

## INTERMEDIA ARCHIVING

Automatically capture, retain, and analyze critical Unite, Contact Center, Microsoft Teams, and email communications, all in ONE-platform.

Archiving of phone calls, SMS, chat, video meetings, email and more.

Powerful contextual item-level search to quickly find & preview relevant interactions.

Retention policies automatically enforced without administrative or user action (after the initial activation).

Single store, single pane, ALL your company's communications - in ONE platform.

Daily business interactions generated from your communication platforms contain valuable information. As usage grows, safeguarding these interactions is crucial for protecting knowledge and insights. A secure, searchable archive allows quick retrieval of conversations, ensuring compliance with governance and regulatory requirements.

### WHAT IS INTERMEDIA ARCHIVING?:

Intermedia's intelligent Archiving platform has been designed to automatically capture, retain, and simplify searching of Unite, Contact Center, Microsoft Teams and email communication data. Every interaction is stored in a centralized, secure, and encrypted location, offering continuous historical access with retention periods ranging from 30 days to 10 years.



## WHY BUSINESSES NEED COMMUNICATION ARCHIVING:

In today's fast-paced business environment, effective communication is crucial. Communication archiving ensures that organizations can safeguard and derive business value from the abundance of interactions across multiple channels.

Archiving addresses several key needs:



### INTELLIGENCE

#### PRODUCTIVITY

**Unified Data Insights:** Analyze conversations across multiple channels to uncover key insights about customer behavior, employee performance, and business trends. This comprehensive understanding enables more informed strategic decision-making, drives revenue generation, and increases efficiency.

**Coaching & Quality Assurance:** Performance and quality management programs enable managers and supervisors to grade interactions, provide feedback and enhance frontline performance. Easily search and review employee & customer interactions across all communication channels.

**Knowledge & Continuity:** Preserve and share communications to ensure continuity during employee turnover, temporary leaves, or managerial interventions. This facilitates faster resolutions, resulting in higher customer satisfaction and an improved overall experience.



### SAFEGUARD & PROTECT

#### MITIGATE RISK

**Address Disputes & Complaints:** Save time, money, and protect your reputation by archiving your organization's interactions. Eliminate the he-said-she-said confusion with a direct record of every conversation, allowing for quick and efficient dispute resolution.

**Satisfy Legal Obligations:** With litigation, investigations, and eDiscovery becoming increasingly common, access to retained communications is crucial. Courts, regulators, and internal governance teams can use these recordings as evidence in investigations or legal proceedings, helping to substantiate or refute claims.



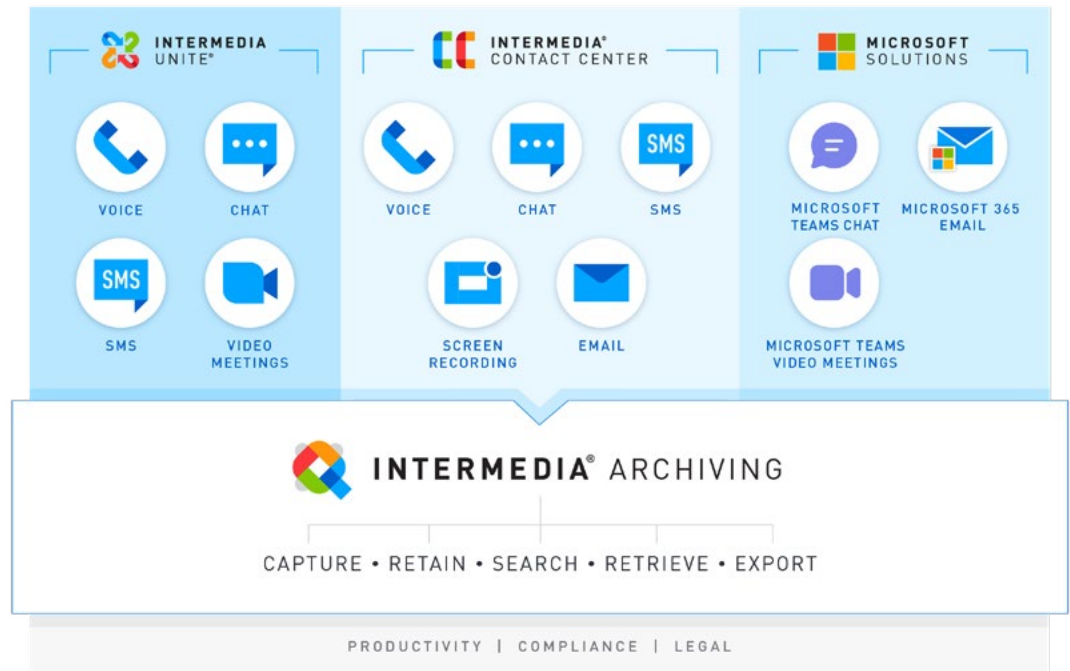
### COMPLIANCE

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**Adhere To Compliance:** Industry regulations (HIPAA, FINRA, PCI-DSS, SEC, etc.), state and federal laws dictate how organizations should record, preserve, and analyze consumer and employee interactions. Archiving helps businesses stay compliant and avoid costly fines by automating the capture and retention of communications in tamper-proof storage.

## INTERMEDIA ARCHIVING OVERVIEW:

ALL your  
communications,  
in ONE platform



**Fast, powerful contextual search:** Indexes both content and metadata, so millions of files can be queried using dozens of properties in seconds. Search on text, chat names, participants, call duration, source, attachments, and many more attributes.

**Automatic preservation of communications:** Captures and retains call records, voicemails, chats, SMS messages, and emails.

**Retention:** Choose to store records for as long as the business case requires – with retention options ranging from 30 days to 10-years.

**Compliance:** Supports HIPAA, FINRA and MiFID II compliance programs, with optional WORM tamper-proof media storage to comply with SEC Rule 17a-4. Audit logs report all actions carried out by users including who viewed what, user activities, sessions and more.

**eDiscovery and litigation support:** Apply legal hold to override retention periods and workflow and export of all case documents.

**Data residency:** Complies with US, Canadian, and European geographic location requirements.

**Seamless integration with Unite, Contact Center, Microsoft Teams & email:** Designed to be deployed in minutes to enable compliant retention of customer and employee communications.

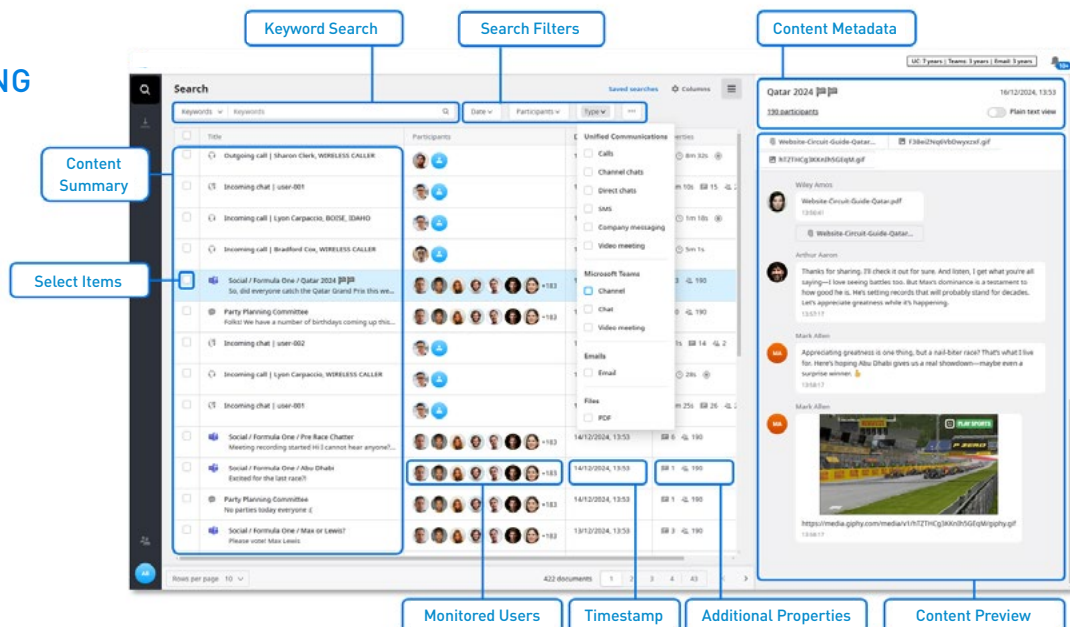
**Unlimited capacity\*:** Archiving is based on the desired retention period and offers unlimited storage with no need to estimate the organization's communication storage requirements.

**Personal access to communications & Insights tab:** End-user can now easily access their own communications data and gain valuable insights. This feature benefits all users within your organization by providing quick and convenient access to important information.

**Security:** Data is uploaded securely and encrypted in transit and at-rest with multi-factor authentication to protect access and limit export to authorized users.

**Identity and access management:** Ensures control over authorized personnel who can access and manage archived communications.

## INTERMEDIA ARCHIVING SEARCH FEATURES



### ARCHIVING ADD-ON OPTION: COMPLIANCE MODULE

The Compliance Module helps organizations to monitor communications for regulatory compliance, respond to litigation, and prepare for investigations, reducing the time, cost, and effort for supervision and case management workflows.

#### SUPERVISION & MONITORING

Empower your compliance team with a purpose-built supervision solution:

**Compliance Policies:** Compliance users can create and back-test policies for automatic categorization of spam or high-risk communications, reducing manual review time.

**Lexicons:** Users can build and attach keyword and phrase lists to policies.

**Assign and Escalate:** Assign documents to compliance team members and escalate for additional review.

#### LEGAL CASE MANAGEMENT

Streamline cases and efficiently respond to litigation, investigations, or regulatory requests:

**Case Management:** Implement a complete workflow to identify, assign, and manage communications for further investigation, with automatic policy-based document addition.

**Tags and Filters:** Enrich and filter content for legal review, reducing volume and exporting relevant data.

**Legal Holds:** Preserve potentially relevant information with unlimited legal holds across all content sources, protecting communications from deletion.

**Export:** Quickly export relevant documents in standards-based formats for use in legal review applications.

QUESTIONS? CONTACT US TODAY!

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