

I N S T A N T C A S E S T U D Y

The Value of Instant IMtegrity Archives for IBM Lotus Sametime

The Customer: A Global Steel Manufacturer

The customer is an integrated steel producer with major production operations in the United States, Canada, and Central Europe, with an annual raw steelmaking capability of more than 31 million net tons. The company's 49,000 employees manufacture a wide range of value-added steel sheet and tubular products for the automotive, appliance, container, industrial machinery, construction, and oil and gas industries.

The Customer's Challenge: Mitigate the Legal Risks of Sametime Chats

The customer uses IBM Lotus Sametime to facilitate real-time communication and collaboration. But while the business benefits of instant messaging are certainly compelling (increased productivity, reduced costs, improved customer service, and so on), IM chats are classified as 'electronically stored information' (ESI) that is subject to electronic data discovery (EDD, or e-Discovery) under changes made to the Federal Rules of Civil Procedure in 2006.

Legal forensic experts recommend that all corporations centrally archive their IM chats. Doing so will drastically reduce the costs of electronic data discovery orders and ensure quick and complete responses to such orders.

The customer wisely opted to follow this advice and went in search of a Sametime archiving solution.

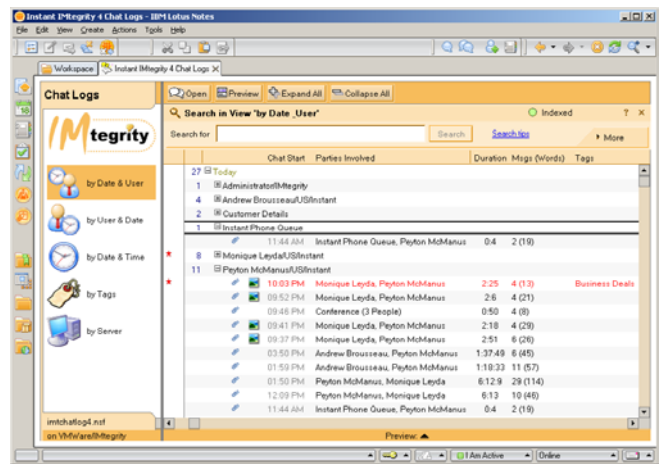
Instant Solution: Instant IMtegrity Archives

Instant IMtegrity Archives provides IM archiving, search, and discovery for IBM Lotus Sametime. If questions are asked about who said what to whom, Instant IMtegrity Archives will provide irrefutable evidence.

- ◆ Log and audit all Sametime conversations
 - ◆ Track who said what, what was discussed, when it was discussed, and how long the discussion lasted (including inline usage of images and emoticons)
- ◆ Search and discover IM chats archive-wide in a central admin console
 - ◆ Enforce internal IM usage policies
 - ◆ Respond immediately to audits and electronic data discovery requests
 - ◆ Protect archives with secure Access Control Lists

- ◆ Archives are fully indexed and easily searchable
 - ◆ Quickly search by date or by person, or do advanced searches with Boolean operations, within time frames, or over a set conversation length
 - ◆ IM conversations—like email—become a usable digital asset

The Results: FRCP Compliance with Electronic Data Discovery Orders



“We have employees all over the world, so the presence awareness inherent to instant messaging makes Sametime a vital communications medium,” says the customer’s Sametime administrator. “But we were acutely aware of the risks involved.”

To mitigate those risks, the customer conducted an extensive search for a Sametime archiving solution. Instant IMtegrity Archives from Instant Technologies met every requirement. And it was easy to deploy and intuitive to use.

“Our deployment of Instant IMtegrity Archives de-risked our usage of IBM Lotus Sametime,” continues the administrator. “Every IM thread is centrally archived so we have a complete record of everything that happens in our Sametime environment. Even more importantly, every IM thread is indexed for fast and easy search and retrieval.”

“The business benefits of real-time communication and collaboration are too great to ban its use simply to avoid electronic data discovery,” says Peyton McManus, President of Instant Technologies. “Smart companies such as this one are able to embrace instant messaging because Instant IMtegrity archives enables them to respond quickly and completely to EDD orders.”

“Instant IMtegrity Archives gives us peace of mind,” concludes the administrator. “Computer forensics services can cost tens of thousands of dollars per day. But because we were proactive in our approach to rolling out Sametime, we know—and we can prove—that we have the full contents of every IM thread at our fingertips.”

About Instant Technologies

Instant Technologies specializes in developing innovative, enterprise-class compliance and productivity solutions for IBM Lotus Sametime and Microsoft Office Communications Server, including IM archiving, IM queue management, persistent chat rooms, IM bot development, buddy list administration, and more. Instant Technologies is a Lotus Advanced Business Partner and a Microsoft Registered Partner headquartered in Durham, NH.