



Archiving

Automatically preserve, protect, and retrieve your critical business communications

Archiving
of chats
phone calls
and meetings

Powerful
contextual
item-level
search

Retention
policies
automatically
enforced

Simple to
deploy and
manage

Support for
compliance
with MiFID II,
GDPR, and other
regulations

As organisations expand their use of chat, calls, meetings and other communications capabilities, more and more business-critical and sensitive information is shared using these channels. To make this information easy to find whenever it's needed, it's critical to safeguard these interactions from accidental or inappropriate deletion. A secure, searchable archive then allows users to quickly identify and retrieve relevant conversations and ensure compliance with internal governance and regulatory retention requirements.

Tightly integrated with our Unified Communications (UC) platform, this archiving solution automatically preserves chats, phone calls, voicemails, meetings and more without requiring any user or administrative action. It's fast and easy to deploy and provides a powerful contextual search capability of retained communications based on a view of all users across different channels.

ARCHIVING OVERVIEW



ARCHIVING CAPABILITIES:

- **Seamless integration with UC:** Designed for UC and deploys in minutes with everything needed to enable compliant retention for UC communications.
- **Automatic preservation of UC communications:** Captures and retains chat, call records, phone call recordings and voicemails.
- **Security:** Data is uploaded securely and encrypted in transit and at-rest with multi-factor authentication to protect access and limit export to authorised users.
- **Identity and access management:** Ensures control over authorised personnel who can access and manage archived communications
- **Retention:** Choose to store data for as long as the business case requires – with retention options ranging up to ten years.
- **Unlimited capacity*:** Administrators are not forced to estimate the level of activity for their organisation or project storage requirements – administrators simply enable the archive and select the desired retention period.
- **Fast, powerful contextual search:** Indexes both content and metadata, so millions of files can be queried using dozens of properties in seconds. Search on text, chat names, participants, call duration, source, attachments, and many more attributes.
- **Compliance:** Supports MiFID II, GDPR and the Data Protection Act, with optional WORM tamper-proof media storage. Audit logs report all actions carried out by users including who viewed what, user activities, sessions and more..
- **eDiscovery and litigation support:** Apply legal hold to override retention periods and ensure data is retained to support legal case workflow and export of all case documents.
- **Data residency:** Supports US, Canadian, European and UK locations.

*Subject to the Fair Use limitations set forth in the Archiving Product Schedule available at: <https://www.serverdata.net/legal>

WHY BUSINESSES NEED ARCHIVING:



COMPLIANCE

Proactively retain and monitor business communications and interactions in an automatically preserved, secure and tamper-proof archive. Retention options support financial services and healthcare regulatory requirements, as well as internal governance.



FINDING CRITICAL COMMUNICATIONS

Instructions, proposals, recommendations, agreements and contracts are all examples of important information included in and referenced by internal and external business interactions. Archiving allows users to keep a record of communications sent and received, which helps ensure they have a copy of messages and associated documents stored safely without requiring users or administrators to save them. In addition, powerful contextual search helps locate and retrieve messages and documents quickly.

ARCHIVING SEARCH FEATURES

The screenshot displays a search interface for an archiving system. The interface is divided into several sections, each with a callout box highlighting a specific feature:

- Keyword Search:** A search bar at the top left with the placeholder text "Keywords".
- Search Filters:** A row of filter buttons including "Date", "Type", "Participants", "Direction", and "Duration".
- Content Summary:** A list of search results on the left, each with a checkbox and a brief description of the content.
- Select Items:** A checkbox in the left sidebar, likely for selecting multiple items.
- Monitored Users:** A row of user avatars in the "Participants" column of the search results table.
- Timestamp:** A date and time entry in the "Date" column of the search results table.
- Additional Properties:** A row of icons in the "Properties" column of the search results table.
- Content Preview:** A detailed view of a selected message on the right, showing the sender, recipients, and the message content.

The search results table shows a list of items with columns for Title, Participants, Date, and Properties. The selected item is a message from "European Marketing Team" dated "08/25/2022 12:32 PM".



CONTINUITY

Staff turnover, medical/family/military leave, and organisational changes all create situations where digital conversations need to be preserved and searchable to support transitions. Archiving protects communications for all users, making it simple for an administrator to manage transitions of responsibility and make information available to the right users.



DISPUTES AND BEST PRACTICES

Review and resolve “who said what” disputes quickly and efficiently (e.g., HR or customer disputes). Monitor call quality and staff performance to improve company standards and customer care. Train staff on call handling techniques and customer interactions to improve performance. Rescue defecting customers.



PEACE OF MIND

Automatic, secure, tamper-proof preservation of communications protects organisations when unexpected challenges arise. Businesses using our integrated archiving solution can take comfort in knowing that their data will be available if and when they need it.

QUESTIONS? CONTACT US TODAY!

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