

## Instant Industry Spotlight: Military and Government Organizations



Planet Earth continues to shrink: Instant messaging enables us to communicate in real-time with anyone, anywhere, thanks to 'presence awareness' that eliminates barriers of time and distance inherent to all other forms of communication.

In the business world, analysts predict IM to achieve near 100% penetration sometime in 2009. But while the business benefits of real-time communications are certainly compelling (increased productivity, reduced costs, improved customer service, and so on), they pale in comparison to instant messaging's value to military and government organizations.

### Unique Challenges for Military and Government Organizations

Decisions—and the planning that goes into them—can no longer be made unilaterally or in a vacuum. Planet Earth truly is a global village in which the actions of military and government organizations can have far-reaching effects. Decisions, therefore, must be made collaboratively, with input from all key stakeholders, and on the basis of up-to-the-second data.

Instant messaging can certainly facilitate real-time, collaborative decisions; but for military and government organizations whose decisions may have life-or-death consequences, a unique set of challenges must be addressed:

**Persistence.** For instant messaging to be of value in planning missions, coordinating responses to natural disasters, or managing day-to-day logistical support, the 'virtual chat rooms' in which actions are planned and decisions are made must exist for the duration of the project. The same holds true for the content (conversations, files, images, etc). With team members scattered across time zones, each member must have access to conversations that took place, and content that

was posted, in their absence.

**Administrative overhead.** Missions and projects may arise suddenly; and the team members may be fluid over the duration of the mission or project. For instant messaging to be of value in environments where response times are critical, administrative tasks related to creating persistent chat rooms and managing team members must not be a bottleneck.

**Security.** In forming teams to plan and execute missions and projects, it is vital for the safety of the team that access to the persistent chat room be strictly controlled.

**Encryption.** For instant messaging to be of value in environments where team members will be discussing confidential matters and sharing sensitive documents, it is vital that the conversations and the transmission of documents be encrypted.

**Language and time zones.** It is entirely possible that global mission teams could have members who speak different languages; certainly global mission teams will have members in different time zones. For instant messaging to be of value across geographical boundaries, language and time zone issues must be addressed.

**Monitoring, auditing, and archiving.** Where instant message chats are facilitating critical decisions in real-time, it is highly probable that those conversations will need to be reviewed at some point in the future. It is vital, therefore, that instant message chats be archived and indexed for subsequent search and auditing.

## Collaborative Decisions at the Speed of Light

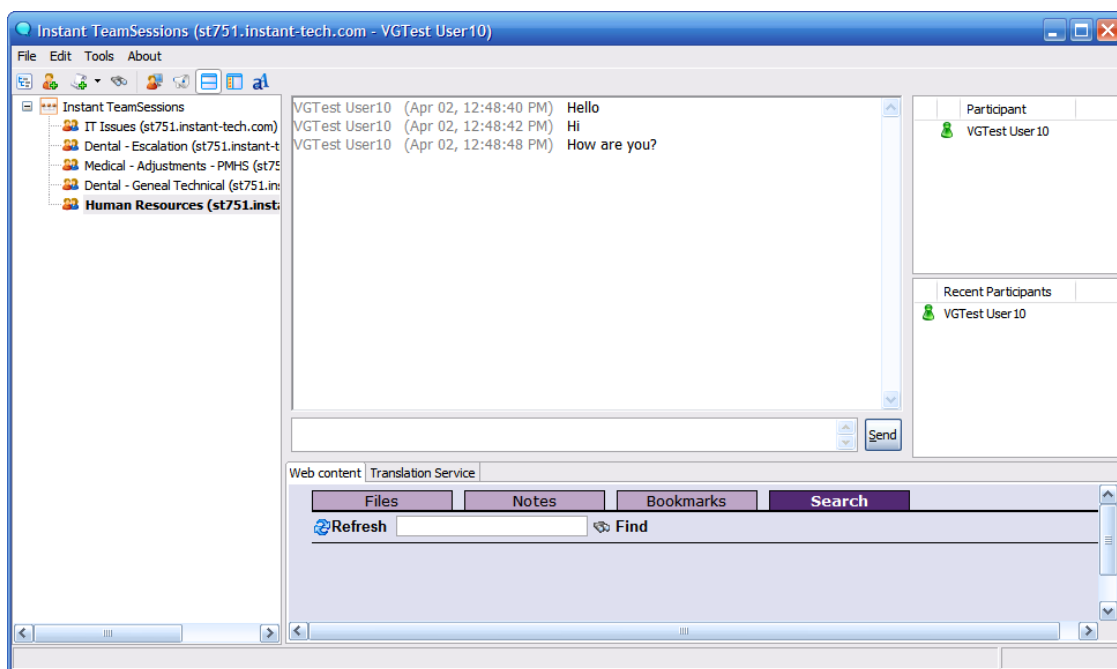
Instant Technologies specializes in developing innovative real-time communications solutions for IBM Lotus Sametime. For military and government organizations that need to react quickly in times of crisis, we facilitate secure, real-time collaboration that helps you to make sound decisions and to plan the best courses of action.

The combination of Instant Team Sessions, Instant Buddy List Administrator, and Instant IMtegrity Archives effectively resolves all of the unique real-time communications challenges facing military and government organizations:

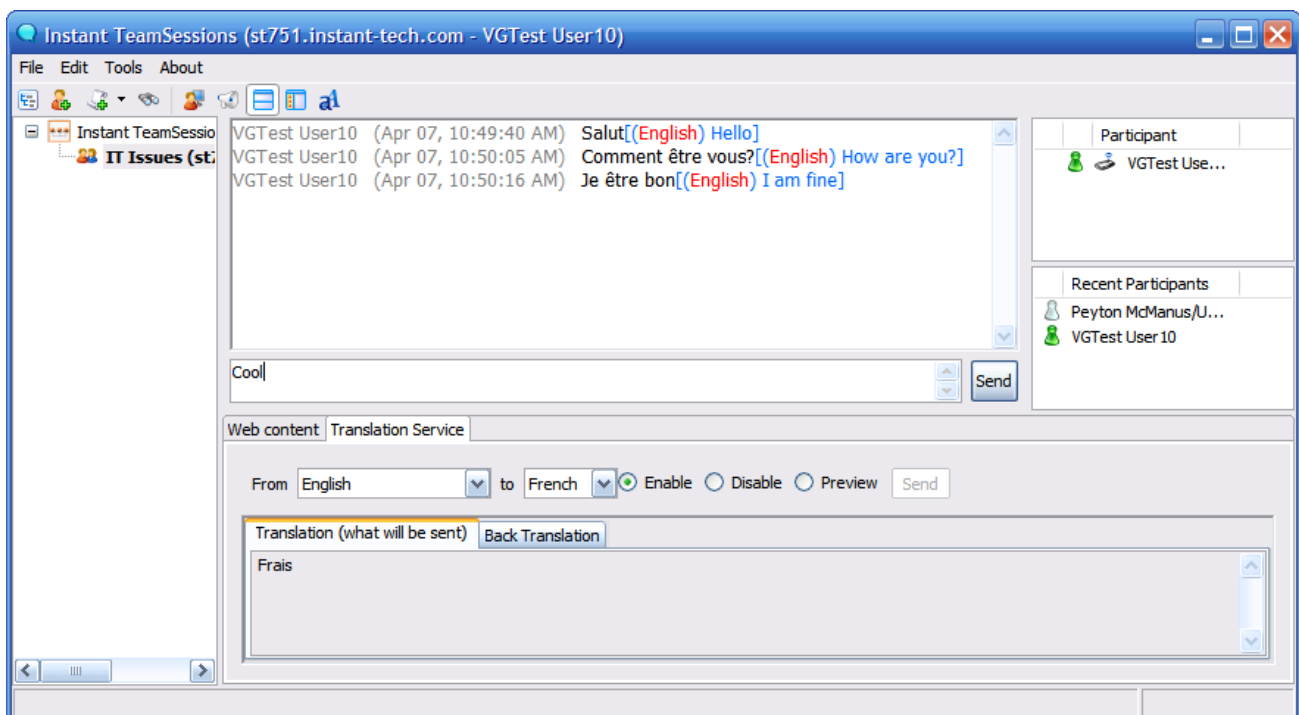
### Instant Team Sessions

Instant Team Sessions delivers encrypted and secure browser-based persistent chat rooms for IBM Lotus Sametime. Remote and/or cross-organizational groups can be part of the same mission; access is controlled and password protected; and all conversations are time synchronized.

- ◆ Chat rooms are persistent
  - ◆ Members can come and go at will; the room—and a transcript of all that transpired—will be there when they return
- ◆ Chat rooms are secure, conversations are encrypted
  - ◆ Discuss confidential matters and share sensitive documents safely in real time
  - ◆ Each room can have its own Access Control List
  - ◆ Uses underlying Sametime and Domino security models



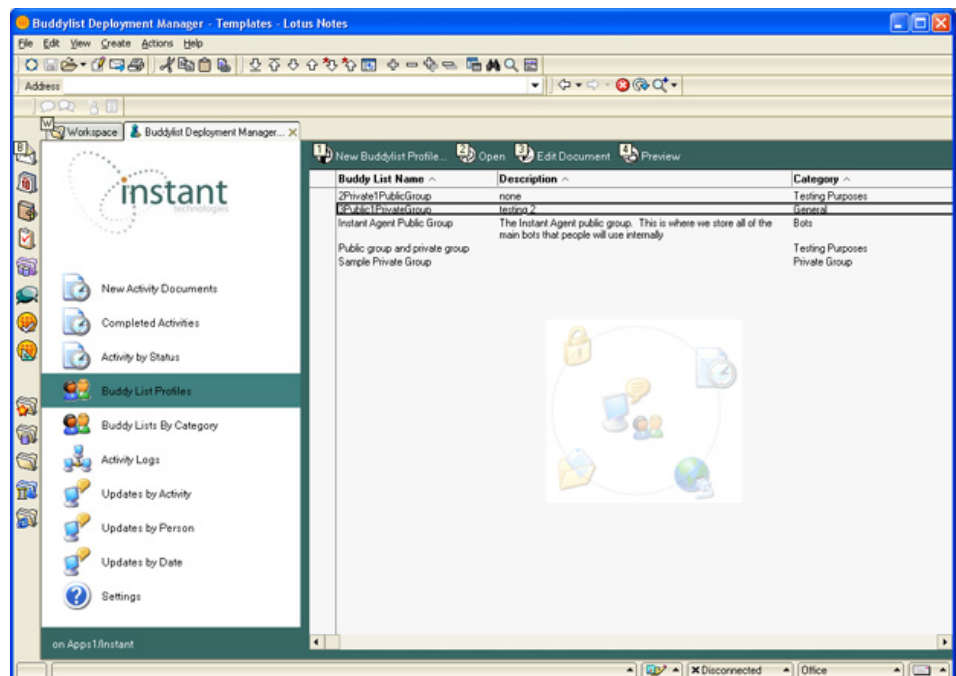
- ◆ Runs on Domino
  - ◆ You do not need to license, deploy, and manage Websphere
- ◆ Browser-based architecture
  - ◆ Zero touch = instant deployment
- ◆ Content is persistent
  - ◆ Store information relevant to the team—discussions, tasks, documents, bookmarks
  - ◆ Team members automatically receive a chat history when they enter the room
- ◆ Automatic contextual alerts
  - ◆ Users can create alerts so they will be notified when a topic relevant to their requirements is being discussed
- ◆ Integrated extension for Websphere Translation Server
  - ◆ Automatically translates all chat conversations from the language of the sender to the language of the recipient
  - ◆ Removes language barriers from real-time communications
  - ◆ Deployment is quick and easy--simply specify the IP address of the Translation Server in the preferences menu of Instant Team Sessions' Sametime Connect client
  - ◆ Currently supported languages include Portuguese, S Chinese, T Chinese, German, Japanese, Korean, French, Italian, Spanish, and English



### Instant Buddy List Administrator

Instant Buddy List Administrator provides centrally-controlled, server-side buddy list management for IBM Lotus Sametime. The administrative overhead of creating persistent chat rooms and managing their group memberships is effectively eliminated.

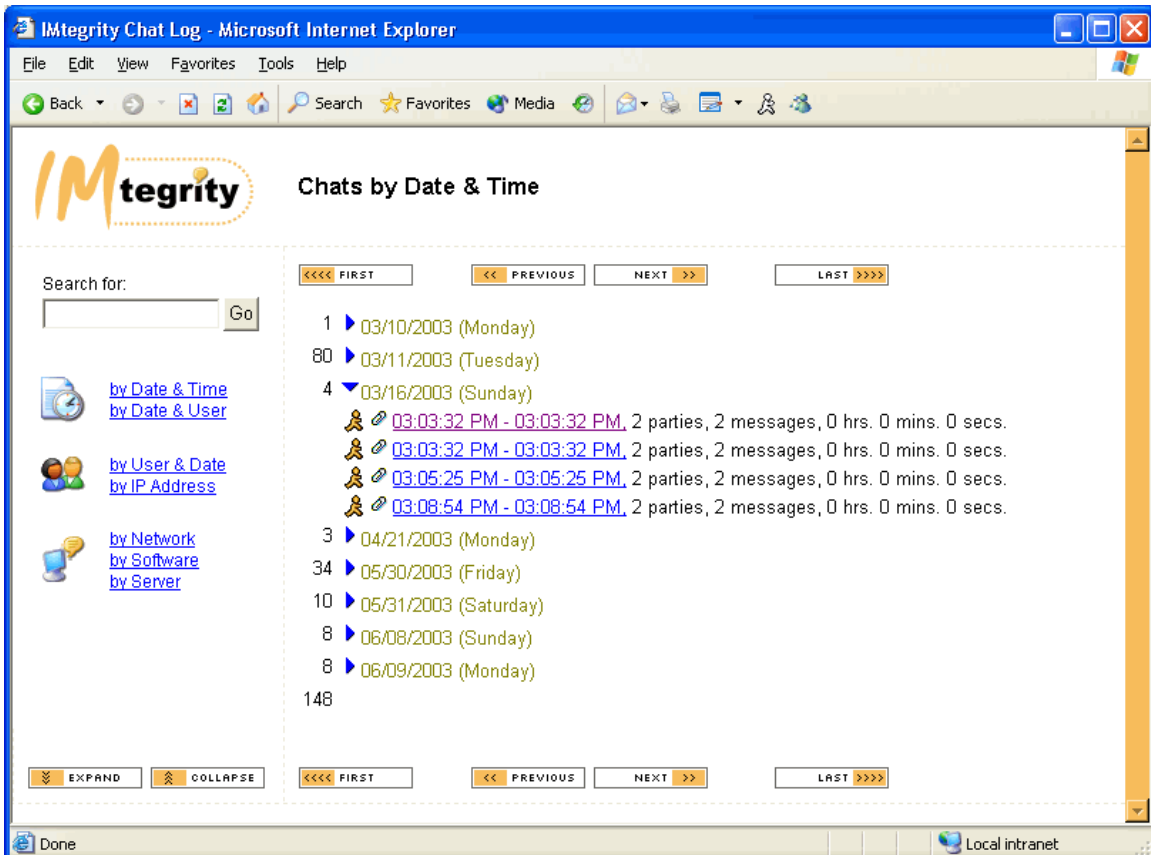
- ◆ Server-side management console
  - ◆ Centralized control of groups and users
  - ◆ Instant, zero-touch deployment of additions, deletions, and changes
- ◆ Real-time, live updates
  - ◆ Server does not need to be stopped or rebooted
  - ◆ Users can be online and active
  - ◆ Stress-free updates—rollback to the previous configuration quickly and easily if a mistake is made
- ◆ Flexible configuration
  - ◆ Manage buddy lists straight from Notes
  - ◆ Also works natively with vuserinfo.nsf
  - ◆ Quickly re-maps users from Domino to LDAP or AD if you switch directories
- ◆ Granular Update Control
  - ◆ Add/delete single or multiple buddies and bots
  - ◆ Centrally create private and public groups
  - ◆ Change a buddy's data once and have it propagate automatically across all group memberships



### Instant IMtegrity Archives

Instant IMtegrity Archives provides IM archiving, search, and discovery for IBM Lotus Sametime. If questions are asked about who said what to whom, Instant IMtegrity Archives will provide irrefutable evidence.

- ◆ Log and audit all Sametime conversations
  - ◆ Track who said what, what was discussed, when it was discussed, and how long the discussion lasted
- ◆ Admin console enables granular, archive-wide search and discovery
  - ◆ Enforce internal IM usage policies
  - ◆ Respond quickly and completely to audits and oversight committee discovery requests
  - ◆ Access is secured by Access Control Lists
- ◆ Archives are fully indexed and easily searchable
  - ◆ Quickly search by date or by person, or do advanced searches with Boolean operations, within time frames, or over a set conversation length
  - ◆ IM conversations—like email—become a usable digital asset



## Real-time Solutions for Real-world Situations

**Mission:** Interdict ships in hostile waters. Identify hostiles and take appropriate action.

**Execution:** Boarding team takes pictures of the target ship, its crew members, its equipment, etc. The pictures are instantly uploaded to the mission's persistent chat room, where intelligence experts at command headquarters analyze the data and decide on actions to be taken.

**Result:** The innocent are quickly freed to go about their business; suspects are detained for further investigation.

**Mission:** Provide logistical support for military operations.

**Execution:** Persistent chat rooms are created for each logistical component (inventory levels, procurement, etc). Logistics support staff create keyword-based alerts relevant to their roles so they are instantly and automatically notified when someone in one of the ten or twenty persistent chat rooms mentions something that requires their attention.

**Result:** Increased efficiency and improved response times in logistics ensures that personnel in the field have the resources they need to complete their mission successfully.



### About Instant Technologies

Instant Technologies specializes in developing innovative, enterprise-class compliance and productivity solutions for IBM Lotus Sametime and Microsoft Office Communications Server, including IM archiving, IM queue management, persistent chat rooms, IM bot development, buddy list administration, and more. Instant Technologies is a Lotus Advanced Business Partner and a Microsoft Registered Partner headquartered in Durham, NH.