MVR in the Legal Sector

If you are a bailiff, lawyer, solicitor or part of a legal team, you may be working in situations that are emotionally charged and could require evidence of instructions given, conversations had and actions taken.

This may previously have led to 'he said, she said' situations where it can be a long and costly process to establish the facts. You can easily use Mainstream MVR in your daily business to record conversations between front line staff, clients, debtors and any 3rd party agencies.

Secure Mobile Recording

When using a MVR enabled Samsung mobile phone, not only can you record calls with clients, contacts and third parties that may have some bearing on live cases, but users can also use their Samsung devices to record face to face interviews and make voice memos that can be referred to later.

The interview recording feature of Mainstream MVR allows the user to record face to face conversations and will store them in the same secure and searchable environment as calls and texts.

Samsung Knox Security

Easily record conversations with clients or any 3rd party agencies that may be involved, and add case references and other details that can be searched for in the user portal. The photo recording features of the MVR are also ideally suited to capturing images that can be tagged with case notes and are automatically and securely transferred to the MVR data centres where they can be accessed, searched, reviewed and commented by authorised personnel.

Automatically Transferred

The major advantage over other recording apps for your device, or a typical digital voice recording device, is that all the recordings are transferred automatically and securely to the MVR data centres so the user is assured that they are safe and cannot be tampered with or "accidentally" deleted.
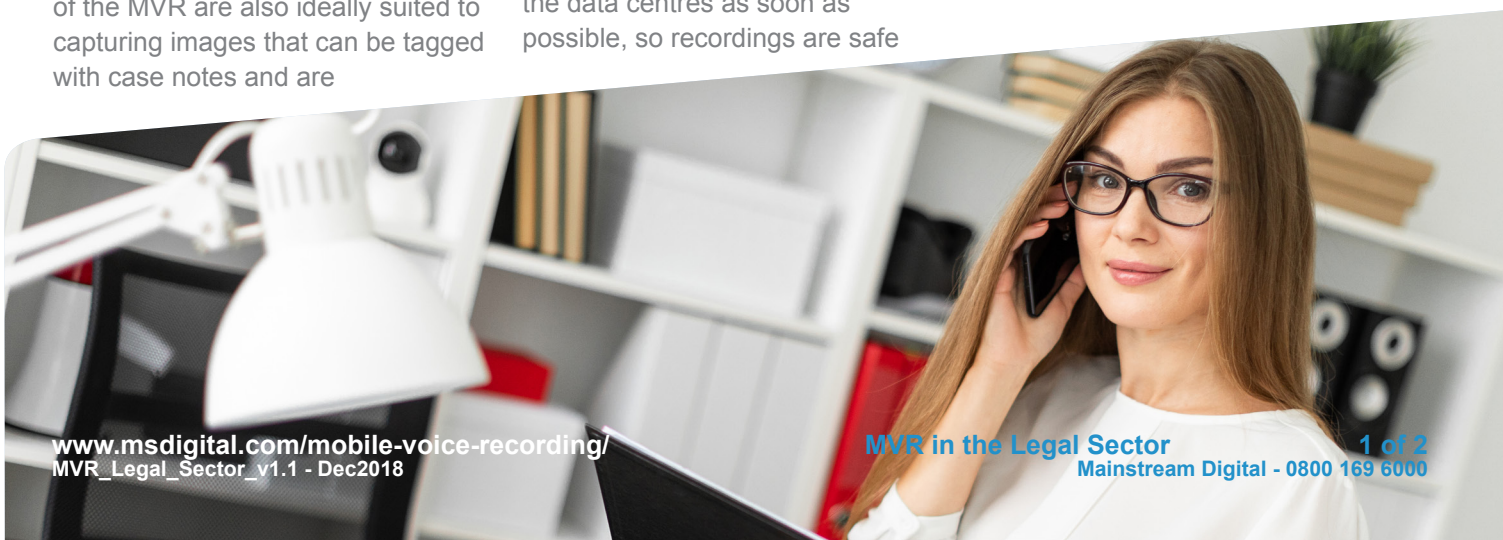
There are no accessible files on the phone that can be viewed or played by the user. Mainstream MVR makes its recording in the handset, and uses the features of the Samsung Knox device security to ensure recordings are secure and encrypted. Files are transmitted to the data centres as soon as possible, so recordings are safe and secure with no chance of a data breach. I f you do lose your phone your administrator can track your phone to its last reported location, and ping it for a location update and if retrieval is not possible, they can wipe all data from the phone. (internet connection needed)

Secure Data Centres

Once files have been received by the MVR data centres, they can be searched and retrieved by authorised staff for review, comment and audit purposes. Records can also be moved to long term storage if required.

To protect the sensitive nature of the data recorded, Mainstream is ISO27001 , ISO22301 , ISO9001 and Cyber Essentials certified with our MVR data centres designed to be IL2/IL3 compliant, in line with NCSC.gov guidelines.

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.

ISO:9001   ISO:27001

ISO:22301

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Future Communications

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