



Arctera Capture for Google Workspace

Capture and preserve shared-document collaboration for compliance, surveillance, and investigation

Collaboration in Google Workspace happens inside documents through shared files, comments, and replies.

This activity often falls outside traditional retention and surveillance controls, making it difficult to reconstruct decisions, demonstrate oversight, or respond to audits and investigations.

While native tools retain content within Google Workspace, they don't consistently externalize collaboration activity into systems designed for enterprise compliance, surveillance, and eDiscovery.

What Is It

Arctera Capture converts document collaboration into complete, standardized, and archive-ready records.

Shared files, comments, and replies are captured in context and preserved as part of a structured record. Data is normalized into a consistent format, and policy is applied during ingestion before records are committed to the archive. This ensures that collaboration data is governed at the point it enters the system, not after.

The result is a reliable and defensible record of collaboration that supports surveillance, supervisory review, retention, and investigation.

What's Captured

Captured content

- Shared files in Google Drive
- Comments on shared documents
- Replies within comment threads

Not Captured

- Content outside shared files and their associated comments and replies



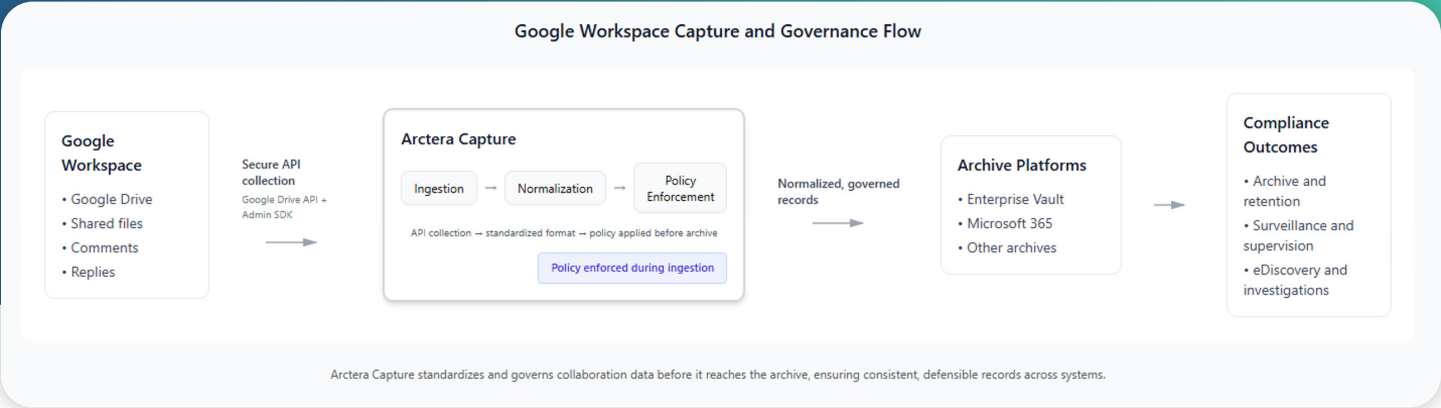
One platform. One data foundation.
Multiple compliance workflows.

How it Works

The connector authenticates using a Google service account with domain-wide delegation and retrieves scoped users from the directory. It then collects shared files and associated comments and replies through Google APIs.

Captured data is normalized into a standardized format, where policy and filtering controls are applied during ingestion. The resulting records are delivered to the archive in an archive-ready format.

Collection is API-based and operates on a scheduled or ad hoc basis, with no real-time interception or impact to end-user activity.



Security and Access

- OAuth 2.0 authentication
- Google service account with domain-wide delegation
- Explicitly scoped API permissions for Drive and Admin SDK
- No end-user credentials required
- No real-time interception or impact to users

Catoegory	Details
Integration type	API-based
Data ingestion	Scheduled and ad hoc
Deployment model	Private cloud or self-hosted Capture
Supported environments	Cloud and GovCloud
Supported editions	G Suite Business, Enterprise, Drive Enterprise
Policy enforcement	During ingestion

How it is Used

- Retain shared-document collaboration as part of regulated business records
- Enable surveillance of document discussions and approvals
- Support supervisory review obligations, including FINRA-aligned workflows
- Investigate collaboration activity and decision context
- Apply legal hold and eDiscovery across preserved records

Native Retention vs. Arctera Capture

Capability	Native Retention	Arctera Capture
Retention location	Within Google Workspace	External archive
Collaboration context	Limited	Preserved and structured
Data format	Platform-specific	Normalized
Surveillance readiness	Limited	Enabled
Cross-platform governance	No	Yes

Getting started

The Google Workspace connector is included as part of the Arctera Unified Platform and can be configured directly within your Management Console.

Existing customers can enable the connector and configure ingestion and policy settings based on their requirements.

If you are evaluating Arctera, contact our team to learn how Google Workspace capture fits into your broader compliance and governance strategy.

See how it works in your environment

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About Arctera

Arctera, a business unit of Cloud Software Group, is a leading global provider of compliance and governance solutions that enable firms to unleash game-changing technologies into their organizations while minimizing risk. Created in 2024 from Veritas Technologies, Arctera helps the biggest companies in the world monitor and control exactly how their information is being accessed, used and shared. The Arctera™ Unified Platform is able to capture data from over 130+ different content sources, and more than 280 AI policies help firms streamline compliance and adapt to evolving regulations.



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