



## Product Overview

### Jatheon Cloud

# Discover Data Archiving Solutions that Set the Industry Standard.

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Jatheon Cloud is a cloud data archiving software that solves organizations' long-term data archiving, compliance and ediscovery challenges while offering top-notch security, flexibility and bottomless storage. Running on AWS infrastructure, Jatheon Cloud stores enterprise data in accordance with industry's top security and privacy standards and ensures high levels of data availability and 99.999999999% durability.

With Jatheon Cloud, we created a comprehensive archiving platform that's cost-effective and easy to deploy and use. It lets organizations of all sizes simplify the retention, retrieval and management of corporate email, social media records, chat and phone records, meet compliance standards easily, respond to ediscovery and open data requests quickly and improve overall business productivity and information governance.

With advanced search built for extremely large volumes of data, a complete compliance and ediscovery feature set and an innovative approach to retention policies and legal case management, Jatheon Cloud streamlines the search, management and export of business-critical electronic records while providing the highest security on the market.



# Why Choose Jatheon Cloud?

Jatheon Cloud has an intuitive user interface that administrators, compliance officers and end users can use comfortably. In addition to that, the software contains a complete feature set that organizations in regulated industries need in order to establish control and streamline their compliance, ediscovery and data management processes.



## High Security

Organizations in regulated industries handle a lot of sensitive information, so we made security and privacy of your archived data our highest priority through data encryption, two-factor authentication and AWS standards of data protection and availability.



## Easy Setup and Use

With Jatheon Cloud, you'll be up and running in a day and get unparalleled simplicity of deployment and everyday use. Our Support and CSM teams will guide you throughout the whole setup process and ensure you are properly onboarded.



## Cost-Effectiveness

With our simple pricing plan based on active mailboxes or a number of social media and IM users, you will simplify the management of data archiving and get everything you need from a cloud archive without the upfront expenses typical of hardware solutions.



## Seamless Migration

Thanks to Jatheon Auto Migrator, our automated migration tool, we'll migrate your existing data from legacy and competitor archiving solutions reliably, with zero hiccups.



## Premium User Experience

The modern interface will make your archiving experience smooth and easy. Our search is accessible from any screen, which makes it easy for users to create desired search criteria in seconds. With Jatheon Cloud you can search email, social media and chat records from the same search screen. The processing speed and advanced search of our cloud solution remain the best in the data archiving industry.



## Endless Scalability

Thanks to its AWS-based infrastructure, Jatheon's cloud archive offers unmatched flexibility and can adapt to your unique needs, no matter how big or small your business is. With a scalable data archiving solution, your data archive can grow together with your business and expand to accommodate that growth.



## 24/7 Technical Support

Our security certifications, breach detection alerts and 24/7 technical support and monitoring will make sure your cloud vault is impenetrable. Regardless of your time zone, our skilled and dedicated technical support will assist you in any way that is most convenient to you – a chat, call, video call or screen share.

# Supported Communication Channels

## Email Archiving



Jatheon Cloud is compatible with all major email platforms and can archive email from email systems like Exchange, Office365, Gmail, GroupWise, Lotus Notes, Bloomberg and others.



## Social Media and IM Archiving



Jatheon Cloud archives social media records from your official Facebook, Twitter and Instagram pages and profiles for better monitoring and compliance with social media retention and open data regulations. It can also be used as an IM archiving tool to archive WhatsApp, Microsoft Teams and Bloomberg chat if you use these collaboration and chat apps to communicate with customers, partners or internally.

Jatheon Cloud offers standalone social media archiving (e.g. only Twitter) or combined archiving which integrates the retention and search of all relevant communication channels (e.g. email, two social media channels and Teams) in a secure, AWS-based environment.



## Facebook

Jatheon Cloud enables managing and archiving one or more Facebook pages. It captures interactions like posts, comments, photos, videos and messages together with all the metadata. You can choose the Facebook pages to archive, and import the data that has already been posted on Facebook. There are options to archive Facebook alone or combined with email and other supported apps.



## Twitter

If you use Twitter for business correspondence, you can archive posts, quotes, retweets, replies, messages (conversations including text, images, audio and video content) and polls. Just like with Facebook and IMs, standalone and integrated archiving is available.



## Instagram

Just as with other social media, with Instagram you're able to archive posts, comments, replies and direct messages together with complete metadata including text, images, audio and video in a form of attachments. Archiving an Instagram page can be done either via connecting your Instagram page or via your Facebook page that is connected to the Instagram page.



## WhatsApp

Archive all WhatsApp conversations, even those that have been deleted, in real time together with a timestamp of each sent message or deletion action. Metadata like images, attachments, audio, gifs, and video are also captured and searchable.



## Microsoft Teams

Jatheon Cloud captures and retains Microsoft Teams chats (one-on-one or group conversations) and channels with complete multimedia like links, images, gifs, audio, video, code blocks and files. All edits and deletions are also captured.



## Zoom

Capture all content from Zoom meetings, including video, audio, shared screens, in-meeting chats, and automatic system messages.



## Google Chat

Capture and retain chats from Google Chat in full evidentiary quality, with all metadata and together with multimedia like links, files, images, gifs and emoji.



## Bloomberg

When it comes to Bloomberg, both emails exchanged between Bloomberg users and emails sent to or received from outside domains and addresses are captured with all possible metadata. Bloomberg chat messages are displayed as threaded conversations, giving reviewers the necessary context for better conversation analysis. Messages are fully auditable for monitoring and compliance reviews.

### Text Message Archiving

Organizations can archive, search and present SMS, MMS, calls and voicemail records from all major global carriers, with complete metadata.



SMS



MMS



Voicemail



iOS

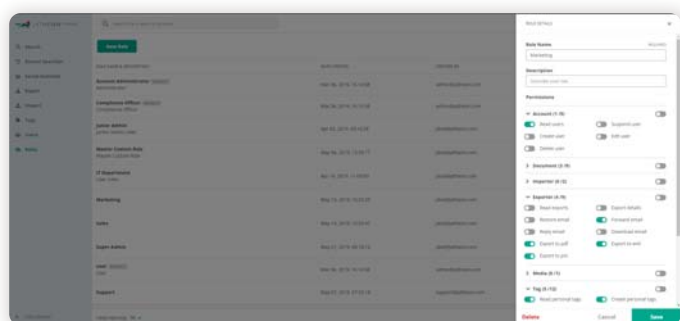
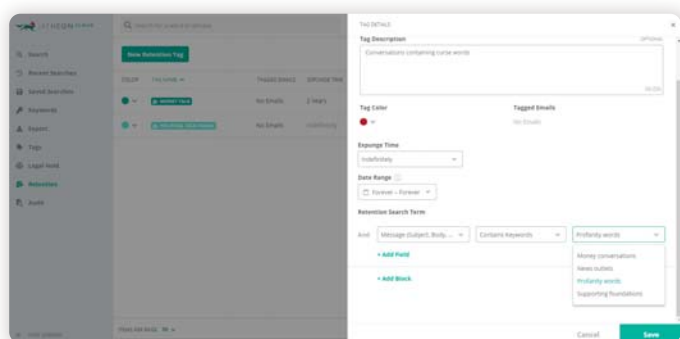


Android

# Jatheon Cloud Features

## Compliance

Set highly customizable retention policies to meet compliance standards in your industry and automatically delete data after the retention periods expire. Prevent unauthorized access and actions by assigning custom roles to users using 60+ unique permissions.



## Email Notifications

Users get instant email notifications after a specific action is performed in the archive (e.g. export).

## User Management

Jatheon Cloud comes with three default user roles (Administrator, Compliance Officer and End User). Administrators can create an unlimited number of custom roles with a custom set of permissions (60+) based on the use case for which the role is needed and assign them to users and user groups to control the level of access to the archive.

## Retention Policies

Compliance officers can create an unlimited number of highly-customizable retention policies to meet compliance standards in their industry.

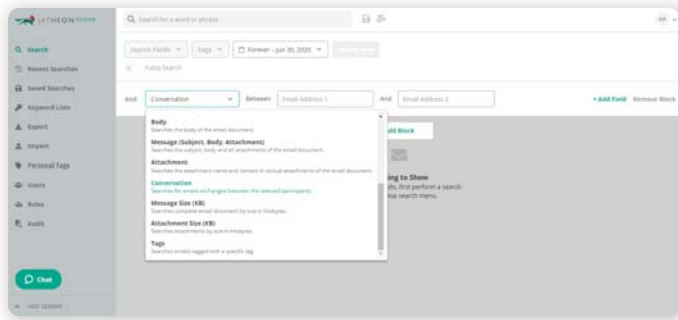
## Expunge

Schedule automatic data deletion once the retention policies expire. The expunge time can be set to months or years, whereas the default setting is indefinitely.



# Search, Ediscovery and FOIA Management

Execute deep searches to streamline your litigation management and meet open data request deadlines. You can preserve relevant records when you anticipate litigation, review user activity and redact sensitive, private and confidential information with 99% accuracy.



## Fuzzy Search

Activating the fuzzy search functionality will allow users to get relevant search results despite typos and spelling errors – a powerful tool when used in investigation and ediscovery.

## Optical Character Recognition

Search through scanned images and PDF attachments and save time on manually inspecting files.

## Social Media and IM Search

Used for searching an organization's social media pages and IM accounts with results presented in a list that can be filtered further. The user chooses which pages and/or IM accounts they want to search and the type of the content they need and the results are presented as a list consisting of the specified social media and IM networks for the searched term.

## Saved Searches

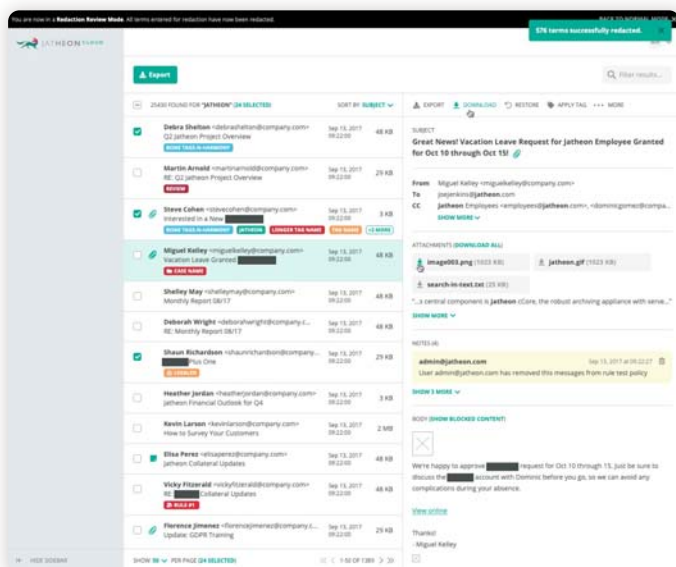
Users can save complex or periodical searches for future reference and re-run them in a single click. Search date and time are also visible.

## Audit Trail

All actions on the platform like searches, deletions or exports are recorded. The audit trail allows admins and compliance officers to check a particular user's activity and prevent any potential data tampering or spoliation of evidence.

## Advanced Search

Jatheon's advanced search functionality is based on the latest search technology and it lets users create and execute complex searches by using 20+ criteria including Boolean, proximity, wildcard and fuzzy operators. It provides users with more flexibility when performing searches and improves result relevance. Some of the advanced search criteria include email type, attachment, conversation, email direction, notes, tags, message size etc.





## Automatic Redaction

The integrated redaction feature enables the redaction of sensitive, private and confidential information with 99% accuracy. It automatically blacks out sensitive information, which reduces the possibility of human error, saves time and cancels the need for a separate redaction software.



## Legal Hold

Legal hold tags prevent the automatic deletion of messages and ensure that the relevant data is kept on the platform before litigations or audits. In times of active investigations, the organization will be able to suspend the normal processing of records and prevent the deletion or altering of data that could be relevant to the case. Legal hold tags are primarily designed for compliance officers, although the permission can be granted to a custom role as well.



## Notes

This feature allows compliance officers and custom user roles to add notes to particular email records. This is useful when several people are working on the same request or project. Users can add, view and delete notes, as well as share them with other compliance officers.



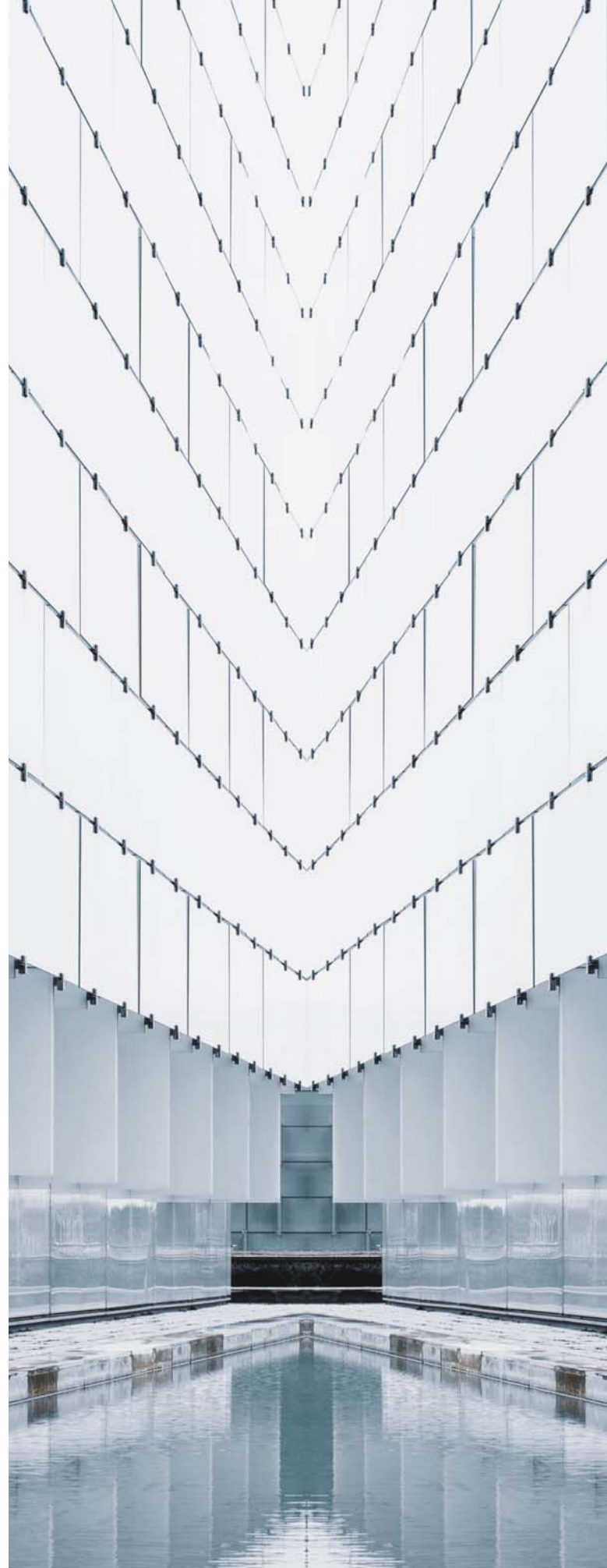
## Cases

Cases allow compliance officers to group ediscovery searches, audit logs and keyword lists into cases for easier organization and ediscovery management.



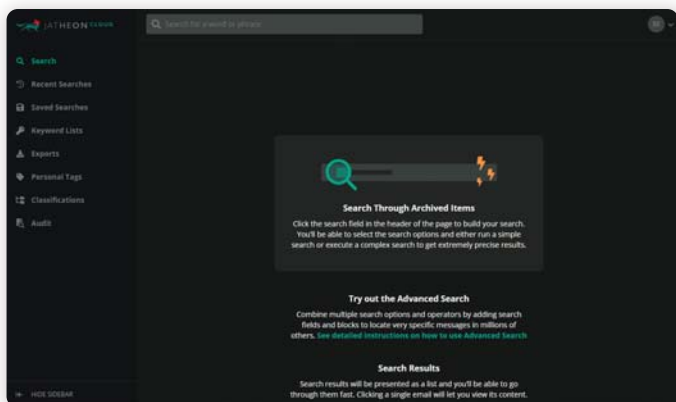
## Easy Data Export

Users can export data to PST, EML, PDF and HTML file formats. While regular exports to PST and EML are useful when handling larger volumes of email, direct export to PDF is more convenient for smaller exports and reports. When it comes to social media, search results can be exported to HTML.



# Ease of Use and Collaboration for End Users

With ease of use at the core of Jatheon Cloud design, its user interface guarantees effortless search and archive management for every user. You can conduct everyday searches, view your search history, classify and organize your records through tags and access your archive from anywhere.



## Recent Searches

If a user forgets to save an important search, they will be able to view the list of 25 recently executed searches and re-run each at a single click.



## Message Options

Jatheon Cloud allows users to forward, reply, reply to all, restore and download emails.



## Sophisticated User Interface

Designed with users in mind, the UI guarantees a smooth search experience and easy archive management.



## Simple Search

Jatheon's search functionality lets you search data using criteria such as sender, recipients, subject, body, attachments, mailboxes, tags and classifications while filtering them by date range. To improve user experience, we made the search globally accessible from almost any page and combined simple, advanced and social search.



## Personal Tags

Personal tags allow users to organize and label records and make it easy to find information, bring order to team projects, enhance collaboration and improve archive management. Users can choose tag color and provide an optional description. Tag filtering is included in simple, advanced and social search so that users can make combinations and get precise results quickly.



## Classification Tags

Classification tags allow users more control over the email records in the archive and can be shared among the people from the same organization.



## Mobile App

The Jatheon Archive mobile app allows users to access and search their archive from iOS and Android devices.



## Dark Mode

Easily switch from light to dark mode to limit blue light exposure and minimize eye stress when working in low light conditions.



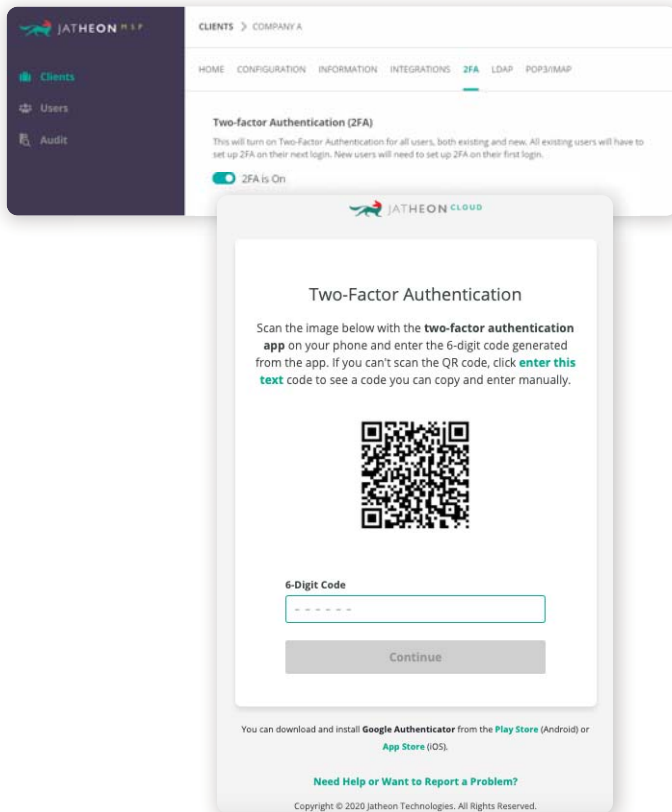
## Localization

Jatheon Cloud is currently available in English and German. We're able to respond to localization requests in approximately two weeks.



# Security and Data Privacy

From encryption to 24/7 monitoring, we make sure your data is secure, yet readily available at any time. Jattheon's data protection mechanisms guarantee that the data is stored in accordance with all major data privacy laws. All that backed by a team of technical experts and support engineers.



## AWS-Guaranteed Security

Data encryption, security compliance certifications, least access privilege, two-factor authentication, and the 99.99999999% durability of AWS infrastructure ensure the highest possible levels of security.



## 2FA

Two-factor authentication allows users to add another layer of security to their business-critical data in the archive and prevent data theft and hacking. Clients can have the company-wide 2FA enabled by their administrator or set up by each individual user.



## 24/7 In-House Technical Support

If any issues arise, Jattheon's Support engineers are available around the clock. Users can contact the Support Team directly from the Jattheon Cloud interface if they encounter a problem or wish to provide feedback and suggest improvements.



## Geofencing

Your data can be physically located within a specific location or a region through our advanced AWS geofencing options.



## Encryption

Jattheon Cloud provides full encryption and guarantees the highest level of security and data protection.

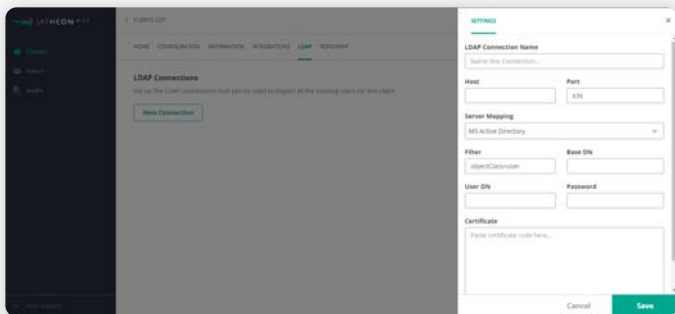
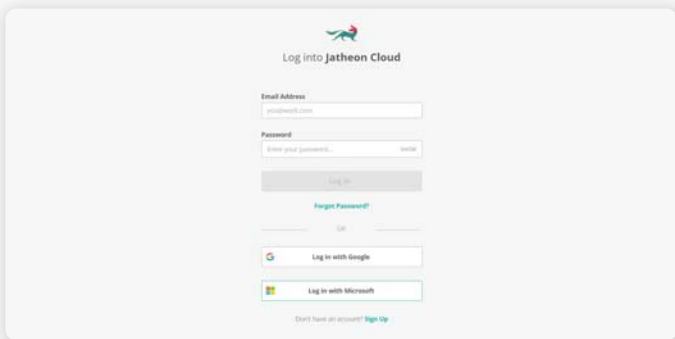


## 24/7 monitoring

To ensure peak performance of your data archiving and a smooth and uninterrupted data archiving process, Jattheon's remote monitoring system responds to events proactively and notifies our Support Team before any serious issues arise.

# Integrations

The Jatheon Cloud archive integrates with dozens of other services to make your everyday tasks easier. From simplified login and synchronization from AD to the ability to access and search your archive directly from Outlook, we're there to support various archiving scenarios.



## ➡ Single Sign-On

Single sign-on allows users to speed up the login process and minimize bad password habits by logging into Jatheon Cloud using their Google or Microsoft (Office365) credentials.

## IMAP/POP3

Admins can create a new connection, test it and manage the IMAP/POP3 settings.

## Microsoft Outlook Plugin

For a more familiar user experience, users can also access and search their Jatheon Cloud email archive directly from Outlook.

## MSP Platform

Jatheon Cloud contains an integrated platform for MSPs and tech cooperatives to manage their clients in regulated industries and their associated users. Since public agencies and SMBs with limited IT capabilities often face budget and hiring limitations, and tend to contract with MSPs, we wanted to accommodate those users who are not able to manage Jatheon Cloud independently.

## LDAP

The LDAP functionality allows admins to easily import and synchronize users from MS Active Directory and similar servers.



## About Jatheon

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Jatheon Technologies Inc. was founded in 2004 to help companies ensure email compliance and facilitate ediscovery and open data request management.

Today, Jatheon is a leader in the data archiving industry, with **11+ billion processed messages** and top-rated cloud, virtual, and on-premise archiving solutions. The company continues to raise the bar throughout the industry with their AWS-based cloud archiving platform and best-in class technical support. In 2022, Jatheon was included in Gartner's MQ for Enterprise Information Archiving, and continues to be listed in all major industry reports and software review platforms, with an average aggregated score of 4.8 out of 5.

It remains Jatheon's mission to ensure data security and bring peace of mind to enterprises and organizations in regulated industries.. The company is headquartered in Toronto, but serves clients worldwide through a wide network of global business partners. For more information, please visit [www.jatheon.com](http://www.jatheon.com).

