

# Fortune 500 Investment Company

This investment company provides extensive financial services to urban and rural communities by using a large mobile workforce, which leverages the capabilities of BlackBerry smartphones. However, strict compliance regulations and mobile devices often don't mesh well. Micro Focus® Retain™ Mobile a solution that would allow them to take advantage of the technology and the benefits it can offer while staying in absolute compliance and demonstrating transparency.



## Overview

One of the nation's leading Fortune 500 Investment companies, located in St. Louis, Missouri, offers brokering and lending services through its large nationwide branch network.

## Challenge

As a member of FINRA and governed by the Securities and Exchange Commission (SEC), the company dutifully protects, monitors, and maintains copies of all business communication, and it observes the financial industry's best practices and compliance regulations. These regulations have become increasingly more extensive in the aftermath of events such as the collapse of the 2008 housing market. Today's public is generally less trusting of organizations in the financial industry, and the organization had need to increase transparency in order to regain their trust.

This was difficult at the time because the company provides extensive financial services to urban and rural communities by using a large mobile workforce, which leverages the capabilities of BlackBerry smartphones. Strict compliance regulations and mobile devices often don't mesh well, so the company needed a solution that would allow them to take advantage of the technology and the benefits it can

offer while staying in absolute compliance and demonstrating transparency. The solution was Retain Mobile.

## Solution

Retain Mobile was initially installed with BlackBerry Enterprise Server 5 and was configured to carefully ensure all message content, metadata, and timestamps were recorded for each communication. The company's rollout of BlackBerry Enterprise Service 10 was no problem, as Retain Mobile was reconfigured for the update and continue archiving all SMS/MMS, BBM, BBM Enterprise, PIN, and phone call logs for the 400 BlackBerry smartphones used by the company's professionals on a daily basis.

Retain Mobile routes these messages to the WORM (write once read many) storage system, ensuring that all information stored there is secure. Timestamping and fingerprinting (the ability to see who accessed data and when they accessed it) add increased security. Retain Mobile's powerful search engine makes eDiscovery a breeze. Coupled with redaction and export tools, the archived data is as useful as it is secure. Retain Mobile is capable of providing these features for Blackberry, iOS, and Android devices.

## At a Glance

### ■ Industry

Financial Services

### ■ Location

United States

### ■ Challenge

The company needed a solution that would allow them to take advantage of the technology and the benefits it can offer while staying in absolute compliance and demonstrating transparency.

### ■ Solution

Use Retain Mobile to ensure all message content, metadata, and timestamps were recorded for each communication.

### ■ Results

- + Introduced easy eDiscovery
- + Increased security with timestamping and fingerprinting features
- + Enabled mobile device use while maintaining compliance

**Retain Mobile's powerful search engine makes eDiscovery a breeze. Coupled with redaction and export tools, the archived data is as useful as it is secure.**

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## Results

Retain Mobile's capabilities aren't limited to mobile device archiving. It archives many other electronic communications as well, such as email and social media. All messages are securely stored in a single, unified Retain Mobile data archive and can be easily accessed through the Retain Web Access Archive Viewer. This means that whenever you need information, the archive will be easily accessible and searchable to find the information that you need. You can search by dates, sender, recipients, or even by keyword. Features such as these make Retain Mobile's archive a huge asset in transparency and compliance for the company.

Don't let regulations and risk keep you from utilizing all forms of communication to their full potential.

## About Micro Focus

Micro Focus is a global software company with 40 years of experience in delivering and supporting enterprise software solutions that help customers innovate faster with lower risk.

By applying proven expertise in software and security, we enable customers to utilize new technology solutions while maximizing the value of their investments in critical IT infrastructure and business applications. As a result, they can build, operate, and secure the IT systems that bring together existing business logic and applications with emerging technologies—in essence, bridging the old and the new—to meet their increasingly complex business demands.



### Micro Focus

#### UK Headquarters

United Kingdom  
+44 (0) 1635 565200

#### U.S. Headquarters

Rockville, Maryland  
301 838 5000  
877 772 4450

Additional contact information and office locations:

[www.microfocus.com](http://www.microfocus.com)