

MindLink Anywhere

By The Persistent Chat Company

Making Persistent Chat simpler, more secure and accessible

What is Persistent Chat?

Persistent Chat is a communication paradigm for real-time, high volume messaging across different teams and organisations, built on the following core values.

Persistent Chat Core Values:

- Real-time, high volume chat
- Secure, partitioned and compliant messaging backbone
- Open, standardised approach towards federation
- Transient and ad-hoc participation user experience, with persistent and searchable history
- Lightweight and flexible implementation and design

Although Persistent Chat is not a new concept, its core values have diluted over time. Many tools available today shift their focus away from real-time high volume chat and have evolved into casual, conversational, social collaboration tools. As a result, such tools are often unsuited for organisations relying on Persistent Chat in a traditional sense: for real-time high volume chat.

Why use Persistent Chat?

Underpinned by its core values, Persistent Chat is ideal for circumstances that require teamwork and quick decisions, as events unfold. By letting organisations connect and the capacity to handle high message volumes, Persistent Chat introduces fast pace communication between different teams and organisations. Through secure and partitioned messaging; both compliance and data protection are ensured. The combined result is a trusted environment for collaboration between organisations that enables real-time coordination. It allows them, and their partners, to be more agile and responsive in urgent situations.

The Persistent Chat Company

At MindLink, we understand and maintain the traditional concept of Persistent Chat. By building on top of the core values, we deliver best in class solutions for Persistent Chat. MindLink enables and adds value to mission-critical use cases such as incident management, shift-based teamwork and inter-organisational collaboration. Through our unique security, technology and data protection capabilities, paired with a user experience designed for high-volume messaging; we offer the tools organisations need, and users want.

Microsoft Gold Partner



The Business Case for Persistent Chat

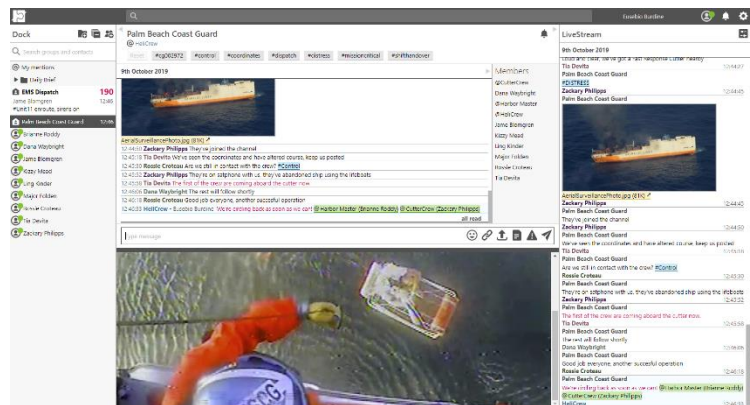
The Problem

Real-time messaging has taken the backseat in today's collaboration suites. While most platforms do have messaging features, they tend to fall short of expectations for teamwork and use cases that require close and frequent coordination between dispersed users and teams, rather than document or project-based collaboration.

The Solution

When teams rely on a constant feed of information to complete the task at hand, a dedicated platform coupled with a user experience designed for real-time messaging at high volumes is more desirable to use. Doing so removes the added overhead of running an entire collaboration suite and any distracting bells and whistles, making it lightweight and purposeful. It puts less strain on the network and provides better performance for users based remotely or in the field, where connectivity may not be ideal. Finally, it allows teams to stay in sync and coordinate more effectively with an interface and messaging experience that fully supports their use case.

Introducing MindLink Anywhere



MindLink Anywhere is a web client for instant messaging and Persistent Chat that is designed to support mission critical use cases. MindLink Anywhere natively integrates with other messaging platforms such as Microsoft Lync, and Skype for Business to provide a best-in-class user experience for real-time, high volume chat.

MindLink Anywhere offers modern and innovative messaging features that enable users to quickly find relevant information. The web interface is designed to accommodate high message flows, even in the most active of chatrooms. Through a unique range of settings and preferences messages and users can easily be distinguished so that important information stands out and is not overlooked.

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High Volume, Real-time Chat

MindLink Anywhere is designed to support users in real-time coordination and collaboration with a range of features to support them in dissecting high message volumes for important information.

Organised Conversations

Quickly locate the messages you need using search and filter the channel by topic using hashtag filters. Organise your contacts list with folders to group similar chatrooms and contacts.

UI Management and Whitespace Controls

MindLink Anywhere allows users to control the amount of whitespace between and around messages to make more efficient use of screen real-estate or increase readability.

Real-time Message Translation

Translate any incoming private or group messages to your target language without the need to tab out for a manual translation.

Custom Aliases and Individual User Colours in Groups

Users can show an alias within chatrooms along with their display name and enable individual user colours to quickly identify and distinguish participants and their messages.

Message Filtering

Using hashtags and the search function, the contents of a chatroom can quickly be filtered down to a topic of discussion or keyword, without the need to scroll. Our unique LiveStream feature provides a filtered view for users to monitor multiple channels and instant messages in a single glance.

Secure, Partitioned & Compliant Messaging

Through a range of security features MindLink Anywhere ensures data privacy and compliance with industry standards.

Flexible Token Based Authentication

Streamlined authentication through Active Directory to allow for a single point of access and enabling single-sign on.

Stateless Application, End to End Data Encryption

MindLink Anywhere maintains data privacy, where it does not hold message data in memory and encrypts data at rest and in transit using HTTP over TLS.

Message Classification

Control which users can view specific messages based on classification markings. Users can select from the markings available to them when sending messages that contain classified information.

Light-weight, Flexible Design

MindLink Anywhere is designed with a low network and resource overhead to allow for maximum performance and adaptability for custom requirements.

Low Bandwidth Reliability

MindLink Anywhere is a reliable messaging solution that maintains functionality and service in poor network conditions. This allows the remotest of users to stay connected to their office peers at any time, from anywhere.

Flexible Deployment Configurations

MindLink Anywhere is packaged as a stand-alone installer for hosting in the private/public cloud and on-premise. MindLink Anywhere meets organisational requirements for uptime and scalability by deploying multiple nodes in a High Availability, Disaster Recovery or Load Balanced configuration.

Agile, Responsive Inter-Organisational Collaboration & Coordination

Transient Participation

Federated access and transient participation allow internal and external users to collaborate and coordinate in real-time when needed. Users can join and leave groups as required with the group members list showing which participants are currently available in each channel.

Supported Scenarios

Unified Communications Compatibility

MindLink Anywhere supports the following Unified Communications platforms:

- Microsoft Lync 2013
- Skype for Business 2015, 2019 (On-Premise Edition)
- Skype for Business Online (Office 365 Edition)
- MindLink Chat Engine

Supported Modalities

MindLink Anywhere supports the following modalities:

- Instant Messaging (IM)
- Presence (Availability)
- Group Chat
- Multi-Party IM
- 1-1 and Multi-Party Voice Calling

Web Browser Compatibility

MindLink Anywhere supports the latest versions of:

- Internet Explorer 10 & 11
- Microsoft Edge
- Mozilla FireFox
- Google Chrome
- Safari (macOS/iPad)