

# 17a-4 DataParser™ for e-Messaging

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## Overview

Many institutions are now required to capture and retain e-messaging content in addition to their email. Data streams, communication systems, collaboration platforms and social media all must be addressed to fully comply with current rule and regulation. 17a-4's DataParser™ is a cost-effective software product that captures data from many sources and applies formatting to correspond to an existing email archive. The DataParser then manages the ingestion of that content into the archive and creates a single point of compliance management, discovery and supervisory procedures. 17a-4's DataParser interfaces with virtually all major archiving technologies, both in-house and out-sourced.

## Supported Interfaces

### » **Bloomberg® Data Streams**

- Automatic checking and FTP download of transcript data
- Automatic expansion of compressed transcript files
- Re-combination of message body with the attachment files
- Inclusion of Bloomberg personal and organization disclaimer data
- Ability to replace Bloomberg email addresses with alternate addresses or corporate address.

### » **Reuters Messaging® Data Streams**

- Automated processing from Reuters XML transcripts.

### » **BlackBerry® SMS**

- Captures SMS messaging on the Blackberry Enterprise Service and formats as .EML files.

### » **Microsoft Lync® /OCS®**

- Lync messages are captured in the Lync SQL database. The DataParser runs a script against the SQL and converts the content. If a client is using the Public IM Connectors (PICS) for capturing public IM messaging, then that data will also be captured but with an indication of the source either included in the subject line or x-header.

### » **Microsoft Lync®/Office 365**

- Nightly download from Office 365
- Inserts x-header information as to source and type of communication
- Delivery to File Drop or Exchange

### » **Microsoft SharePoint®**

- Manages the sites on the farm which contain compliance content and format the content for archive ingestion
- Leverages Event Handlers to capture content from Discussion lists

- Captures social content from Note Boards.
- » **NewsGator®**
  - Captures MySite stream posts, questions and answers and comments
  - Captures attachments and shared links.
- » **Squawker™**
  - Leverages daily downloads of communication transcript logs
  - Data sets organized by the “Interest ID” specific to the trade
  - Participant match from “Initial Interest” through “Transaction”
- » **Cisco Unified Presence®/Jabber™**
  - Downloads from the SQL database
  - Capture and customize data into a user-friendly formats using special XML template files for archiving Jabber data
- » **MessageLabs® Data Streams**
  - Pull of POD® Message data from a MAPI mailbox
  - Sync of names to an external list.
- » **LivePerson® Data Streams**
  - Captures LivePerson chats and formats for archive ingestion.
- » **IM Trader® Message Data Streams**
  - Automated processing from data source data.
- » **LinkedIn®, FaceBook® and other social networking platforms**
  - Public profiles are captured on LinkedIn, Facebook and other social networking sites and brought into compliance archive
  - For corporate LinkedIn accounts, we capture InMail.
- » **UBS Chat®**
  - Downloads and formats XML content from UBS Chats.
- » **Oracle®/ATG ‘click-to-call’ Live Help**
  - Captures website conversations
  - Captures Live Help website chats and formats as email messages.
- » **Parlano MindAlign**
  - Captures group chat service
- » **SQL Databases**
  - Captures SQL database either on trigger or scheduled extract. Allows SQL data to be formatted for ingestion into an email archive or SharePoint.

» **Additional Features for all platforms**

- Active Directory filtering to capture designated users
- Multiple output options to facilitate ingestion into any email archiving program
- Ability to stage output into subdirectories or drop directly to a location
- Ability to export directly to an Outlook folder
- Ability to send via SMTP
- Automated clean-up of archived download files after a hold period
- Timer structure allows the DataParser to run at a specific time or after XX hours
- Support for UNC addresses
- Summary Report that notes everything that happened for a run
- Throttling of data output as to not overwhelm ingestion of messages by destination archiving platform.

## **Additional Interfaces**

17a-4's software team has streamlined the development of new interfaces/modules. If your institution is using a platform not listed above, please contact us for a development quote.

## **To request additional information contact**

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