Solution Description

Luware Recording

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2 Luware Recording for Microsoft Teams

Luware Recording offers our customers an easy to implement and cost effective solution to realize Compliance Recording for Microsoft Teams without the need to deploy any infrastructure.
Luware Recording is based on the Verint Financial Compliance Product (VFC). Verint has been chosen by Microsoft as a partner for their co-engineering program to develop and refine the compliance API which is used to integrate compliance recording solutions into the Microsoft Teams platform.

Brokers & Traders - Risk, Compliance & Surveillance
Collaboration means faster execution and better decision making. Critical to capture regulated user's communications with highest degree of quality and reliability.
Back Office - Internal Comms & Processes
Collaboration improves employee productivity and satisfaction. Regulatory or corporate policies drives recording of back-office operations
Contact Centers   - Omnichannel Interactions
High-touch interactions between employees and customers. Gives customers access to the right people at the right time. Recording omni-channel customer interactions helps ensure quality and compliance standards.

2.1 Product Readiness

The Microsoft Compliance API has reached GA (General Availability) Status per the 19th of May 2020 and the Verint Financial Compliance (VFC) product for Microsoft Teams has been officially released. The platform is still evolving and new features by both Verint and Microsoft are being introduced on a regular basis. While Chat recording as well as more granular announcement features are still being developed, the recording in and of itself is robust and works stable.

2.2   Features

Luware Recording is available in two different packages depending on the customer needs. Please see below for further information.

Capture Basic

This package is tailored for customers using the solution for convenience/quality management recording. It includes all the standard features required in such an environment such as powerful search and retrieval, online plaback, User synchronisation from Azure AD and configurable retention policies.

Capture Advanced

This package is aimed towards customer using Luware Recording for compliance purposes. It includes all the features of the Basic package plus advances features such as Call Import/Export, Access Approval Workflows and Legal Hold which are required within a regulated environment.

For a detailled feature matrix of the different packages please see the table below.

Platform Features	Capture Basic Voice	Capture Basic Text / Voice/ Screen/Content	Capture Advanced Voice	Capture Advanced Text / Voice/ Screen/Content
Voice	✓	✓	✓	✓
Instant Message	X	✓	X	✓
Desktop Share	X	✓	X	✓
Video	optional	optional	optional	optional
Voice Transcription	optional	optional	optional	optional
Search and Playback	✓	✓	✓	✓
Web interface Playback	✓	✓	✓	✓
Pause/resume	✓	✓	✓	✓
Audit Logging	✓	✓	✓	✓
Call Import/Export	X	X	✓	✓
Approval workflows	X	X	✓	✓
Case Management	X	X	✓	✓
Automatic Labelling	X	X	✓	✓
Dashboards and Reports	✓	✓	✓	✓
Legal Hold	X	X	✓	✓
Role-based Access Control	✓	✓	✓	✓

AD and Azure AD Synch	✓	✓	✓	✓
Media Inventory Check	✓	✓	✓	✓
Integration APIs	✓	✓	✓	✓
Retention Policies	✓	✓	✓	✓
Multiple Repositories (Azure)	✓	✓	✓	✓
WORM/Compliance Stores	X	X	✓	✓
Encryption	✓	✓	✓	✓
Transcoding & Compression	X	X	✓	✓

2.2.1   Cloud Service

Luware Recording is a 100% cloud service hosted in Microsoft Azure and operated/maintained by Luware. The service is deployed in a resiliant fashion ensuring the high availability and data protection for our customers. For details regarding the Luware Cloud Service, please see the Luware Cloud Service Description which can be obtained from your Luware Sales Representative.

2.2.2   Recording Storage

Customers bring their own Azure Storage containers in order to have full custody of their voice recordings. Only the recording metadata is stored within the Luware Cloud in order to enable efficient search and retrieval of recordings.

Customers requiring long term storage for compliance purposes have the possibility to configure secondary 'cold' storage for cost effective archiving of recordings after a certain period of time.

All recordings can be stored in the customers Azure tenant encrypted according to industry standards. Customers have the options to bring their own encryption certificates in order to guarantee maximum data security. Details can be found in the Luware Cloud Information Security Whitepaper

2.2.3   Compliance Features

Luware Recording incorporates a large range of compliance features provided by the underlying Verint Financial Compliance platform our customers can benefit from. These include Compliance Workflows, Advanced Reporting, PCI DSS start/stop/mute integration, granular access right configuration, legal hold and compliance case handling and more.

2.2.4   Azure AD/ADFS Authentication

Luware Recording natively integrates into Microsoft's Azure AD or Active Directory Federation Service for user authentication and authorization. This enables the customer to activate additional security features like 2 Factor authentication and automate user provisioning, joiner/mover/leaver processes and access control without the need for additional password management.

2.2.5 **Bot Based Integration**

Luware Recording integrates natively with Microsoft Teams via a so called recording Bot. The Bot is hosted by Luware in Microsoft Azure and can easily be added to the customer's Tenant and Recording policies in order to record Microsoft Teams communication. The recording Bot automatically joins the recorded conversation in the background and is invisible for the recorded user. No additional components or any desktop software is required for the recording integration.

2.2.6 **Quick and Easy Provisioning**

The provisioning effort for standard recording environments can be kept to a mimumum due to the fact that the solution is fully hosted and managed by Luware. The only provisioning steps on the customer side include creating a Bot Channel registration as well as privisioning an Azure Storage target.

2.2.7 **Audible and/or Visible Announcements**

Certain regulations require an audible or visible indication that a call will be recorded. With the announcement functionality, this can easily be configured in Luware Recording Platform on a user or group basis. Depending on the Announcement configuration, the standard Microsoft Teams recording announcements will be played/displayed at the time a recorded user joins a conversation.

2.2.8 **Omni-Channel Recording**

Luware Luware Recording is capable of recording voice, video, screen/application sharing as well as Instant Messaging* communications of the Microsoft Teams client. All conversation directions (PSTN inbound, PSTN outbound, internal, federated, conference) of a recorded user can be recorded.

* Instant Messaging recording is still under development and not available for PoC yet. Should be available by GA date (currently end of June 2020)

2.3 Subscription Pricing

The subscription pricing for Luware Recording is based on configured recorded users and chosen feature/modality package.
Luware Recording is billed annually in advance on a subscription basis with a 36 month minimum commitment. Different payment modalities for larger customers/partners can be negotiated on a case by case basis.

2.4 Overages

Customer administrators can manage the recorded users on their Teams tenant. If a customer provisions more users for recording as they have subscriptions for, this is classified by Verint as an overage. Overages are charged on a quarterly basis with a 25% penalty on top of the normal subscription price.
IMPORTANT! Overages should and can be avoided by proper planning and placing an incremental order in time before new user provisioning.

2.5   Setup Costs

A standard core setup fee applies for new Luware Recording tenants. This setup fee includes the setup of standard access groups, recording rules, Bot service and storage integration on the Luware Cloud side. This includes 3 different user roles (recorded user, supervisor, administrator), ADFS/Azure AD integration and one storage policy for conversation upload. Customers who require a more complex setup should request a custom quotation.

2.6   Customer PoC

Customers can sign up for a Proof of Concept/Test instance of Luware Recording. This will enable them with a maximum of 10 recorded users on a 30 days usage allowance for a standard charge. The responsible Luware account manager will get in contact with the customer prior to expiry of the PoC to obtain a purchase order. In case the customer does not confirm a purchase order, the test instance will be deactivated and decommissioned after 30 days.

IMPORTANT! In order for a PoC to be established, the customer needs to execute the Bot registration and Azure AD authentication registration in their tenant and provide Luware with an Azure Storage target according to the preconditions provided by Luware.

2.7   Support

Customers with an active Luware Recording subscription are entitled to a 5x12 Bronze Support agreement (Swiss hours) according to Luware standard SLA descriptions. Premium support (equivalent to 24 x 7 Gold) can be purchased at an additional premium. No other support agreements are available by standard for the Luware product range.

Support tickets can be raised by the customer or the partner through the standard support channels (Luware Support Portal, Support Hotline, Webchat).

For more details regarding Support, please consult the Luware Cloud Service Description which can be obtained from your Luware Sales Representative.

2.8   License Migration

In cases where a customer already has an On-Premise Skype for Business recording environment and already purchased perpetual licenses for Verint Financial Compliance, we can offer a migration scenario for their licenses in order to preserve the investment already made.

License migration scenarios need to be assessed on an individual basis. Please contact the Luware team for investigations of such scenarios.

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