

MVR in the Property Sector

If you are in the property sector as a sales or letting agent or working in a housing association as a housing officer you probably use your mobile a lot. MVR can be used to improve reporting and increase staff protection.

Businesses dealing with property will benefit from mobile voice recording for staff who are out of the office most of the time. Mainstream MVR provides greater security for the company and its staff over what client instructions have been received, and how a property is being managed.

Secure Recording

With a majority of staff using mobiles, MVR is an effective tool for easily recording conversations and text messages between front line staff and clients, tenants and third parties with no interaction required from the user to activate the recording features.

Tamper Proof

Mainstream MVR is designed for use on Samsung devices phones with KNOX security. The standard MVR features ensure that calls and texts are recorded into a secure, tamper proof location on the device, before being automatically transferred to the MVR data centre.

Staff can also use MVR to capture photos and video of properties that are also stored securely for comment and review. This can help to identify issues that need to be addressed or when compiling reports on tenants and properties. Staff no longer have to carry a separate

camera and images captured via the MVR cannot be accessed through the phone, so there is no danger of information being lost if the phone is lost.

As with calls, any photos and video are automatically transferred to the MVR data centres, and can be searched, commented on and audited via the MVR portal.

The sensitive nature of calls and information exchanged, means that data needs to be secure. Once in the MVR data centres, calls, texts and data can only be accessed by authorised personnel, for review, comment and audit purposes.

MVR interview recording can be used during any face to face meetings with tenants, clients or contractors, or can be used to record voice memos and reminders during property inspections which

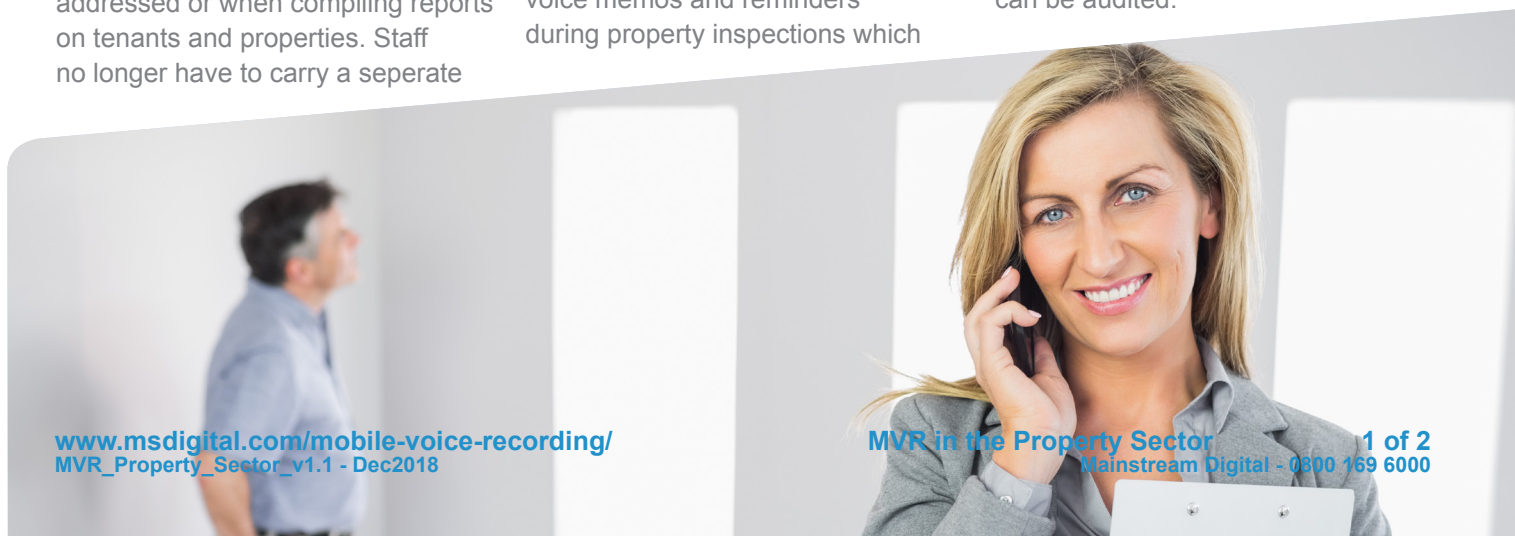
can be used later to help compile reports. These recordings are stored in the same secure environment as calls and photos, and can be tagged with client references, commented upon, reviewed, and audited as required.

Time, Date and Location

Stored data is time and date stamped so you always know when calls were made and any images taken will also be location stamped so you know where they were taken.

Location Monitoring

The device will automatically report its location at regular client defined intervals, so you always know where staff are and can see the routes taken. This can help with resource planning and staff coverage. The user 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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