



# Capture for Public Sector

Stay compliant with public records laws and simplify records management for the latest collaboration tools

## IM & COLLABORATION



### Key features



**Direct capture and native format**



**Attachment support**



**Message threading and attachments**



**Automatic indexing**



**Profile and identity management**



**Archive with Smarsh or third-party solutions**

### Why capture IM & collaboration content?

Instant messaging (IM) and collaboration tools such as Microsoft Teams, Slack, Zoom, and WebEx are more frequently overtaking email as the preferred method for communicating amongst public sector organizations. Agencies must be able to capture, retain, search, and produce electronic records for these communications upon request in compliance with records retention laws.

Retaining your organization's IM and collaboration messages in a centralized archive alongside other communications enables more efficient search and retrieval of public records. It can also help lower costs.

### How it works

Smarsh has developed close relationships with the leading IM and collaboration platforms. What this means for our customers is reliable capture of all your communications across these channels such as Microsoft Teams, Slack, Zoom, WebEx and others.

The capture and archiving of all this data can be enabled for either individuals or across your entire organization directly — without relying on third parties. Once captured, all content is automatically sent encrypted to the Smarsh Professional Archive or any existing archive, application or data lake. Search and review content details on-demand, alongside all other archived communications such as email, social media, mobile text, and voice content.

Archived content is threaded together to show the full context of the conversation. Capture is fully compliant, preserving chain of custody and identifying user identities across channels.















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## IM & COLLABORATION

Peace of mind with compliant capture of all your IM and collaboration tools

### Supported channels include:

	Microsoft Teams
	Skype
	Zoom
	WebEx Teams
	SharePoint
	Cisco UCM/Jabber
	ChatGPT Enterprise
	Salesforce Chatter
	Citrix Sharefile
	HCL Connections Social Cloud
	Slack
	Viva Engage

### Key benefits:

#### Enhance compliance and simplify public records management

Capture, archive, supervise, and discover your IM and collaboration communications to comply with Freedom of Information Act (FOIA) and public records laws. Retain content for as long as your agency needs, and be confident that every electronic record can be produced on demand--all from a single solution.

#### Improve review effectiveness

Empower your internal teams with an enhanced review experience. IM and collaboration content is threaded together in its native form to show full conversational context alongside all other communications, which is helpful for understanding what really happened during a communications exchange.

#### Reduce time, cost and complexity

Streamline compliance and discovery by using one archive--instead of many--for your email, IM and collaboration, social media, mobile text, and voice content.

#### Illuminate and reduce risk

Tag, search, track and review full context conversations across all channels to easily identify potential risk in your organization's communications. Leverage our APIs to extract additional insights from your communications data.

#### Support new and global communication trends

Enables you to support the latest, most productive IM and collaboration channels while ensuring complete compliance with federal and state laws.