



# Understanding the Landscape of Regulatory Compliance in a Mobile World

Increasing use of personal mobile devices for communication in highly regulated industries is driving the need for integrated, feature-rich communications compliance solutions.

## Regulatory Monitoring of Employee Communications Is Increasingly Complex



Regulators and industry associations are increasing requirements around monitoring and retention of electronic messaging.

Source: Regulatory agency and organization websites

## Stiff Penalties Are Delivered for Electronic Non-compliance



5 largest U.S. banks poised to pay **\$1 BILLION IN FINES** for failing to monitor employees using unauthorized messaging apps

SEC fines a broker-dealer \$100,000 for violating record keeping provisions related to employees' use of text messaging



Fines for "willful neglect" of HIPAA rules in the healthcare industry (including text messaging) range from **\$12,000 to \$63,000**



Lawyer suspended for texting witness during phone deposition



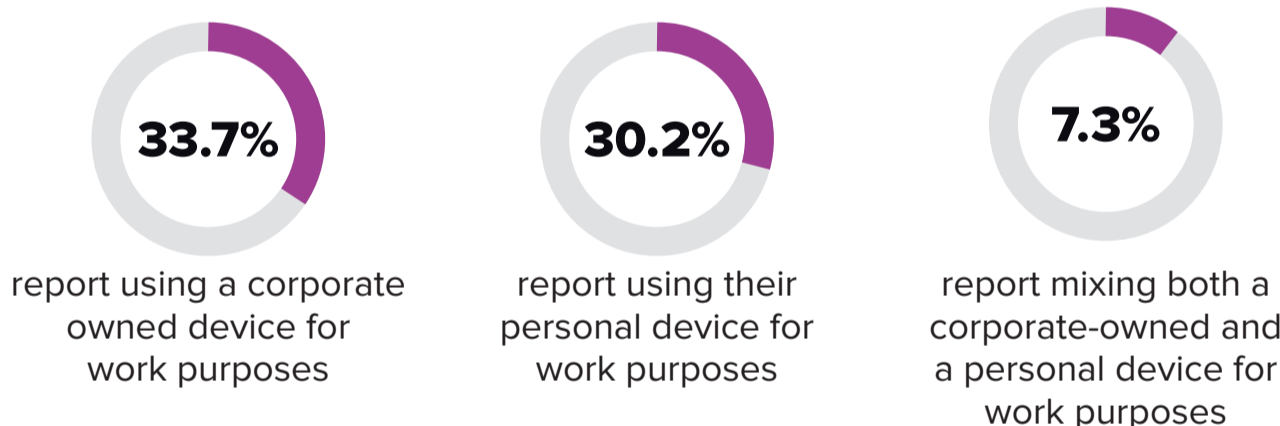
Sources: Bloomberg News: (<https://www.bloomberg.com/news/articles/2022-07-14/wall-street-texting-habit-sticks-banks-with-rare-1-billion-bill>)  
 SEC Press Release: (<https://www.smarsh.com/blog/thought-leadership/sec-fines-broker-dealer-for-failure-to-retain-text-messages/>)  
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 Adjustment of Civil Monetary Penalties for Inflation and the Annual Civil Monetary Penalties Inflation Adjustment for 2021, Federal Register, 15 November 2021: (<https://www.federalregister.gov/documents/2021/11/15/2021-24672/adjustment-of-civil-monetary-penalties-for-inflation-and-the-annual-civil-monetary-penalties>)  
 Florida Bar News, The Florida Bar, 22 November 2021: (<https://www.floridabar.org/the-florida-bar-news/lawyer-suspended-for-texting-client-during-a-remote-deposition/>)

## Significant Use of Personal Devices by Employees Complicates Communications Management and Amplifies Organizational Risk



The volume of personal devices used for work requires compliance solutions that are easy to implement and use.

**Among employed adults:**



Source: IDC's U.S. Consumer Communications and Mobile Services Survey, March 2022

## Employees Use Their Personal Mobile Phones A LOT for Work

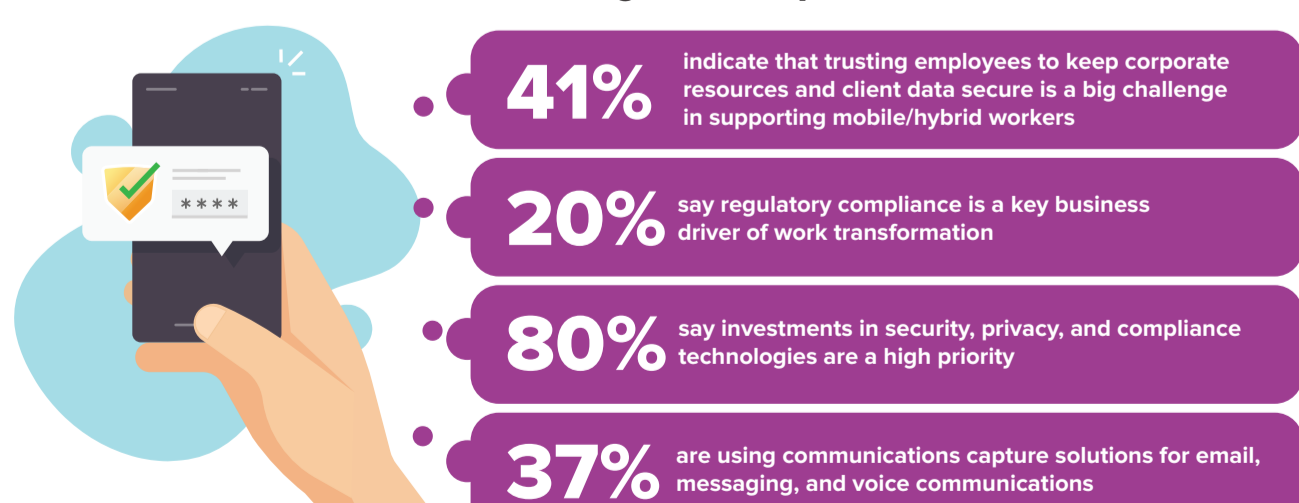


Source: IDC's U.S. Consumer Communications and Mobile Services Survey, March 2022

## Security, Privacy and Compliance Technologies Are a Key Focus...

...with trust and regulatory oversight fueling usage of centrally managed communications solutions.

**Among U.S. companies:**



Source: IDC Future Enterprise Resiliency & Spending Survey, June-July 2022; IDC Future of Work Global Survey, April 2022

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