



Quest® Policy Authority

for Unified Communications

Secure, preserve and control real-time communications

“Real-time” communications, including public instant messaging (IM), enterprise IM, conferencing, voice over IP (VoIP) and mobile messaging are used throughout most enterprises, often with few constraints on usage. While such communications systems can be of great value to end user productivity and company collaboration, when left unmanaged it is impossible to measure and achieve regulatory compliance, or to ensure efficient and appropriate use.

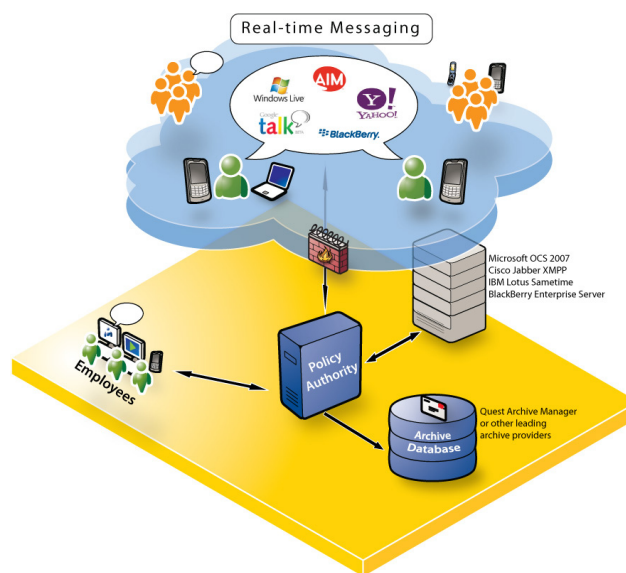
IT organizations need a solution to enforce policies and controls – based on end users’ corporate directory attributes – to regulate user activity, to protect against inbound threats and outbound data loss, and to archive BlackBerry™, enterprise IM and public IM communications.

Quest Policy Authority for UC enforces policies on and archives instant messaging and other real-time communications. Its flexible architecture blocks unwanted protocols, improves security and hygiene, protects sensitive data, and enforces regulatory compliance. Policy Authority captures IM and file transfers, PIN-to-PIN and SMS messages further helping IT organizations create a true compliance archive.

Policy Authority key features and benefits:

EasyDeploy – Deploys in hours, not days, requires no desktop touch and operates transparently to end-users. Available in software or pre-configured, hardened appliance options, Policy Authority features a low total cost of ownership and minimal administrative burden.

OpenFlexPlatform – Policy Authority’s open platform supports multiple directory services, multiple databases (Microsoft SQL Server, Oracle 10g DBMS), multiple enterprise IM servers, financial IM platforms, and all major public IM platforms.



Policy Authority can be deployed in hours not days and requires no desktop touch.

“We knew that we would be facing both legal and security problems if we didn’t closely monitor and manage employee IM use. The solution addressed every concern we outlined, from data protection to compliance with industry and government regulations.”

–Randy Meinholdt
Software Systems Engineer
Westar Energy

- Improves security and enables compliance by controlling use of instant messaging
- Prevents leaks of sensitive data
- Retains historical messaging data for compliance or e-discovery purposes
- Easy to deploy and manage
- Available in software-only and as a hardened appliance



Appliance Option

- 1-U rack mountable server with a redundant hard drive
- Intel processors
- Hardened operating system
- PostgreSQL database onboard for easy evaluation
- Sophos Anti-virus
- A15000: Scalable to 15,000 concurrent users per appliance
- A1000: Scalable to 1,000 concurrent users per appliance



Enterprise IM Networks

- Bloomberg
- IBM Lotus Sametime
- Cisco Jabber XCP
- Microsoft OCS 2007
- Pivot 360°
- Reuters Messaging

Public IM Networks

- AOL Instant Messenger
- Google Talk
- ICQ
- Windows Live Messenger
- Yahoo! Messenger

Directory Integration

- LDAP
- Microsoft Active Directory
- IBM Domino
- Novell eDirectory

Message Archiving Integration

- C2C Archive One
- CA Message Manager
- EMC EmailXtender
- Fortiva
- HP IAP
- Intradyn
- Iron Mountain Active Email Archiving
- Microsoft Exchange Hosted Archive
- Quest Archive Manager
- Symantec Enterprise Vault
- Autonomy ZANTAZ Digital Safe
- ZL Unified Archive



IdentityMap – Since public IM and BlackBerry Enterprise Server (BES) do not map to a corporate directory, Policy Authority correlates end user identities from the corporate directory to user handles and phone numbers for all real-time communications platforms. This is critical for effective policy assignment, logging and archiving.

PolicyEngine – Policies can be created granularly, can differentiate between internal, inbound and outbound users, and can apply to multiple modalities (i.e., text, file transfer, VoIP, video). Policies can be set independently by provider, adding flexibility to real-time communications management.

EthicalWalls – Policy Authority prevents unauthorized communication between functional roles based on any directory attribute. This ensures that your organization maintains ethical walls between people who should not be communicating for compliance or operational reasons.

ContentFilter – Policy Authority provides content filtering and tagging for IM conversations utilizing regular expressions. This feature helps prevent the loss of sensitive data, enables e-discovery, and protects against abusive or inappropriate language.

FileCapture – Policy Authority captures files transfers for OCS/LCS and Public IM. This help improves security and reduces risk by preventing potentially sensitive data from being sent to the wrong recipients.

SecuritySure – Policy Authority protects against both known and zero-day virus infections through automatically updated filters and heuristic analysis including bot-defeating technology. This feature improves corporate data security and hygiene. Policy Authority integrates with Sophos and Symantec to help make this happen.

UsageEnforcer – Organizations tasked with achieving compliance require this feature which prevents circumvention of Policy Authority, ensuring that all real-time communications are managed and secured. This is accomplished using a non-inline mechanism through passive monitoring and active blocking. UsageEnforcer also provides some of the most advanced peer-to-peer (P2P) controls available on the market – far more sophisticated than most firewalls – able to block Skype, FastTrack (e.g., Kazaa), BitTorrent, OpenNapster, IRC, Gnutella, and other P2P protocols.

ArchiveIntegration – Policy Authority packages IM conversation transcripts, file transfers, SMS communications, BlackBerry PIN-to-PIN messages and BlackBerry call logs, and exports them to most e-mail archives. Conversation summary metadata is included, ensuring that your email archive contains a complete record of all electronic communications as mandated by compliance regimes, and reducing the e-Discovery burden on your IT organization.

About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 90,000 customers worldwide meet higher expectations for enterprise IT. Quest provides customers with client management as well as server and desktop virtualization solutions through its subsidiaries, ScriptLogic and Vizioncore. Quest Software can be found in offices around the globe and at www.quest.com.



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