



Archiving

Automatically preserve, protect, and retrieve your critical business communications

Archiving of chats, SMS, phone calls and meetings

Powerful contextual item-level search

Retention policies automatically enforced

Simple to deploy and manage

Support for compliance with FINRA, SEC, HIPAA, and other regulations

As organizations expand their use of chat, SMS, 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 Elevate, this archiving solution automatically preserves chats, SMS, 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 Elevate:** Designed for Elevate and deploys in minutes with everything needed to enable compliant retention for Elevate communications.
- **Automatic preservation of Elevate communications:** Captures and retains chat and SMS messages, call records, phone call recordings, voicemails and meetings.
- **Security:** Data is uploaded securely and encrypted in transit and at-rest with multi-factor authentication to protect access and limit export to authorized users.
- **Identity and access management:** Ensures control over authorized 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 organization 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 HIPAA, FINRA and MiFID II compliance programs, with optional WORM tamper-proof media storage to comply with SEC Rule 17a-4. 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 and European locations.

*Subject to the Fair Use limitations set forth in the Archiving Product Schedule available at: <https://www.Elevate.com/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 shows a search interface with several key features highlighted:

- Keyword Search:** A search bar at the top left.
- 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.
- Select Items:** A callout pointing to a checkbox in the search results list.
- Monitored Users:** A callout pointing to the 'Participants' column in the search results table.
- Timestamp:** A callout pointing to the 'Date' column in the search results table.
- Additional Properties:** A callout pointing to the 'Properties' column in the search results table.
- Content Preview:** A callout pointing to the detailed view of a selected message on the right, showing participants, content, and a timestamp.

Keywords	Date	Type	Participants	Direction	Duration	Properties
Beidou	8/25/2022 5:43 PM					88 10 46 71
Marketing	8/25/2022 6:43 PM					88 9 46 6
Marketing	8/25/2022 6:43 PM					88 9 46 6
Direct Chat Burt Allen, Lyon Casapaco	8/25/2022 7:19 PM					88 2 46 2
Marketing	8/25/2022 6:43 PM					88 4 46 6
vi.pdf 1 Development & marketing plan 201-51678...	8/25/2022 5:43 PM					
vega-dinner-menu.pdf	8/25/2022 5:43 PM					
Internal notes and each	10/18/2022 11:19 AM					88 7 46 71
European Marketing team	8/25/2022 12:32 PM					88 9 46 71
Phone Call Burt Allen, Martha Selgaard	8/26/2022 2:47 PM					2m 16s

Content Preview: European Marketing... 08/25/2022 12:32 PM
Participants: Anton Albe, Cecil Alfred, Burt Allen, Willy Arnes, Adlene Ancomby, Lester Bernard, Alfred Grace, Josale Burt, Lyon Casapaco, Franklin Cecil, Simon Charles, Sharon Clark, Peter Cookson, Fred Cecil

Anton Albe: Hello 12:32 PM
Anton Albe: did anyone see the earnings call notes from our competitor yesterday? 12:32 PM
Cecil Alfred: No! 12:32 PM
Cecil Alfred: 12:32 PM
Cecil Alfred: Yes - it was interesting to see what effect the market has had on our competitors, as it will probably have a similar effect on us, all other things being equal. 12:32 PM
Willy Arnes: Yes it is true that by being in the same industry as our competitors, that we will face the same market advantages and disadvantages that our competitor... 12:32 PM



CONTINUITY

Staff turnover, medical/family/military leave, and organizational changes all create situations where digital conversations need to be preserved and searchable to support transitions. Archiving solution 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 organizations when unexpected challenges arise. Businesses using Elevate's 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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