

MVR in the Utilities Sector

Utilities companies often have call centres and will record calls as a matter of routine, but how can that be extended to cover front line staff, using mobile phones, without having to route calls via the call centre?

This is the problem facing many companies looking to record calls from front line, public facing staff, that use mobile phones and, as they often operate as lone workers or in small teams, can this technology also be used to ensure staff remain safe and supported?

Recording Calls

As with the construction and infrastructure sector, there are obvious advantages to recording calls between mobile operatives and local offices, clients, support services, contractors, local authorities and any regulatory bodies, and MVR allows for this on enabled mobile phones where-ever staff may be working.

This ensures conversations, client instructions and called in field reports can be held on record, and be reviewed and acted upon as required.

Companies have full records of mobile conversations to refer back to, which are time and date stamped, and can be tagged with reference codes and searched, reviewed, commented on and audited.

Samsung Knox Security

Unlike other solutions, Mainstream MVR uses Samsung Knox security in the phone to keep recordings

secure and encrypted in the handset. This means Mainstream MVR will work across any mobile network and in any country where you can get a signal.

Unique Features

It also means that Mainstream MVR is able to offer other features that are not available in network based solutions.

Other MVR features include location reporting, device management, photo and video recording and voice memo / interview recording.

With MVR, system administrators, team managers and supervisors with suitable access, are able to monitor devices to see which locations staff are working at, providing information for better reporting and feedback to clients.

Field based engineers are able to take photographs and video of equipment where there are issues,

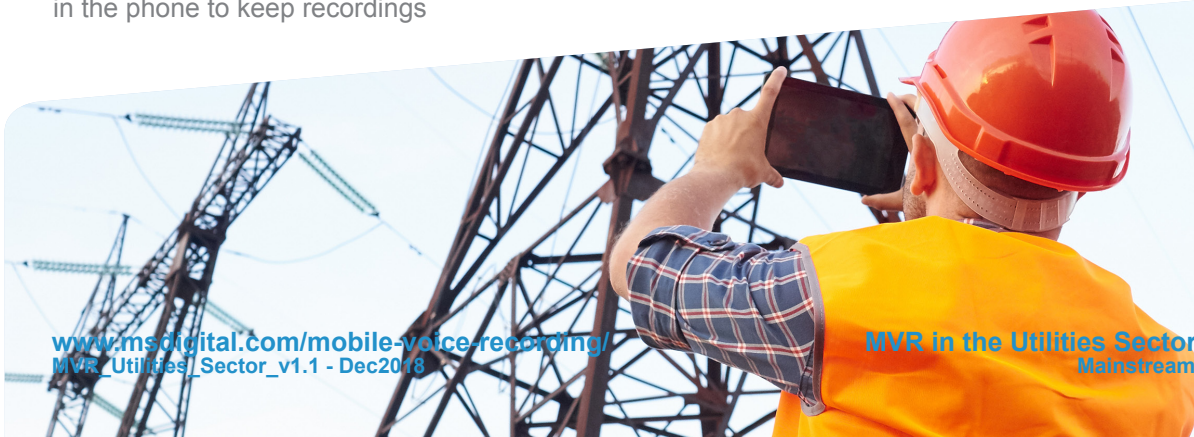
where works are required, or to document works completed and log that information securely within the MVR data centres.

Memos, Photos and Video

All photo, video and voice memo files are time and location stamped, and can be commented upon before being submitted, so engineers can include any equipment location codes and asset references that can later be searched for and audited via the portal.

Using the memo recording feature an engineer can record a verbal report from the field tagged with a job reference or asset code, that can be filed securely and reviewed later.

Call recordings can be checked for quality and consistency, and be used for training to promote best practice. It is also a valuable source of information, if issues do arise and investigations into any assets are needed.





About Mainstream

With over 25 years' experience of the UK telephony market, Mainstream Digital are specialist providers of communication solutions for business, offering on-site and hosted telephony, VoIP and SIP services with business class broadband connections.

Mainstream is an ISP offering ADSL and fibre internet connections as well as dedicated internet connections. With no charge for a fibre connection, a subsidised business class router and a selection of limited and unlimited data packages, we can advise you on the best connection for your location and your business needs.

We are also a Samsung development partner, creating cloud base telephony and data solutions, with our own secure UK based data centres.

Certification

We are accredited to ISO9001 (quality management), ISO27001 (information security management) and ISO22301 (business continuity) as well as being Cyber Essentials certified, so you can be assured that not only is your data safe with us, but we have in-built resilience and system redundancy so we can continue providing a service even if we are unable to access our own offices.

Products and services

Offering onsite, hosted or hybrid telephone systems with lines, call packages and call management services, our products have been thoroughly tested to prove their reliability and ensure they are flexible enough to meet the ever-increasing demands you and your company expect from your communications technology.

Mobile Voice Recording

Designed to work exclusively with Samsung devices using KNOX security, MVR is transparent and tamperproof. MVR will record calls, texts, photos, GPS, videos and voice memos, into a secure ISO certified environment.

All communications are encrypted and securely transferred to Mainstream data centres. Via the online portal, the client can search, review, comment on, share and audit any of the communications made or received, and manage the mobile estate with Mobile Device Management (MDM)

Mobile phones

To further support the growing demand for mobile phones in businesses of all types, Mainstream are now an EE Approved Supplier for mobile phones and call packages. We are able to offer competitive deals on the latest models and the best tariffs whatever your needs.

Specialist solutions

With solutions for Call Recording, Mobile Device Management, Hosted Telephony and Hosted ISDN, whether you are an independent retailer, a commercial operation, a local council, multi-site enterprise or multinational organisation, we can help with your communications technology needs.

Dedicated account team

Your sales consultant and their office based support team will always be ready to answer your questions, and with our UK based customer services and technical support staff at our Cirencester head office, our close knit team is on hand to help with your communications queries.



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