Efficient, Productive Compliance Supervision with Mimecast

Mimecast helps you gain control and modernize supervision workflows while minimizing risk and meeting regulatory requirements

Business Needs

Today's financial services firms face regulatory requirements set by FINRA, the SEC, IIROC and FCA to establish supervisory policies, implement safeguards to protect client record privacy, monitor accuracy of disclosures and authorize any alterations.

These firms face periodic regulatory audits to prove that they have supervised their key personnel. All types of communication need to be captured and reviewed, including email, public social media, enterprise collaboration and instant messages.

Supervision review personnel must sort through large volumes of data sets and make a concerted effort to find any evidence of malfeasance in a timely manner. When identifying potentially risk laden content, they must flag it for further review and route relevant data via workflow. Managers must be able to monitor and report on reviewer productivity to understand where bottlenecks are occurring in the review process.

To demonstrate compliance, integration with an enterprise archive is a key requirement for compliance supervision to preserve relevant content, provide chain of custody and detailed audit and access controls.

Fast Facts

- Targeted detection rules to cut through digital clutter

- End user driven highlighting, filtering and comments to accelerate the review process

- Customizable workflow and multi-tier escalation

- Reviewer productivity reporting to identify bottlenecks

- Unified archiving solution for compliance and e-discovery

Business Challenges

While reviewer productivity is paramount, the volume of digital content in today's organizations can be overwhelming. There is no feasible way for reviewers to view all communications content without digital assistance and productivity tools.

At the same time, the vendor landscape is filled with legacy solutions, stuck in maintenance mode, providing poor performance, hampering user productivity and not aligned with current technology trends.

The Mimecast Supervision Solution

The Mimecast Supervision solution enables compliance personnel to systematically review and discover targeted data among the volume of communications organizations face today. Integrated with the industry leading Mimecast Cloud Archive, users can facilitate an auditable, managed supervision review process, flexible to meet the needs of the business while utilizing a scalable, immutable SEC 17A-4 validated and tamper proof archive.

To reduce the number of false positives in sampling data, targeted detection rules can focus on specific senders/recipients and to accelerate the process. In addition, queues can be configured with an upper limit upon which to be populated with email. This helps limit the amount of email a reviewer must go through while still identifying risk. Today's supervision demands require reviewers to be highly productive.

Mimecast Supervision provides several features to that end, including:

- **Hit Highlighting** – Words and phrases that have matched against the configured lexicon will be highlighted when viewing that email. This helps the reviewer quickly identify the offending content and make their decision.

- **Keyboard shortcuts** – Reviewers can quickly navigate through their queues and perform actions on emails without having to leave the keyboard. With the unavoidable volume of email, a reviewer the ability to perform repetitive actions quickly is a big time saver.

- **Advanced Filtering** - Refine the list of messages to review with flexible filters so that you can focus on reviewing most import items first. Filtering can also help group similar messages for bulk review.

- **Review Comments** – Reviewers and Escalation Managers can leave comments on reviewed messages to provide context around their decision making. Historically, supervision offerings have been inflexible, and buyers must accept a one size fits all approach to supervision review and management.

Mimecast Supervision includes numerous capabilities to allow organizations to react, customize and modify supervision workflows as necessary in addition to being more productive including:

- **Multi-Tier Escalation** – Different review teams can be associated with each group of monitored employees and each type of violation. Separate escalation teams can also be assigned to further review and make final determinations on items identified as problematic by the initial review teams.

- **Custom Workflow** – Messages can be moved from one queue to one or multiple escalation queues depending on the desired outcome. Also, messages from multiple review queues can be escalated to a single escalation queue for simpler final review.

- **Labels** – Supervision administrators can add custom labels to their review queues. These can be used to help reviewers organize their reviewed messages.

- **Configurable Permissions** – Sometimes a supervision admin may not want all reviewers to have the ability to forward or print messages. These feature permissions are configurable on a per queue basis.

- **Reviewer Productivity Reporting** – Reports on the volume of items reviewed by each reviewer on each team over time allow supervision administrators to ensure that all reviewers are executing their assigned review work.

Finally, firms must be able to demonstrate compliance with regulations and illustrate the process and enforcement mechanisms that help them comply. To meet these needs Mimecast Supervision includes:

- **Historical Configuration Tracking** - All changes to configuration are fully audited so that you can demonstrate exactly how the system was configured at any point in time. This includes which rules were used to find violations, which lexicons applied to monitored employees and who was tasked with review of each group of messages.

- **Evidence of Review Reports** – Reports at the policy and individual monitored employee level provide evidence to regulators that you selected messages in accordance with your stated review policy and that these messages were ultimately reviewed.

Key Benefits

- Accurate, targeted data selection to reduce false positives

- More efficient review and greater productivity

- Flexible customization to meet business and organization needs

- Dashboards and reporting provide key insight and analytics about workflow bottlenecks

- Validated to meet regulatory requirements