

7 Capture Differentiators

We provide companies with a better way to capture, store, and monitor their communications with our industry-leading compliance technologies. This lets our customers focus on their innovation and growth.

01. Industry Expertise



20+ years in communications compliance. Smarsh is a proven thought leader with a breadth and depth of experience that competitors can't match. Where others are content to react to emerging trends in communication and collaboration tools, Smarsh takes a proactive approach to deliver solutions that address customer needs as they emerge.

Gartner®
Magic Quadrant™

7 years Magic Quadrant Leader. Smarsh has forged partnerships with communications leaders to deliver new communications channels more quickly and with greater quality and usability. We work hard to stay in touch with the pulse of the industry and customers' current and future needs. This vision is the reason that Smarsh has been named a leader in the Gartner Magic Quadrant for Enterprise Information Archiving for seven consecutive years.

"Send to my Gmail"

"Friendly payments"

"Don't leave a trail"

Experts in compliance. Among the reasons that customers view Smarsh as a trusted and reliable source is that Smarsh has experts that work in compliance every day. We hear what people are saying and how they are saying it. Our compliance team is aware of new acronyms and phrases as they come into use so that Smarsh can update its policies to reflect the vernacular of the street.

02. Built for the Cloud

Popular collaboration applications are moving to the cloud and data capture must follow them there. Smarsh customers increasingly want to perform capture in the cloud, including cloud-to-cloud. To serve these needs, Smarsh didn't just move our existing Capture software to the cloud, we re-built everything from the ground up to take advantage of the capabilities and scale that the cloud has to offer.



Cloud native. Capture was built using the latest cloud-native tools with a modern architecture that utilizes containers and Kubernetes, enabling Capture to scale automatically and deliver greater resilience. This approach also accelerates the delivery of new Capture features and new channels, freeing the Capture development team from the slow release cycles of traditional software development methods.



Start faster. Smarsh helps our customers get up and running faster—anywhere around the globe. Cloud Capture is quick to deploy at enterprise scale. Even customers with 50K+ seats get up and running fast.



Achieve better service levels. Smarsh clients are not all experts in data capture. Using Cloud Capture, we are able to deliver higher service levels with less time and effort on the client side to achieve the desired results.



Increase availability. No service level is more important than availability. Smarsh cloud solutions are designed for resiliency, with the platform running across three active sites during normal operation. This approach is much safer and delivers better availability than traditional active-passive approaches that can be slow to failover.



Reduce TCO. Smarsh clients want to reduce the overall total cost of ownership (TCO) for capture from the different data sources. The cloud reduces the internal infrastructure and staffing necessary to ensure ongoing communications data capture. And — with Cloud Capture — a single solution often takes the place of a collection of point solutions dedicated to different communications channels, further reducing costs and simplifying the overall capture landscape.

03. Focused on the Changing Landscape of Communications

While Smarsh emphasizes support for 100+ communication and collaboration channels — everything from Avaya to Zoom — the reason it matters is that it demonstrates our commitment to communications compliance. Smarsh keeps a sharp eye on the changing communications landscape, enabling us to support new communications channels and add capabilities before customers need them.



Future-proof. This focus future-proofs Capture (and other Smarsh products) for our customers. Smarsh builds auto-scaling into the stack, so capabilities grow with demand. Our forward-looking roadmap ensures that we not only capture the content that exists today but that we're prepared for the content that's coming tomorrow. Significant effort goes into the development of APIs and SDKs — from Smarsh and our partners — to enable us to add new channels quickly and efficiently.

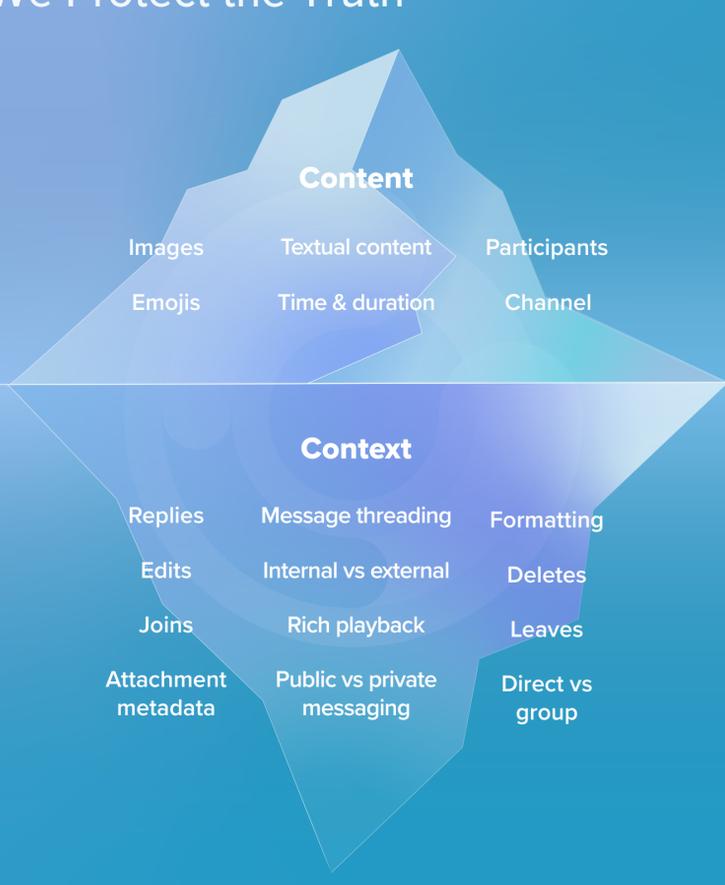


Quantity and quality. Smarsh not only offers a greater breadth of communication and collaboration channels, the data we capture offers higher quality and greater usability. This includes multimedia support and metadata — enabling customers to understand both the content and the context, simplifying downstream workflows and reducing e-discovery costs.

04. Comprehensive and Contextual Capture

Smarsh Capture

We Protect the Truth



05. Tier 1 Scale and Performance



Only Smarsh delivers the extreme scale and performance necessary for customers that need to support capture for hundreds of thousands of seats. For customers of more modest size, Tier 1 scalability gives them the confidence that Smarsh can easily accommodate their needs today and grow with their success.

When it comes to email, Smarsh can capture 4,500 documents per second for a single customer and export 850 documents per second. By operating at cloud scale, Smarsh is uniquely able to support the needs of even the largest customers.

06. Greater Value



When it comes to serving real-world customer needs, Smarsh Capture delivers greater value than our competitors. Comprehensive and contextual capture can save thousands of hours in e-discovery. Because Smarsh stays in lockstep with important communications and collaboration partners like Microsoft and Zoom, customers are able to take advantage of new features sooner, eliminating the need for risk acceptance or waivers.

Customers choose Smarsh because we deliver greater peace of mind at an affordable cost. Smarsh can protect large Microsoft ecosystems that cost clients millions in subscriptions for about 3% of the Microsoft licensing cost.

07. More Flexibility



Every established enterprise has different communication priorities, different compliance needs, and may have a variety of capture and archive solutions already in place. Onboarding a new communications compliance vendor can require significant flexibility, including the ability to integrate effectively with tools already in place. Smarsh provides clients with flexible solutions — not more headaches.

More choice. Smarsh Capture is part of an integrated ecosystem of Smarsh compliance solutions, including Enterprise Archive, Enterprise Conduct, and Enterprise Discovery. While these products work together to deliver tremendous value, clients are free to choose only the solutions they need to fill gaps in their current capabilities. Smarsh never pressures Capture customers to utilize Enterprise Archive.



Consolidate multiple vendors. It's the customer's data. The last thing a client wants to hear when it's time for discovery is that it's going to cost more to extract their data from an archive. With Smarsh Capture, combined with Enterprise Archive, each customer always owns their data — with no egress costs.