



## Mobile Archiving Case Study - A State Public Service Commission



The Public Service Commission (PCS) exercises regulatory authority over utilities in one or more of three key areas: rate base/economic regulation, competitive market oversight, and monitoring of safety, reliability, and service.

Several PCS employees gave their BlackBerry PIN codes to utility company employees so they could send PIN messages to each other. They were brought under investigation by the State's Attorney office for the possible tampering of a vote on whether to raise energy rates or not. The employees were not able to produce copies of their text or PIN messages to demonstrate their innocence and subsequently had to resign from their positions on the commission. This caused PCS to forbid the use of texting, PIN, and IM until all messages and communications could be stored in an archive.

Retain Mobile was implemented to ensure that all mobile messages were archived in a searchable and discoverable format. Because Retain Mobile archives mobile communications for BlackBerry, PCS was able to allow its employees to communicate via their smartphones.

Retain Mobile securely archives SMS/MMS, BBM, BBM Enterprise, PIN and phone call logs for BlackBerry and SMS MMS, BBM Protected, phone call logs and encrypted communication for Apple iOS and Android. All mobile communication is stored and can be viewed in context. This Retain archive can be searched for auditing, discovery and compliance needs.

Retain archives all electronic communications, including email, mobile and social media. All messages are securely stored in a single, unified Retain data archive and can be easily accessed through the Retain Web Access Archive Viewer, giving you a fully compliant, searchable, and discoverable archive.

For more information on Retain for BlackBerry and the need to archive mobile communication, visit [www.GWAVA.com/RetainMobile](http://www.GWAVA.com/RetainMobile)



### About GWAVA

GWAVA delivers messaging security, unified archiving and retrieval, social media and mobile data management for thousands of organizations with millions of users around the world. GWAVA is the trusted partner that secures and protects the world's most critical messaging infrastructures. GWAVA maintains a network of global channel partners to ensure widespread access to GWAVA's leading edge solutions.

Find out more at [www.GWAVA.com](http://www.GWAVA.com)