

MVR in the Rail Sector

Engineering projects on the UKs' railway system are always likely to come under close scrutiny, particularly if there are issues that have a negative knock on effect for the public.

Network Rail has its own call recording solution for landlines and calls between signal boxes and main control centres, but this could not be extend to include 3rd parties with mobile phones, contracted to work on rail projects.

Less Delay, Less Cost

Our client provides engineering staff for Network Rail projects and needed to record calls to and from key personnel, who may be operating out of temporary offices, or trackside.

They needed to ensure that client instructions were being understood correctly, and acted upon, so that if any issues were to arise, they would quickly be able to check and see what instructions were given and, if necessary, provide evidence.

The solution was to use Mainstream MVR on mobile devices issued to key project staff.

This ensures that instructions relating to track possessions can be given via mobile phone, and full details of those conversations are available to review if needed.

Naturally, safety on rail projects is a key priority so any incidents must be reported and investigated. This can take time to resolve and cause

significant delay, with staff being stood down, pending outcomes. This is a problem for both Network Rail and for contracted staff, who may be unable to work while investigations are being completed.

Mainstream MVR has proven itself very quickly as investigations, carried out on projects where MVR was being used, are resolved much faster than other non-MVR projects.

This ultimately has resulted in less delay for Network Rail, with less time and money being spent investigating "what was said to whom", allowing workers to be quickly re-instated back to project teams, either having been found not to be at fault, or after receiving refresher training.

Secure Environment

MVR is also used to ensure communication standards are being maintained between Network Rail and its contracted workforce. Two or three calls can be reviewed every month, to check the appropriate

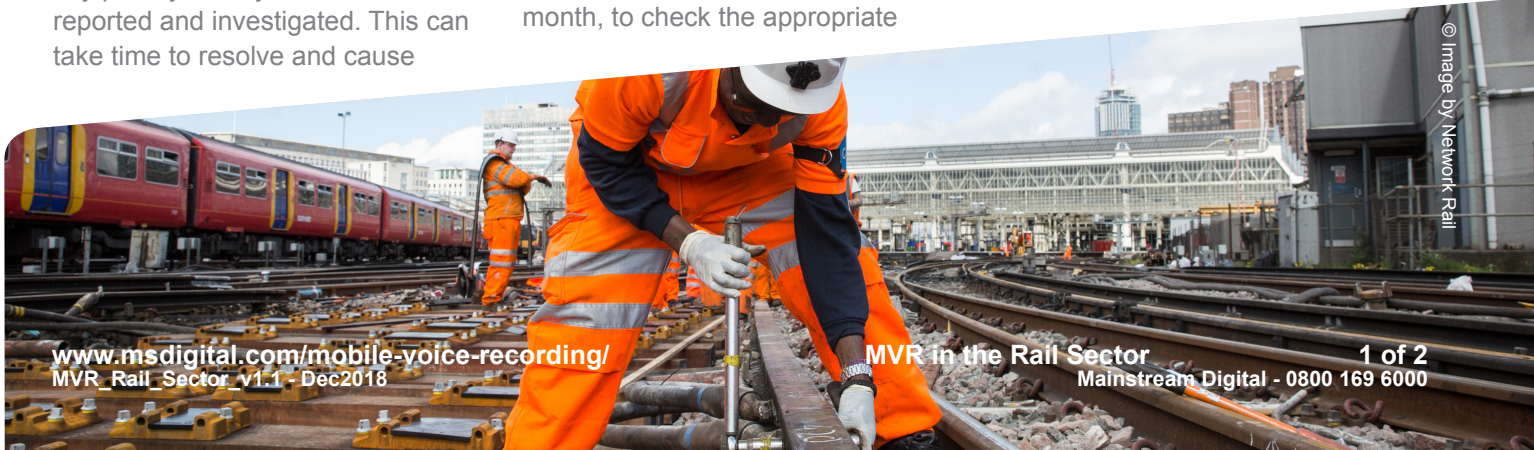
engineering language is being used. In this way, Network Rail or the contractor can act to ensure standards are maintained with additional training and staff briefings.

The secure environment of the MVR gives Network Rail and the contractor the reassurance that calls relating to sensitive projects are protected, with only authorised personnel able to access and review call recordings.

Added Benefits

Other benefits MVR has brought is the ability to take photos and location reporting. All records are transferred to the same secure environment as calls and texts, and are time, date and location stamped. All can be commented on, searched for and reviewed.

These have proved to be useful features for proof of works or recording trackside issues, and showing when teams are on site.





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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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