

How Proofpoint Patrol for Text and Capture for Text Keep Your Messages Compliant

Ensure mobile and text messages meet your compliance policies

Products

- Proofpoint Patrol for Text
- Proofpoint Capture for Text
- Proofpoint Patrol
- Proofpoint Track
- Proofpoint Archive

Key Benefits

- Empower your employees to keep using mobile and text messaging while staying compliant
- Stop infractions before they happen
- Ensure against inappropriate language, harassment and more
- Create custom rules
- Analyze text, images and links using an AI-powered content classification engine
- Use in-house mobile and text messaging apps via third-party text messaging integrators

Mobile and text messaging are the most common and efficient ways to communicate with customers and prospects today. Organizations thus constantly adjust their mobile messaging strategies to improve these interactions, hoping to drive higher engagement and conversion rates. In highly regulated industries such as finance and health care, customer-facing functions like sales and marketing are required to have all electronic communications surveilled and retained. With text-based messaging, however, this poses a significant set of challenges.

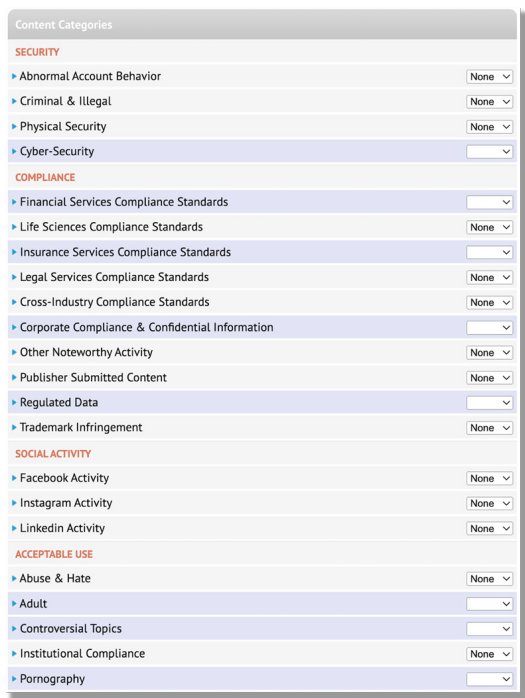
The immediacy with which your users compose and send these messages, for example, means that they often do not have the time to confirm that their messages meet compliance policies and standards. And the general availability of mobile and text apps means these messages can be sent from anywhere, as well as from many devices and apps. This can make it hard to keep track of what was sent and by whom. Proofpoint can help.

This solution brief introduces Proofpoint Patrol for Text and Proofpoint Capture for Text. These scalable solutions provide consistent monitoring and/or record-keeping capabilities for your mobile and text-based communications. You can leverage them across a wide range of text messaging apps to help you meet regulatory requirements, corporate governance and acceptable-use standards.

Stop Infractions Before They Happen

Proofpoint Patrol for Text monitors text-based messages to ensure they comply with your organization’s policies. It uses the same compliance policy engine as Proofpoint Patrol, which applies your compliance rules to social media sites. Patrol for Text extends these capabilities to mobile and text messaging.

Our AI-driven engine includes more than 180 built-in classifiers. These span categories such as security, compliance and acceptable use among many others (see below). They protect against policy violations such as inappropriate language, harassment and more. You can also create your own custom rules to cover IP and trade secrets like insider trading activities.



Patrol for Text prescreens messages as users compose them. This reduces risk before anything is even sent. Patrol for Text captures messages that meet your policy rules and delivers them to Proofpoint Archive or to your third-party content store. It can deny the transmission of any message that does not meet your rules. In such cases, it notifies the users that their message was not sent. The notifications include descriptions of policies that the users violated (see below). This way they can understand and correct the issue before they try to send the message again.

Patrol for Text integrates with your mobile and text messaging apps. It can also integrate with third-party business messaging apps to align those platforms with your compliance policies as well.

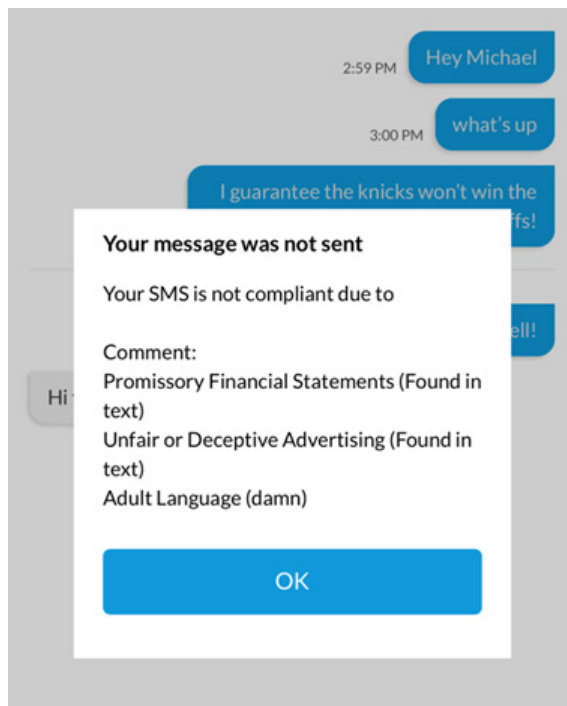


Figure 1. The Proofpoint Patrol for Text AI-driven engine includes more than 180 built-in classifiers.

Figure 2. Example of a Proofpoint Patrol for Text denial response.

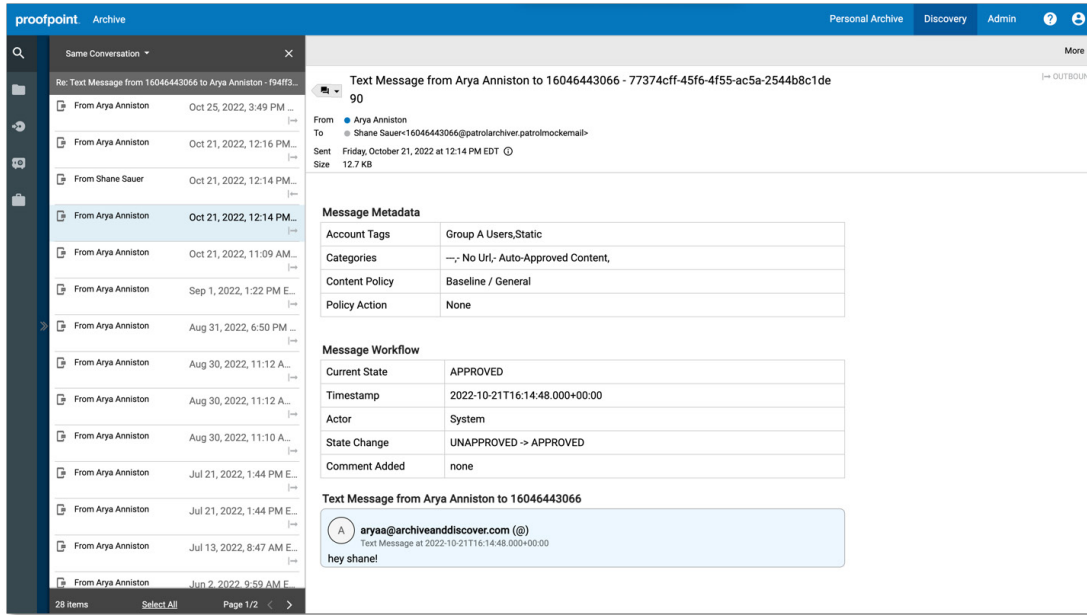


Figure 3. Proofpoint Capture for Text provides search results that show a thread and the review status of every associated message in the thread.

Keep Comprehensive Records

Proofpoint Capture for Text helps you meet archiving requirements for your text-based communications. It captures, transforms and delivers native text messages into communications threads. It can deliver these normalized messages to Proofpoint Archive or to any third-party content store.

Proofpoint Track customers immediately benefit from Capture for Text’s integration with our Upstream Reconciliation Reporting feature. This ensures that text messages not only reach the archive, but are also ingested properly.

For more information on Proofpoint Patrol, visit www.proofpoint.com/us/products/archiving-and-compliance/patrol.

LEARN MORE

For more information, visit proofpoint.com.

ABOUT PROOFPOINT

Proofpoint, Inc. is a leading cybersecurity and compliance company that protects organizations’ greatest assets and biggest risks: their people. With an integrated suite of cloud-based solutions, Proofpoint helps companies around the world stop targeted threats, safeguard their data, and make their users more resilient against cyber attacks. Leading organizations of all sizes, including 75 percent of the Fortune 100, rely on Proofpoint for people-centric security and compliance solutions that mitigate their most critical risks across email, the cloud, social media, and the web. More information is available at www.proofpoint.com.

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