



PRODUCT OVERVIEW

Global mobile recording for compliance.

TRUPHONE





TRUPHONE MOBILE RECORDING

Truphone is the market-leading mobile recording service that helps financial organisations comply with industry regulation, such as MiFID II. Global by design, Truphone Mobile Recording securely captures and stores all voice and SMS traffic seamlessly within the network.

No apps. No delays. No change to the user experience.

Our global solution is simple to deploy with a choice of on-site or hosted solutions. It is device and operating system agnostic, delivering a more reliable user experience at home or abroad.

With Truphone, your organisation benefits from having a single supplier to deliver a fully compliant global recording solution, mobile service and customer support – avoiding the complexities of multi-vendor relationships..





Truphone mobile recording can help organisations increase productivity, follow best practice and meet regulatory requirements.

MiFID II came into force in January 2018.

MiFID II regulation is considered the most radical overhaul of regulatory legislation in the European financial services sector for over a decade. Take action now to comply or risk fines, penalties and reputational damage.

MiFID II mobile recording requirements.

You must:

- Record fixed line calls, mobile calls, SMS and all electronic communications
- Keep records for five years (seven years if requested by an NCA)
- Tell clients you are recording their calls and give them the recordings if they ask

This includes:

- All communications where you intend to instigate a trade or provide a service
- Portfolio managers in all likelihood as there are no exemptions or exceptions

Not a bank? Compliance still matters.

The Truphone Mobile Recording solution records all calls and SMS, wherever workers are. The benefits can apply to most businesses over a variety of sectors, including legal and healthcare.

If your business is regulated.

You may be required to:

- Record all relevant communication on mobile devices, including SMS messages
- Store all recorded data for the prescribed period
- Take steps to ensure staff communications are recorded



A photograph of three people in a meeting. A man with a beard is on the left, a woman with curly hair is in the center, and a woman with long hair is on the right. They are all looking at a laptop on a table.

THE TRUPHONE DIFFERENCE

Truphone's in-network solution offers a single global recording architecture that seamlessly and securely records, and stores, calls and SMS in over 190 countries, without compromising call quality. That's why 10 of the world's 12 largest investment banks and over 100 financial institutions trust Truphone Mobile Recording.

Key benefits.

- No apps or hardware to install and maintain
- Call and SMS as normal. No delays.
- No call degradation
- Clearer calls and faster downloads
- Fully-hosted solution, fast to deploy
- Security-audited by the world's largest banks
- Single supplier agreement: provisioning, customer support and billing
- Fulfil the requirements of new industry regulations, including MiFID II

Key features

- Records all voice and SMS within the network
- Compatible with any device and operating system agnostic
- Single global voicemail
- Store data in either a fully hosted, or on-site environment
- Stay up to date with seamless over-the-air updates
- Monitor and review stored communications via a web-based portal
- Unique international SIM with all-inclusive calling and data plans. And it's recorded!



OUR SOLUTION

Truphone offers a global in-network mobile recording solution. Using patented Call Forking technology, we deliver an unchanged global user experience and assure evidential weight requirements are met: no other mobile recording solution can do this.

Call Forking technology, explained.

Uniquely with Truphone, our patented Call Forking technology handles calls at a nearby point of presence (POP) with only the recorded stream routed back home. As the call itself isn't diverted, both parties enjoy a high-quality call with no degradation or delays.



CLOUD MOBILE RECORDING SOLUTION

Truphone Mobile Recording is available as a quick-to-deploy hosted solution. We monitor, record and store all calls and SMS in our secure hosted environment. We also seal all access to recordings, helping ensure evidential weight and legal admissibility.

You can monitor and review stored communications via our highly secure web compliance portal. Our hosted solution protects all data with established encryption services, protected with dedicated customer keys.

Our Cloud Mobile Recording solution is regularly submitted to penetration testing, rigorous security audits and is risk assessed by Tier 1 banks.



ON-SITE MOBILE RECORDING SOLUTION

The Truphone Mobile Recording on-site solution shares the same global network base as our hosted service. We route all calls and SMS to your enterprise recording infrastructure to be recorded and stored.

We are certified and have proven expertise in integrating with market-leading recording platforms, including NICE, Verint, Actiance and Verba.

Voice calls are streamed live to your infrastructure without ever being stored within Truphone, so your organisation has full control. We deliver SMS messages via REST API or secure file transfer.





ABOUT TRUPHONE

Truphone believes that connectivity can be easier, smarter and more efficient. Since 2006, we have built state of the art SIM software, intuitive management platforms and a powerful global network to make this a reality.

Every day, Truphone engineers better connections between things, people and business to make the world smarter. Headquartered in London, Truphone has 12 offices across four continents and continues to expand globally.

About Truphone Mobile Recording.

Truphone Mobile Recording is our voice and SMS mobile recording solution that works across all the world's major business hubs. The single, in-network service enables banks to comply with financial regulations including MiFID II and the CFTC.

Using patented Call Forking technology – which means call quality is never compromised – our global service is trusted by 10 of the world's 12 largest investment banks. It is powered by the Truphone mobile network, which connects over 190 countries with a unified global infrastructure. This unique patented approach means Truphone provides a seamless, consistent global communication experience.




The Truphone Mobile Recording solution includes our all-inclusive international calling and data plans. All on one SIM, one plan, with one voicemail - which means your business benefits from seamless communication and lower costs across your business footprint. And it's recorded.



Uniquely with Truphone, your employees can have multiple international numbers on a single SIM, so they can look local, but be global. Plus, wherever your employees are in the world, local contacts will see the local number flash up on their phone – and pay local rates.



With Truphone Mobile Recording, your business can take advantage of all these benefits, while at the same time taking steps to meet new mobile recording regulations.

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