



Enterprise Messaging Applications



The workplace continues to move at an increasingly faster pace requiring real-time response and access, as well as secure text messaging. Smartphones can help bridge the technology gap for mobile employees as well as those that are just away from their desk or need to respond after-hours.

HipLink Software has developed a suite of mobile applications that provide maximum flexibility and leverage optimum use of today's smartphones. Using HipLink's Enterprise Messaging Applications Users can have a priority view of important alerts, get fully-secure text messages or have capability to send messages and execute actions remotely.

HipLink leverages its proprietary protocol HNP to work on top of TCP over live connections, completely independent of cellular SMS. The applications provide advanced messaging features for encrypted text messages, overriding phone settings for emergency messages, and one click responses in both HipLink Inbox and HipLink Mobile. As a secure, easy-to-manage platform, HipLink improves overall communication throughout the organization, regardless of location.

HipLink Advanced Inbox

- Dedicated inbox for HipLink messages
- Ability to receive notifications over IP networks either carrier's data network (3G, 4G) or any Wi-Fi network
- Fully secure transmissions with message confidentiality and integrity checks
- Both one-way or two-way notifications
- Messages can be sent with different severity levels each with different tones
- Persistent alerting feature for emergency notification
- One-click response based on custom commands
- Sender Override - system Users can override phone settings for high-priority alerts
- Auto Message Expiration allows for automatic message deletion
- Supports multiple attachment of files in several formats
- All messages are saved in the private inbox

HipLink Advanced Mobile

- Includes all the features of HipLink Inbox and adds advanced two-way features
- Send both standard and secure messages from the application to any HipLink Receiver
- Query sent message status
- Can confirm or reject a message with the job ID
- Perform standard actions or execute pre-programmed custom commands
- Full administration and management controls such as saving draft messages, looking up receiver names, and setting Favorites.
- Streamlined workflows offer efficient functionality for all tasks

Emergency Channel for Mass Notification

The Enterprise Messaging Application can log into HipLink in Emergency mode in which the app is capable of receiving “emergency broadcasts”.

Message Encryption

To insure message confidentiality, integrity and authenticity, along with security against various attacks HipLink uses the best possible mechanism, Transport Layer Security (TLS) which is recognized as security standard in the enterprise community.

TLS, the successor to SSL, offers a robust security protocol meeting IETF standards for connection security. Using TLS, HipLink smartphone apps support a wide variety of bit-rate encryption options that include 128, 196 and 256-bit AES encryption standards configurable by the administrator.

One of the more interesting features HipLink has developed by using this standard is a “single session” handshake process. By using this method, the TLS encryption key is constantly changing on each communication session between the HipLink server and the mobile device.

This short “time to live” makes cracking the encryption extremely difficult as the key is constantly regenerating with each communication transaction. The security features apply to all phases of message delivery both messages sent to the phone and responses back.

Wi-Fi Support

Support of Wi-Fi-enabled devices has never been easier than with the HipLink Smartphone Apps.

Set your smartphone for Wi-Fi communication to the HipLink server when you are in the office, and HipLink will automatically switch between your carrier’s data network and the Wi-Fi network when in range.

Remote Device Management

In addition to client applications, there are several features for Remote Device Management that are part of the HipLink Smartphone Apps.

The following actions are available to Administrators from the HipLink GUI:

- Push application settings remotely from HipLink to the device
- Push application capabilities and permissions remotely from HipLink to the device
- Delete all or selected data stored in the device application
- Lock out access to HipLink



Mobile Platform Support

Currently the following mobile platforms and OS versions are supported:

- Android - OS; Eclairs (2.1), Froyo (2.2.x), Gingerbread (2.3.x) and ICS (4.x); All Models and Vendors
- Android Tablets - OS; Honeycomb (3.x) and ICS (4.x); Samsung Galaxy Tablets
- iPhone/iPod - OS; iOS 4.x, 5.x; Models; iPhone 3G, 3GS, 4, 4S
- iPad - OS; iOS 4.x, 5.x ; Models; iPad, iPad 2
- iPod Touch



HipLink Software
800 524-7503 Toll Free
HLsales@hiplink.com
www.hiplink.com