Proofpoint Track

Get reliable reconciliation, auditing and control for today's compliance and legal needs

Key benefits

- Verify that captured communications and message content are received by downstream services

- Compare and reconcile captured content against an upstream manifest from each collaboration platform source

- Simplify audits with reporting that proves compliance and authenticity

- Centrally control the content that goes to each archive, supervision or e-discovery, or third-party data repository

- Use with any service that can receive SMTP and provide ingestion reports that meet Proofpoint specifications

This solution set is part of Proofpoint's integrated human-centric security platform, mitigating the four key areas of people-based risks.

As part of the Proofpoint Digital Communications Governance family of products, Proofpoint Track is a centralised hub that audits and monitors all your communications and ensures they are saved in your downstream archives. It gives you control of and complete visibility into your capture stream. It features end-to-end data reconciliation protection. And it ensures that what you have in your data stores includes every record that was sent to them.

Proofpoint Track is ideal for firms that must meet even the most strict regulatory compliance and litigation requirements. It simplifies the audit process. It features a built-in feedback loop as well as audit-level reporting. And its reconciliation reports allow you to defensibly prove that all your messages are delivered to and received by your archives.

Proofpoint Track can be used with Proofpoint Archive. It can also be used with any third-party store that can provide a downstream ingestion report according to Track requirements.
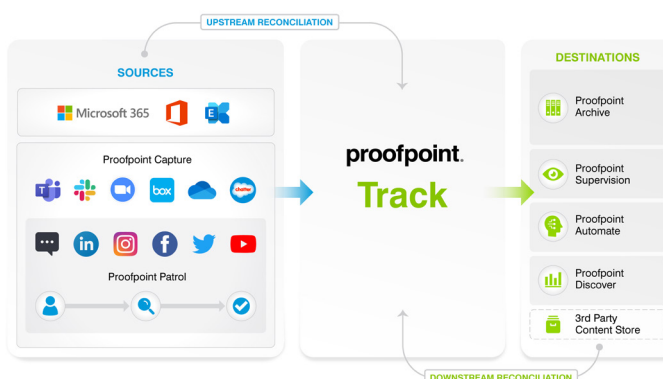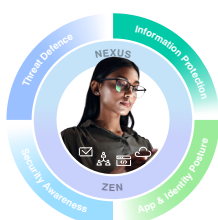

Figure 1: Proofpoint Track information flow.

How it works

Proofpoint Track processes any data delivered through SMTP. This includes email, instant messages, messaging apps, video and audio, social media and more.

When Proofpoint Track receives communications from the source app, it stores a copy of each message. It stamps each message with a unique identifier. And it logs every message from an upstream manifest before it sends it on to a supported downstream archive, supervision or analytics system.

Proofpoint Track then waits for confirmation that the data has been archived. If it is not successful—for example, if a file is missing—then Proofpoint Track can retry delivery. It can do so many times before requiring manual inspection.

All transport details are documented in an audit log and report.

Reduce risk

With Proofpoint Track, you can reduce compliance risk with:

- **Automated one-to-one reconciliation reports.** Get summaries and detailed reports. You can see what each downstream provider has received. This gives you evidence of complete capture when you need it.

- **Automated message resubmission.** You can retry messages that were not ingested downstream on the first attempt.

- **Flexible content filtering, routing hub and rules-based engine.** These features are for organisations that use multiple downstream services. They can include separate archives for different geographical regions or business groups. They can also include supervision or e-discovery analytic services that are independent of their archive.

- **Normalised mail flow.** Compensate for underperforming e-mail systems. Spread peak mail flow over a wide period. This lets you align with downstream system capacity.

- **Data assurance from source to storage— Extend your reconciliation.** Ensure that captured content is successfully received upstream from the source. The content flow into Compliance Gateway is compared against a manifest of every communication from each source channel for missing content. Source channels can include Exchange, LinkedIn, Teams, Twitter, Zoom and more.

- **Clear and complete audit reports.** Final delivery downstream to the destination archive or storage platform is reconciled and remediated. It is then logged to a downstream reconciliation audit report.

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