

# When it comes to archiving – Don't forget the voicemail

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By Cam Cole, Donoma Software

**Gone are the days when the use of voicemail came without an audit trail, and the expectation of having to produce any such record in a legal proceeding was virtually unprecedented.**

Today, many organizations use IP-based phone systems running unified messaging platforms such as Cisco's Unity Connection to streamline their communications. This means that voicemail, faxes, instant messaging and e-mail may all be delivered in a central location – usually the e-mail inbox. These varied communication systems automatically synchronize to reduce communications complexity and speed response. This type of integration solves business communication issues, reduces costs and enhances collaboration, but is the impact of this technological advance being fully understood as it pertains to electronic record retention?

Most forms of electronic communication, including voicemail, are now discoverable under the Federal Rules of Civil Procedure.<sup>1</sup> While most organizations operating under retention requirements have adapted to the need to implement an email retention policy; most do not yet realize that they must also do the same for voicemail records.

Because voicemail systems were previously self-contained systems, it was easier for organizations to refute e-discovery requests for voicemail as being too cumbersome and expensive. However, now that most organizations have made the move into voice over IP (VOIP), the technology has shifted against this argument as a legal defense. With VOIP, voicemail became an electronic record, subject to retention and archival policies. In fact they can be expected to become more requested in the e-discovery process as savvy attorneys are learning that this technology is available and poses little if any financial burden to acquire and implement. So how can an organization address this challenge?

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Donoma Software's Message Vault is the first, and currently the only, voicemail archiving solution for the Cisco Unity Connection phone platform. It delivers a flexible, secure, accountable policy-driven

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<sup>1</sup> See Flash Memory Antitrust litigation, NO. C-07-00086-SBA WL 1831668 (N.D. Cal. April 22, 2008) ordering parties to preserve "documents, data, or tangible things," which expressly included voicemail.

voicemail record retention solution. With Message Vault one can not only apply policy-driven record retention but now have the ability to quickly search, filter, restore and report on any voicemail message.

#### Message Vault:

- Archives all voice messages in real time.
- Messages are archived regardless of end user deletions.
- Messages are easily searchable as needed for download, restoration or reporting.
- Messages can be tagged with ad-hoc tags and searched via tagging.
- Multi-level administration roles provides for different levels of access.
- Leverages Cisco's familiar "Class of Service" settings to simplify set up & administration.
- New users are automatically flagged for archiving setup.
- Provides a complete audit trail & activity reporting.

### Learn More

To learn more about Message Vault or request information or a demonstration, visit <http://donomasoftware.com/donoma-message-vault/> or contact us at (866) 265-2770.

