

# Capture, store and secure your communications confidently

Vodafone Business Recording-as-a-Service

## Stay secure and compliant. Wherever communications happen.

In today's regulated business environment, organisations face increasing pressure to record and retain communications across multiple channels, voice, SMS, and collaboration platforms like Microsoft Teams. **Vodafone Business Recording-as-a-Service** provides a secure, scalable, and compliant solution that simplifies this challenge. It enables automatic recording, encrypted storage, and easy retrieval of business-critical conversations, all through a single, unified portal.

Whether you're in finance, healthcare, legal, or any sector with strict compliance demands, we give you peace of mind, operational efficiency, and regulatory alignment.

## Why traditional recording systems are no longer enough

Many regulated industries are required to capture and retain communications for auditing, dispute resolution, and legal compliance. Traditional recording systems often fall short, they're fragmented, hardware-heavy, and lack integration with modern tools like Microsoft Teams or mobile networks. Pressing challenges include:

- Regulatory mandates (e.g. FCA, MiFID II, HIPAA, GDPR) requiring secure, tamper-proof recording and long-term retention.
- Operational risk from missed recordings or inaccessible archives.
- Limited mobility due to reliance on fixed-line systems.
- Data sovereignty concerns, especially for multinational organisations.

**Without a robust solution, businesses risk fines, reputational damage, and operational inefficiencies.**

# Discover the smarter way to record and retain

Capture, store and secure your communications across mobile, Microsoft Teams and SMS, with Vodafone's cloud-based Recording-as-a-Service. Achieve compliant, scalable recording of conversations wherever work happens, seamlessly delivered across our Teams Phone portfolio, including Vodafone Business Operator Connect, Vodafone Business Direct Routing, and Vodafone Business Mobile for Microsoft Teams Phone.



## Vodafone Business Recording-as-a-Service gives you:

- **Voice and SMS recording:** Capture calls and messages across Microsoft Teams and Vodafone Business Mobile.
- **Unlimited storage:** Get unlimited recording duration or retention, ideal for regulated industries.
- **Secure cloud archiving:** Encrypt and store every recording securely in FCA-regulated environments (UK and Germany).
- **Single pane of glass:** Control everything with a unified portal for search, playback, and administration across media types.
- **Role-based access control:** Grant recording access to only those who need it, protecting your data and staying compliant.

# Why choose Vodafone Business?

**Vodafone Business Recording-as-a-Service** is delivered in partnership with Dubber, the world's leading cloud-based recording provider.

### Certified and trusted

Our platform is certified to ISO 27001, SOC2, and SOC3 standards and is trusted by financial, legal, and healthcare sectors globally.

### Flexible hosting option

You can choose to host recordings on Vodafone infrastructure or your own environments supporting data sovereignty and internal governance needs.

### Simplicity with just one platform

We unify mobile, Teams, and SMS recording into a single service, eliminating the need for multiple vendors, contracts, and support channels.

### Microsoft-certified compliance recording

Dubber, Vodafone's trusted partner, is one of the few organisations accredited by Microsoft for Teams compliance recording, ensuring secure, reliable, and regulation-ready collaboration.

### Advanced compliance portal

Our secure portal offers role-based access, advanced search, playback, and audit capabilities, giving Compliance Officers full control without complexity.

**USE CASES**

# How organisations put it to work

## Financial Services

Automatically records mobile calls and texts to comply with FCA, MiFID II, and FINRA. Protects against trade disputes and ensures audit readiness.

## Legal & Professional Services

Maintains a secure archive of client interactions for dispute resolution, training, and regulatory audits.

## Healthcare

Captures clinician-patient communications to support HIPAA compliance, remote care governance, and quality assurance.

## Multinational Enterprises

Enables compliant communications across borders with data sovereignty and unified access.



## Make compliance simplified, seamless, and secure

Take away the complexity from maintaining compliant communications with **Vodafone Business Recording-as-a-Service**. With unlimited recording, seamless integration, and certified security, regulated organisations are empowered to operate with confidence, agility, and control.

Contact us today to understand how we can help.

Get in touch

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Together we can vodafone business