

MVR in the Financial Sector

From early 2018, banks and other organisations offering financial services needed to comply with the new MiFIDII regulations.

Mainstream MVR was originally developed with Samsung, specifically to address the requirements of MiFIDII, for the financial sector and to help achieve compliance. This means keeping records of any conversations that may result in business and that includes any staff that use mobile phones for business calls.

MiFIDII Compliant

With the Mainstream MVR solution, Samsung Knox enabled company mobile phones can be used for business conversations, and staff are assured that calls and texts to and from those devices are automatically recorded and are available for long term storage, in compliance with the rules of MiFIDII.

Recording is transparent and users are unable to tamper with the recording capabilities of the device or edit and delete the resulting data files.

Encrypted Communications

Calls are recorded at the handset and are automatically transferred to secure storage at the Mainstream MVR Data Centres. The client can access the files via a user portal where they can be searched for, commented on and audited by authorised personnel.

Recordings can be checked to ensure no financial rules are being breached, and corporate messages and guidelines are being followed. This provides greater protection for both the customer and the financial advisor.

Our Unique Solution

Unlike other solutions, the 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. This unique approach means Mainstream MVR will work across any mobile network and in any country where you can get a signal.

Unique Features

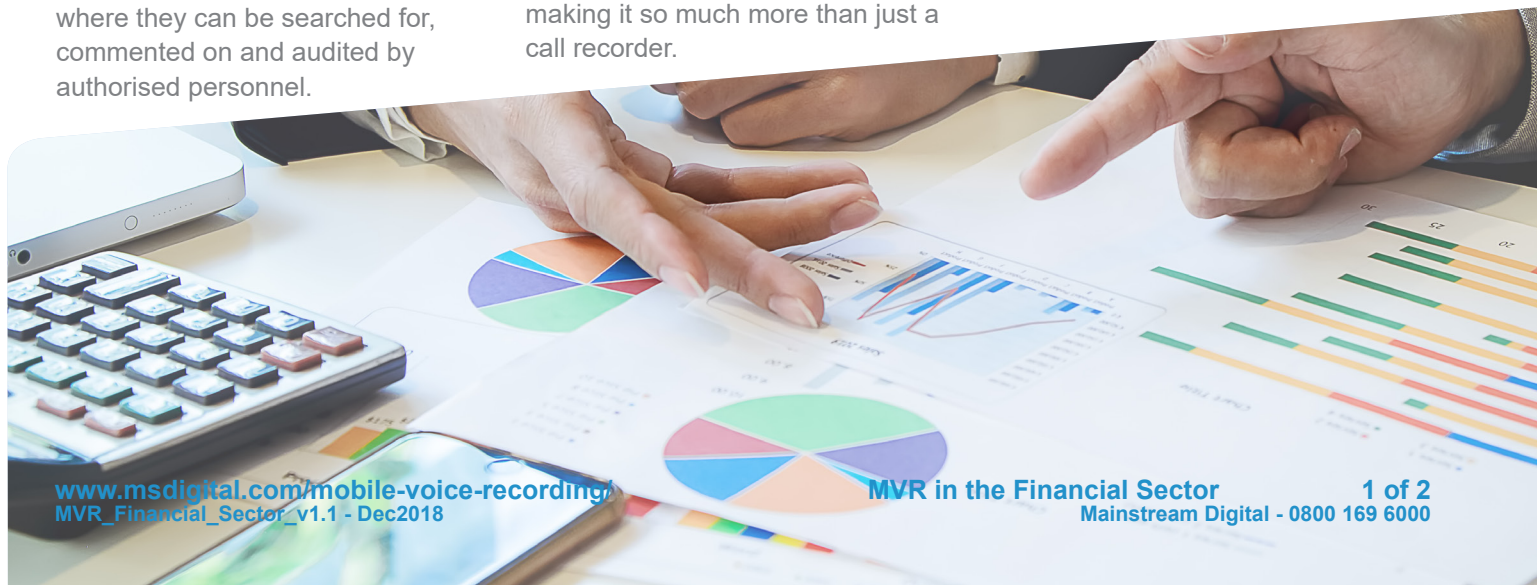
It also means that Mainstream MVR is able to offer features that are not available in carrier based solutions, making it so much more than just a call recorder.

Your system administrator can remotely manage the company mobile estate, updating devices and removing unauthorised software as well as manage users, teams and managers with the required levels of information and access for each.

Additional Business Tools

Other features such as location reporting, photo capture and interview recording, allow you to generate Google maps, take photos and video recordings, and make voice memos and interview recordings, which are all transferred to the same secure environment as calls and texts.

The feature set of Mainstream MVR makes it a business tool for many industries outside of the financial sector.





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.



Cirencester Business Park
Love Lane, Cirencester
GL7 1XD

Tel: 0800 169 4055

@MSDigitaltweet