

Solution Description



Luware
Recording



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1 Audience

Luware Recording Customers, Partners and Prospects

2 Luware Recording

Luware Recording provides a robust and economical solution for achieving Compliance Recording on cloud-hosted telephony platforms. Our solution requires no infrastructure deployment, making it easy and cost-effective to implement. We have partnered with Verint, a reputable provider of compliance recording solutions, for over ten years. Verint's technology supports a broad range of platforms, including trader voice, mobile, Teams, and Zoom. Our long-standing partnership with Verint ensures that we can provide our customers with a reliable recording solution that meets all their compliance needs.

At Luware Recording, we're proud to have a world-class compliance engineering team that includes some of the best engineers in the market. Our team brings unparalleled expertise in compliance engineering, which enables us to provide our customers with a superior recording solution.

With Luware Recording, achieving Compliance Recording on cloud-hosted telephony platforms has never been easier or more accessible.

2.1 Operational Models

Luware Recording is available in two different operational models: Multi-Tenant and Private-Tenant. Both models offer a range of benefits to suit our customer's needs. Our Multi-Tenant model is ideal for customers looking for a hassle-free recording solution that does not require any infrastructure deployment. Our Private-Tenant model is ideal for customers who require a dedicated recording solution that offers more flexibility and customization options.

Regardless of the model chosen, both have several advantages in common. Our customers can benefit from a hands-off operation and maintenance experience - our highly skilled Luware Cloud Operations Team manages and maintains both the application and the underlying platform. This means that customers do not need to go to the expense of having an operations and support team on their premises, vastly reducing their overheads.

Our customers can also be assured that they will always have access to the latest in product development. We regularly test our product updates through Luware Quality Assurance and deploy them within 30 days of release; ensuring that our customers enjoy the most up-to-date and secure recording solution.

In addition, we provide full Level 2 and Level 3 support for all our Luware Recording customers. Our highly skilled support team is always ready to assist our customers in resolving any issues or answering any questions they may have.

2.1.1 Multi-Tenant

In a Multi-Tenant deployment, a shared instance of software is deployed on virtual infrastructure serving multiple customers at the same time. In this operational model multiple customers share a single database and data is logically segregated from other customers.

Economies of Scale

On a Multi-Tenant instance our customers enjoy the full benefits of the economies of scale which means reduced costs for all customers due to shared resources. Platform operations costs are included in the simple monthly per-user subscription price with no additional base costs or any additional operational fees. Simple and straight forward.

Fast and Easy Setup

A Multi-Tenant instance of Luware Recording can be deployed within a short period of time, thanks to our standardized set of configurations. This allows customers to go live shortly after the instance has been activated, ensuring that they can start recording their conversations without any delays.

2.1.2 Private-Tenant

In a Private-Tenant deployment, a single instance of software is deployed on dedicated virtual infrastructure only serving a single customer. In this operational model each customer has their own independent database and therefore data is physically segregated from other customers.

Customization

A Luware Recording Private-Tenant offers the flexibility needed by larger and more complex organizations to meet advanced compliance requirements and customer specific platform configurations.

Integrations

In a Luware Recording Private-Tenant customers receive full access to the Luware Recording API to build bespoke solutions like CRM or Recording Inventory integrations etc.

Regional Availability

The customer decides in which Azure region their Private-Tenant will be deployed. This offers absolute flexibility in terms of data sovereignty and hosting location.

Absolute Data Segregation

Because a Luware Recording Private-Tenant is deployed on a fully independent set of infrastructure, customer data is 100% physically separated from any other customers.

2.1.3 Comparison of the models

A quick and easy overview of the key differentiators between a Multi-Tenant and Private-Tenant instance.

	Multi-Tenant	Private-Tenant
Hosting Location	Switzerland or Germany	Global – Customer Choice
Recommended User Base	10-1000	>500
Full Operations and Support	Yes	Yes
All VFC Web Features Available	Yes	Yes
Full Customization Options	No	Yes
API Integrations	No	Yes
Luware Storage Available	Only for Convenience Recording	Only for Convenience Recording
Azure Infrastructure Costs	Included in per user cost	Platform fee billed separately from per user cost
Customer Platform Audits	No	Yes
Customer Platform Vulnerability Testing	No	Optional – to be conducted by customer
Luware Nimbus Integration	Yes	Yes
Bulk Transcoding of Recordings	No	Yes
IM Recording	Yes	Yes
Custom Security Requirements/Design	No	Yes

2.2 Solution Overview

2.2.1 Recording Packages

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

Capture Essential

This package covers the basic recording needs for Microsoft Teams voice calls. It is a light-weight, cost-effective package including the essential features like search and playback, standardized RBAC roles and Retention Policies.

Capture Pro

This package is tailored for customers using the solution for convenience/quality management recording for Microsoft Teams. It includes all the standard features in such an environment where powerful search and retrieval, online playback, user provisioning via Azure AD and configurable retention policies are all requirements.

Capture Advanced

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

Capture Enterprise

This package is tailored for Private-Tenant customers who need recording of additional platforms to Microsoft Teams and have advanced integration requirements, the Capture Enterprise package provides all the features of the Capture Advanced package plus the added flexibility of customer specific platform integrations.

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

Platform and Modalities Matrix

	Platform Features	Recording Essential	Recording Pro	Recording Advanced	Recording Enterprise
Operational Model	Package Availability	Multi-Tenant	Multi-Tenant, Private-Tenant	Multi-Tenant, Private-Tenant	Private Tenant
Communication Platforms	Microsoft Teams	✓	✓	✓	✓
	Cisco	X	X	X	Optional ⁽¹⁾
	Symphony	X	X	X	Optional ⁽¹⁾
	Trader Voice	X	X	X	Optional ⁽¹⁾

	Mobile Providers	X	X	X	Optional ⁽¹⁾
Modalities	Voice	✓	✓	✓	✓
	Instant Message	X	Optional	Optional	Optional
	Desktop Share	X	Optional	Optional	Optional
	Video	X	Optional	Optional	Optional

⁽¹⁾ – Feasibility of the integration of other recording platforms in addition to Microsoft Teams is assessed on a case-by-case basis by Luware.

Features Matrix

Feature	Recording Essential	Recording Pro	Recording Advanced	Recording Enterprise
Speech Profiling / Transcription	Optional	Optional	Optional	Optional
Search and Playback	✓	✓	✓	✓
Pause/resume	X	✓	✓	✓
Audit Logging	✓	✓	✓	✓
Conversation Import/Export	X	X	✓	✓
Conversation Download/Sharing	X	X	✓	✓
Approval workflows	X	X	✓	✓
Case Management	X	X	✓	✓
Form based Evaluation	X	X	✓	✓
Manual Labelling	X	✓	✓	✓
Automatic Labelling	X	X	✓	✓
Dashboards and Reports	X	✓	✓	✓
Legal Hold	X	X	✓	✓
Role-based Access Control	✓ ⁽³⁾	✓	✓	✓
Azure AD Sync	✓	✓	✓	✓
Voice Quality Check	X	X	✓	✓
Integration APIs	X	✓ ⁽²⁾	✓ ⁽²⁾	✓ ⁽²⁾
Retention Policies	✓ ⁽⁴⁾	✓	✓	✓

Multiple Repositories (Azure)	X	✓	✓	✓
WORM/Compliance Stores	X	X	✓	✓
Encryption	✓	✓	✓	✓
Customisable PSTN Announcements	X	X	X	✓
Multi-Lingual Standard PSTN Announcements	X	✓	✓	X
Standard Teams Announcements	✓	✓	✓	✓

⁽²⁾ – Only available in Private-Tenant.

⁽³⁾ – Only pre-configured roles.

⁽⁴⁾ – Only a single Retention policy

2.2.2 Add-ons – Speech Profiling

Luware is proud to offer our customers the latest in Speech Profiling technology with add-on packages based on technology by our partner Intelligent Voice. Intelligent Voice is a world-renowned provider of cutting-edge speech analytics solutions, with a focus on unlocking insights and improving compliance across various industries. Their platform provides a range of features, including automatic transcription, sentiment analysis and speaker identification. Thus allowing organizations to gain a valuable holistic view into their voice communications.

Integrating the Intelligent Voice Speech Profiling add-on packages into Luware Recording, provides our customers with a powerful tool for improving compliance, detecting fraud, and identifying opportunities for process improvement. Leveraging the advanced functionalities of the Intelligent Voice platform, organizations can unleash the complete potential of their voice communications, leading to informed and data-driven decision-making.

The Speech Profiling add-ons are hosted and maintained by Luware as part of the Luware Recording offering and can simply be activated by additional licenses.

Feature	Comms Profiling Standard	Comms Profiling Advanced	Risk Profiling
Automatic Speech Recognition (ASR)	✓	✓	✓
Diarisation	✓	✓	✓
Lattice	✓	✓	✓
Domain Language Training and Model Building	X	X	✓
Automatic Language Detection	X	X	✓
Multi-Language per User	X	X	✓
Jump To Topics	✓	✓	✓
Smart Transcript	✓	✓	✓
Sentiment Analysis	X	✓	✓
Transcription Export	X	✓	✓
Biometric Analysis	Optional	Optional	Optional
LexiQual Behavioural Analysis	X	X	Optional
Included hours of transcription per user/month	100	100	100

2.2.3 Cloud Service

Luware Recording is a fully cloud-based service that is hosted in Microsoft Azure and operated and maintained by Luware. Our solution is deployed in a resilient fashion to ensure high availability and data protection for our customers.

As a cloud-based service, we follow industry best practices for data security and privacy. Our solution is designed to meet the highest standards of data protection, and we are committed to keeping our customers' data secure at all times. For more information on the Luware Cloud Service, including details

on our security and compliance measures, please refer to the Luware Cloud Service Description and Luware Recording Security Whitepaper, which may be obtained from your Account Manager.

2.2.4 Recording Storage

Customers bring their own Azure Storage containers to have full custody of their voice recordings. Only the recording metadata is stored within the Luware Cloud to enable customers to have 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.

All recordings may be stored in the customer's Azure tenant, encrypted according to industry standards. Customers have the option to bring their own encryption certificates, to guarantee maximum data security. Details can be found in the Luware Cloud Information Security Whitepaper which may be obtained from your Luware Account Manager.

2.2.5 Compliance Features

Luware Recording is a comprehensive compliance recording solution that incorporates a range of features provided by the underlying Verint Financial Compliance software. Our solution is designed to meet the strictest compliance requirements and provides our customers with the necessary tools to stay compliant.

In addition to features such as Compliance Workflows, Advanced Reporting, PCI DSS start/stop/mute integration, granular access right configuration, Legal Hold, and compliance case handling, Luware Recording also includes the following compliance features:

Speech Analytics: The speech analytics capabilities provided by the Intelligent Voice integration enables our customers to gain valuable insights into their voice communications and identify potential compliance risks.

Data Retention: Our solution provides flexible data retention policies that allow our customers to comply with regulatory requirements for retaining voice communications data.

Audit Trail: Luware Recording includes an audit trail feature that provides a complete history of all user activities within the system, allowing our customers to track changes and ensure compliance with internal policies and regulatory requirements.

2.2.6 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 Two Factor Authentication and automate user provisioning, joiner/mover/leaver processes and access control, without the need for additional password management.

2.2.7 Bot Based Integration

Luware Recording integrates natively with Microsoft Teams via a recording Bot. The Bot is hosted by Luware in Microsoft Azure and can easily be added to the customer's Tenant and Recording policies to record Microsoft Teams communications. 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.

2.2.8 Quick and Easy Provisioning

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

2.2.9 Audible and/or Visible Announcements

Certain regulations require an audible or visible indication that a call will be and is being recorded. With the announcement functionality, this can easily be configured in the 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 the conversation.

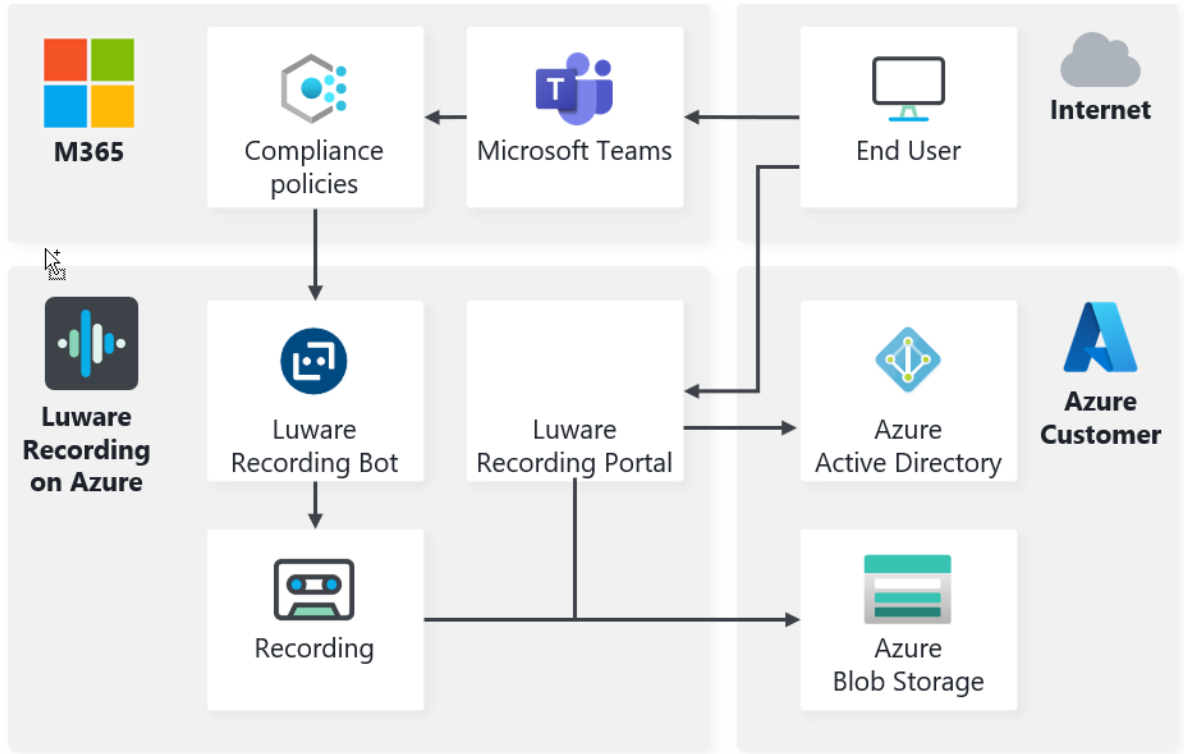
2.2.10 Multi-Modality Recording

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.

* Functionality not currently available. Pending API availability from Microsoft.

2.3 Integration Points

This simple diagram shows the integration points between the Customer Environment, Microsoft 365 and Luware Recording.



2.4 High Availability and Business Continuity

Businesses of all sizes, across the globe, rely on the Luware Recording Solution to ensure compliance across their organization. Due to the critical nature of the service we provide, high availability and business continuity are paramount to meeting the needs of our customers.

At Luware Recording, we understand that the availability and reliability of our platform are essential to the day-to-day operations of our customers and partners. To ensure that we provide the highest level of service and protection, we have implemented a range of measures that include:

- Maintenance of a Business Continuity Program
- Business Impact Analysis
- Risk Management
- High-availability Platform Architecture
- Geo-Resiliency
- Stringent Software Lifecycle Management Process

Our Business Continuity measures are designed to protect our customers, their data, and the services we provide to them. More information on our Business Continuity measures can be found in the Luware Recording Business Continuity Whitepaper, which may be obtained from your Luware Account Manager.

2.5 Subscription Pricing

The subscription pricing for Luware Recording is based on configured recorded users and chosen feature/modality package. For private tenants an additional platform fee applies.

Luware Recording is billed annually in advance on a subscription basis with an agreed minimum commitment. Different payment modalities for larger customers/partners can be negotiated on a case-by-case basis.

2.6 Overages

Customer administrators can manage the recorded users on their Teams tenant. If a customer provisions more users for recording than 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.

2.7 Setup Costs

A setup fee applies for new Luware Multi-Tenant Recording tenants. This setup fee includes a standard onboarding package including the setup of standard access groups, recording rules, Bot service and storage integration on the Luware Cloud side. This includes three different user roles (recorded user, supervisor, and administrator), ADFS/Azure AD integration and one storage policy for conversation upload. Customers who require a more complex setup should request a custom quotation. More details regarding the services included in the standard onboarding package can be found in the Luware Recording – Standard Onboarding Statement of Work which will be provided by your Luware Account Manager.

2.8 Support

Customers with an active Luware Recording subscription are entitled to a 5x12 Standard Support agreement according to Luware standard SLA descriptions. Premium support (24 x 7) may be purchased at an additional premium.

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

For more details regarding our Support packages, please consult the Luware Recording Service Description which may be obtained from your Luware Account Manager.