



Diligent Messenger: Securing Board and Executive Communications

Emailing confidential information significantly increases your risk of a breach

Communicating via email or external apps is easy and convenient, but it puts company information at significant risk. In addition to being error-prone, such tools are insecure and vulnerable to phishing attacks, password hacks, and other potential breaches.

Cyber risk oversight is a key priority for governance leaders, yet over 50% of directors and C-suite executives use personal email to communicate about their organization's most sensitive topics.* Close the communication gap with Diligent Messenger.

How Messenger clients are improving workflow

Across industries, directors and executives rely on Messenger to communicate with one another in real time on critical topics. Diligent Messenger can be used to maintain control over confidential communications, distribute documents and files for faster and easier collaboration, and ensure a rapid response during crises.

Easy to deploy and manage

- ▶ In addition to its use as a standalone application, Messenger integrates with Boards as a one-stop shop for secure communications. It's accessible via the iOS and Android apps and Web browsers.
- ▶ Messenger is easy to use across your board sites, with badges, banners, and push notifications alerting you to unread messages or announcements on other sites.

Prevent information leaks

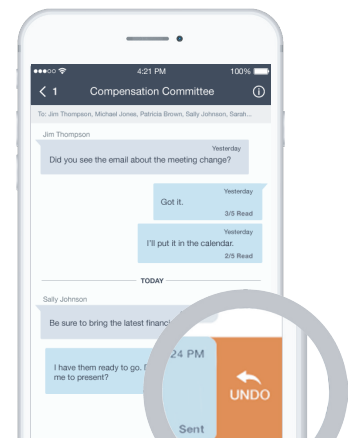
- ▶ **Safeguard all data.** Messages and attachments sent via Messenger are protected by the same best-in-class security infrastructure and encryption as Boards. Messenger is ISO 27001 certified—the gold standard for information security.
- ▶ **Retract messages.** Messenger features an undo function for retracting errant messages.
- ▶ **Contain messages.** Users are only authenticated to your Boards and Messenger sites, so you control who receives messages.

Key Features:

- ▶ Bulletproof security
- ▶ Log-in authentication
- ▶ Integrated with Diligent Boards
- ▶ Message lifespan settings
- ▶ Ability to recall messages sent in error
- ▶ 1:1 and group communication
- ▶ Robust reporting for eDiscovery processes

"We no longer need to worry about what the director has said in their personal email or stored on their personal computer, and we don't have the concern of paper documents being left behind. Messenger allows us to track if the director has read a message and we can follow up with a personal phone call if necessary to make sure they have seen the communication. Governance Cloud just gives us peace of mind."

Roxann Basham, Vice President of Governance and Corporate Secretary, Black Hills Corporation



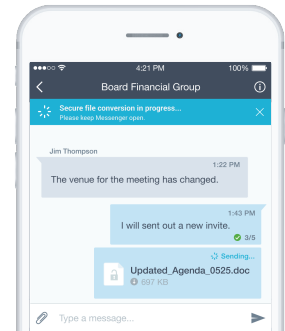
* Source: Forrester Report: Boards of Directors Need to Make Better Use of Boardroom Technology, 2018

Administrators and executives maintain control over private communications

- ▶ **Streamline communications.** Directors and C-level executives maintain an efficient and uncluttered channel specifically for board materials and other company confidential matters.
- ▶ **Control discoverability.** Messages may be retained or deleted depending on retention rules enforced by your organization.

Secure communication and improve collaboration

- ▶ **Boost board productivity.** Directors can instantly connect to other directors while reviewing board materials on the split-screen view.
- ▶ **Send attachments and message groups.** Share documents with select Directors and executives in real time for faster and easier board collaboration.



Messenger is supported by a world-class team

Each client is assigned a dedicated team of Customer Success Managers who provide 1:1 training, new feature tutorials, and live help via a 24/7/365 support line.

Recent enhancements

- ▶ **Report exporting:** By default, all Messenger communications between sender and receiver are considered completely private. Should the customer choose to retain messages for a period of time, Diligent Messenger provides an optional reporting capability. Clients can acquire a list of all messages sent within a specified date range, and include the sender's and recipient's names, the date and time the message was sent and read, and the message body, all according to the retention policies set by the customer.
- ▶ **View-only attachments:** Ensure that all files sent on the Messenger platform remain securely within the app. Attachments cannot be downloaded, saved, exported, or screenshot with mobile, nor can they be copied or forwarded to other users.
- ▶ **Group management:** Granular control over Messenger group membership within a Boards environment.
- ▶ **Device Authorization:** Designate which specific devices are authorized to communicate over your Messenger network.



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Diligent Secure File Sharing

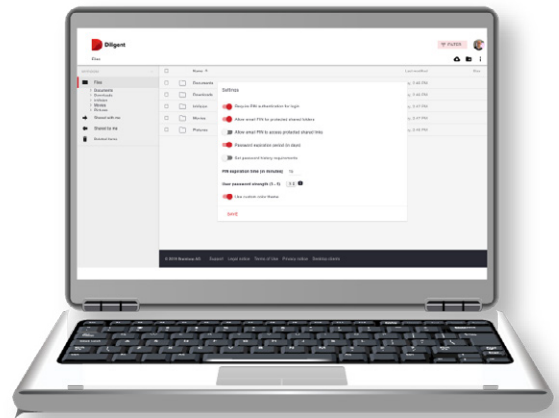
Diligent's solution for **Secure File Sharing** provides the leading end-to-end secure data storage, sharing and collaboration solution for individuals, mixed internal and external groups, and board governance.

As data leaks and mishandling sensitive information can lead to devastating and costly consequences, boards and executive teams can no longer rely on shared network drives or out-of-the box cloud solutions to protect their organization's most sensitive information. The secure creation, editing, storage and sharing of confidential information is at the core of corporate governance and the management of sensitive and proprietary business.

Diligent Secure File Sharing facilitates not only document sharing, but the secure collection and organization of documents across multiple contributors (both internal and external) for inclusion in board-related and sensitive executive meetings. And when integrated with Diligent Secure Meeting Workflow and Diligent Boards, it enables the ability to add secure formal workflow management, controls and communications to the board meeting preparation process.

Diligent Secure File Sharing in action:

- ▶ Executives or independent directors can securely store restructuring plans, M&A proposals, sensitive salary data, nomination and governance information, and other documents that shouldn't be saved to a local drive or insecure cloud service.
- ▶ Secure collaboration within internal teams focused on litigation, M&A, sensitive IP, crisis management, fundraising, restructuring and other ongoing sensitive projects.
- ▶ Integrated with Diligent Secure Meeting Workflow and Diligent Boards, board administrators can leverage workflow tools to securely manage the aggregation and distribution of highly sensitive information in preparation for board meetings.



- ▶ **256-bit AES-GCM encryption on the server, mobile apps and desktop as well as 256-bit SSL/TLS 1.2 during data transmission; ISO 27001 certified**
- ▶ **Secure, completely traceable document delivery**
- ▶ **Document versioning**
- ▶ **Dynamic watermarking—user details, date & time stamp**

- ▶ **Secure storage for individuals, teams and boards**
- ▶ **Works with any current browser**
- ▶ **Two-factor authentication**
- ▶ **Connection to Active Directory**
- ▶ **Secure way of sending sensitive documents to external users via an encrypted link and 2-factor authentication**



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Find out more information about our Modern Governance solutions.

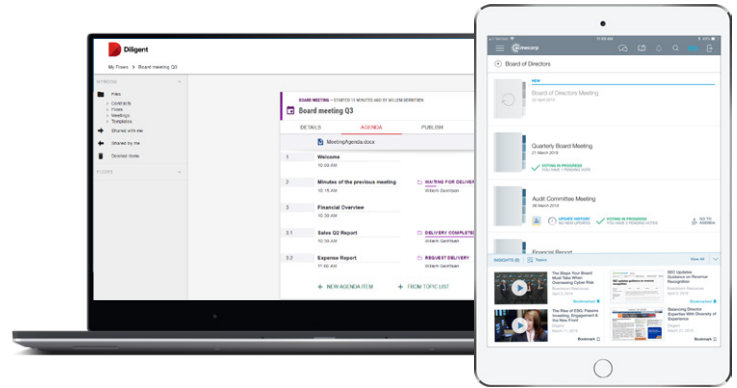
<https://diligent.com/modern-governance>

Diligent Board Meeting Management Solutions

Support the complete board meeting lifecycle with Diligent's secure collaboration, automated workflow, and board management solutions

Good governance driving today's board meeting lifecycle depends on robust communications, security, compliance and efficiency. Now, with Diligent's **Secure File Sharing**, **Secure Meeting Workflow**, and market-leading **Boards** solutions, you can secure and automate the collation, distribution and management of board meeting materials.

Here's how it works:



Step 1: Plan the meeting agenda, assign internal or external collaborators, upload and collate

- ▶ Diligent **Secure File Sharing** facilitates the collection and sharing of documents from multiple contributors, both internal and external.
- ▶ Contributors can upload their documents to a completely private, secure space, where they are encrypted and stored for collation.
- ▶ Sensitive documents can be sent to external users via an encrypted link and 2-factor authentication.

Step 2: Automate the workflow with status updates showing assignment, review, approval and uploaded

- ▶ Diligent's **Secure Meeting Workflow** offers a complete board meeting solution that guides users through the process of board meeting preparation.
- ▶ Secure Meeting Workflow is completely secure and sends automatic reminders to all internal and external contributors and reviewers.
- ▶ Documents can be easily edited with full version control, even after the pack has been created.

Step 3: Securely distribute and manage board materials and processes

- ▶ The board meeting agenda and other materials can be created by the administrator via drag-and-drop and allow full editing and version control. The meeting materials are automatically updated when individual documents are changed.
- ▶ Publish with one click.
- ▶ Granular access controls extend to individual documents within a board book.
- ▶ Two-factor authentication, 256-bit encryption, remote locking and best-in-class security certifications further protect your information.

Contact us for more information about secure board meeting preparation:

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