



UNIVERGE BLUE® ARCHIVE

Archiving of chats,
SMS, phone calls,
and meetings

Powerful
contextual item-level
search

Retention policies
automatically
enforced

Simple to
deploy and
manage

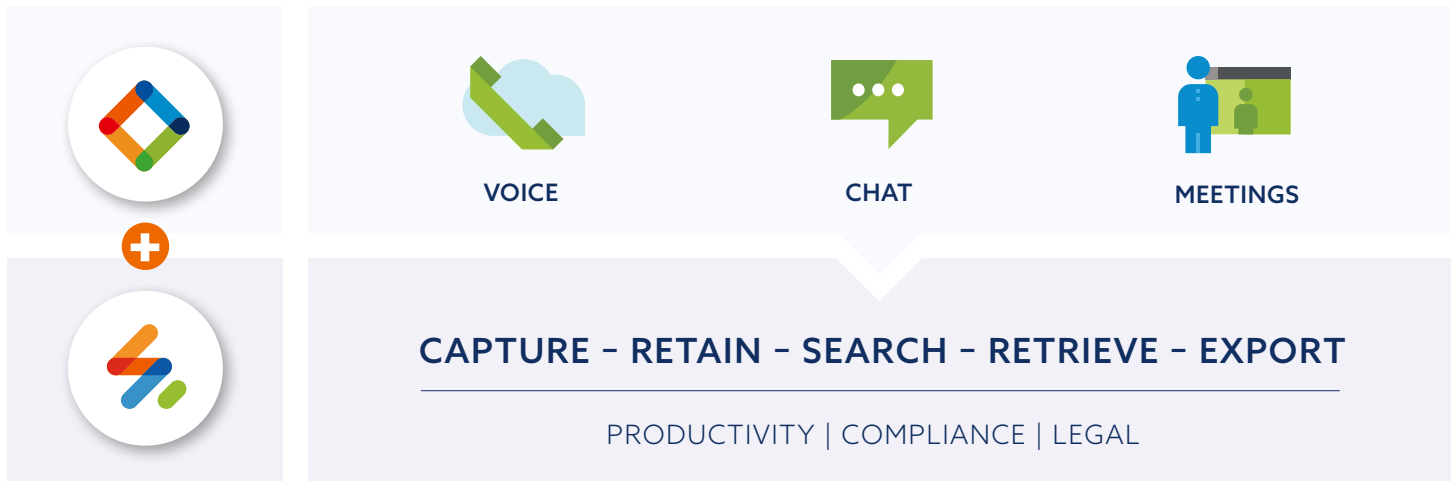
Support for
compliance with
regulations

AUTOMATICALLY PRESERVE, PROTECT, AND RETRIEVE YOUR CRITICAL BUSINESS COMMUNICATIONS

As organisations expand their use of chat, calls, meetings, and other communications capabilities, more and more business-critical and sensitive information is shared using these channels. To make this information easy to find whenever it's needed, it's critical to safeguard these interactions from accidental or inappropriate deletion. A secure, searchable archive allows users to quickly identify and retrieve relevant conversations and ensure compliance with internal governance and regulatory retention requirements.

The UNIVERGE BLUE ARCHIVE solution is tightly integrated with UNIVERGE BLUE CONNECT to automatically preserve an organisation's chats, phone calls, voicemails, meetings, and more without requiring any user or administrative action. ARCHIVE is fast and easy to deploy and provides a powerful contextual search capability of retained communications based on a view of all users across different channels.

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UNIVERGE BLUE ARCHIVE CAPABILITIES

- **Seamless integration with CONNECT:** Designed for CONNECT and deploys in minutes with everything needed to enable compliant retention for CONNECT communications.
- **Automatic preservation of CONNECT communications:** Captures and retains chat and SMS messages, call records, phone call recordings, voicemails, and meetings.
- **Security:** Data is uploaded securely and encrypted in transit and at-rest with multifactor authentication to protect access and limit export to authorised users.
- **Identity and access management:** Ensures control over authorised personnel who can access and manage archived communications.
- **Retention:** Choose to store data for as long as the business case requires – with retention options ranging up to ten years.
- **Unlimited capacity*:** Administrators are not forced to estimate the level of activity for their organisation or project storage requirements – administrators simply enable the archive and select the desired retention period.
- **Fast, powerful contextual search:** Indexes both content and metadata, so millions of files can be queried using dozens of properties in seconds. Search on text, chat names, participants, call duration, source, attachments, and many more attributes.
- **Compliance:** Helps the organisation to securely retain the communications to the industry specific compliance
- **eDiscovery and litigation support:** Apply legal hold to override retention periods and ensure data is retained to support legal case workflow and export of all case documents.
- **Data residency:** Supports Australian locations.

* The UNIVERGE BLUE ARCHIVE Product Schedule available at <https://univerge.blue/legal/asia-pacific/>



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UNIVERGE BLUE ARCHIVE SEARCH FEATURES

The screenshot shows the Univerge Blue Archive search interface. The main search results table is divided into several sections:

- Keyword Search:** A search bar at the top left.
- Search Filters:** A row of filters including Date, Type, Participants, Direction, and Duration.
- Content Summary:** A list of search results with columns for Title, Participants, Date, and Properties.
- Select items:** A checkbox in the left margin of the search results table.
- Monitored Users:** A list of user avatars in the Participants column.
- Additional Properties:** A list of properties in the Properties column.
- Timestamp:** A list of dates and times in the Date column.
- Content Preview:** A detailed view of a selected message, showing the sender, recipient, and the message content.

WHY BUSINESSES NEED UNIVERGE BLUE ARCHIVE



COMPLIANCE

Proactively retain and monitor business communications and interactions in an automatically preserved, secure, and tamper-proof archive. Retention options support financial services and healthcare regulatory requirements, as well as internal governance.



FINDING CRITICAL COMMUNICATIONS

Instructions, proposals, recommendations, agreements, and contracts are all examples of important information included in and referenced by internal and external business interactions. Archiving allows users to keep a record of communications sent and received, which helps ensure they have a copy of messages and associated documents stored safely without requiring users or administrators to save them. In addition, powerful contextual search helps locate and retrieve messages and documents quickly.



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CONTINUITY

Staff turnover, medical/family/military leave, and organisational changes all create situations where digital conversations need to be preserved and searchable to support transitions. UNIVERGE BLUE ARCHIVE solution protects communications for all users, making it simple for an administrator to manage transitions of responsibility and make information available to the right users.



DISPUTES AND BEST PRACTICES

Review and resolve “who said what” disputes quickly and efficiently (e.g., HR or customer disputes). Monitor call quality and staff performance to improve company standards and customer care. Train staff on call handling techniques and customer interactions to improve performance. Rescue defecting customers.



PEACE OF MIND

Automatic, secure, tamper-proof preservation of communications protects organisations when unexpected challenges arise. Businesses using NEC’s UNIVERGE BLUE ARCHIVE integrated archiving solution can take comfort in knowing that their data will be available if and when they need it.

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