Capture for Public Sector

Stay compliant with public records laws and simplify records management for mobile device communications

Key features

Direct carrier capture from leading global carriers

Message threading and attachments for full context

Separation of private and workplace communications

Consumer apps like WhatsApp, Signal, and Telegram

Android support and native SMS, MMS, and voice calls

Collaboration apps like Zoom and Teams

Why capture mobile communications?

Whether it is by text, calling or using popular apps like WhatsApp or Signal, mobile is dominating the way we communicate. U.S. public sector agencies must be able to capture, retain, search, and produce electronic records — including mobile device communications — upon request in compliance with public records laws.

Retaining your public sector agency's mobile communications 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 offers the only solution that captures mobile content directly from leading global telecom carriers.

The solution can be enabled for any combination of devices, operating systems (OS), carrier plans and ownership models, whether organization or employee owned. Once captured, mobile content can be 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, instant messaging (IM) and collaboration, social, mobile text, and voice content.

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

smarsh®

Peace of mind with compliant capture of all your mobile device communications

Supported channels include:

	AT&T
	Verizon
	WhatsApp
	Signal
	Zoom
	Captivated
	US Cellular
	My Rep Chat

SEE ALL CHANNELS ›

Key benefits:

Enhance compliance and simplify public records management

Capture, archive, supervise, and discover all your mobile communications to comply with Freedom of Information Act (FOIA) and public records laws. Retain messages 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 discovery and review experience. Mobile messages are threaded together in their 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 preserve records and 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 adoption of the latest, most productive mobile communication channels while ensuring complete compliance with federal and state laws.