

17a-4 DataParser for e-Messaging

Overview:

Many institutions are required to capture and retain e-messaging content that comes from 3rd party sources. The 17a-4 Data Parser™ is a very cost-effective software product that captures data from many such platforms, formats the content into either an .EML or .MSG format and manages the ingestion of that content into an institutional archive. The DataParser interfaces with virtually all major archiving technologies.

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's Lync® / Office Communication Server®**
 - 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 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
- » **Microsoft LiveMeeting®**
- » **Cisco WebEx Chat Capture**
- » **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®, Twitter® 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.
- » **Newsgator®**
 - Captures MySite stream posts, questions and answers and comments
 - Captures attachments and shared links.
- » **Generic Features for all platforms**
 - Ability to stage output into subdirectories or drop directly to a location
 - Ability to export directly to an Outlook folder
 - Throttling of data output as to not overwhelm ingestion of messages by destination archiving platform
 - Automated clean-up of archived download files after a hold period
 - Timer structure allows the Parser to run at a specific time or after XX hours.
 - Support for UNC addresses
 - Summary Report that notes everything that happened for a run.

Additional Interfaces

17a-4's software development team has streamlined the development of new interfaces. If your institution is using an e-messaging/ collaboration platform which needs to be archived, please contact us for a development quote.

Demo/ Trials

Please contact us at sales@17a-4.com or number below to arrange for a demo or a 30-day trial.

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