

MVR in the Insurance Sector

Often recording calls from the public into their help desks, insurance companies are now able to use MVR to ensure field based staff have similar protection when calling 3rd parties relating to work investigations.

Insurance assessors are now able to use their company issued MVR enabled mobile phone for improved reporting and workflow while investigating insurance claims. File verbal reports from the field and take photos and video clips as evidence.

Workflow and Reporting

Another industry that is already extensively using call recording in call centres, MVR can offer insurance assessors and field based staff the advantages of secure call recording through an enabled mobile device to improve reporting practices and customer experience.

For external agents, particularly when gathering information on insurance claims, Mainstream MVR ensures that any calls to 3rd parties, external agencies, support services, clients or claimants are recorded and securely transferred to the MVR data centres.

Authorised Access Only

Once here, calls and data can only be accessed by authorised personnel, for review, comment and audit purposes. Any calls can be reviewed and, if relevant, can be presented as evidence.

Secure Data Transfer

External assessors can also use the MVR Photo capture feature to take pictures or short video clips of damage or to identify exact locations of accidents, and record images to show any significant features. These can be tagged with case reference numbers and filed to the MVR secure data centres.

This happens automatically and images cannot be accessed through the phone, so there is no danger of sensitive information being leaked if the phone is lost. As with calls, any photos and video can be searched for, commented on and audited.

via the portal, to be transcribed or downloaded as an audio file for evidence purposes. Users can also record voice memos during inspections, which can be used to help compile reports.

Time and Location Stamped

All photos, videos and voice memos are time, date and location stamped so you always know where images were taken and conversations had. Copies can be downloaded for reporting, but original files are retained, and the portal records the number of views, listens or downloads, for each item and by whom, so records can be audited.

Interviews and Memos

Using the MVR interview feature, interviews with claimants can be conducted and recorded in the field, stored securely in the MVR data centres, and can be re-visited later,

Location Monitoring

Finally the device will automatically report its location at regular, client defined intervals, so you always know where staff are.





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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