

Teleware

MOBILE VOICE AND SMS RECORDING

Product Factsheet

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Find out how Teleware's SIM based mobile voice and SMS Recording can help increase business productivity, support training, improve governance and meet regulatory requirements.

Teleware's SIM based mobile recording solution gives businesses the ability to record voice and SMS communications.

Increasingly firms are recognising the benefits of recording their mobile communications. This could be for regulatory purposes, for training or for improving customer experience.

Teleware's SIM based recording solution records voice and SMS communications at source with no changes to the user experience. For ease of access, all Teleware recordings are stored in the same web-based recording portal.



- **The world's leading SIM based recording solution.**
- **Ideal for workers based primarily in the UK.**
- **Provides compliance with MiFID II, FCA and CQC regulations.**
- **Record all or on-demand recording options.**
- **Frictionless user experience.**
- **Recordings can be securely exported to on-site fixed line recorder.**



FINANCIAL SERVICES

- **Meeting regulatory requirements including FCA, Dodd Frank and MiFID II.**
- **Reducing risk, helping to detect and prevent employee wrongdoing.**



HEALTHCARE

- **Monitoring vital telephone based patient interactions and decisions that affect patient care.**
- **Helping ensure patient privacy and staff safety.**



LEGAL

- **Tracking billable hours for legal professionals.**
- **Accurate communication recording during discovery and client engagement process.**



GENERAL

- **Dispute resolution.**
- **Recording and verifying verbal agreements.**
- **Retaining valuable information.**
- **Enabling powerful analytics and actionable insight.**

FEATURES & BENEFITS

RECORDS ALL COMMUNICATIONS

- All inbound and outbound calls together with SMS communications and voicemail access are recorded.

GSM BASED SOLUTION

- Will work in the absence of data and/or wi-fi.

SIMPLE PRICING MODEL

- Monthly subscription with no hidden costs.
- All storage of recordings for active users is included.
- Pricing model allows users to be added/removed as required.
- Non-UK/EU usage based on simple zoned rate card.

SECURE CLOUD STORAGE

- Industry-leading security safeguards, privacy and data protection applied, meaning that your data is safe and protected.

STORAGE OPTIONS

- SMS and call recordings are stored to meet requirements.
- Storage periods can be extended if required.
- Litigation hold option available (indefinite hold).

AUTOMATIC DELETION

- Recordings are automatically deleted at the end of the defined retention period.

TELEWARE HUB - WEB BASED PORTAL

- Interactive web based portal for recording retrieval, replay and archiving.
- All Teleware recordings are stored in the same portal.
- Administrator access to TeleWare Hub included.
- Easy to access, use and manage, so reducing administration time and resource.

STEREO RECORDING (OPTIONAL)

- Each party on the call is recorded individually for improved analytics and post-call insight.

NUMBER PORTING

- Existing mobile numbers can be retained or a new mobile number can be provided.

EVERGREEN SOLUTION

- Upgrades applied automatically with no user impact.

MONTHLY SUBSCRIPTION

- Covers all UK/EU calls and SMS together with an allocation of data.

EASY TO DEPLOY

- The solution is compatible with all types of mobile handsets, meaning that the existing mobile device can be retained; therefore suitable for corporate and bring-your-own-device (BYOD) environments.
- The user simply inserts a TeleWare SIM card into their device.
- Additional hardware is not required and there are no maintenance or time consuming software upgrades, helping to reduce costs.
- No impact on user experience - no call delays or call latency.
- White glove service assurance available.

INTELLIGENT MEDIA EXCHANGE

- Call recordings can be securely transferred to any network for ingestion into third party recorders or applications. This allows all voice and SMS recordings to be stored in one location.

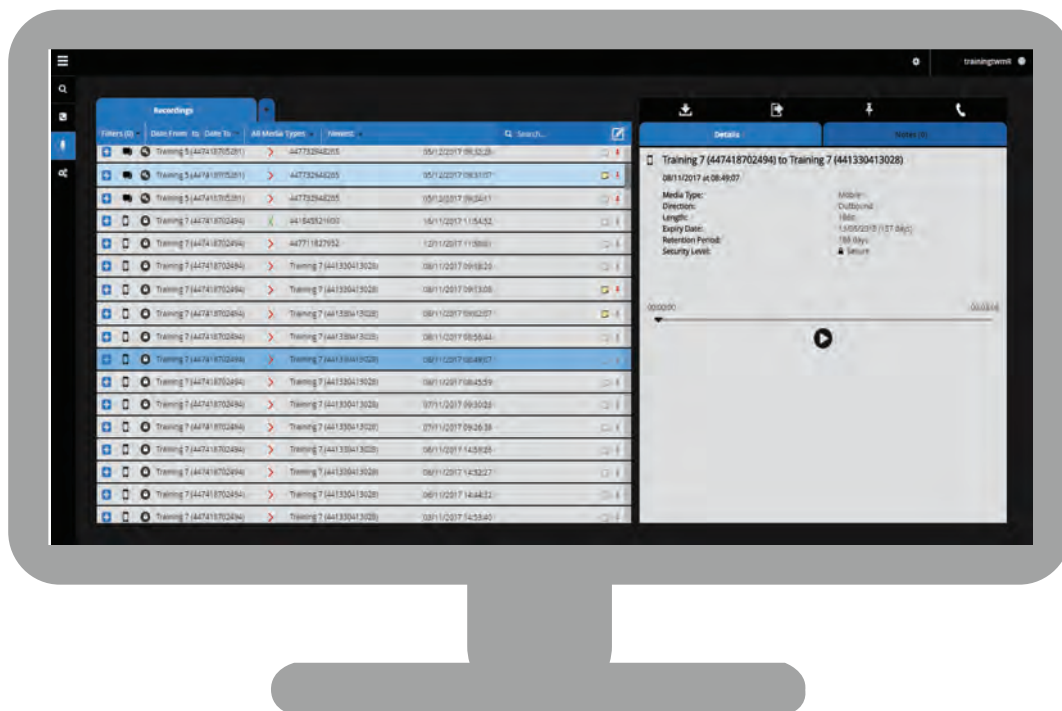
CALL AND SMS ROUTING

- Calling Line Identity (CLI) presented for outbound calls. Inbound SMS will appear in the native dialler.

HOW IT WORKS



1. Call/SMS is made.
2. Call/text is routed through the Teleware cloud where recording is initiated.
3. Call/text is delivered via Teleware to the destination, with recording applied.
4. The recorded call/SMS is securely stored in the Teleware cloud.



5. All TeleWare recordings are immediately available in the TeleWare Hub (see image above), a secure interactive web based portal for recording retrieval, replay and archiving.