApp for employees that are misusing the application, have left the organization, or have lost their device.

WeChat Archive

As another common communication platform, WeChat provides users with the ability to communicate. With communication comes the need, for both regulatory compliance and strategic reasons, to store it.

WeChat Archive provides organizations with the ability to archive WeChat calls, texts, chats, images, files, and deleted recall messages. This is working in the background, allowing users to focus on their work and lets communication flow freely. Organizations can archive WeChat communication via the mobile app or a web interface, meeting you at your needs.

The use of WeChat Archive allows employees to maintain private chats with family and friends and keep them separate from company communication. When employees can communicate from the same platform for personal and professional conversations, employees don't have to worry about which type of communication they are sending on a given platform and can be confident their business communication is archived while personal communication is not.

Learn more at

www.opentext.com/en-us/products/retain-mobile-archiving/overview

www.opentext.com

Connect with Us

