



centerbeam®



## Hosted Secure Instant Messaging Service

**How do on-the-go business professionals stay connected and productive? CenterBeam's real-time secure instant messaging extends your organization's business communication and collaboration capabilities.**

CenterBeam's Hosted Secure Instant Messaging (IM) Service accelerates response time by enabling instant messaging (IM) and other real-time communication capabilities. The service can extend throughout your internal organization, trusted business-to-business partners, customers and suppliers.

Real-time presence is integrated into Microsoft® Office, Outlook® and SharePoint®, so users can instantly connect with each other to share data, collaborate on projects and access information.

### **A Powerful, Scalable, Enterprise-grade Solution**

Powered by Microsoft Office Live Communications Server™ 2005, the CenterBeam Hosted Secure IM Service provides a powerful, scalable, enterprise-grade secure IM and integrated presence solution. Users have the ability to detect another user's availability on one or more devices.

Using secure IM, users can transfer text messages in real time — all through a safe and secure messaging environment. Built-in security features protect you from eavesdropping, tampering and message forgery. The CenterBeam Secure IM Service also supports peer-to-peer audio, video, application-sharing and data collaboration to expedite the workflow of today's information workers.

### **An Extension of the CenterBeam Service Portfolio**

Integrated with both the Microsoft Office System and the Windows® Server System, CenterBeam's Hosted Secure IM Service fits seamlessly into your existing work processes and infrastructure to deliver immediate benefits to your organization.

## Service Features

### Presence Awareness and Contacts

- Presence status control (online, away, busy, offline)
- Do not disturb setting, disabling notifications<sup>1</sup>
- Server-side or “roaming” contact list
- Integration with Microsoft Office programs
- Support for Microsoft Office Communicator 2005
- 150+ contacts supported
- Contact search your Microsoft Outlook address book and contact list<sup>1</sup>
- Microsoft Exchange free/busy calendaring information<sup>1</sup>

### Real-Time Collaboration Features

- Audio and video
- Handwriting messages (ink support)
- Application and whiteboard sharing
- Desktop sharing (remote assistance)
- Point-to-point file transfer

## Total Satisfaction Guarantee

At CenterBeam, every aspect of our business is aligned to make sure we deliver an exceptional IT experience. We are dedicated to keeping every end-user in your company productive, protected and satisfied. We consistently achieve above a 95% customer satisfaction rating, measured by an independent source. And, as with all the services CenterBeam delivers, our Express Access Customer Care team is available 24 hours a day, seven days a week, 365 days a year to address any support issues you may experience.

Contact us today at 1-877-775-7600 to learn more about how we can extend your organization’s real-time communication capabilities and more.

---

<sup>1</sup> This feature is best supported when using Microsoft Office Communicator 2005. For more information on Office Communicator, see the Microsoft Office Communicator 2005 Overview.

<sup>2</sup> This feature requires a non-Microsoft partner solution for full compliance with United States government regulations for electronic communication required by the Sarbanes-Oxley Act of 2002 (SOX), the Health Insurance Portability and Accountability Act (HIPAA), the National Association of Securities Dealers (NASD), and the Securities and Exchange Commission (SEC). Contact your Account Manager for archiving options. For more information, contact a CenterBeam Sales Representative or your CenterBeam Account Manager.

### Security

- Optional logging of text messages
- Optional archiving of text messages<sup>2</sup>
- Audio/video and IM text encryption
- Kerberos, NT LAN Manager (NTLM) authentication
- Protection against unsolicited instant messages (SPIM control filters)
- URL blocking

### Client Management

- Secure IM settings managed by Group Policy Object settings management
- Active Directory Integration for CenterBeam’s TRUE Single-Sign-On (SSO) (patent pending)



CenterBeam, Inc.  
30 Rio Robles Drive  
San Jose, CA 95134  
www.centerbeam.com  
877-775-7600 Tel  
408-750-0555 Fax