



Mobile Recording from O₂

Seamless. Flexible. Secure.

Since November 2011, various UK financial institutions have been required by regulators to record mobile calls between traders and their customers. And even though fixed-line recording is widely used, few businesses are aware that this can also be done on mobiles.

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

Mobile Recording (MR) helps you meet all your regulatory requirements and gain greater control and transparency of your customer interactions, without compromising user experience. It's also secure and flexible. You can choose hosted, on-premise or hybrid solutions and customise it to meet your 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 – the solution works with your existing equipment, dual-stream recordings and on any device
- Secure – it's delivered via our CAS(T) accredited network, placing security at the heart of our solution
- Simple pricing – MR is a simple add-on to our existing O₂ contracts



Meet regulatory requirements

The Financial Conduct Authority 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 are also looking to broaden these requirements with new upcoming directives, such as MiFID II, so there has never been a more pressing time to ensure you're compliant.

A seamless user experience

We 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 our network. As a result, our MR solution allows you to meet regulatory requirements without compromising on user experience.

What's more, we provide the same seamless experience when users are abroad; they won't have to do a thing¹.

Flexible

Mobile Recording from O₂ can be customised to meet your requirements, offering on-premise, integrated, hosted and hybrid deployments. If you need to, you can also dual-stream recordings onto multiple call recording platforms.

Secure

O₂ is the first operator to be CAS(T) accredited, placing security at the heart of our MR solution and providing the assurance that our network is robust and secure. We are also the first mobile operator to achieve certification from NICE Systems for SIP on NICE Trading Recording (NTR). If you already use a NICE fixed-line recording platform, we can integrate our MR solution seamlessly. And that's not all. We are also the first UK mobile network operator to be awarded certifications for mobile voice recording from Verint Systems Inc and SMS recording from Actiance.

Simple and transparent pricing

Mobile Recording from O₂ is a simple add-on to our existing tariffs². This means you get transparent pricing with no hidden extra costs.

Why O₂?

We're an established communications provider delivering and managing enterprise-wide communications across a range of networks. Mobile technologies are our core strength and our MR solution ensures you're fully compliant with financial regulations.

Using our core network and dedicated service delivery team, you get a solution which is seamless, device-agnostic, free of manual call logging and which can record voice and/or SMS. What's more, we're one of the first mobile network operators to be certified by NICE Systems & Verint Systems Inc for SIP.

We provide a flexible service delivery that's on-premise, hosted, third-party hosted or hybrid. We support complex installations, customised components and bespoke system integration requirements.

And we're part of the Telefónica family, with more than 300 million customers worldwide, and over 20 years' experience in delivering innovative IT solutions.

We'll support you all the way

It's easy to work with us. We can help you make the best use of your existing systems or work with you to transition to a hosted solution. Our MR Service Delivery team will work with you to design and implement a solution that works for you and provides you a single view of your client managers. You get one account team supporting you throughout.

Talk to your Account Manager or call us on 01235 433 507 to find out more. Alternatively email us at mobile.recording@businesso2.co.uk

¹ Roaming on CAMEL networks only. ² Not compatible with Mobex or Best for Business.