

EVM Plus Application Note

Securing Mobile Voicemail with EVM Plus

Mobile voicemail hacking is relatively easy. A Google search on how to hack mobile voicemail returns about 2 million pages and there are even video demonstrations with step-by-step instructions. While mobile voicemail hacking is easy, so too is preventing it. Here are some steps enterprises can take to secure their user's mobile voicemail:

1. Implement Mutare's EVM Plus for enterprise voicemail to email
2. Activate EVM Mobile conditionally forwarding on mobile devices
3. Enable EVM Plus "auto deletion" of voicemail messages from the enterprise voicemail server
4. Utilize the EVM Plus streaming audio feature capability for unified messaging

Voicemail to Email

EVM Plus is a middleware solution that works with existing voicemail systems sending voice messages to email. EVM Plus makes life easier for mobile users by consolidating all messages in one place. It also makes voicemail more secure.

EVM Mobile Forwarding to Enterprise Voicemail

When combined with the EVM Mobile utility, hacking of mobile voice messages becomes impossible, because the mobile service provider does not store the messages. EVM Mobile sets a conditional call forward from the cell phone to the

user's corporate voice mailbox. This one-time activation ensures all voicemail goes to the corporate voicemail system, bypassing the cellular provider all together.

Auto Deletion of Voicemail Messages on the Voicemail Server

For greater security, EVM Plus can be set to delete the original voicemail message from the enterprise voicemail server after sending to the message recipient. With auto delete enabled, even if a hacker does somehow manage to access the user's corporate voice mailbox, there are no messages to access. The user's voice mailbox is always empty.

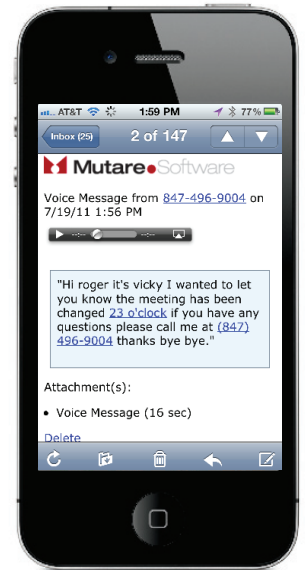
Streaming Audio

Once voicemail is in email, the only way to gain access to the user's voice messages would be to hack the user's email account. This is very difficult, but not impossible. So for the ultimate in voicemail security, Mutare can stream the audio message instead of using an attached sound file in email. Streaming audio provides the tightest security possible combining encryption and password protection.



Unprotected

Cellular voicemail is susceptible to hacking.



Protected

Secure EVM Plus voicemail message in email with optional transcription.

Voice Messaging Made Simple and Secure

Clearing voicemail now becomes as simple as clearing email. Mobile messages and business phone messages are all in email.

Bottom Line

EVM Plus makes access to voicemail easier for the user, while at the same time more secure for the enterprise. For more information on EVM Plus, visit www.mutare.com.



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