

# Instant Message Recording PRODUCT SHEET



**verba**  
Keep your words

The **Verba Recording System** provides an integrated solution to record voice, video and instant messages on a single recording platform. With collaboration recording from Verba Technologies, companies can confidently meet strict compliance demands by archiving IM interactions together with all other recorded communications in a searchable repository.

IM interactions play a valuable role in the day-to-day communications of many organizations. While these interactions add value to an organization's ability to offer quality service, they are also harshly regulated. Archiving even instant messages is the only surefire way to adhere to federal regulations such as Sarbanes-Oxley and Dodd-Frank. With Verba collaboration recording, companies can confidently meet strict compliance demands by archiving IM interactions in a searchable repository.

#### Recording

- Reliable
- Distributed
- Fast

#### Security

- Controlled
- Encrypted
- Audited

#### Archiving

- Seamless
- Flexible
- Automated

## IM compliance for Cisco and Lync

The Verba solution supports **Cisco Jabber** and **Microsoft Lync**. In our Cisco solution, the Cisco Presence Server connects to the Verba Recording System, which plays the role of a Compliance Server in this scenario. In case of Microsoft Lync, the Verba Lync Filter integrated into Lync Front Ends records instant message signaling and stores it in the same database where other recorded sessions are stored.

## Integrated Voice and IM search experience

Our solution provides a unified search experience, where IM conversations are presented in the same view as your voice and video calls. This provides a great timeline view of complex conversations where the session starts with IM and is escalated into a call.

IM sessions are presented in a Conversation Viewer is presented, which shows the entire conversation. The solution stores the entire rich text / HTML conversation, currently a clear text representation is presented.

## Complete IM compliance feature set

Verba provides a complete compliance solution even for the most demanding legal environments:

- **Unified search** – a single solution for voice, video and IM provides much faster turnaround times
- **Full text search** – search quickly in the contents of millions of messages
- **Selective recording** – you decide whose IM sessions should be recorded
- **Ongoing conversations** – a list of all ongoing chat conversations together with all other ongoing calls
- **IM monitoring** – it is possible to view contents of ongoing IM sessions (silent monitoring for IM)
- **Per user IM recording** – recording of all chat conversations from the view point of all participants
- (including one-to-one and conference chats)
- **Compliance message** – a message can be inserted into the beginning of all chat flows (e.g. this conversation is recorded for compliance reasons)
- **Mixed scenarios** – support for scenarios when chat conversations are escalated into voice/video sessions
- **Resiliency** – recording sessions seamlessly continue after network downtime
- **Compliance stop** – chat conversations can be prevented if recording is not operational
- **Multiple recorders** – multiple IM recorders can be connected to one Verba Media Repository
- **End-to-end encryption** – sessions transferred between recorders and repository are encrypted
- **Screen recording triggers** – Capture not only IM, but also the user's full screen in the recording

## Enhanced security

The Verba solution provides a complete end-to-end security solution for your IM messages:

- **Multi-level access control** – with audit log and Active Directory Single-sign-on
- **Tamper proof** – RSA digital signatures
- **End-to-end encryption** – all communication is encrypted

## Enterprise-IT friendly

- **Active Directory synchronization** – with support for multiple sync profiles and AD SSO
- **VMware and Hyper-V certified** – virtualization optimizations and large virtualized install base
- **Windows Server certified** – based on Windows Server 2008 and 2012 with SQL Server 2008 and 2012
- **CRM Integration** – Dynamics CRM (from third-party) and Salesforce integration
- **Built-In monitoring** – Enterprise monitoring, configurable alerts through email and SNMP
- **Automated storage management** – Data retention framework for automated archiving
- **Streamlined backup and restore** – build an integrated backup solution with industry standard tools
- **Multitenancy** – Hosting providers can host multiple customers on a single platform

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### Available through Geomant:

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