

More organizations are considering adding IM, but are put off by the problem of security. **Ian Parsons** looks at what's on the market to put administrators' minds at ease

IM systems have many uses within an organization, but the security concerns about filtering and protecting intellectual property often delay deployment.

The ideal system would provide content filtering, antivirus, anti-spam and blocking options, and would allow access to both private

IM systems and to public services provided by the likes of Yahoo!, Microsoft and AOL.

Apart from simple function testing, we looked for a number of features that we felt were necessary for good instant messaging security management.

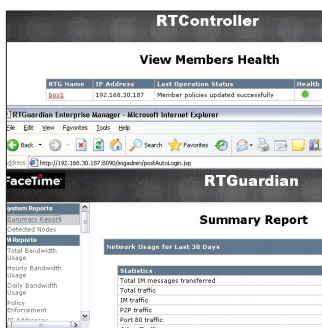
We looked for integration with

existing clients such as Outlook as well as standalone IM clients, and management links to other systems. We tested security options including user authentication and access control, and checked the ability to archive and audit IM conversations, which would certainly be a requirement in many situations.



# Reprints

## FaceTime Enterprise Edition Product Suite



**Supplier** FaceTime Communications Inc.  
**Price** \$7,500  
**Contact** [www.facetime.com](http://www.facetime.com)

FaceTime's Enterprise Edition Product Suite aims to provide comprehensive management and control of instant messaging and P2P communications.

FaceTime is so confident in its product that in addition to the normal email and telephone support services, it provides support via an instant messaging link. Weekend support is available as an option.

Set up of the 1U rack-mountable device is simple, but the range of

configuration options means that system installation does require some planning.

The suite consists of the IMAuditor at the heart of the system, managing users and policies, the Real-Time Guardian, managing perimeter security and controlling and blocking any unauthorized IM connections, and the Real-Time Controller, providing centralized control, management and monitoring of the other systems and applying global policies.

All devices can be managed using web browsers, and all are protected by user name and password combinations. The complete system offers control down to individual service and user level. Apart from several IM services, the system can also control and monitor access to the Reuters system.

The system provides comprehensive logging and reporting options, including network usage by type of service and volume of traffic.

Content filtering word lists can be defined and used for both reviewing conversation transcripts and blocking incoming and outgoing mes-

sages. There are extensive search facilities available so that a particular conversation can be found by date or user or by a specific text string.

The system maintains a database of all users in the system. This can be created manually and can also import data from LDAP servers such as Active Directory, Sun ONE or Lotus Domino.

Users can be assigned to groups, and receive the privileges and restrictions assigned to it, allowing control over features such as file transfer and inter-group messaging, and also the archiving and auditing of conversations.

SC MAGAZINE RATING	
Features	★★★★☆
Ease of use	★★★★☆
Performance	★★★★☆
Documentation	★★★★☆
Support	★★★★☆
Value for money	★★★★☆
<b>OVERALL RATING</b>	<b>★★★★☆</b>
<b>For</b> This is a highly configurable system with excellent management facilities.	
<b>Against</b> Installation requires careful planning beforehand.	
<b>Verdict</b> This is a powerful enterprise-level system with features to match.	

“This is a powerful enterprise-level system with features to match.”

Ian Parsons

### BEST BUY/RECOMMENDED

Our Best buy for this test is the **FaceTime Enterprise Edition Product Suite**. It offers a comprehensive solution to the problem of managing IM applications at this level, with excellent auditing and reporting facilities.



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