

Save Budget, Time and Resources with Smarsh Service Packages

Additional technical expertise for when you need it most



The Smarsh Professional Archive makes compliance easy.

With purpose-built capture, archive, supervision and data export tools that streamline and simplify workflows, you gain the support needed to meet books and records requirements. Our platform is constantly improving to ensure you can execute your processes faster every day — without fail.

However, business evolutions and changing regulatory requirements drive the need for additional assistance. As challenges like responding to audits, updating to market trends, or being understaffed arise, Smarsh is here to add value to our industry-leading software with our professional services packages.



Different challenges demand different solutions

Here are some examples of how Smarsh helps you manage your communications compliance program.

Situation

How Smarsh adds value

An annual internal assessment meeting with your compliance advisor to learn of new business risks

Gain readiness from a Smarsh health check to identify spikes, gaps, trends, and get strategic recommendations

As a result of your internal audit, your compliance department makes changes to their policies and procedures

Call a Smarsh expert to put your new policies and procedures into practice with improved supervision protocols

You're reading a news article about regulatory fines from off-channel communications

Easily update and tune your Smarsh policy libraries to the latest version

After performing a random sampling saved search, you flag a message for review but determine it to be a false flag

Simply skip this time-consuming step with assisted first level review that only escalates important messages

You hire a full-time compliance officer and get back to running your business

Get assistance with implementing governance within the software

You run user accountability reports and determine that quality is dropping

Assign Smarsh University training to learn about improving and monitoring quality until it improves

You're holding your breath as you return the voicemail to the regulatory agent scheduling their examination visit

Call Smarsh to provide a rapid data export of the evidence requested

Solving today's compliance resource challenges



Compliance what?

I don't know how to put compliance recommendations from my consultant into practice.

Select Package

Scheduled expertise on archiving, searching, and workflows when you need it most



Need help now

I need additional assistance with an upcoming initiative.

Plus Package

Extra assistance during an audit and annual health reporting



Not enough time

I know there are more efficient ways to get the job done, but I don't have time to learn them.

Premium Package

Purpose-built supervision policies and a data export to give you confidence



We're scaling!

My compliance program can't keep up with business growth.

Elite Package

High-quality alerts and expanded compliance capabilities with outsourced message review, ongoing tuned alerts, and proactive health checks

Smarsh is here to support your time and budget needs

Select Package



This package is designed for start-ups or small independent firms. Get help when you need it with scheduled expertise on archiving, searching and workflows.

- Workflow expert appointments
- Scheduled support appointments
- Smarsh Central Knowledge Base
- Smarsh University web access
- Regulatory guidance resources

Plus Package



This package is ideal for emerging firms who need extra assistance during an audit and annual health reporting. The Plus Package includes everything in the Select Package, plus...

- Smarsh health check
- Audit response expert appointment

Premium Package



This package is for progressive firms ready to upgrade supervision capabilities with purpose-built policies and a data export. The Premium Package includes everything in the Plus Package, plus...

- Supervision health check
- Audit Assist data export
- 5 lexicon policy libraries

Elite Package



This package expands compliance capabilities for growing firms who benefit from outsourced first level message review, tuned alerts, and proactive health checks. The Elite Package includes everything in the Premium Package, plus...

- One additional supervision health check
- Audit readiness support
- 25+ lexicon policy libraries
- Policy tuning
- Assisted review (manual first level review)

Experience world-class compliance support

Our service packages have been specifically designed to serve your needs for small to medium size firms, so you can get the help you need and meet your budget requirements. While Smarsh offers à la carte options, you can save even more with service packages.



Smarsh® enables companies to transform oversight into foresight by surfacing business-critical signals from the most in-demand communications channels. Regulated agencies of all sizes rely upon the Smarsh portfolio of cloud-native digital communications capture, retention and oversight solutions to help them identify regulatory and reputational risks within their communications data before those risks become fines or headlines.

Smarsh serves a global client base spanning the top banks in North America, Europe and Asia, along with leading brokerage firms, insurers, and registered investment advisers and U.S. federal, state and local government agencies. To discover more about the future of communications capture, archiving and oversight, visit www.smarsh.com

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Guide - 12/23

