Supervision Policy Tuning & Policy Library

Policy management made easy

Balancing Efficiency and Effectiveness

The SEC, FINRA and additional regulatory agencies require the retention and supervision of your organization's electronic communications. However, constant regulation changes and the ever-growing volume and variety of communication channels and content at your company have your compliance department overwhelmed.

To address your compliance risk, you must balance having the "right amount" of supervision, which depends on the number of monitored users, captured channels, and policies, but is also affected by the quality of your policies and reviewers. As your team's communication behaviors change, your technical configuration must evolve to reduce the time spent manually reviewing while maintaining your effectiveness in detecting actual noncompliant activities.

Simplify and Improve Performance

To reduce your risk and optimize your supervision workflow, a Supervision expert who knows your Smarsh compliance solution can quickly and effectively install the right policies and improve the performance of your alerts. Smarsh offers a variety of professional supervision services designed to save your organization time and money, reduce your risk, and offer you peace of mind.

And if the volume of alerts requiring manual human review still exceeds your time and resources, Smarsh Managed Services can do the work for you.

Policy Library

Start with templated supervision policies crafted and regularly updated by Smarsh regulatory experts. With Professional Archive, your supervision teams can review alerts for risk areas applicable to your business. Smarsh has over 30 purpose-built policies and lexicons on target behaviors or purposes, such as:

- Anti-money laundering
- Privacy
- Incoming complaints
- Bribery
- Gifts & entertainment
- Outside business activity

Policy Tuning

The keywords and phrases in your policy library ensure topical alerts out of the box, but annual tuning can reduce the noise and false positives sent to your supervision queue. Routine tuning keeps you on top of changes to your business and the industry. With a Smarsh expert, your Smarsh Policy Library is optimized for your needs while saving you time and resources and tuned to apply to your organization's unique supervision needs.

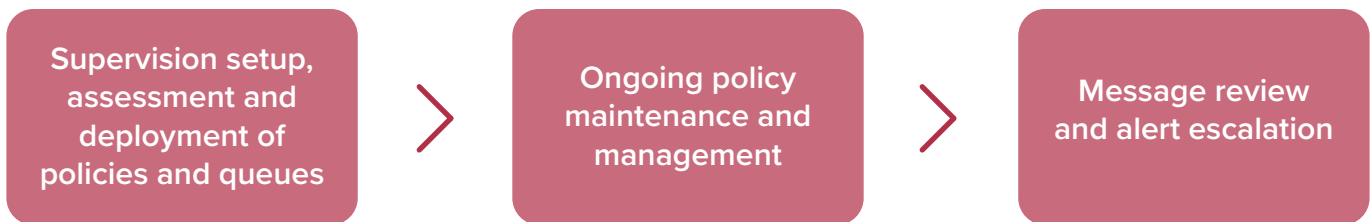| Features	Select	Plus	Premium	Elite
Recommended: Professional Archive	—	Silver	Gold	Platinum
# of Smarsh policies installed	5	5	10	30
# of Smarsh policies[1] tuned	0	5	10	30
Policy assessment	✓	✓	✓	✓
Tuning cycles[2]	—	Up to 4	Up to 6	Up to 6
Improved alert hit rate[3]	—	20%	20%	20%
Policy tuning best practices guide	✓	✓	✓	✓
Policy report on tuning outcome	—	✓	✓	✓
30-minute review meeting	✓	✓	✓	✓

(1) Smarsh policy libraries included.

(2) Service is for one service engagement per year. Additional quantity may be purchased for increased frequency. Additional tuning cycles may be purchased at hourly rates.

(3) 20% is our objective but not guaranteed; if not reached within 4 tuning cycles, additional tuning hours can be purchased at hourly rates.

Assisted Review

Assisted Review relieves the burden on compliance teams to sift through high volumes of alerts with augmented client review staff. Smarsh Certified professionals review your first-level communications, perform routine supervision, and alert you to communications that pose the most risk so you can address only escalated risk activities. Our team is constantly tuning and improving the efficiency of your supervision policies and workflows to reduce noise and false positives or optimize performance.

Supervision setup, assessment and deployment of policies and queues	>	Ongoing policy maintenance and management	>	Message review and alert escalation

Included service features:

Supervision setup, assessment and deployment:

- Solution review and planning kickoff
- Review client use of Professional Archive and its adherence to regulatory trends
- Audit a sample of auto-closed messages to test for false negatives
- Review and configuration of queues, saved searches, groups, and custom roles
- Deployment of selected baseline Smarsh Library policies and lexicons in the Archive*
  Custom policy setup and configuration sold separately

Ongoing policy maintenance and policy management:

- Policy tuning on a monthly cadence with lexicon-specific exclusions and refinements, spam / newsletter / "white noise" senders auto-close additions
- Update lexicons and exclusions to enhance policy performance and for regulatory changes and trends
- Continuous policy tuning cycles

Message review and escalation:

- Ongoing first-pass message review by Smarsh Certified reviewers
- Escalation to client management, as applicable
- Proactive monitoring and defensible reporting