

Vantage Secures FMG Support in Microsoft Lync Upgrade

fmg support™ FMG Support is the UK's leading incident management and roadside assistance provider. Delivering services to wide variety of clients from major vehicle leasing providers to government agencies, FMG Support improves fleet performance by helping organisations save money and reduce disruption to the business with vehicle off-road times that are well below the industry average.

The fleet management firm has been using secure web gateway product, Unified Security Gateway (USG) from Actiance since 2008. FMG Support initially chose the solution as it provided the ability to archive the transcripts of public instant messaging conversations, a capability that traditional secure web gateway solutions were unable to do. In addition, USG ensured that only authorised users had access to sanctioned real-time communications. Although some users had access to MSN – and now Windows Live, as well as Gmail, generally employees only had access to an internal-only Microsoft Office Communications (OCS) server.

Realizing the federating their OCS server would allow them to present a corporate brand, and centralize their real time communications as well as achieving productivity and cost saving benefits, FMG support moved towards an upgrade of its OCS installation to Microsoft Lync. Lync will enable the FMG IT team to introduce a range of services including video conferencing to its four hundred employees company wide. In expanding these capabilities, FMG took the opportunity to review and recognise the security and management implications of federating with external partners.

“Federating will make it easier for us to collaborate and work more closely with our partners, while maintaining a corporate standard of communication, but we can also see that it will open the door to an increased risk of data leakage and malware,” says Jamie Shields, IT Professional of FMG Support. “In addition we also wanted the ability to effectively archive conversations made over Microsoft Lync. We have set procedures for any changes to contracts or other legally binding documents, but that doesn't mean that someone might not accidentally say something over Group Chat that might be misconstrued. Actiance gives us the ability to go back to that message months or even years later to review what was actually said and to look at the context of the message.”

Microsoft Lync is extremely effective as a unified communications (UC) platform, but it does not natively provide the capabilities to meet the corporate governance best practices that FMG Support follow, nor does it prevent users from using unauthorised public real-time communications. Vantage from Actiance enables FMG Support to set acceptable use policies for each employee such as what departments can communicate with each other, which applications are approved for use on the enterprise network and what types of information are restricted from leaving the organisation. Vantage's centralised policy setting mechanism recognises not only Microsoft Lync, but other UC platforms, public IM services and other Web 2.0 applications, allowing FMG Support to manage its collaborative communications environment with ease.

“As we enter our next phase of UC deployment with Microsoft Lync it is good to have a partner that understands the fast moving world of communications and the importance to us of ensuring that embracing the latest communication tools doesn't mean losing control.”

**Jamie Shields, IT Professional
FMG Support**

AT A GLANCE

Vantage™ ensures security, management and compliance for Real-time and Unified Communications – from presence and instant messaging to conferencing and voice.

KEY FEATURES

- Support for Microsoft Lync and OCS, IBM Sametime, Cisco Unified Presence 8, and all major public IM networks
- OCS CAC controls for resource allocation
- “Poison Room” policies for ethical walls enforcement, archiving and reporting in Microsoft Live Meeting
- Compliance, Security and Control for Skype
- Support for BlackBerry PIN and SMS messaging
- Support for the import of Bloomberg, Pivot, Thomson Reuters Messenger, and YellowJacket data
- Support for real-time monitoring of Reuters IM traffic, including chat rooms, file sharing, and screen capture sharing
- Compliance disclaimers, ethical walls, archiving and auditing for OCS Group Chat
- Prevent data leakage over IM and UC platforms through content filtering and regular expressions
- Integrate with corporate directory services to utilize and control communications at global, group and employee level
- Virus scanning of file transfers using existing AV implementation or via Sophos anti-virus module
- Block zero-day IM-based worm and virus attacks
- Guaranteed 100% accurate binary archiving of all IM for compliance or e-Discovery
- Integrate with Actiance Insight for analytics and reporting

Vantage also provides a comprehensive archive of all exchanges that take place over UC and federated services as well as native public instant messaging services. FMG's policy is that that all business conversations need to be stored securely, however UC's multi-dimensional nature can make the process of archiving, storing and retrieving multi-party chats exponentially more complex.

A simple chat conversation might include numerous participants joining at different times, creating a requirement to understand the context surrounding each participants understanding of these conversations – who entered – and left the conversation at what point during the discussion. Vantage enables FMG Support to understand the context of conversation easily, no matter how long ago it took place. Integrated with Active Directory, Vantage enables FMG Support to map a user's buddy-name to their Active Directory corporate identity, helping to identify individuals to their corporate account.

“Real time communications is key to us and IM is now an important business communication with both partners and customers alike,” continues Shields. “We are currently considering adding chat based agents to our website in order to offer a choice in the way people choose to communicate with us. Of course these too will also need to be secured, managed and archived. With so many different sources for conversations it is important to have a centralised archiving system that enables easy review of messages posted and detailed analysis of electronic conversations including file downloads both internally and externally, complete with an audit trail of the auditor reviewing the information.”

“It is important to have a centralised archiving system that enables easy review of messages...complete with an audit trail of the auditor reviewing the information.”

**Jamie Shields, IT Professional
FMG Support**

Recent surveys show the move of malware and virus writers from the static web and email communications to the real time world of instant messaging and social platforms, raising the threat level of these channels. Vantage not only protects FMG Support against viruses and malware that may try to enter the network via real-time communication channels, it also provides granular content filtering to ensure that data does not accidentally leak out. Alongside offering the ability to block messages that use certain keywords or regular expressions, Vantage can also scan file transfers for this same content and prevent leakage.

“Actiance has already proved its platform is more than capable of securing and managing our access to UC and other real-time communications and web 2.0 applications such as Facebook and Twitter,” concludes Shields. “As we enter our next phase of UC deployment with Microsoft Lync it is good to have a partner that understands the fast moving world of communications and the importance to us of ensuring that embracing the latest communication tools doesn't mean losing control.”

About FMG Support

FMG Support is the UK's largest road transport performance improvement company, committed to helping customers identify opportunities, overcome problems and maximise profitability. As FMG Support has grown, so have the services it offers – from incident management to roadside repair and legal assistance. Today, FMG Support can provide customers with smart solutions, tailored to specific business needs and powered by bespoke technology.

For more information, visit www.fmgsupport.co.uk

About Actiance, Inc.

Actiance enables the safe and productive use of Unified Communications and Web 2.0, including blogs and social networking sites. Formerly FaceTime Communications, Actiance's award-winning platforms are used by more than 1600 customers for the security, management and compliance of unified communications, Web 2.0 and social media channels. Actiance supports or has strategic partnerships with all leading social networks, unified communications providers and IM platforms, including Facebook, LinkedIn, Twitter AOL, Google, Yahoo!, Skype, Microsoft, IBM and Cisco.

Actiance is headquartered in Belmont, California. For more information, visit <http://www.actiance.com>. Follow Actiance on Twitter: <http://twitter.com/actiance> or call 1-888-349-3223