Empower your employees to take full advantage of the business benefits of text messaging

Why capture mobile text?

Text messaging has become one of the primary ways of conducting business. As part of a highly regulated and litigious industry, you are required to retain and supervise these communications. Your business must be able to search and access emails for e-discovery and internal investigations.

Retaining text messages centrally alongside all your other communications both exposes conversational context and enables the application of uniform compliance processes. It results in a significantly more efficient review process, lower costs to your organization and better outcomes.

Key features

Direct carrier capture and native format

Automated provisioning

Message threading and attachments

MMS, SMS and RCS support

BYOD support and number porting

Smarsh Connected Archive and external archive support

Secure peace of mind with compliant capture of all your mobile communications

Supported channels include:

AT&T

Verizon

US Cellular

Rogers

Vodafone

BlackBerry

Captivated

CellTrust

Hearsay

My Rep Chat

Redtail Speak

How it works

Smarsh offers the only solution that captures mobile content directly from leading global carriers and BYOD providers.

The solution can be enabled for any combination of devices, OS, carrier plans and ownership models. Once captured, mobile content is automatically sent encrypted to the Smarsh Connected Archive where it is available for fast, on-demand search alongside all other archived communications. It can also be sent to an external archive.

Archived text messages are threaded together to show the full context of the conversation for faster, more effective review.

Key benefits:

Meet regulatory requirements and resolve internal disputes
Capture, archive, supervise and discover all your electronic communications to meet FINRA, SEC and other regulatory requirements and help resolve internal disputes. Preserve chain of custody and retain messages for as long as your business needs.

Improve review effectiveness
Empower your legal and compliance teams with an enhanced review experience. Mobile messages are threaded together in their native form to show full conversational context alongside all other communications.

Reduce time, cost and complexity
Streamline compliance and e-discovery workflows by using one archive instead of many for your email, IM & collaboration, social, mobile text and voice content.

Illuminate and reduce risk
Tag, search, track and review full context conversations across all channels to easily identify risk. Leverage our APIs to extract additional business insights from your communications data.

Support new and global communication trends
Adapt to support the latest, most productive mobile communication channels while ensuring complete compliance with regulatory demands.