

# Ipswitch Instant Messaging

## Secure Instant Messaging for Your Business

Datasheet

Time is money. Save time and improve profits by giving the people in your business the ability to instantly communicate with others to solve problems, respond to customers and accelerate work processes. Ipswitch Instant Messaging enables everyone in your company to benefit from real-time collaboration offering security, flexibility, ease-of-use and more.

### What is Instant Messaging?

Instant messaging (IM) is collaboration technology that allows co-workers to use their computer to communicate with each other singly or in groups.

IM eliminates communication gaps between people and departments. For example, it allows customer service to access product engineering, and human resources to solve problems for sales. IM can be used to communicate effectively and instantly with co-workers down the hall and around the world.

### Make sure your business communications are secure

IM is so convenient and useful as a business tool that if it is not part of the collaboration environment, users will adopt it themselves. In fact, many users take the initiative to install external, public IM clients in their work environment. However, because these free IM services rely on public servers outside the control of the business, they expose the organization to security and confidentiality risks.

They can expose proprietary methods or information and they may enable employees to unknowingly violate confidentiality laws, such as the Health Insurance Portability and Accountability Act (HIPAA). HIPAA requires secure communications when handling confidential employee information or patient information, and using unencrypted IM to communicate this information is in violation of HIPAA regulations.

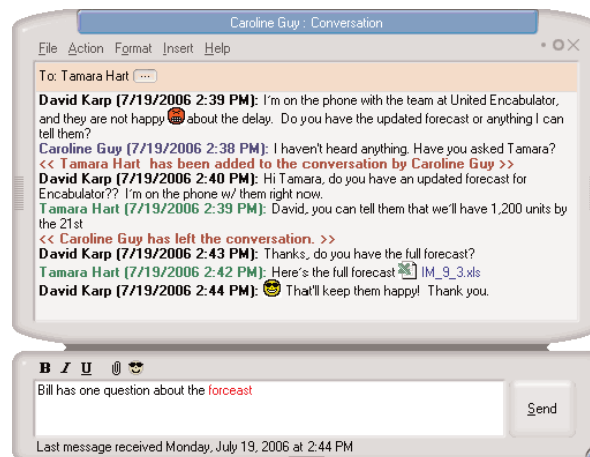
### Ipswitch Instant Messaging is the Secure, Manageable Solution

To solve these problems and gain control over IM business communications, many businesses have recognized the need to take control of their own IM infrastructures. Unfortunately, many of these infrastructures are only offered as add-ons to complex, large-footprint groupware environments that are extraordinarily costly and require high administrative overhead.

Ipswitch Instant Messaging offers a unique combination of features and built-in security that enables organizations to widely deploy IM while ensuring the confidentiality and security of the organization's information and processes. Ipswitch Instant Messaging offers advanced capabilities in a simple, well-designed, IM-specific architecture without unnecessary complexity and overhead.

Easy to install and integrated with the Microsoft® Windows® environment, the Ipswitch Instant Messaging server offers:

- A fast, easily-managed server that runs inside your firewall
- Logging and recording of all IM sessions
- Export conversations to RTF files for archive or search purposes

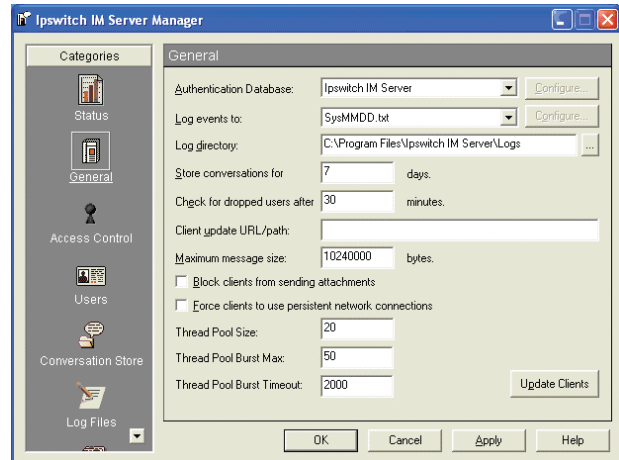


*The Ipswitch Instant Messaging client requires no training to use*

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- Encryption of conversation logs based on the 168-bit 3DES encryption standard
- Integration with your Windows directory for easy administration
- Flexible controls for logging and recording conversations
- Server-based access control of multiple IM servers to permit or deny access to other Ipswitch Instant Messaging servers running on the network
- Integration with Ipswitch IMail Server



*A familiar Windows interface makes Ipswitch Instant Messaging easy to set-up and run*

### **Simplicity and Productivity for Business Users**

For end users, Ipswitch Instant Messaging is remarkably easy to learn and use. Unlike many collaboration tools, Ipswitch Instant Messaging provides a familiar, intuitive interface, which users will instantly understand and use effectively. With Ipswitch Instant Messaging, users can:

- Check the availability of their co-workers at a glance
- Include files and documents in conversations, if permitted by the administrator
- Invite single or multiple users to join a conversation
- Send messages to other users even when the intended recipient is offline
- Control their status on the system, for example by setting their status to busy when on the phone
- Retrieve previous conversations after they have ended and save or print these conversations
- Spell-check, in real-time, before their messages are sent
- Benefit from conversation recall, which automatically retrieves the entire conversation when it is continued after the client has been closed
- Immediately access IM users' names or email addresses with Smart Tags

### **Ipswitch Instant Messaging Enhances Collaboration**

Recognizing the value of effective communication, you have already equipped your organization with phones, fax and email. Now, take the next step to maintain your competitive edge. Give your employees, co-workers, and colleagues the advantages of real-time collaboration today. More than ever, time is money, and Ipswitch Instant Messaging saves you more of both.

### **Ipswitch Instant Messaging System Requirements**

*Server requirements:* • Microsoft Windows 2000 or 2003 Server • Pentium 350 MHz (or equivalent) • 96 MB RAM • 100 MB hard disk free space • A static IP address and a properly configured TCP/IP connection

*Client requirements:* • Windows 2000, 2003 or XP • Pentium 350 MHz or faster • 64 MB RAM • 10 MB hard disk free space • A properly configured TCP/IP connection

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