

DATASHEET

Risk Management for Video, Voice, and Chat Collaboration Platforms

Unified collaboration with chat, voice, and video collaboration platforms are powerful productivity resources that foster employee collaboration. Platforms like Microsoft Teams, WebEx Teams, and Zoom offer a rich set of communication capabilities that allow users to easily engage, share information, and stay informed.

However, if left unmanaged, the wide use of these tools also introduces the opportunity for potential misconduct, confidential data loss, and security risks.



Employees may engage in misconduct and activities that don't align with the organization's code of ethics



Video, voice, and chat introduces new avenues for confidential data loss with the exposure risk of what is shown, shared, and said.



Zoombombing, hijacked meetings, and other security issues present a real risk.



Bad actors can exploit these systems to steal sensitive data, target businesses performing financial transactions, and engage in cybercrime.

Bring security and risk management across collaboration communications

Theta Lake empowers organizations to fully leverage the benefits enabled by chat, video, and voice collaboration platforms, without the worry. Risks can happen both in the safe set up of collaboration tools as well as within communications between people inside of meeting and collaboration communications themselves.

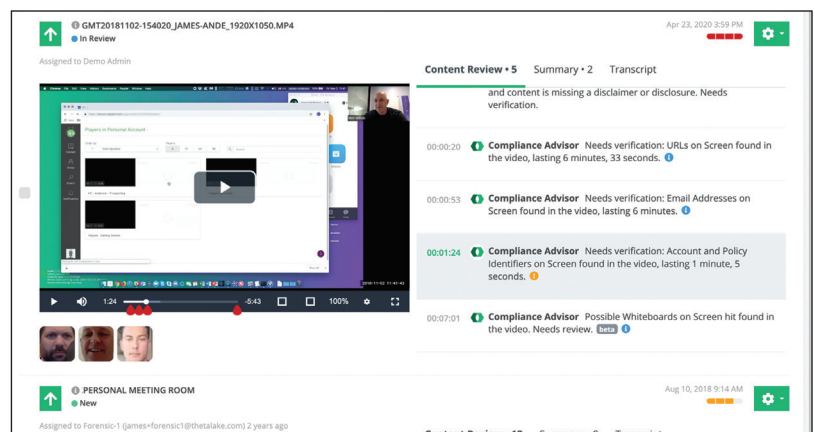
Theta Lake is a purpose-built security and risk management solution that provides automatic detection of inappropriate conduct, potential data loss, and security risks in video, voice, and chat collaboration content. Theta Lake also enforces that employees are using your desired platform security and access policies, such as using meeting passwords, unique meeting IDs, and meeting waiting rooms. This will help you empower collaboration while mitigating the security risks and keeping sensitive data safe and private.

Experience the advantages

Proactively detect data privacy risks

Chat, voice, and video collaboration features, such as screen sharing, document sharing, whiteboarding, and meeting recordings provide effective ways to interact and engage during meetings. However, these features also open up avenues for data loss.

Video, chat, and audio collaboration presents many types of privacy risks. Employees can conduct meetings with sensitive information from your business applications shared on screen via browser, such as your CRM system. They can display files on screen or use chat and collaboration features to transfer files. Data can even be leaked when carelessly displayed and viewed on a nearby whiteboard. While this activity may be accidental, for many industries, it is still subject to regulatory disclosure. It can also be related to insider threat and conduct risk where



Streamlined review workflow

bad actors are using wide open, unmonitored channels to exfiltrate corporate intellectual property or personally identifiable data (PII) for nefarious purposes.

Theta Lake empowers organizations to supervise communications and identify privacy and data loss risks to safeguard sensitive information. With hundreds of detections and search filters for identifying acceptable use, privacy, and information security risks along with redaction features and support for custom detections, Theta Lake provides simple policy templates that make it easy to proactively identify and act on risks.

Safeguard against misconduct

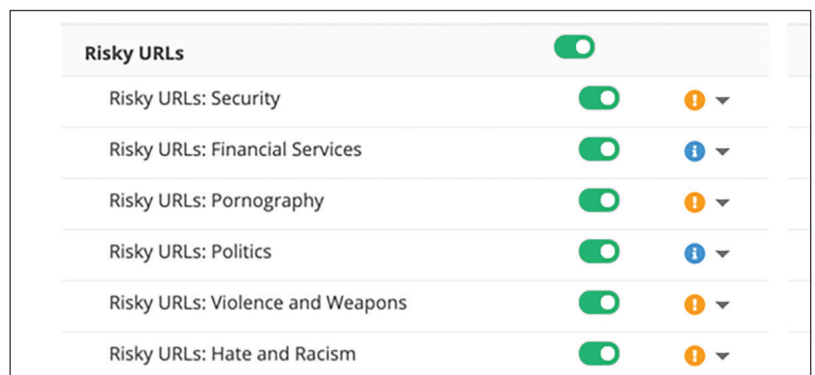
Potentially inappropriate behavior, such as failure to abide by ethics and conduct guidelines during video, voice, and chat communication sessions must be flagged to ensure adherence to the company's policies. Without appropriate monitoring in place, these issues can persist and proliferate, resulting in downstream legal liabilities.

Theta Lake helps organizations identify conduct risks, such as abusive and controversial behavior, enabling organizations to identify and remediate these issues, as well as mitigate the potential human resource and legal liability risks.

Eliminate web threats

In our digitally connected world, sending and sharing URLs during a collaborative meeting is commonplace. When those URLs are legitimate, meetings are productive. However, when inappropriate or security-risk URLs are shared, this creates an array of issues.

A bad actor can hijack a meeting and send attendees to porn sites or to malware-laden pages that can infect their devices. More commonly, users will paste a link without realizing what they have copied. Theta Lake mitigates this risk by alerting on, and even deleting, shared URLs that pose a security or acceptable use risk.



Risky URLs	Toggle	Alert Icon
Risky URLs: Security	On	Warning
Risky URLs: Financial Services	On	Info
Risky URLs: Pornography	On	Warning
Risky URLs: Politics	On	Info
Risky URLs: Violence and Weapons	On	Warning
Risky URLs: Hate and Racism	On	Warning

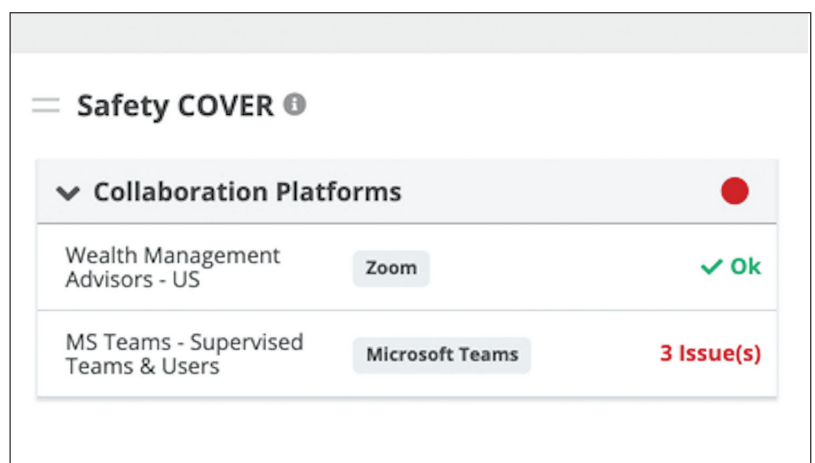
Risk URL categories

Ensure your platform security policies are followed

Video, voice, and chat collaboration platforms provide extensive configurations for safe use. Administrative options, such as requirements for meeting passwords, controls on for who can enable screen sharing, and requiring waiting rooms to authorize attendees to join are intended to safeguard companies from bad actors; however, not all employees consistently apply these configurations when hosting a meeting.

Theta Lake's Safety COVER (Configuration Validation and Enforcement Reporting) ensures you know and can enforce the security configurations you want for your collaboration tools. Safety COVER enables you to set your desired rules on your collaboration platform and then monitors and alerts on the status to ensure that these rules are not changed or disabled without your knowledge. For example, if someone changes the policy that requires passwords for all meetings, the dashboard will switch from green to red to alert you of this security issue.

From there, you can quickly update the configuration to enforce the policy or, for some platforms, automatically have the system reset it.




Safety COVER ⓘ		
Collaboration Platforms ●		
Wealth Management Advisors - US	Zoom	✓ Ok
MS Teams - Supervised Teams & Users	Microsoft Teams	3 Issue(s)

Safety COVER highlighting security issues with a collaboration tool

[Update Status](#)

Zoom Configuration

Status	Rule Name	Severity Level	
! Fix	Meeting Password Required	Risk	<input checked="" type="checkbox"/>
✓ OK	Require a password for Personal Meeting ID (PMI)	Risk	<input checked="" type="checkbox"/>
✓ OK	Require a password for instant meetings	Risk 	<input checked="" type="checkbox"/>
Disabled	Require encryption for 3rd party endpoints		<input type="checkbox"/>
✓ OK	Only authenticated users can join meetings.	Risk	<input checked="" type="checkbox"/>
✓ OK	Enable Waiting rooms	Risk	<input checked="" type="checkbox"/>
✓ OK	Disable Chat in Meetings	Risk	<input checked="" type="checkbox"/>
! Fix	Disable Private Chat in Meetings	Risk	<input checked="" type="checkbox"/>
✓ OK	Disabled Screen Sharing in Meetings	Risk	<input checked="" type="checkbox"/>
Disabled	File transfer		<input type="checkbox"/>

Example of configuring security validations for Microsoft Teams

Remediate risks in chat

Unfortunately, when it comes to chat, anything your users share or post is unmoderated—even if it's inappropriate or PII content. For example, if a user unknowingly posts an account number, a file with customer or patient information, or a link to a phishing website, it remains shared and available for viewing by anyone in that chat session.

Theta Lake allows your authorized security admins to delete any detected risks on your organization's chat platform, including posted files. With full logging and activity reporting, Theta Lake's chat remediation provides you with safety measures to detect risks and remove them.

Unified, seamless platform integrations

Theta Lake provides extensive [collaboration integrations](#) to protect against data loss and mitigate risky or inappropriate activity during chats and video-based meetings. Your organization can use any combination of collaboration tools from various vendors that best suit your business, and Theta Lake provides a single pane of glass with unified security and risk management across your platforms.

Learn More

To request a demo, visit: <https://thetalake.com/request-a-demo/>