

“Enterprise social collaboration is the future of the workplace. LiveOffice is yet another example of partners delivering innovative technologies to address sophisticated business operations entirely in the cloud.”

Kendall Collins, chief marketing officer, salesforce.com

Keep Chatter Clean with LiveOffice Chatter Archive

Salesforce Chatter is a collaboration application for the enterprise that allows you to securely connect and share information with co-workers in real-time. The increased adoption of business-class social media applications, such as Facebook and Chatter, is pushing companies to carefully consider how they plan to capture and retain this new form of communication.

LiveOffice offers the first cloud-based archiving service that captures Chatter communications in a central, searchable repository alongside other electronic communications such as email, instant messages, SharePoint files and social media website content (e.g., Facebook and LinkedIn).

LiveOffice Chatter Archive helps you quickly and effectively meet a variety of requirements surrounding regulatory and corporate compliance, legal discovery and information retention as well as intellectual property (IP) preservation.

- **Capture:** Automatically capture all Chatter posts, comments, links and files in the same archive as your other electronic communications (e.g., email, IMs, social media, etc.). The central and secure archive allows organizations to quickly and conveniently search and retrieve valuable information anytime they need it.
- **Retain:** Easily retain Chatter content based on your corporate retention policy, ensuring that all Chatter communications are available if you need to suspend deletion for a legal hold, process an audit request or require them for any other related task. Leveraging LiveOffice's granular retention policy engine, you can rest assured that your messages are preserved and removed per your corporate retention policy. Plus, since LiveOffice offers unlimited storage and retention for a flat, monthly price per user, you never have to worry about purchasing more storage space.
- **Discover:** LiveOffice's advanced indexing and searching technologies address requirements set forth by the SEC, FINRA, FDA and other regulatory bodies, while also meeting HIPAA guidelines and the Federal Rules of Civil Procedure. Since LiveOffice captures every Chatter post in the archive, you can easily conduct real-time searches for policy violations and compliance rule enforcement as well as conduct other investigative tasks and fulfill audit requests. Approved reviewers (e.g., legal or compliance) benefit from the ability to rapidly perform searches and instantly export the results—without having to involve IT. Plus, your HR department has a living record of all Chatter posts, even those that may have been deleted, so that they can monitor them for inappropriate language, potential data/IP leakage and quality control.

“Social media tools are playing an increasing role in enterprise communication. Efforts like this one are making it possible to support new types of communication in the workplace, while minimizing the liability and risk that are frequently associated with these types of tools.”

Mike Osterman, president and founder, Osterman Research

Chatter Archive automatically captures all Chatter posts and comments as they are shared so that they can instantly be viewed in the archive alongside other electronic communications.

The screenshot displays the LiveOffice Chatter Archive interface. At the top, there are navigation tabs: Leads, Accounts, Contacts, Opportunities, Contracts, Reports, and Dashboards. Below this, a chat window shows a message from Amy Dugdale: "Does anyone have a copy of the latest Gartner report on market size? 11/29/2010 Clear Friday December 3, 2010". A "Hide Chatter" button is visible. Below the chat, a search bar contains the text "Checking out a LiveOffice Chatter Archive demo - cool!". There are "Attach", "File", and "Link" options, along with a "Share" button. A post from Dean Nicolls is shown, featuring a document titled "Cloud-Email-Buyers-Guide-Fall-2010" with options to "Preview" and "Download pdf (990 KB)". The date and time of the post are "November 30, 2010 at 11:37 AM".

Below the chat window, the "LiveOffice Personal Archive - Microsoft Outlook" interface is shown. It includes a "Mail" sidebar with folders like "Mailboxes", "Deleted Items", "Drafts", "Inbox", "Junk E-Mail", "Outbox", "Personal Archive", "RSS Feeds", "Sent Items", "Search Folders", and "Archive Folders". The main pane shows a list of messages with columns for "From", "To", "Subject", and "Date". A message from Amy Dugdale is highlighted, with the subject "[Chatter] Does anyone have a...". The "Attachments" section lists "ATTACH001.dat", "ATTACH002.dat", "ATTACH003.dat", and "ATTACH004.dat".

About LiveOffice

LiveOffice is the number-one global provider of cloud-based email archiving, email compliance, email discovery and email continuity solutions, with more than 18,000 clients and a 97-percent client-retention rate. We process and protect millions of messages a day while helping organizations streamline operations. Our fully managed archiving solutions preserve the integrity of communications, simplify the discovery process and ensure compliance with a variety of regulations. Founded in 1998 and headquartered in Torrance, Calif., LiveOffice serves a premier roster of clients, including Fortune 500 companies. For more information, please call **800.374.2032** or visit www.liveoffice.com.