Proofpoint Capture Solution

Capture, Monitor and Remediate Digital Communications Content

PRODUCTS
- Proofpoint Content Capture
- Proofpoint Content Patrol
- Proofpoint Compliance Gateway

KEY BENEFITS
- Capture digital communications content across more than 20 sources, including chat, collaboration apps, social media and more
- Normalize and format content for easier analysis
- Supervise public social media in real time and remediate compliance issues
- Verify that captured content is received by downstream services and reconcile gaps

Digital communications are the lifeblood of business today. Your employee collaboration, client communications, and promotion and advertisement all flow through digital channels. This includes chat platforms, cloud-based file sharing, social media, text messaging and more. To comply with regulations and corporate governance requirements, you need a way to capture and manage all this content. With the Proofpoint Capture Solution, it is easy to unify your content streams and stay compliant.

KEEP UP WITH DIGITAL COMMUNICATIONS CHANNELS

The number of digital channels has increased, and so has the volume of digital communications. More employees are dispersed and working remotely. That means most internal communication happens online. Clients and prospects expect to engage with you on digital channels like social media. As a result, your firm is handling more content from more sources. And if you're like many, it's a struggle to keep up.

CAPTURE AND MANAGE COMMUNICATIONS CONTENT

Many firms have used IT resources to build connections between content sources and their data store or other downstream services. But these one-off connections are less than ideal. They often fail to capture some information. And they need a lot of upkeep. What's more, they often format information differently from source to source. This makes it hard for your team to follow conversations across channels.

Content Capture

With Content Capture, you can unite and normalize feeds across public social media, enterprise collaboration apps, instant messenger chats, text messaging and more. We securely and reliably capture content through source APIs. Then we package and deliver it to downstream services with contextual details, enabling efficient analysis and discovery. Proofpoint keeps track of updates to source platforms and ensures the connections are up to date, taking the burden of maintenance off your hands.

SUPERVISE PUBLIC CHANNELS IN NEAR REAL TIME

For email and other internal collaboration tools, supervision happens after content has been delivered to your archive. But for public channels such as social media, it's critical to supervise and remediate compliance violations quickly, before they "go viral" and garner unwanted attention. And with the fast pace and high volume of social communications, it's nearly impossible to review content manually.

Content Patrol

Content Patrol makes it easy to monitor, remediate and report on social media compliance at scale. Automatically detect compliance violations in real time across interactive social content such as posts, comments and replies. And limit damage by removing or editing problematic content right away. You can also free up valuable resources by streamlining review and approval workflows for social profiles. Integrations with social media management tools mean less resistance from advisors, who can continue to use the same tools they do now. And our reports provide the data you need to demonstrate compliance to auditors.

VERIFY AND ENSURE RECEIPT BY DOWNSTREAM SERVICES

Financial services firms must retain their communications to comply with books and records requirements. And in the case of an audit, you will need to prove to regulators that your captured content was successfully received by your data store. This can be a challenge. Within complex compliance operations, gaps can emerge between capture and downstream systems such as your repository. Without a way to spot and reconcile these gaps, your firm may face stiff penalties and reputational damage.

Compliance Gateway

Proofpoint Compliance Gateway keeps you compliant and in control. Captured content is delivered to the Compliance Gateway, which creates a report and routes the content to its final destination. Compliance Gateway then compares the report of captured content against an ingestion report from the downstream service. Content that is missing or cannot be reconciled is automatically resubmitted.

LEARN MORE

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