

INSTANT CASE STUDY

Online Meeting Room Compliance with IBM Sametime

The Customer: Global Insurance & Financial Services Company

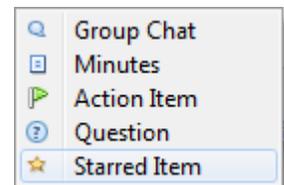
One of the largest and strongest diversified insurance and financial services organization in the US. The company provides customers a full range of insurance and financial services, including auto insurance, motorcycle, boat, homeowners, pet, life insurance, farm, commercial insurance, annuities, mortgages, mutual funds, pensions, long-term savings plans and specialty health services.

The Challenge: Capture and Store Data from IBM Sametime Meeting Rooms

The customer currently captures and stores instant messaging (IM) based content (IBM Sametime) created and shared by regulated users using Instant IMtegrity. The customer is looking for a software based application which will operate within their environment in order to capture, and store, specific types of content posted by regulated users (or all users) within the IBM Sametime Meeting Room application server.

The Solution: Sametime Meetings Compliance Module

For IBM Sametime Meetings, Instant offers a compliance module that captures, stores and dispatches electronic content generated within meeting rooms. Data that is stored for archiving and eDiscovery include group chat, minutes, action items, questions and starred items. As users post content within the meeting rooms, specifically the message content that is placed in the discussion area, the data will be identified, formatted and transferred to an internal database.



Instant's solution integrates with popular compliance applications such as Source One and Autonomy as well as Instant's IMtegrity archiving database.

In order to capture all content that is posted to the discussion area, a specialized data collector will be installed on the Sametime Meeting server. This data collector will implement the necessary IBM Sametime Meeting server compliance APIs and will be responsible for transmitting the content to Instant's staging repository.

Instant will incorporate this Sametime Meeting Room assembly extension within Instant's current architecture where both data assemblers and dispatchers reside within defined adapters. This new Meeting Room adapter will fit within Instant's compliance framework and will be responsible for providing IBM Meeting Room specific data extraction, assembly, and storage.

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