



Product Overview

Jatheon WhatsApp Capture and Archive

Let your team use WhatsApp like they always have — while you stay fully compliant.

Jatheon allows organizations to capture and monitor corporate WhatsApp and WhatsApp for Business communication to meet compliance laws and respond to open data and legal requests quickly. It also helps to improve overall business intelligence 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 streamlines the search, management and export of business-critical WhatsApp records while providing the highest security on the market.

How does WhatsApp capture work on Jatheon?

Decide who you want to archive

Getting started is quick and straightforward. Connect your identity provider to Jatheon — many are supported, including Microsoft 365 Entra, On-prem Active Directory, Google Workspaces, Okta and others. Or you can simply upload a CSV file. Then select the phone numbers and users who will be archived to get approval from. Meta requires us to get individual approval.

Connect all WhatsApp accounts

We will notify all users via email to allow archiving on their account. Each employee simply scans a QR code to connect their WhatsApp account to Jatheon Cloud. There's no need to install additional apps or retrain users. The whole process takes minutes and comes with clear step-by-step instructions.

Separate personal and business communication

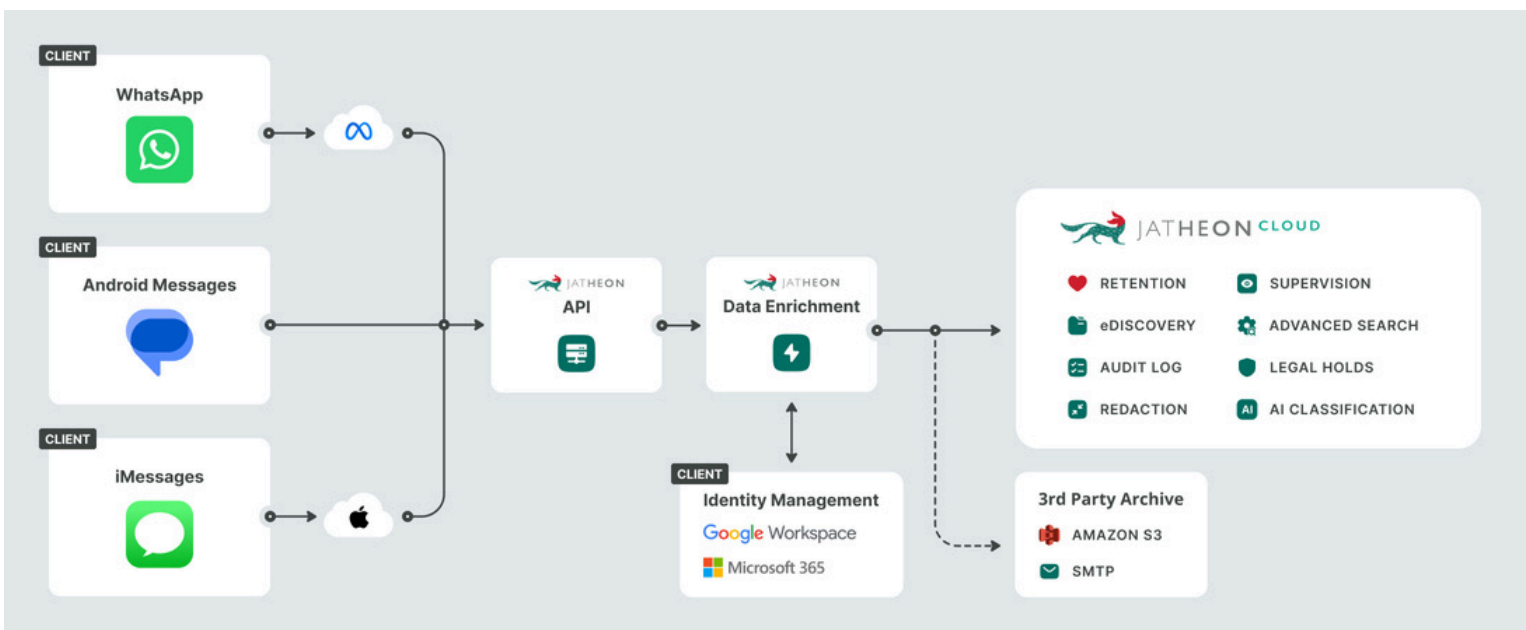
Sometimes you don't want personal communication with friends and family archived. Jatheon Cloud allows a whitelist or blacklist. This way, you can completely exclude personal contacts or mark specific business-related conversations to be captured. The platform makes it simple to manage and update these lists whenever needed.

Track and supervise your message flow

You can apply custom retention policies to ensure your data lifecycle aligns with compliance standards. AI automatically flags potential compliance risks, dramatically reducing false positives and saving thousands of hours in manual review. And with AI layered on top of your archive, you gain powerful insights that transform your stored data into a strategic advantage.

No vendor lock-in and no usage limits

We won't keep your data hostage. You have complete ownership of your information at all times, with simple, no-fee exit options. All data is stored in its native format and there is no limit to the number of your retention policies, exports, or searches you can perform.



Comprehensive capture: All the WhatsApp data points other systems miss

	Jatheon WhatsApp Archive
Deployment	On native apps
Supported Messages	WhatsApp, WhatsApp for Business
Operating Systems	iOS, Android
Phone number	BYOD, Corporate or Enterprise
Multi-device	Yes, all clients captured
MDM control	Yes
Supported features	
Channels	DM & Group Chats
Text	Yes
Edited messages	Yes
Deleted messages	Yes
Supported data types	
Image	Yes
Video	Yes
Sticker	Yes
Audio message	Yes
Location	Yes
Documents	Yes
Contacts	Yes
Poll	Yes
Events	Yes

How Jatheon enables compliance and business intelligence

Full WhatsApp capture

Archive all features of WhatsApp: all devices logged into the same account, and individual and group chats with full visibility for edits and deletions. All data types are captured, including hard-to-get Polls and Events.

Compatible with BYOD and corporate devices

With complete separation between private and business texts on personal devices. You let Jatheon deploy new Enterprise Phone Numbers for WA for Business. You can opt to whitelist (archive only the listed numbers and ignore the rest) or blacklist (ignore all communication with the listed numbers and archive everything else)

Store on Jatheon or send to a third-party archiver

If you already have an archiving system, Jatheon can act as a connector only available as a standalone service or integrated in a unified archive with other data sources. Keep your data securely in Jatheon or send it to a third-party archiving destination via SMTP or S3.

SSO for identity provider

Supports Microsoft 365 Entra, Google Workspaces, on-prem Active Directory, Okta, Cisco Duo and other SAML2 identity providers for seamless user management.

In-depth search and granular retention policies

Advanced search and filters with 10+ criteria and 30+ boolean operations. Review messages in context with full, scrollable conversation threads. View full edit and delete history for all messages. Export to PDF or HTML with the same look and feel. Customizable retention policies based on full search criteria with multiple action options.

Best in class technical support

Gartner Peer Insights and Voice of the Customer rank Jatheon support 5 stars for the last 5 years running. 24/7 technical support chat is built into the platform and also available over the phone.

And 1 Account All Types From Contains Phrase Keyword + Add Field Remove Block

1 Account All Types Chat Name Contains Phrase public + Add Field Remove Block

1 Account All Types Message Content Contains Keywords from... classified numbers + Add Field Remove Block

Or 1 Account All Types Message Content Contains Special Number Credit Card Number + Add Field Remove Block

- Select All
- WhatsApp Types
 - WhatsApp Message
 - WhatsApp Photo
 - WhatsApp Video
 - WhatsApp Audio
 - WhatsApp Document
 - WhatsApp Poll
 - WhatsApp Event

Message **Ana Johnson** (+1 651 614 9217) - Hi jen how are you ?
NEEDS INVESTIGATION

Message **Jatheon mair** (+1 651 614 9217) - Hi jen can you please br
NEEDS INVESTIGATION

Message **Bonnie R** (+1 651 614 9217) - Jen, just a note this mor
NEEDS INVESTIGATION

Message **Jatheon Deve** (+1 651 614 9217) - Message to group after
15Y RETENTION

Jul 9, 2025
Add Block certainly making strides in that direction

Mar 14, 2025 01:31:05

Mar 12, 2025 10:04:19

Feb 10, 2025 at 10:20:23
Alex Stoimex (+1 646 211 5040) - Great, because I think **Jen** should get the promotion! Or maybe not? I am not sure now about **Jen** and the promotion anymore...

Feb 10, 2025 at 10:20:45 - **Ana Johnson** (+1 651 614 9217) **EDITED**

Project
ment

Compliance



HIPAA



GDPR



SOC 2



ISO 27001:2022

About Jatheon

Since 2004, Jatheon has relentlessly focused on delivering an all-in-one data archiving solution that supports the widest array of use cases, communication channels and deployment options. Our solution mitigates risk, saves costs and improves visibility with advanced data retention, search/ediscovery, and supervision capabilities, all backed by world-class support. With analyst validation from Gartner®, Radicati and InfoTech, Jatheon achieves 100% customer retention and is consistently ranked among the highest recommended archive solutions on the market.

Jatheon is headquartered in Toronto, Canada and serves clients worldwide through a wide network of global business partners. For more information, please visit www.jatheon.com.