

Mobile Voice Recording

In November 2011, the Financial Services Authority regulated that all mobile communications directly relating to a financial trade must be recorded. This was followed by the US-based Dodd–Frank Wall Street Reform, which requires that telephone trades are recorded, including those on mobiles, for any financial organisation that trades with the USA.

In January 2018, the MiFID II EU legislation took effect, significantly extending regulatory requirements within the UK. Anyone involved in the advice chain for an intended trade must record and retain their mobile communications for five years.

Adam Phones has partnered with EE and Natterbox to deliver mobile voice recording and storage.

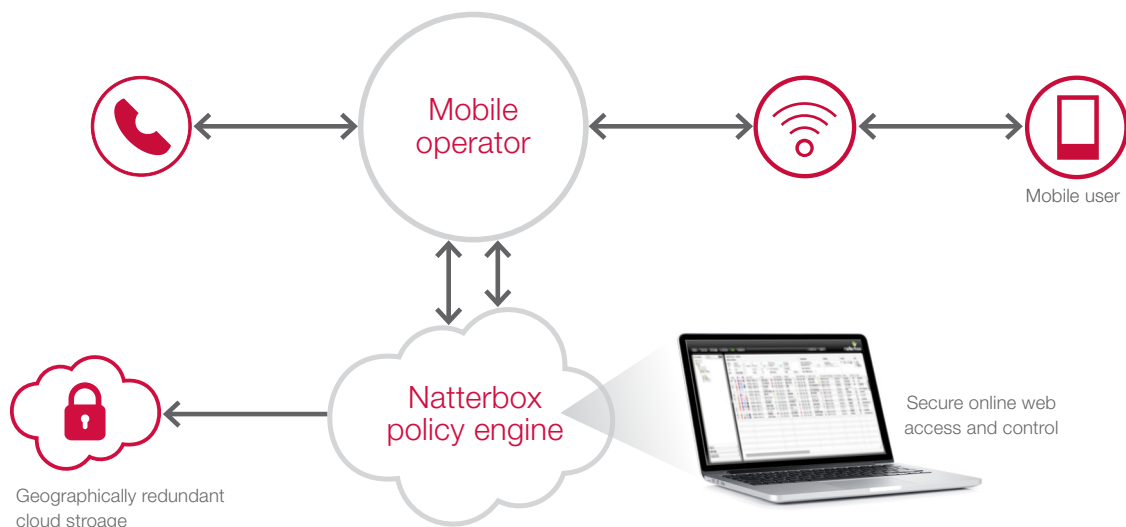
Calls are recorded at network level, ensuring compatibility with any mobile device and avoiding the requirement to use local apps

or rely on a data connection to send recordings to a centralised system.

A secure online portal allows administrators to set recording, blocking and redirection policies for their mobile estate, user groups, or individuals. This also provides nominated 'data custodians' with instant, auditable access to recordings.

The fully hosted solution includes geographically redundant storage, enabling organisations to choose the country in which they wish to have their call recordings stored.

Crucially, organisations benefit from having one supplier from which they can procure their mobile airtime, devices, MVR licensing and the associated customer and technical support – thereby avoiding the complexities of multiple vendor relationships and support arrangements.



Key Benefits

Fully hosted solution attracting zero Capex

No hardware to install and maintain

No mobile apps to install

No call degradation, delays or forwarding

No reliance on data connection

Single supplier agreement

Single point of contact for provisioning, support and billing

Key Features

Calls recorded in-line, at network level

Compatible with any mobile device

Encrypted, cloud based solution

Geographically redundant storage

Multi-factor authentication access to recordings

Stream or download recordings

Network-based SMS capture

To learn more about how Mobile Voice Recording can benefit your business please call our consultants on Freephone 0800 123000.