INSTANT CASE STUDY

IM Chat Logging for Tracking and Visibility with Instant IMtegrity Archives

The Customer: Global Ingredients & Flavours Manufacturer

The company serves customers in Canada, Latin America and the United States, developing, manufacturing and delivering technology-based ingredients, flavors and integrated solutions for the food and beverage industry. Their unique, integrated approach to customer-specific innovation and product solutions is driven by technology, market application, culinary and sensory expertise.

The customer has multiple email and Sametime servers globally, but there is only one Sametime server which provides chat functionality for all of the Americas. This server is used by over 3,000 users who send an average of about 19,000 chats per day. Being that this system is used so heavily, users are very quick to notice any issues with chat, especially in our LATAM and South America regions, as IM chat is the preferred method of communication over standard email.

Their existing IM logging software announced its EOL and the customer needed to find a new solution...one that would help streamline the archiving and eDiscovery process. Their existing application required the use of a sql database and the Microsoft message queuing service, and log access was only available via a web interface that was difficult to navigate and slow to open. This setup required an additional server (free sql client has limited storage) resulting in the need of a sql script to run at a regular interval that would purge the oldest chat logs in order to make space for new data. Finally, the product slowly consumed server resources (memory leaks) which eventually stopped all chats via the Sametime server, requiring a complete server reboot every 3-4 weeks. All in all, it was not easy to manage and the cause of frequent aggravation.

The Solution: Instant IMtegrity Archives for IBM Sametime

Instant IMtegrity Archives enables businesses to automate their internal IM logging and archiving needs, therefore improving their search and discovery process and saving valuable time.

"IMtegrity was simple to install and configure and the chat log database only consumes about 10% of the disk space as our previous solution for the same number of logs", commented Brian Herrmann, Messaging Administrator for the Americas. "The best part is that I haven't had to reboot the server since installing it nearly three months ago and it is still running without any issues!"

Instant IMtegrity Archives leverages your existing technologies and your administrators' existing skills. It is tightly integrated with the underlying Sametime infrastructure to enhance the value of your investments in IBM technology and training. You do not need to deploy any additional appliances or hardware, and IMtegrity's native Sametime design eliminates the need for additional proxy servers.

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The Result: Streamlined IM Archiving and eDiscovery

"There have already been several occurrences of users performing some inter-company business via chat and then closing the chat window only to later realize that they needed to reference some of the data that had been provided in the chat, added Brian Herrmann. "Getting access to this information in the chat log database was a very quick process to the great relief of the user who thought she'd have to re-generate the data in our ERP system, which is not usually a quick process."

Since implementing IMtegrity, the customer has realized several workflow improvements. They no longer need to spend valuable time on routine log database or server maintenance which was needed with their previous application. Additionally, users no longer face disruptions to IM when the server stops working due to lack of resources which also routinely occurred with their previous solution.

"Being a new user of the software I haven't had to deal with support issues, and downloading the software was very simple, stated Brian Herrmann. "The product installation was just as simple as the demo version, I was actually a little surprised at the fact that it was fully functional after the post-installation reboot, I was expecting to have to do a lot more configuration."

IMtegrity Archives — Sametime Chat Archiving, Search and Discovery for Regulatory Compliance

Instant IMtegrity Archives captures Sametime chats with server-based chat logging for internal policy enforcement and/or external regulatory compliance.

- 30 minute installation

- Scalable to over 1,000,000 conversations per month

- Stable with over 20,000 concurrent Sametime conversations

- Supports Sametime versions 7, 8 and 8.5x

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 and compliance, IM click to chat applications, and IM administration tools. Instant Technologies is an IBM Advanced Business Partner and a Microsoft Silver ISV Partner based in Portsmouth, NH.