

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

Leading US Manufacturer reduces IM search and discovery process to minutes instead of weeks with Instant Technologies Auditor solution

The Customer: US Manufacturer

A leading US manufacturer of more than 2,500 products that power, connect and protect computers and other electronics. Since 1922 the company has been manufacturing Power Protection & Adapter and Cable Solutions including UPS Systems, KVMs, PDUs, Inverters, Surge Suppressors, Power Strips, Cooling & more.

The Challenge:

The customer runs on an Active Directory Microsoft environment and utilizes Lync for its IM platform. While their chat environment is not considered a critical business application, the data communicated is important from a legal and compliance standpoint. When recently asked by the legal department to perform search and discovery on specific chat logs and keywords, it took two IT staff two weeks of work to query the data and find the relevant information needed. The customer quickly realized an improved method for chat search and discovery was essential.

The Solution: Instant Technologies HR Auditor for Microsoft Lync**Results: Regulatory compliance and streamlined eDiscovery for time and resource savings**

The HR Auditor solution enables the customer to automate their internal IM logging and archiving needs, therefore streamlining the search and discovery process to save valuable time.

The ability to grant non-IT users access to perform their own investigations frees up valuable IT security resources to tackle more pressing business issues. Due to the intuitive interface, only basic training is needed before authorized non-IT users are performing relevant chat searches for their specific legal and compliance projects.

“We have realized immediate time savings with Auditor. With this solution, a 15-hour discovery process using a SQL report template was cut down to 15 minutes using HR Auditor for Lync.” Senior Network Engineer.



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Bottomline:

“We have been an Auditor customer for more than 2 years now and continue to realize time savings when searching our Lync logs for either compliance or specific departmental requests. We can perform advanced searches and easily convert and export conversations as well as grant non-technical users access to perform eDiscovery requests.” Senior Network Engineer.

Background:

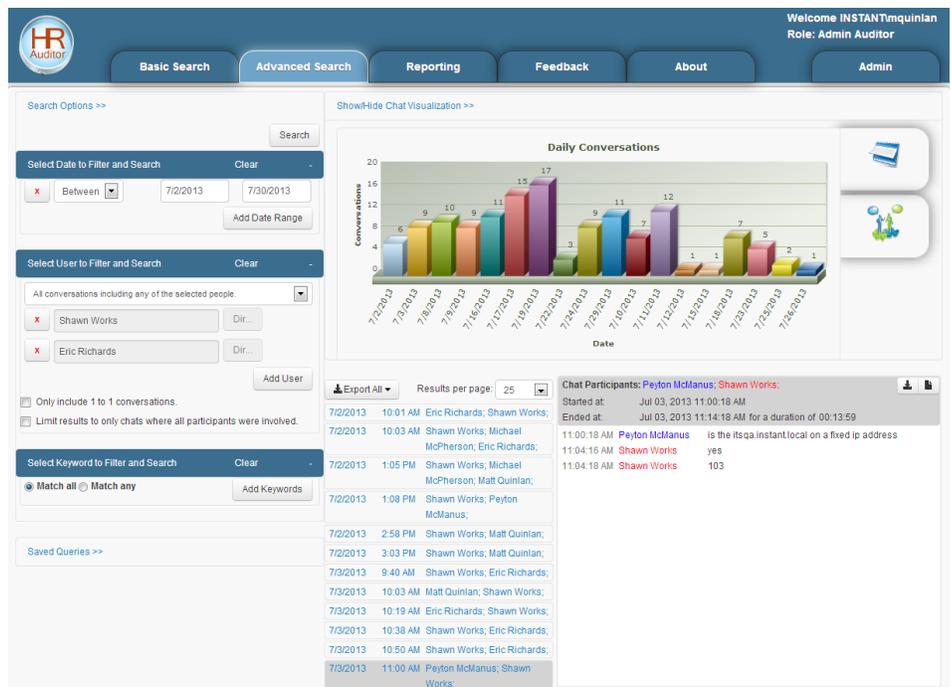
HR Auditor for Microsoft Lync® is an eDiscovery tool that allows you to search, view and export Lync IM conversations within your existing archive database.

Key features include:

- Perform basic and advanced searches by keywords, dates, and users
- Export conversations to .pdf, .csv, or .txt files
- Install in less than 30 minutes with no technology upgrade

Key benefits include:

- Cost effective, complete solution for managing eDiscovery and compliance requests
- Designed to enable non-technical users to perform searches
- Streamlined installation and quick search honors time restraints on IT professionals



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 Sametime Advanced Business Partner and a Microsoft Silver ISV Partner based in Portsmouth, NH.