

MVR in the Environmental Sector

The public perception of a health or environmental inspector is typically someone who examines restaurants and ensures they maintain sanitary standards for food safety set by the regulating authority.

However Environmental Health inspectors have much broader job duties, including inspecting swimming pools, substandard housing conditions, public schools, day cares, nursing homes, and personal service establishments such as tattoo parlours, tanning shops and beauty salons.

Workflow and Reporting

Looking for innovative ways to improve work flow? Mainstream MVR can be used to record calls to and from MVR enabled devices, while making routine visits to client establishments.

However the additional features offered by Mainstream MVR can help to provide better reporting and feedback, both internally and externally. As well as recording incoming and outgoing calls to the mobile device, MVR users can use additional features such as photo and video recording, interview and memo voice recording, and location recording.

Photos and Video

Environmental inspectors are able to use the photo recording feature to capture images with their MVR

enabled device during an inspection, that could be used in reports as evidence. These files are securely recorded, and can be tagged with a case or client reference so they can be searched and reviewed via the MVR portal, almost as soon as they are taken.

There is no need to upload files from a digital camera, as images are sent directly to the MVR portal over a secure and encrypted connection. Even if a phone is lost, files cannot be accessed from the handset, so sensitive data is secure.

Interviews and Voice Memos

With the memo/interview recording feature, it's easy for officers to record their thoughts as they go, or to record conversations and meetings during visits and then review the

recordings later, via the portal, to help compile reports.

Using Samsung Knox enabled devices, Mainstream MVR provides a secure environment to capture calls and voice memos and the MVR portal allows these to be reviewed by authorised personnel only.

Time and Location Stamped

All photos and voice memos are time and location stamped so you always know where and when images were taken or conversations were had. Copies can be downloaded for reporting, but the 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.





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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