

Smarsh Audit Assist

Data Export Services when you need it most

The Challenge

When an audit comes, you don't want to scramble to find the time and resources to respond to an auditor's request. Even with an archive in place, you must be ready to quickly produce relevant electronic communications, supervision reports and more. If you're not prepared, an audit can critically disrupt your compliance, IT and administrative teams—costing you hours to weeks in productivity and last-minute service fees.

The Solution

Make your audit easy with Smarsh Audit Assist. Our data experts take the burden of data exports off your shoulders and help you quickly find, produce, and prepare the communications data you need for responding to regulators during an audit.

Smarsh Audit Assist in 4 easy steps

When you hear from the regulator, contact the Data Services team at Smarsh to begin your Audit Assist request and receive expedited service.

1. Submit a request form along with your criteria
2. Review your request with our data experts to refine your criteria if needed
3. Wait for your data export to be completed securely on-site at the data center
4. View your data after it's delivered to you in-hand with protected access

Key Features

Smarsh Audit Assist is available in two packages, Standard and Advanced.

Features	Included	Standard	Advanced
Data delivery			
Self-service data exports ⁽¹⁾⁽²⁾	Unlimited	Unlimited	Unlimited
Audit Assist data export (once per year)		✓	✓
Audit Assist size limit		20 GB	50 GB
Audit Assist search criteria score ⁽³⁾⁽⁴⁾		25	50
Audit Assist proximity searches ⁽⁵⁾			5
Data access			
FAQs and best practice documents	✓	✓	✓
Secure device delivered via courier		✓	✓

(1) Smarsh is not responsible for any delays caused by the Customer, the Customer's contractors, or any of the Customer's third-party vendors or third-party service providers, or delays that are otherwise outside the control of Smarsh.

(2) Work will take place remotely between 12 p.m. and 8 p.m. Eastern Standard / Daylight Time.

(3) If criteria score exceeds purchased score, additional data export services are available.

(4) Criteria scores represent the complexity of satisfying search requests and include custodians, date ranges, keywords, and wildcards.

(5) Proximity searches are two dynamic search terms within a specified range of each other.