

## Mobile Recording from O2 - delivered by Business Systems

In November 2011 the Financial Services Authority (FSA), as it was then known, made it a requirement of certain UK financial institutions to record mobile calls between traders and customers. However, while fixed line recording solutions are widely deployed, mobile recording has been a challenge for many organisations.

Mobile Recording from O2 is a next generation mobile voice recording (MVR) solution that captures calls and text messages made and received on any mobile device regardless of operating system.

The solution lets you meet regulatory requirements and gain greater control and transparency of customer interactions without compromising on user experience. Mobile Recording from O2 is also secure and flexible. You can choose hosted, on premise or hybrid solutions and customise it to meet your specific needs.



## WHAT YOU GET WITH MOBILE RECORDING FROM O2



- Seamless** – Built with user experience in mind there's no need to manually log calls or launch an app
- Flexible** – A solution that can work with your existing equipment on any device
- Secure** – Certification from NICE Systems for SIP on NICE Trading Recording (NTR) and we can also integrate into other recording systems including Verint

If you already have an existing contract with O2, the mobile voice recording is a simple add-on and the pricing is intuitive and easy to understand.

### Meet regulatory requirements

The Financial Conduct Authority (FCA), as it is now known, requires certain business conversations conducted on mobile phones to be recorded and stored. Similarly, the Dodd-Frank Act requires conversations with US customers to be recorded. Regulators across the globe are now looking at doing the same across a number of markets.

### A seamless user experience

O2 built the service with user experience in mind. There is no need to download an app or manually record calls as the technology sits at the core of their network. Their next generation MVR solution allows you to meet regulatory requirements without compromising on user experience. What's more they provide the same seamless experience when users are abroad; they won't have to do a thing.

### Simple and transparent pricing

Mobile Recording from O2 is a simple add-on to their existing tariffs. This means you get transparent pricing with no hidden extra costs.

### Flexible & secure

O2 can work with your existing equipment, whether it's on premise, hosted, third-party hosted or a hybrid, with the ability to dual-stream recordings into multiple call recording platforms.

### Accreditation

O2 is the first mobile operator to achieve certification from NICE Systems for SIP on NICE Trading Recording (NTR).



## The Business Systems difference – 'Compliance Portal' Integration

With most financial institutions already using multiple platforms to record their landline telephony and store their legacy files, the addition of O2's mobile phone recording into the equation stimulates the need for consolidation and a single point of file access.

Using Business Systems' professional services to connect to the Wordwatch portal, compliance departments can now have access to all recordings from all systems through a single system – retrieval and playback has never been simpler!

Call Us!

**ARRANGE A DEMO NOW  
TO FIND OUT MORE >>>**

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