A cloud solution to archive and access all your data

Cloud Recorder is an easy but powerful solution to manage all your data. It is designed to help you achieve consistent access to and delivery of data across all data structures and subject areas in your enterprise.

- o **REPLAY OF RECORDINGS**
- o **EXTENSIVE SEARCH CAPABILITIES**
- o **SCHEDULED REPORTING**
- o **QUALITY MONITORING**

General

Bumicom (founded in 1979) is a specialist in recording, quality monitoring and interaction analytics cloud solutions. Bumicom provides innovative solutions for recording, evaluation and analysis of communication. Our team provides voice logging, quality monitoring and interaction analytics cloud solutions that supports organizations in reconstructing incidents, remain compliant with laws and regulations, monitor transactions, increase customer satisfaction and improve processes. We are headquartered in the Netherlands and work together with partners and customers in Europe and across.

Solution overview

Data is important to your organization. Our solution helps to manage all channels like e-mail, chat and recordings. The Cloud Recorder provides long term storage and features to find the data you are looking for. It offers enterprise call recording features for replay and extensive search. With the integrated quality monitoring feature for coaching and training of employees, organizations are able to manage quality. Finally the solution helps to comply with legal requirements.

Advantages of our services

Secure, Ease of Use and Flexibility

Cloud Recorder Integrations

- Alcatel, Aspect, Avaya, Cisco, Genesys, IPC, IP Trade, Microsoft Teams, Mitel, NEC Univerge Blue Connect, Odigo, Ringcentral, Webex, Unify, Unexus, ZOOM
- SIP / SIPREC / Passive VoIP
- Video H.264
- Professional Services
  - ✓ Fully documented Ingest API
  - ✓ Import from any 3rd party recording system

Secure Cloud Infrastructure

- Geo-redundant private cloud platform
- Across three datacenters in the Netherlands
- Datacenters comply with ISO27001, NEN9001 & NEN7510 standards
- Dutch/EU GDPR rules are applied

Infrastructure Security

- Advanced Cloud Load balancer
- Advanced Multi-Layer Firewall Protection
- Advanced Web Application Protection
- Advanced Threat Protection
- Real-time monitoring and Alerting
- Central logging

Data Security

- Data in transit (HTTPS/SFTP) latest technology TLS1.3
- Data at rest by low level (disk) encryption
- Customer data with AES256 bit encryption key

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Agents

The user organization structure can be configured in units and sub units. This structure will be utilized throughout the application such as in user management, report and search function. Configure user access to certain agent data for instance evaluation results and progress.

Quality Monitoring

Webcoach Quality Monitoring allows users to evaluate interactions based on customizable evaluation forms for coaching and training of employees. It provides an effective quality management tool to improve quality for every organisation.

Reports

Users can create and view scheduled and predefined reports about all available recordings and its metadata.

User management

Create as many users as required and set their authorization using groups or individual user rights to access data of certain employees. Possibilities for integration with your Identity and Access Management (IAM) solution.
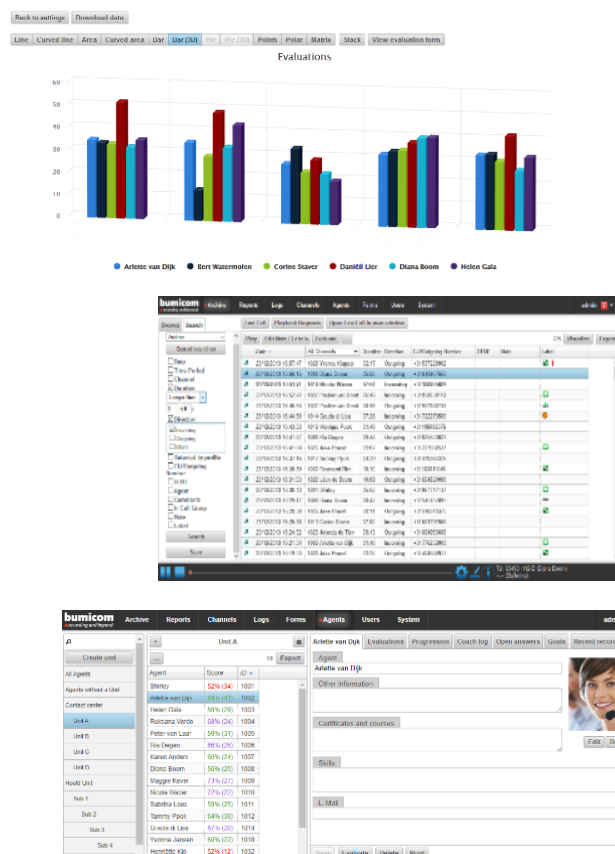
Customer specific authentication

- Authentication using login name and password
- Additional two step verification
  - ✓ TOTP (Time based One Time Password)
  - ✓ E-mail token authentication
  - ✓ Duo Mobile authentication
- Four eyes Login principle support
- Comprehensive password policy support
- External authentication based on SAMLv2

Other features

- Role-Based Access Control (RBAC)
- Comprehensive Audit Trail
- Request to listen to conversations based on request to play
- Scheduled reporting

An individual or group-based profile with specific rights

- Search & Play
- Export of data
- Deletion of data (GDPR Compliant)
- Access to specific time periods

Storage capacity

The capacity of storage is available in different packages from 1GB, depending on recording volume and retention times. Standard storage capacities 1GB, 10GB, 100GB, 250GB, 500GB, 1TB, 2TB, 5TB and 10TB. Custom storage plans are possible.

Retention time

A deletion time can be determined within a recording rule, so that the data will be deleted once the retention time is reached.

Service Level Agreement

Our cloud services include service and support for users. Bumicom monitors the services and commits itself to a conscientious performance of its obligations.

For further information please contact us via:

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