

# MVR in the Facilities Sector

**Facilities companies often service multiple clients with small teams and lone workers. Many already record landline calls as a matter of routine and are now looking to record calls to and from front line staff using mobile phones.**

This is the problem facing many companies with front line, client facing staff using mobile phones. How can MVR technology be used to improve workflows and client reporting and ensure staff are 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 and any 3rd party contractors that may be used. Mainstream MVR allows for this with Samsung Knox enabled mobile phones, where-ever staff may be working.

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

Companies have full records of mobile conversations to refer back to, which are time and date stamped, and can be tagged with client reference codes to be 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 operatives are able to take photographs and video of sites and locations where works are

required, or to document works done and log that information securely within the MVR environment.

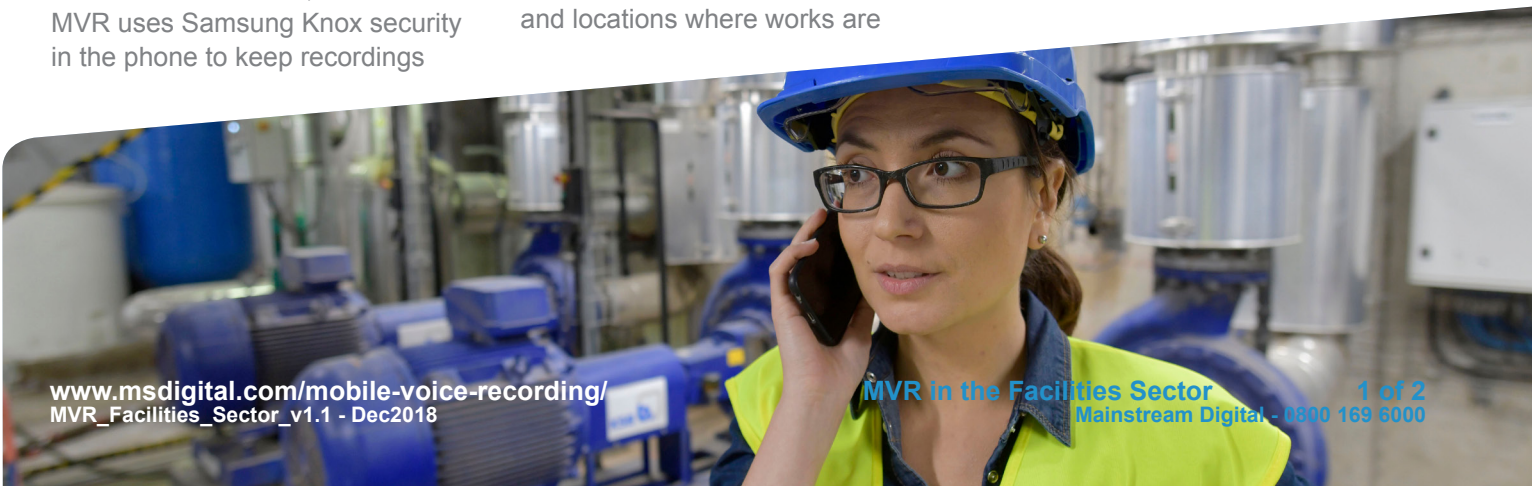
## Memos, Photos and Video

All voice memo, photo and video files are time and location stamped, and can be commented upon before being submitted to the database. This can include job references and notes, that can be used later to search against.

Using the memo recording feature workers can record a verbal report, or make a voice memo from the field, tagged with a job reference, that can be filed securely in the portal, and reviewed later.

## Evidence of works

Call recordings and photos are a valuable source of information if issues do arise and evidence of instruction or works is needed. This can also be used for internal training and to promote best practice.





## 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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