

MVR in the Social Care Sector

Front line Social Care staff often work face to face with clients with sensitive information and in high stress situations. Using MVR can help improve record keeping and reporting when dealing with external agencies and 3rd parties

As with many public service situations, providers often record land line calls initially, but are unable to provide a similar service once individual cases are being managed by field based front line staff using mobile devices. This can result in information gaps and delays when reviewing cases.

Recording Mobile Calls

Mainstream MVR is an ideal recording solution to complement any existing land line recording solution that may already be in place. Calls to and from front line staff using mobile devices, with 3rd party support agencies or clients are securely recorded and stored, and can be searched, tagged, commented and audited for future reference.

Samsung Knox Security

Mainstream MVR uses Samsung Knox security in the phone to keep recordings secure and encrypted before they are automatically transferred to the MVR data Centres.

This means Mainstream MVR is able to offer features that are not typically available in network based solutions including location reporting, device management, photo and video recording and interview or voice memo recording.

Interviews and Voice Memos

A Social worker can record voice memos as reminders to themselves, or record a client interview or a face to face conversation in the home. This can be tagged and stored in the same highly secure environment as calls. As with calls, this file is stamped with location, time and date information, and cannot be tampered with.

Security around the recorded data is very important, due to the sensitive nature of the information. The security also means any recorded information is admissible as evidence in court and this is true for calls, texts, interviews and photos.

Recordings can later be reviewed and further commented, or a full transcript made. As with calls, the files remain encrypted on the datasever and can only be accessed by authorised staff.

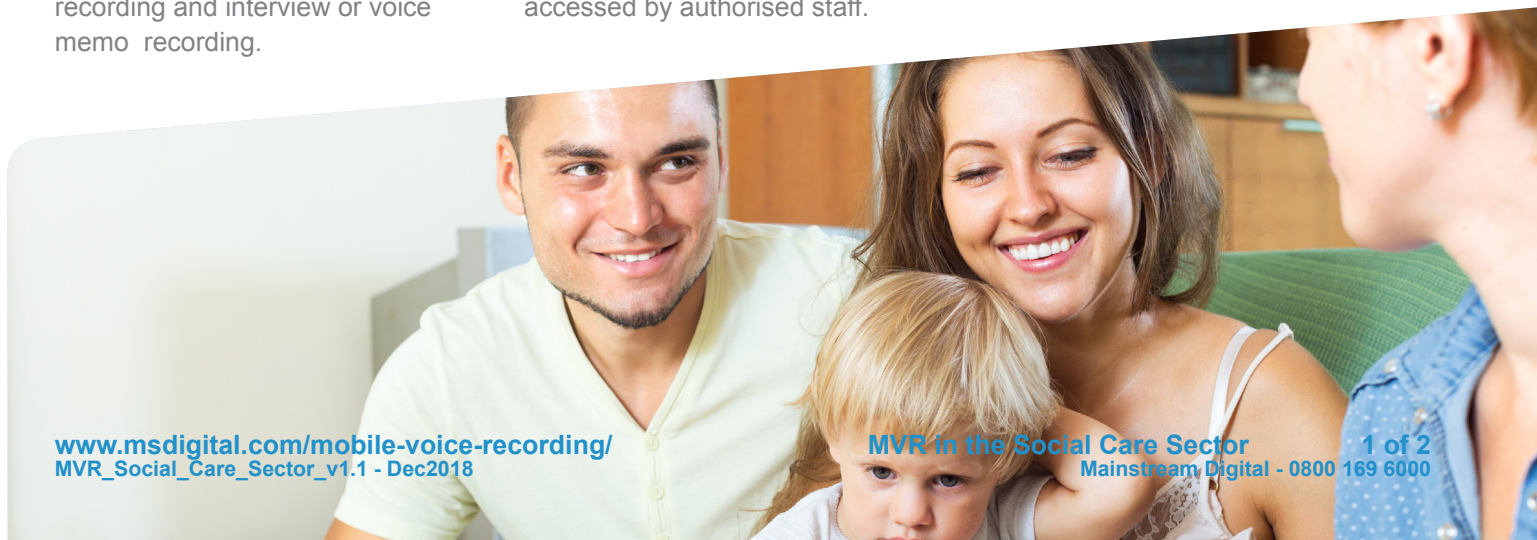
Location Monitoring

Device location monitoring can be used to help manage resources, reviewing traveling time, routes taken, distances covered and time spent at locations, providing information for better reporting.

Staff can feel more secure with devices set to report at regular client defined intervals, showing the most recently reported device locations.

As well as MVR location monitoring, selected devices also feature an alert system that can be enabled to discreetly request support, with a simple button press combination.

This could also be configured to send text and email messages via the MVR to pre-defined destinations, with information from the device, including user location, and images if available.





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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