

MindLink Chat Engine

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 the MindLink Chat Engine



MindLink Chat Engine is a messaging platform that is built following the principles of the Persistent Chat paradigm and adds best-in-class features for a communication experience that puts messaging first.

With an emphasis on real-time, high volume chat the MindLink Chat Engine is the messaging solution that enables close coordination between remote teams and external organisations in a secure and compliant manner.

By strictly functioning as a messaging solution the MindLink Chat engine is lightweight both in terms of design and implementation. This allows for a low maintenance and flexible deployment model, integrating with existing infrastructure and collaboration platforms.

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High Volume, Real-time Chat

MindLink Chat Engine 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.

Structured Conversations

Define well-known chat rooms that match your organisational hierarchy, based on directory or attribute-based user groups. Chat rooms are a lightweight construct with no external dependencies.

Best-in-breed UX

Use MindLink Anywhere and MindLink Mobile to access chat rooms in a tailored UX optimised for core Persistent Chat scenarios.

Scalable and Performant Backend

Using a cutting-edge cloud-ready eventing backbone, MindLink Chat Engine has been built from the ground up to meet the scalability and performance requirements of the most demanding of Persistent Chat workloads.

Secure, Partitioned & Compliant Messaging

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

Message Classification

Define classification labels for chat rooms and messages using complex classification schemas. MindLink Chat Engine dynamically cross-checks and enforces access rights to classified data.

Ethical Walling

Partition users and chat rooms based on directory or attribute-based groups. Define blacklist/whitelist access rules to control which users have which rights in each room.

Compliance Archiving

Export message data for audit and archiving via the data export API, or use MindLink Compliance to journal conversations to third-party compliance vaults.

End-to-End Encryption

Message data is encrypted over every transport hop using TLS 1.2, and even at-rest on the backend using SQL Server Always On technology.

Audit and Monitoring

Deep event and audit logging sources can be consumed by any third-party logging platform for realtime insight into system health and user activity.

Open, Standardised Approach towards Federation

With built-in ethical walling and externalised identity and authentication model, MindLink Chat Engine can be used to deliver a first-class multitenant chat experience with support for external guest user access.

Transient and Ad-hoc Participation User Experience

MindLink Chat Engine delivers a first-class IRC-like chat room experience, built for the modern enterprise. Users are granted access to chat rooms and may join and leave over multiple active endpoints. Other members are notified of users joining and leaving and can see who is currently active in each chat room.

Persistent and Searchable Conversation History

MindLink Chat Engine maintains a performant index over chat room data, so that conversation history is instantly searchable by chat room members.

Lightweight, Flexible Design

MindLink Chat Engine is designed to integrate with existing infrastructure and partner collaboration platforms, leveraging existing investment and adapting to IT strategy.

Hybrid Collaboration

Deploy MindLink Chat Engine alongside third-party collaboration tools for Persistent Chat, IM, Presence and Audio in a single client. Supported platforms include Skype for Business and O365.

On-Premise or Cloud

As a self-contained backend tier, MindLink Chat Engine can be deployed on on-premise or cloud infrastructure. Identity and authentication is externalised to on-premise Active Directory or cloud identity providers such as Azure Active Directory, or third-party providers.

Highly-Available Architecture

MindLink Chat Engine is deployed as a cluster of worker nodes that automatically scale and balance work across outages and failures. Flexible failover and recovery patterns can be tailored to any datacenter architecture.

Programmable Administration and Chat Bots

Automate and customise administration operations using powerful scriptable APIs. Leverage the MindLink API to script chat room bots for AI and business processes.