

EXTEND AND SECURE IBM LOTUS SAMETIME Compliance, Team Collaboration, and Sales / Technical Support

Instant Technologies specializes in developing innovative, enterprise-class compliance and productivity solutions for IBM Lotus Sametime and Microsoft Office Communications Server. Our suite of products de-risks your usage of Lotus Sametime and OCS and maximizes the return on your investment in your infrastructure.

Your organization will benefit from all of these initiatives, and we can help you:

- ◆ Comply with regulatory requirements, respond to electronic data discovery requests, and enforce usage policies
- ◆ Improve and accelerate your help desk and customer service operations
- ◆ Facilitate cross-organizational collaboration and decision making in real-time

Regulatory Compliance, Legal Discovery, and Usage Policy Enforcement

Regulatory bodies and the courts are increasing their attention on real-time communications. Most compliance and legal forensic experts recommend that all organizations centrally archive their IM chats.

In addition, 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. Archiving your IM chats will drastically reduce the costs of electronic data discovery orders and ensure quick and complete responses to such orders.

Finally, IM can be a productivity killer—and a source of legal liability—if your users abuse the system for non-work related chats or engage in chats that contain inappropriate or offensive content. You need to have written usage policies and a way to ensure that users adhere to those policies.

Solutions: Instant IMtegrity Archives and Instant Sametime Disclaimers

Instant IMtegrity Archives helps you to meet regulatory requirements, monitor employee chats, and respond to discovery requests by archiving and indexing your IM threads so they can be easily searched and retrieved in response to regulatory audits.

Instant Sametime Disclaimers is a Sametime server add-in task that monitors user log-ins and automatically delivers administrator-controlled disclaimer messages. Disclaimers notify users that their Sametime chats are being monitored. Seeing such messages each time they log in reduces potential IM abuse and your legal risks related to IM abuse.

Real-time Help Desk and Customer Support

Your employees' productivity is a function of the speed at which they gain access to the information and resources they need to do their jobs. And the length of your sales cycles and the level of your customers' satisfaction are a function of your ability to answer their questions completely and quickly.

You can leverage your investment in Lotus Sametime to increase employee productivity and/or improve your customer support processes.

Solution: Instant Queue Manager

Instant Queue Manager gives your employees and customers a single source for immediate, expert assistance. Queues can be displayed on buddy lists or on portal pages so users can seek help from within Sametime or from anywhere in the world via a web browser. A bot simply alerts an expert to a request for help; the expert accepts the request and renders assistance; and every interaction is fully logged to a central database for reporting and auditing.

Cross-organizational Team Collaboration

For instant messaging to be of value as a communications medium in which dynamic teams can collaborate on projects, you need 'virtual chat rooms' in which actions are planned and decisions are made. Those virtual chat rooms—and their content—must persist for the duration of the project and beyond.

Solution: Instant Team Sessions

Instant Team Sessions combines the presence awareness and real-time communication benefits of Lotus Sametime with the persistence of email. Cross-organizational teams can collaborate on specific topics in the atmosphere of an open forum where both the chat room and the content— conversations, documents, files, bookmarks—persist over time. Team members scattered across time zones and functional areas will all have access to conversations that took place, and content that was posted, in their absence.

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.