

## Tandem Functional Overview

Tandem is multi-modal, enterprise-grade instant messaging platform compatible with consumer messaging and SpeechDesk technology platform.

Tandem as an integration platform is designed to allow interoperability between diverse collaborative and PIM (OTGo) tools through the real-time awareness of people, places and events enabling it for remote access via cellular and landline telephones, PDA's, web browsers, Blackberry, etc.

Tandem provides system wide security of varying strengths depending on the application scenario and is capable of addressing issues of an organization having un-integrated communication tools and their inherent security risks they present.

### *Interoperability*

Tandem can provide 'gateways' to major public messengers such as AIM (AOL), MSN, Yahoo!, etc. All communication between Tandem and the public IM is also logged, this allows for [SEC grade logging and auditing](#) which is now legally required. Tandem can also provide interoperability with other Enterprise Messengers where required.

### *Tandem features*

- **Security** – Incorporates MD-5 grade security and capable of integrating RSA, DES and other security and encryption standards; Admin security via a powerful administrative control to provide user-level access rights, and maintains comprehensive audit trails and logs. Security features are user transparent.
- **Auditing** – Incorporates SEC grade security
- **File Transfer** – Rule-based file transfer functionality – business and access rules set by Administrator. Capable of point-to-point encryption for secure transfer and designed to work with the most PKIs
- **Presence Management and Notification** – Can announce Presence at logon and configurable by administrator to manage visibility. Combination of PIM and Notification provides powerful communication opportunities Can Set PIM Notifier to announce login of person you wish to have an IM session with, or Send a broadcast for a conference to a specific person. Tandem delivers notifications as SMS, text or voice, on any device
- **E-mail** – Tandem is compatible with mail servers such as Exchange Lotus Notes, etc, to announce delivery of mail by user or recipient set the PIM Notifier
- **Integration** – Designed to feature an applications window that allows plug-in for applications and databases for remote processing via devices, making the enterprise knowledgebase pervasive
- **Collaboration** – Tandem platform incorporates the following collaborative tools:
  - White board
  - Presentation window with user controllable Flash and PowerPoint demos
  - Document viewer for MS Office applications
  - Video and/or Voice Conferencing and Chat
- Custom applications can be built into the applications window

### ***Examples of applications:***

- Robust Enterprise messaging
  - Business continuity option
- Stock traders' application
- Distance learning uses
- Helpdesk tool
- Collaborative engineering tool
- Travel industry application

### ***Feature List***

- Secure native instant messaging
- Secure multiple-user chat
- Multiple-user e-mail
- Secure file transfer
- Buddy lists
- Contact Information with private notes capability
- Alert sounds
- Full-featured chat window, including emoticons, inline images and text formatting
- Saving and local logging of chats
- Robust failover system
- E-mail forwarding of offline messages

The architecture and administration tools facilitate tracking and secure performance. Unlike the regular instant messaging tools, Tandem gives enterprises complete control over the instant messaging process with full logging of all pertinent data.

### ***Users***

- Users can authenticate against the Tandem database, NT domains or LDAP
- User names properties can be set by the administrator
- Users and BOT services can be organized in multiple hierarchical groups

### ***Server***

- Logging of client events on local server, such as login-logout times, date/time of each message and file transfers
- Detailed, customizable log handling

## ***The Tandem Client***

The Tandem client combines the convenience features of consumer-grade instant messaging with many tools to facilitate secure communication across a wide range of systems. Tandem offers:

- Secure native instant messaging. Authorized participants can communicate instantly within a user-transparent security system that utilizes encryption and secure servers that are housed safely within the enterprise.
- Secure multiple-user chat. Participants can instantly set up ad-hoc group meetings in a few mouse clicks. Tandem's intuitive user-interface enables most users to master its full feature set within a matter of minutes.
- Secure multiple-user e-mail. Tandem extends instant messaging to e-mail, so that chat sessions can be augmented by e-mail with just a few clicks of a mouse.
- Secure file transfer. Tandem provides a simple, secure and documented means for file transfer. Client-server, server-client communication is encrypted.
- V Team. Virtual teams to be easily created on-the-fly so that each individual's view of participants can be organized in logical groups.

## ***The Tandem Server***

Tandem requires minimal administrative overhead to install and maintain.

The server side features include:

### **Administration Tools**

Tandem servers include an administration console for all of its configuration options, allowing systems managers to easily configure and maintain the application from remote locations. This includes all server options, extensive logging options, user account administration, bridge configuration, and the review and analysis of the server's logs. These logs can be configured to an organization's security policy requirements.

### **Internet-Friendly**

Tandem is 'Internet-friendly,' using standard protocols to minimize modifications to supporting networking infrastructure, and is tunable to fit a wide range of network capacity and user responsiveness requirements.

### **Security**

Tandem can be easily configured to encrypt all communication between servers and between clients and servers. This allows sensitive information to be transmitted over insecure networks (e.g., the public Internet) while maintaining a high degree of information security and data integrity. Tandem provides authentication of identity using an internal username/password mechanism and can also be configured to use an existing Windows NT/2000™ user account domain for this purpose.

### **Packaged Installation**

Tandem's distribution media provides a straightforward, fully documented installation procedure that results in a functioning system with a minimum effort on the part of the installer.

## Other Features

- Powerful administrative controls for providing generic and user level privileges
- Also works within the existing security umbrella
- System is pervasive and multi-modal – any device using any available connection
- Integration with external content providers possible
- VoIP capable – makes system accessible worldwide
- Supports Kenji, Chinese and Arabic characters
- Will work with Palm OS, Windows CE and RIM Blackberry
- Compatible with 2.5G +
- Administrator can specify additional security criteria and/or restrict download and file-sharing/transfers based on
  1. Employee type
  2. Department
  3. Data type
  4. Customizable for content type or customer

## Tandem further provides...

- Telephony access of email
- SMS notifications and messaging
- Customizable notification of mission-critical information
  - Notifiable on PDA, Blackberry, cell phones or email
- Ability to demonstrate products and services to employees, customers
- One-to-many and many-to-one audio/video conferencing
- Secure file transfer
- And more...

For more information, please [click here](#).