

# Chat capture, retention, and oversight

## Simple and comprehensive compliance for chat communications

Collaboration chat applications provide a dynamic way for employees to engage with each other, share meaningful ideas, and collaborate for your business's future. In the age of work from anywhere, chat platforms serve as an important communication backbone for businesses. Roughly 74% of US companies are expected to use communication and collaboration tools by 2022.

For all of chat's business value, companies are experiencing three pain points with chat collaboration success.

 <p><b>Complex Supervision</b></p> <p><b>SCENARIO</b> Organizations across financial services, healthcare, and other industries are required to supervise and retain chat content.</p> <p><b>CHALLENGE</b> Using legacy tool built for email supervision and retention don't capture the full content or context of chat communications, complicating supervision efforts.</p>	 <p><b>Insufficient Security Controls</b></p> <p><b>SCENARIO</b> Employees commonly post URLs and attach files in chat. These actions can expose proprietary or sensitive information.</p> <p><b>CHALLENGE</b> Endpoint protection and other existing security investments don't provide purpose-built security protection for chat communications.</p>	 <p><b>Lack of Oversight</b></p> <p><b>SCENARIO</b> Chat opens up opportunities for potential collusion or other employee misconduct.</p> <p><b>CHALLENGE</b> Unmonitored chat communications create acceptable use blind spots that expose the company to HR and legal risks.</p>
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## Accelerate the full potential of your chat applications with Theta Lake

Theta Lake makes it easy for organizations to mitigate the risks and manage the compliance requirements for successful use of chat collaboration. Our purpose-built solution provides automatic detection of misconduct, security, and data leakage risks across your chat collaboration platforms. This includes content that is written in chat and attached audio, video, document, and text content.

### A solution for every use case

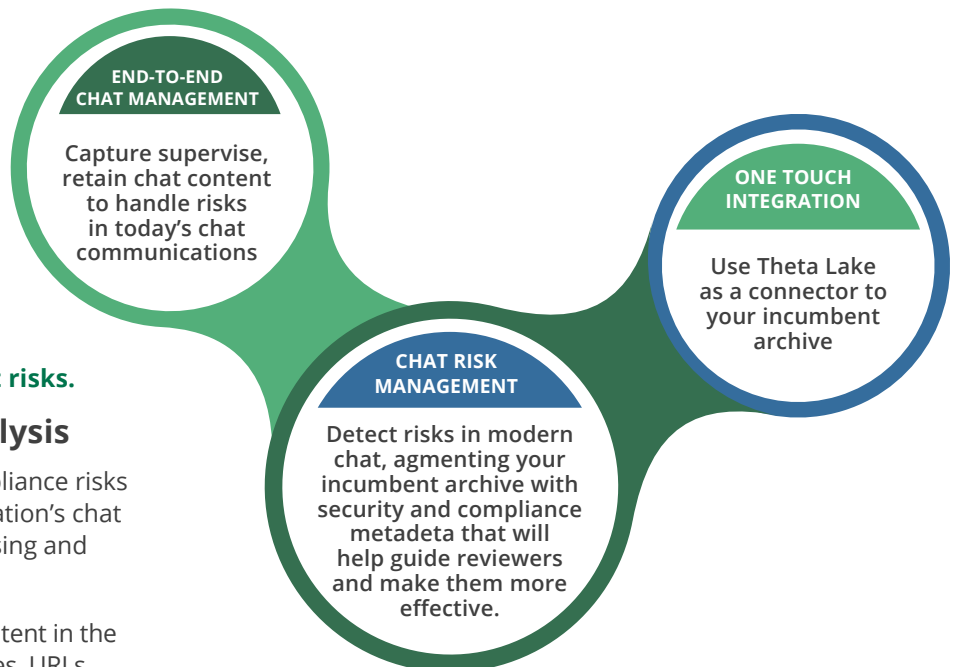
Theta Lake makes it easy for organizations to provide employees use of collaboration chat securely and compliantly. Our purpose-built solution makes it easy to capture, retain, and review fully threaded messages, group channels, and shared content. No matter where you are in your chat management journey, we have a solution to address your needs.

### Master the threat lifecycle

**Situational awareness of your chat content risks.**

#### Comprehensive chat content analysis

- Detects security, acceptable use, and compliance risks in chat content—across all of your organization's chat platforms—using natural language processing and deep learning.
- Provides full analysis of embedded chat content in the original context, including all document types, URLs, video files, images, emojis, URL, and more.



## Pre-built Policies

- Includes extensive pre-built detections and policy templates for video, voice, and text-based content that are driven by our AI and data scientists who have extensive DLP and compliance risk detection expertise, including:
  - Detections for dozens of regulatory risks across FINRA, CFTC, FCA, FFIEC, and more
  - Detections for PII, and confidential information
  - Detections for security risks, misconduct, and other liabilities
- Easily create custom detections to flag words and phrases that are company-specific. These can include sensitive project names, personal information, or 'watchwords' that require a higher level of scrutiny.

## Up your supervision game

Intuitive automation transforms the complicated into the simple.

### Intuitive review workflow

- Simplifies chat supervision with a visual workspace and workflow that provides rich context to readily assess what was written and shared.
- Provides native chat representation so you can see the complete conversation across a timeline that took place across hours, days, and even weeks.

### Chat remediation

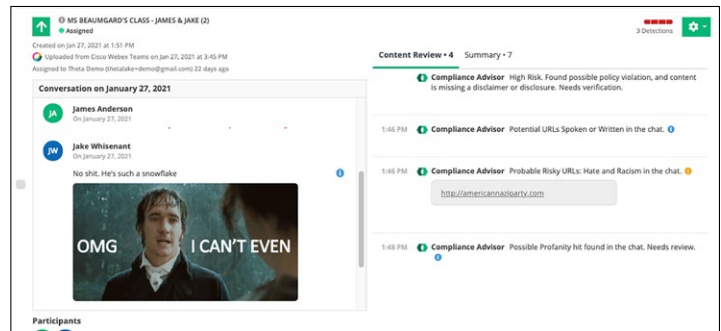
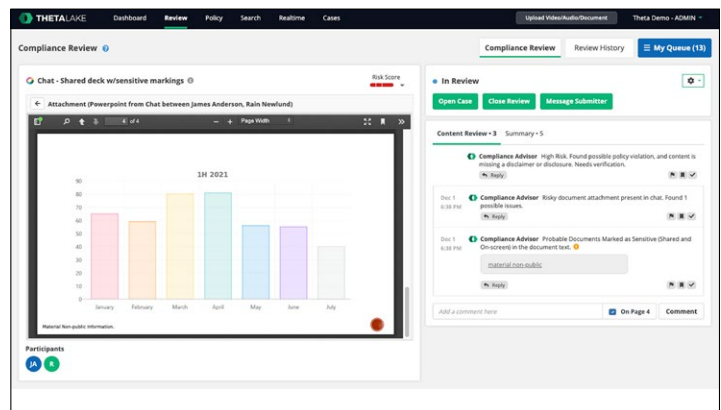
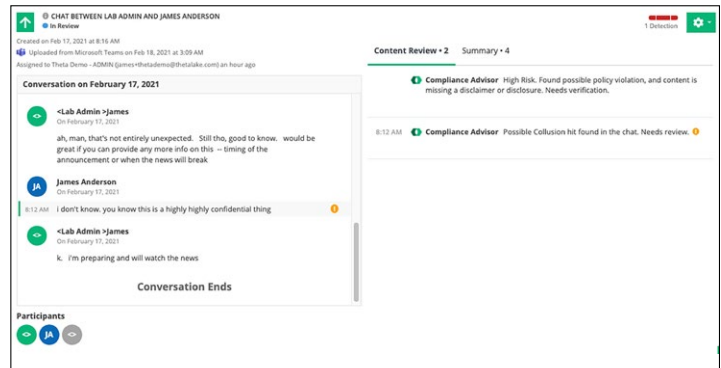
- Allows your authorized security admins to delete detected risks on your organization's chat platform, including posted files.
- With full logging and activity reporting, Theta Lake's chat remediation process provides evidence that remediation was performed.

## Securely retain the full context

Compliant chat storage that preserves the "full picture."

### Secure, Compliant Storage

- Provides secure, encrypted, and SEC Rule 17a-4 compliant storage archive for your chat communications that satisfy SOC 2, Type 2, and ISO 27001.
- Delivers rich search capabilities to easily find desired messages.
- Enterprise packages include unlimited storage at no extra charge.



## Extensive integrations

- Provides an enterprise-ready solution with extensive integrations to compliantly capture, retain, and supervise chat communications.
- Deliver supervision reports to your stakeholders via alerting and reporting systems.
- Send detailed content and classification-rich chat review summaries, full transcripts, and more to your existing email archives.
- View our list of integrations [here](#).

## Learn more

To learn more about Theta Lake's solution for chat management, visit: <https://thetalake.com/solutions/chat-collaboration/>

**ABOUT THETA LAKE.** Theta Lake, Inc., dual winner of UC Today's 2020 Best Compliance Product and Best Security Product, was founded in 2017 by proven entrepreneurs and enterprise technologists with decades of leadership experience and recognition from Global 100 customers and top industry analysts. With a mission to provide modern collaboration security and compliance, Theta Lake's patented and multi-patent pending AI helps security and compliance teams more effectively and quickly scale their risk detection and the workflows for communication security, data loss protection, and supervision of modern video, voice, and unified collaboration systems. The Theta Lake Compliance Suite is SOC 2, Type 2 compliant. Visit us at [Thetalake.com](https://thetalake.com); LinkedIn; or Twitter at [@thetalake](https://twitter.com/thetalake).