

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

Regulatory Compliance and Instant IMtegrity Archives for IBM Lotus Sametime

The Customer: Utica National Insurance Group

The Utica National Insurance Group is a dynamic organization with a long history of dedicated service to policyholders. Their beginnings trace back to 1914, when the principal companies, Utica Mutual Insurance Company and Graphic Arts Mutual Insurance Company, were founded. Today, the Utica National Insurance Group is among the top 100 insurance organizations in the nation, and their products include a wide range of commercial and personal coverages.

Utica National operates on the IBM Lotus platform and utilizes Sametime for their internal IM solution. Due to internal audit requests and compliance requirements, executive management requested more substantial IM logging and reporting capabilities of the IT department. In the past, the only way to archive was to save the chat log as a text file. This process was not streamlined and an automated solution was needed.

**The Solution: Instant IMtegrity Archives for IBM Lotus Sametime**

Instant IMtegrity Archives allows Utica National to automate their IM logging and archiving needs, therefore improving their internal auditing capabilities and decreasing employee abuse.

"IMtegrity Archives has made my job easier", comments Justin Latus, Manager of IT Operations at Utica National Insurance Group. "With this new solution, I don't have to worry about manually saving chat logs. It brings me piece of mind that IMtegrity is always up and running in the background."

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

The Result: Regulatory Compliance and Peace of Mind

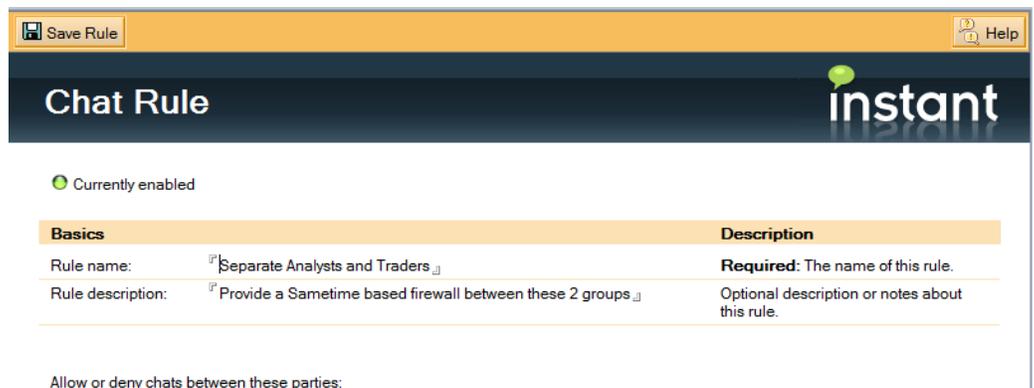
Instant IMtegrity Archives provides IM archiving, full search and discovery for regulatory compliance, support for Sametime 8.5.x, support for ethical firewalls, and performance improvements.

"Not only did Instant's IMtegrity Archives solve our archiving and logging requirements, it was seamless to install and we were up and running in no time," stated Justin Latus. "Instant's customer support is great, they go the extra mile, they get back to us right away and are very competent and helpful."

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- ◆ Complete charting and reporting application provides visual activity tracking
- ◆ 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)
- ◆ Archives are fully indexed and easily searchable
- ◆ Quickly search by date or by person, or do advanced searches with Boolean operations
- ◆ Search and discover IM chats archive-wide in a central admin console
- ◆ Enforce internal IM usage policies with real time chat rules—Ethical Walls—to control who can chat with whom
- ◆ Respond quickly and completely to regulatory audits and internal or external discovery requests
- ◆ Robust charting and reporting module provides visual overview and metrics for Sametime usage and activity
- ◆ Quickly create highly configurable, flexible, and powerful rules to precisely control which Lotus Sametime messages should be included or excluded from logging




Access Type	Chat Rule Name	Last Updated	Updated By
Deny	Separate Traders and Analysts Using Public Groups	03/23/2012 04:08 PM	Peyton McManus/US/Ir
Deny	Split Marketing and Dev	03/23/2012 04:29 PM	Peyton McManus/US/Ir

About Instant Technologies

Instant Technologies specializes in developing social applications for the enterprise including products for IM compliance, IM administration, and help desk applications. Instant Technologies is a Lotus Advanced Business Partner and a Microsoft Certified Partner headquartered in Portsmouth, NH.