

Enable your employees to take full advantage of text messaging for work



Why capture mobile text?

Government entities rely on all types of communication to connect with colleagues and the communities they serve. Open records laws, the Freedom of Information Act (FOIA) and the National Archives and Records Administration require organizations to keep records of all electronic communications, including text messages. Until now, most have elected to prohibit or restrict text messaging as they can't capture and archive messages that may be used to respond to an open records request or FOIA inquiry. With the right solution in place to capture and archive communications, your organization can join the mobile revolution and allow employees to take full advantage of the productivity that text messaging provides.

Key features



Direct carrier capture & control capabilities



Message threading & attachments



BYOD support & number porting



Automated provisioning



MMS & SMS support



External archive support

Get all the benefits that text messaging provides while mitigating the inherent risks

How it works

Smarsh offers the only archiving solution available today that captures mobile messaging content directly from leading carriers for any combination of devices, OS, carrier plans and ownership models.

Provisioning can be done on an individual device or all devices and can be attributed to the name and email address of the employee. Devices can be de-provisioned from the admin directory at any time in the event of employee terminations. Once implemented:

- Mobile data is captured automatically in near real time and is sent encrypted to the archive.
- Upon ingestion, all data is indexed and made available for fast, on-demand search alongside all other supported channels.
- Archived text messages, including SMS and MMS, are threaded together to show the full context of the conversation.
- Images and files are supported and can be viewed or downloaded in context in their original form.
- SDK capabilities allow for capture of custom content via APIs.
- Text messages can be retained for as long as necessary and exported in multiple formats at any time.

For the latest list of supported mobile channels or to get started, contact [1-866-762-7741](tel:1-866-762-7741).

Supported channels include:



AT&T



Verizon



Rogers



US Cellular



Vodafone



CellTrust



My Rep Chat



Redtail Speak



Hearsay



Captivated



Blackberry

