Supported Channels

- iMessage, SMS/MMS, WhatsApp Messenger and Android
- WhatsApp is supported on both iOS and Android

Message Capture Process (iMessage & WA)

- Intradyn connects as a peer device (linked device) in the ecosystem.
- Connections are user authorized. Connections can be established with the user's explicit approval or pre-provisioned by the company.
- Once connected, message traffic is securely routed through our cloud backend service.

Message Capture Process (Android)

- No Peer linking is involved
- Intradyn uses an app installed on the phone, which passively listens in the background to capture messages.
- Users interact with their SMS app as usual.
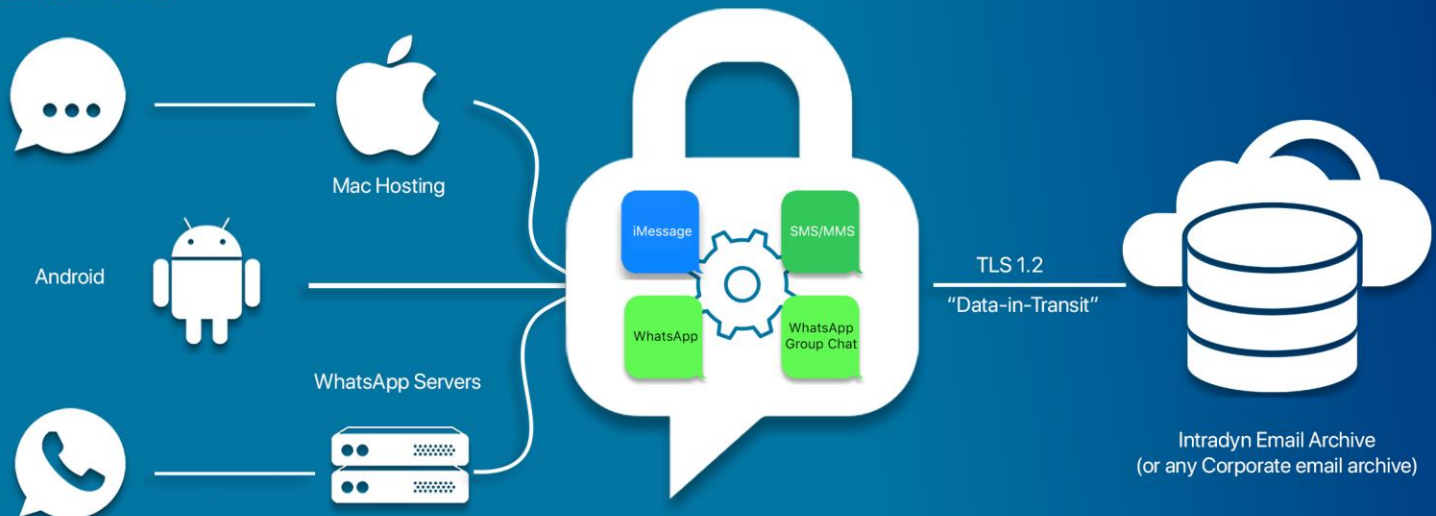
Data Ingestion and Processing
- All messages are ingested through our API gateway.
- The system transforms messages into a common format, determines the destination and dispatches them accordingly.

Supported Delivery Methods
- Major Archives (Intradyn, Smarsh, GlobalRelay), Cloud Storage (S3, GCP) & SFTP.
- Fail-safe archive options for redundancy.
- Message can be delivered to multiple archives (full redundancy or as data split)

Hosting and Infrastructure
- iMessage: Hosted by industry-leading Mac hosting service.
- WhatsApp and Android: Virtual servers and machines managed in our secure cloud.

Customer Dashboard
- The dashboard provides an intuitive user experience for onboarding and management.
- Once users are onboarded and channels connected, message traffic flows seamlessly as "data-in-transit."

Questions? Contact a Solution Team Expert: +1(888)979-8880

- ✅ Federated Apple IDs Supported
- ✅ JIT User Creation w/SAML via SSO
- ✅ iMessage, WhatsApp, Android
- ✅ Archive Reconciliation
- ✅ Channel Health Monitoring
- ✅ Automated Onboarding

Questions Compliance Leaders Are Asking

Q: DOES INTRADYN DLA HAVE ACCESS TO OUR MESSAGES?

Intradyn DLA does not have access to your messages. Messages are in flight from the point of capture to the archive and are only processed minimally using meta data. This allows us to ensure proper ingestion by the archive.

Q: WHAT HAPPENS IF INTRADYN DLA HAS OPERATIONAL OUTAGES?

We have a distributed system, so an "outage" can mean different things for us. If the delivery archive endpoint is not available, we will continually attempt delivery for 2 days. At the end of those 2 days, we can deliver to a 'FailSafe' if one is setup. FailSafe is essentially a backup archive, such as an S3 bucket, that we can push data to handle a multitude of risk-related scenarios. If our gateway ingestion point goes down, we have an automated "retry" mechanism in place that will work to retry as soon as the gateway is once again active.

Q: IS IT POSSIBLE FOR INTRADYN DLA TO SELECTIVELY ARCHIVE IMESSAGES OR SMS FROM JUST ONE APPLE ID ON A DEVICE THAT HAS MULTIPLE APPLE IDS REGISTERED?

From Intradyn DLA's perspective, we aim to provide reliable and compliant message archiving, but based on our testing and consultation with Apple technicians, it's not possible to achieve this specific scenario. Each device can only be registered with one Apple ID at a time, regardless of whether it has one or dual SIMs. Attempting to register iMessage with a different Apple ID than the device's registered Apple ID can lead to inconsistencies across other Apple devices, such as iPhones, iPads, and Apple Watches. Currently, Intradyn DLA cannot selectively archive iMessages/SMS from just one of the Apple IDs on a single device, as Apple does not support multiple Apple ID registrations on a single device. Therefore, for compliance and reliability, we recommend using a single Apple ID per device.

Q: WHAT HAPPENS IF SOMEONE CHANGES THEIR APPLE ID PASSWORD. DOES ADMIN GET A WARNING?

The user and the administrator will get a notification once the system attempts to check the messages for the user's account and the connection will be modified to be in the "disconnected" state.

Q: IF A USER HAS MULTIPLE DEVICES (E.G., A PERSONAL PHONE AND A WORK PHONE) LINKED TO THE SAME ICLOUD ACCOUNT, WILL INTRADYN DLA CAPTURE IMESSAGE COMMUNICATIONS FROM ALL DEVICES IF ONLY ONE IS ONBOARDED?

Since both phones share the same iCloud account (and therefore the same Apple ID), Intradyn DLA will capture iMessage communications from both the work and personal phones, even if only the work phone is onboarded. This is because our system captures messages from all devices linked to the same Apple ID and forwarded SMS messages.

Q: HOW SECURE ARE THE CAPTURED MESSAGES?

Data captured by the Intradyn DLA platform is securely sent to the organization's designated archiving backend for forensic compliance and data storage. Data is always encrypted with TLS 1.2 as it is processed through the secure routers. Data is never at rest in our system.

Q: WHERE ARE THE SERVERS LOCATED? Central servers and WhatsApp servers are located in the Cloud - by default in the US, but could be any Cloud specified location. iMessage Agent servers currently located in Las Vegas, Atlanta, & Dublin, Ireland.

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