

Startel Secure Messaging Solution

Communicate Safely with Startel Secure Messaging Plus



Key Features

- Expiring messages
- Support for voice and image attachments
- Remote wipe capability
- Message status tracking
- Detailed reporting, including device usage
- Group Messaging
- Full audit trails
- Encrypted messaging
- Password protection
- Sub-company creation and management
- Multiple device support
- Compatible with iOS® and Android®
- Web & App accessible

Key Benefits

- Protect sensitive information
- Transform workflow
- Increase productivity
- Maintain compliance

Experience all of the benefits of application message in a safe manner with Secure Messaging Plus (SM+). This two-way, secure and direct messaging application allows you to send, receive, and forward messages and attachments securely. It's quick, convenient and less invasive than a phone call. SM+ is HIPAA-compliant, allowing you to safely exchange sensitive information with your peers and office. Whether it's with agents or medical professionals in the field, SM+ makes your organization more secure and competitive.

Safeguard Your Communications

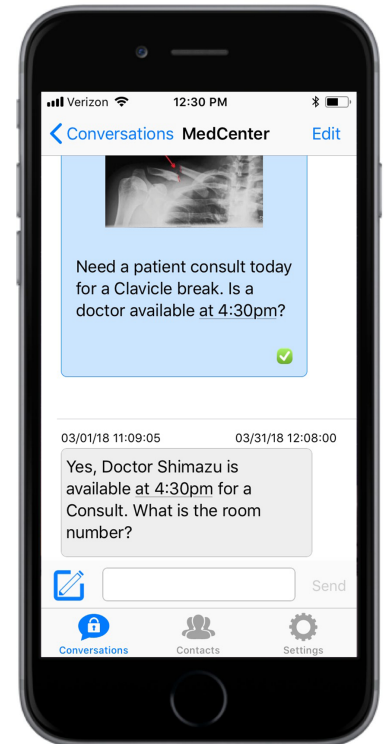
Users of SM+ cannot copy, save, and/or print messages, preventing ePHI and other sensitive information from being passed on to individuals who should not see it. The expiration feature allows senders to determine when a sent message expires. For instance, messages can expire when marked as read or filed, or in a specified number of days. Messages that do not have a defined expiration will expire within the originating subscriber's default number of days, not to exceed 30 days.

Remain HIPAA-Compliant

Our Secure Messaging solution utilizes transport layer security provided by SSL. In addition, Startel encrypts all content and attachments on smartphones/tablets using SM+ as well as on the servers, which houses the content prior to expiration. Furthermore, all messages sent through the Startel CMC are archived and stored in encrypted format until deleted.

Administrative Accounts Allow for Easy Management

Administrators utilizing any standard browser can create and delete accounts, manage subscribers and devices, set login identification credentials, reset passwords, and more – all in real time via a secure HTTPS Website. In addition, the end user has the ability to manage contacts and groups.



"Startel's Secure Messaging Plus App has greatly simplified dispatching for us. The fact that it resides on the client's phone helps tie them to our service. SM+ is easy for them to use, with just a press of the button they can send a message or quickly reply back to a received message. We have found that clients who use the SM+ App have greater confidence that they will receive their messages."

Christopher R. Bell
President, Keystone
Answering Service

Features

Expiring Messages

Supports Attachments

Remote Wipe Capability

Message Status Tracking

Message Forwarding

Detailed Reporting

Group Response

Full Audit Trails

Sub-company Management

Encrypted Messaging

Password Protection

Support & Accessibility

Compatibility

Fully Compliant

Privacy Policy

Benefits

Senders can determine when a sent message expires. Messages can expire when marked as read or filed, or in a specified number of days. Messages without a defined expiration will be deleted within the originating subscriber's defaulted setting, not to exceed 30 days.

Exchange audio/image attachments & voice recordings.

Protect lost/stolen devices by using the Remote Wipe feature to remotely erase SM+ App data from a device.

Subscribers can track when a message from their device has been sent, viewed, read and filed.

Users can indicate which messages can be forwarded. Forwarding can also be restricted per company.

Real-time reports can be run/pulled by your Admin based on duration of time, subscriber use, etc.

When creating a group, designate it to function as a group conversation or as a broadcast of information where replies are sent only to the user.

When the App is used in conjunction with the Startel CMC, messages are fully tracked and archived.

From the SM+ Web Portal, your clients can add, delete and manage users within their group of SM+ users.

Messages and attachments are encrypted on servers, devices and in transit.

Expiring passwords, forced lockouts and required password strength help protect SM+ accounts & data.

Register App on up to 3 devices, including tablets and smartphones. Also accessible via the SM+ Web Portal.

Currently supports the latest version of iOS® (iPad®, iPhone®, iTouch®) and Android®.

Compliant with HIPAA, SOX and GLBA requirements. Securely stores, transmits & downloads sensitive info.

Startel does not disclose, sell or distribute users' personal information to any third party.

To find out how Startel Secure Messaging Plus can benefit your organization, contact us at sales@startel.com or 800.782.7835.

About Startel, Professional Teledata, Alston Tascom

Startel, Professional Teledata and Alston Tascom are leading providers of unified communications, business process automation, and performance management solutions and services. With a combined 90+ years of experience, the companies have established a loyal customer base in healthcare, contact centers, and a dozen additional industries. The companies leverage their unique solutions, industry knowledge and experience to empower organizations to improve agent productivity, reduce operating costs and increase revenues.

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