Capture

Empower your organization to maximize the business benefits of using mobile devices

Key features

Direct carrier capture from leading global carriers

Message threading and attachments for full context

Separation of private and business communications

Consumer apps like WhatsApp, WeChat, Signal and Telegram

Android support and native SMS, MMS, and voice calls

Collaboration apps like Zoom and Teams

Why capture mobile communications?

Mobile communications are one of the most direct ways to conduct business. Whether it is by text, calling or using popular apps like WhatsApp or WeChat, mobile is dominating the way we communicate.

Retaining your organization's mobile communications centrally alongside all your other communications both exposes conversational context and enables the application of uniform compliance processes. It results in significantly more efficient search and review processes, lower costs and better outcomes for your organization.

How it works

Smarsh offers the only solution that captures mobile content directly from leading global telecom carriers.

The solution can be enabled for any combination of devices, OS, carrier plans and ownership models, whether company, agency or employee owned. Once captured, mobile content can be automatically sent encrypted to the Smarsh Archive, Digital Safe Archive, external archive, app or data lake where it is available for fast, on-demand search alongside all other archived communications.

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

smarsh®

Capture

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

Supported channels include:

AT&T

Captivated

US Cellular

My Rep Chat

O2

Telus

Verizon

WeChat

WhatsApp

Zoom

SEE ALL CHANNELS >

Key benefits:

Support compliance and records management teams
Capture, archive, supervise and discover all your mobile communications to comply with FOIA requests or 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 or agency needs.

Improve review effectiveness
Empower your legal and compliance teams with an enhanced discovery and 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 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 preserve records and 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 with regulatory and legal demands.