State Public Service Commission

The commission prohibited the use of texting, PIN, and IM until it found an archive solution, which Micro Focus® Retain™ Mobile was able to provide.

Overview
The State Public Commission prohibited the use of texting, PIN, and IM after its employees were not able to securely archive their mobile communicants until the Commission found its solution with Micro Focus Retain Mobile.

Challenge
Several commission employees gave their BlackBerry PIN codes to utility company employees so they could send PIN messages to each other. When they were brought under investigation by the State Attorney’s office for possible tampering of a vote on whether to raise energy rates, the employees were not able to produce copies of their text or PIN messages to demonstrate their innocence and subsequently had to resign from their positions at the commission. This caused the commission to forbid the use of texting, PIN, and IM until all messages and communications could be stored in an archive.

Mobile communication is a huge asset to any company. Just think of how the business world has changed since the technology was made available. As you can imagine, its loss complicated even the simplest of business functions for the commission. A solution needed to be implemented in order to continue operations as usual. The commission turned to Micro Focus for the solution.

Solution
Retain Mobile was implemented to ensure that all mobile messages could be archived in a searchable and discoverable format. Because Retain Mobile archives mobile communications for BlackBerry and Android, the commission was once again able to allow its employees to communicate via their smartphones.

In a world where security is becoming a top priority, prevention of incidents such as these is critical. Retain Mobile allowed the user to re-enable mobile communications once the incident had already happened, but imagine what it could have done if it were implemented beforehand! With mobile communications securely archived, the workers could have been proven innocent and reinstated to their jobs, or guilty and dealt with accordingly. Being prepared with Retain Mobile before incidents happen will mitigate the damage that they cause.

Retain Mobile securely archives SMS/MMS, BBM, PIN and phone call logs for BlackBerry and SMS/MMS and phone call logs for Android. All mobile communications are stored in Retain Mobile and can be viewed in context. This fully compliant archive can be searched for auditing, discovery, and compliance needs.

At a Glance

- Industry: Government
- Location: Undisclosed

Challenge
The organization needed the ability to archive mobile communications.

Solution
Use Retain Mobile to archive all mobile messages in a searchable and discoverable format.

Results
- Provided the ability to store all messages in a single, unified Retain Mobile data archive, which is easily accessible through the Retain Mobile web access archive viewer
- Enabled the commission to be compliant and allow mobile messages.
Don't let the risks of mobile communication keep you from benefiting from the features it offers. A simple implementation of Retain Mobile will provide your organization with the security it needs to take full advantage of SMS, MMS, BBM, PIN, and all other forms of mobile communication.

Results
Retain Mobile is the solution that provides a comprehensive solution for BlackBerry and Android systems where retention, archiving, and retrieval are essential.

Retain Mobile also archives other forms of electronic communications, such as email and social media, in addition to BlackBerry and Android Mobile communications. All messages are securely stored in a single, unified Retain Mobile data archive and can be easily accessed through the Retain Mobile web access archive viewer, giving you a fully compliant, searchable, and discoverable archive.

Don't let the risks of mobile communication keep you from benefiting from the features it offers. A simple implementation of Retain Mobile will provide your organization with the security it needs to take full advantage of SMS, MMS, BBM, PIN, and all other forms of mobile communication.

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.

www.microfocus.com