

## Formicary Intelligent Collaboration Group (FICG)



*A Microsoft Certified Partner,  
FICG is one of the leading System Integrator (SI)  
and Independent Software Vendor (ISV) for  
Instant Messaging (IM) and particularly  
**Persistent Group Chat since 2000.***

- FICG provides clients with an experienced and specialised team of consultants who are focused on end-to-end real-time messaging solutions.
- FICG consultants are able to offer clients in-depth knowledge and practical experience on how best to take advantage of the converging messaging technologies and deliver a robust, future-proof unified communications strategy.
- FICG is the only Microsoft integration partner with the experience in implementing and upgrading Group Chat.
- To our knowledge, FICG has the most extensive range of commercially available IM & Group Chat software.
- FICG was invited by Microsoft to help develop the migration and adoption strategies for Microsoft Office Communications Server (OCS) 2007 R2 Group Chat.

### Our Practice

Includes:

#### Business Services

- System review
- Customisation & Branding
- Optimisation
- Channel management
- Integration (BOTS & SIOPS)
- Business user training
- Technical support &
- 2nd/ 3rd line support training

#### Technical Services

- Installation
- Project management
- Upgrade & migration
- Compliance & archiving
- BOT/SIOP upgrades
- Web client development & integration
- Federation & interoperability

#### Software Services

- IM & Group Chat Softwares
- Library of Bots & SIOPS
- MindAlign MDK framework
- Administration & Reporting tools (MARS)
- Messaging Portals
- Information & data management solutions

#### Business & Technical Skills

OCS 2007 R2 including Group Chat, OCS 2007, MindAlign and the MindAlign Development kit (Specialising in version 6). Other skills include IRC, Microsoft Live Communications Server, Reuters Messaging, J2SE, J2EE, J2ME, C++, Swing, JMS, VB, SQL Server and Web technologies.

### FICG & Group Chat feature of OCS 2007 R2

OCS 2007 R2 now includes Group Chat. Based on proven technology, persistent group chat now enables you to participate in multiparty, topic-based conversations that continue over time. FICG has a dedicated team focused on Instant Messaging & Persistent Group Chat software since 2000. We are the only Microsoft integration partner with the experience in implementing and upgrading Group Chat. Our range of IM & Group Chat software are available for OCS 2007 R2 Group Chat as well as other Enterprise IM applications.



## Key Products for IM and Persistent Group Chat

### Monitoring, Compliance & Search

- **ChatSeer™** An advanced Enterprise Compliance solution designed for discovery and investigation requests for Microsoft OCS Server 2007 R2 including Group Chat, Office Live Meeting as well as other Enterprise Instant Messaging (EIM) applications. ChatSeer sends all IM communications to secure, tamper proof storage facilities. It then identifies and indexes, in its native format, enabling authorised personnel to quickly search and retrieve all archived data.
- **MyChat™** A web tool that allows users to access all their own instant messages either in one-to-one, one-to-many or chat room conversations. Users can quickly search by key word, chat room name, sender and viewers. Users can also set or adjust the date and time parameters.
- **ChatSeer Exporter** Captures all IM, Group Chat and web conference data and places them in their native format in a safe, tamper proof and legally non-compliant non-repudiation system.

### Persistent Group Chat Implementation, Upgrade and Migration

- **Formicary FastTrack** Implementation and upgrade solution for Microsoft Office Communications Server 2007 R2 Group Chat. FIMG is the only Microsoft partner with experience in implementing Group Chat.

### Group Chat Web Client

- **Formicary WebChat** A secure web-based, real-time group chat client designed to extend and complement the powerful features of persistent group chat.

### Development & Integration (BOTs/SIOPs)

- **Bot Control System** An automated management of all chat bots allowing user access to a consistent chat interface while changes are being made to the underlying chat system.
- **Bespoke Utility Bots** Enhancing Group Chat by connecting people and business applications.
  - o Chat Room Creation - Manage and approve chat room creation
  - o Executive Chat - Controlled chat rooms
  - o Email Bridge – 2-way email connector
  - o RSS2 – 2-way RSS connector
  - o Message Flow - internal chat distribution
  - o Alerting - managed broadcast IM communication
  - o Concierge Bots – Automated chat advisor
  - o TVSeer - TV and audio monitoring tool

## FICG Clients

- ABN AMRO
- Barclays Capital
- CIBC
- Commerzbank
- Deutsche Bank
- Dresdner Bank
- HSBC
- Nomura
- RBS
- Redburn
- Standard Chartered Bank
- ThomsonReuters
- UBS
- WestLB

