



ADMINISTRATIVE EASE AND SECURE STORAGE TO COMPLY WITH REGULATORY DEMANDS

THE CASE FOR MOBILE RECORDING

Regulatory compliance is driving adoption of mobile recording. Across Europe the EU (2014/65/EU) directive makes provisions for the banking industry across the 28 member states, starting 2018. From then on, all relevant business communication conducted on the mobile phone had to be recorded and archived in all EU member states.

Financial Regulators across the globe enacted regulation that requires the recording of mobile phone conversations of finance sector professionals. We're here to take the complexity out of compliance with our new generation of mobile call recording solutions.

Because we believe in flexibility, Mobile Call Recording can be used with any mobile handset type. We're committed to keeping it simple. CreaLog Mobile Call Recording delivers efficient, secure recording and remote device management without the cost and complexity associated with other, more fragmented services. But most of all, this CreaLog solution allows your customers to use their mobile phones whilst minimizing exposure to operational or regulatory risk.

FEATURES

- Strong data encryption – on the fly: call recordings, SMS/MMS, meta data
- Comfortable and secure data retrieval for the commercial end customer: Two-man principle
- Secure encryption key management: Encryption by public key
Private key resides only with the corporate customer
Decryption impossible for Telco alone
- Complete compliance with legal and regulatory requirements
- Optional: Speech Analytics with Keyword Spotting through speech recognition (ASR)

SOLUTION

- Seamless recording of all incoming and outgoing calls, SMS and metadata, such as date, time and subscriber no.
- Secure, long term storage
- Strong public/private key encryption - on the fly
- Guaranteed data immutability

USE

- Managed services platform for Telco Enterprise customers
- Help customers to meet regulatory demands
- Generate new revenue opportunities

BENEFITS

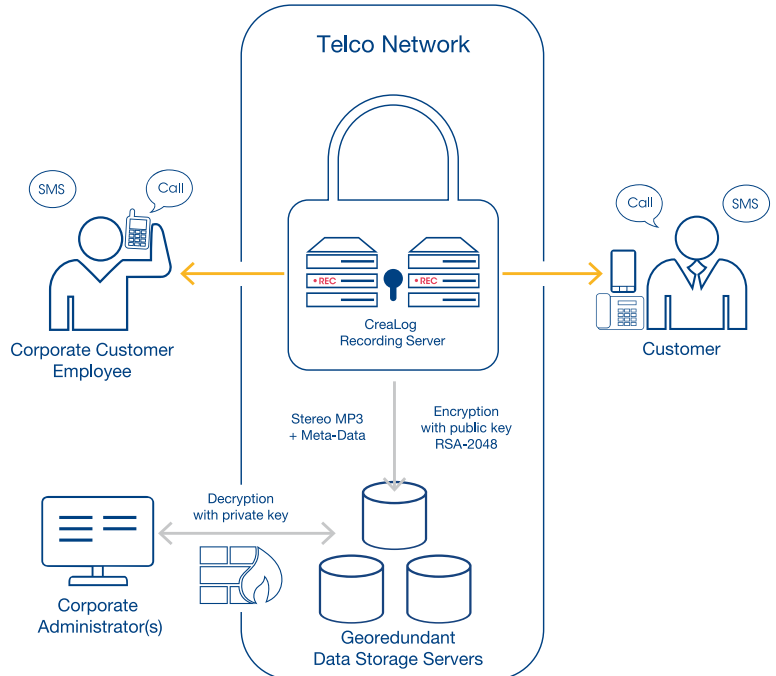
- Secure archive, easy search and playback
- Undisturbed user experience on any device
- Unchanged level of voice quality
- No end user training required

GENERAL FEATURES

- Integrated into the Telco network.
- Ideal as a managed service offering for business clients.
- No training required for users, recording is carried out automatically as soon as a number has been defined as a Mobile Voice Recording connection.

RECORDING

- The calls are recorded in the mobile network. Employees make phone calls in the usual way, an app is not required.
- Mobile Voice Recording even works while roaming on CAMEL networks.
- Calls (phone, voicemail and phone conferences) as well as text messages (SMS) and metadata are recorded.
- An announcement informs the conversation partners about the recording. Administrators can customize these announcements.
- The customer/customer administrator informs employees about the recording.
- The customer can suppress the automated recording announcement by means of a customer specific whitelist.
- Phone numbers of official emergency services and special customer's internal numbers (e.g. technical internal support services or HR department) can be excluded from recording by means of a customer blacklist.



MANAGEMENT AND ACCESS

- In the Corporate Customers Extranet, the fleet manager can add, edit and remove the connections that are to be recorded.
- If required, the Telco can be blocked from access to the encrypted media files.
- Only the persons authorised by the customer can access the recorded data after confirmation by a second administrator in accordance with the principle of dual control. In addition, access is given only via private key. The data can be listened to, downloaded or transferred to a third party, but cannot be changed or deleted.
- All essential accesses are recorded for an audit trail and provided to the customer administrator.

STORAGE AND SECURITY

- The data can be saved geo-redundantly and in encrypted form as long as local legislation requires.

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