Filters Clear filters

⌄ **Start time**

○ Last week
○ Last month
● Last year
○ Custom

From | 09 Feb 2020 📅 | 17:39 🕐

To | 09 Feb 2021 📅 | 17:39 🕐

⌄ **Duration**

☐ Short (541)
☐ Standard (2009)
☐ Long (1478)

0s ———————————— 24h

⌄ **User**

☐ Johan Klijn (422)
☐ Frits Lassche (413)
☐ Sil Steffens (411)
☐ Victor Mosch (411)
☐ Maarten Steffens (406)
☐ Esther Steffens (399)
☐ Koos Ridder (399)
☐ Frank Kuipers (394)
☐ Ronald van Leeuwen (393)
☐ Lex de Gier (380)

⌄ **Participant**

☐ Johan Klijn (985)
☐ Koos Ridder (958)
☐ Sil Steffens (948)
☐ Esther Steffens (930)
☐ Victor Mosch (923)
☐ Maarten Steffens (919)
☐ Ronald van Leeuwen (912)
☐ Frank Kuipers (902)
☐ Frits Lassche (902)
☐ Lex de Gier (888)

CyberTwice
CLOUD RECORDING AND ARCHIVING

CyberTwice

ATTEST

Compliance Collaboration Recording for Microsoft Teams

March 2021

Contents

- CyberTwice Background & Vision
- ATTEST for Teams, Microsoft Teams Compliance Recording
    - Why ATTEST for Teams
    - ATTEST for Teams solution description
    - ATTEST for Teams architecture

Background & Vision

CyberTwice, is a young software development company with a long history, evolved from previous organizations, which were prominent in the market for compliant voice recording and archiving solutions. We employ highly skilled developers (ex-CyberTech / ex NICE) - with 15+ years of experience in Voice Recording for Financial Services and Public Safety.

Since the start of CyberTwice in 2014 we develop and install Cloud based applications for Telecom Service Providers that aim at the growth of ARPU and adding value / saving cost for their enterprise customers. In 2020 we started to deliver a range of ground-breaking add-on apps for Microsoft Teams which are 100% in-house developed, 100% based on Azure and tight integrated with Azure Cognitive Services.

CyberTwice's vision

With a mindset of excellence, innovation and entrepreneurship we help financial institutions, healthcare, public safely organizations and enterprises worldwide to comply with regulations in an efficient and inexpensive way by our 4th generation cloud based recording and analytics solutions.

Why **ATTEST** for Teams ?

Compliance is frequently motivating the implementation of Recording. Regulation Authorities require that banks, investment companies but also healthcare and government institutes should be in a position to record, archive, supervise and disclose all their electronic communications, including voice, video, chat and meetings from any device, personal or business. Regulators across the world are implementing laws which are distinct about this.

Whereas compliance possibly makes the business case (the insurance premium), Voice and Video Recording doesn't just satisfy the regulators. **ATTEST** for Teams provides as SaaS in combination with Azure Cognitive Services very valuable insights in what is really going on in a company for instance the following sectors :

Collections
Contact Center
Retail
Legal Services
Manufacturing
Automotive Dealerships
SME
Security
Technology

Financial Sector
Healthcare
Utilities
Government
Insurance
Safety
Hospitality
Transportation
Outsourcing
Telecom

Why **ATTEST for** Teams ?

- Collaboration Tools gain ground rapidly (last year) 🚀

- Several solutions

- Compliance Collaboration Recording as a Service in combination with Azure Analytics support the capturing and understanding of the conversations in the financial industry, healthcare and government market and assist to meet the regulations
- It is CyberTwice's opinion that Microsoft Teams is in favorite position and has an enormous reach being part of the Office 365 Suite and replacing progressively legacy on-premise and cloud based UC installations.

Undoubtedly partially fueled by the world impact of COVID-19, Microsoft is reporting, as of October, 2020, **115 million daily active users (DAU) around the world.**

13 million — July 2019
20 million — November 2019
32 million — March 2020
44 million — April 2020
75 million — May 2020
115 million — October 2020

93 — Fortune 100 companies are using Microsoft Teams

650+ Organizations have more than 10k users

181 Markets

53 Languages
Hello
Hola
您好
नमस्कार

ATTEST for Teams

ATTEST for Teams is a 4th generation Compliance Collaboration Recording solution, in-house designed and developed from the ground up having in mind the principle of multi-tenancy and 100% based on Azure without any 3rd party component. **ATTEST for Teams** supports recording of Voice, Chat, Video and Meetings and is an open, easy adoptable, affordable and more advanced alternative for premise or other cloud based (compliance) recording solutions

ATTEST for Teams is easy to deploy, aimed to be sold by Click & Buy through the Azure Marketplace / Microsoft Appsource and is co-sell ready

SSO, user matching through Active Directory

Performance, Scalability & Small Footprint A critical component of **ATTEST for Teams** is the Recording Bot in Azure: the capture engine that combines high performance with a small footprint

Azure Blob Storage is an integral part of **ATTEST for Teams** to either temporarily buffer (e.g. 2-3 days) or store for a longer period of time (months, years) meeting recordings on behalf of the Enterprise and is able to manage objects in a flat address space and makes it easy to scale-up storage capacity (G/T/P Bytes).

ATTEST for Teams is integrated with Azure Cognitive Services for wide-ranging Analytics tasks and through API with a variety of surveillance and business intelligence solutions

Highest Security Standards; ATTEST for Teams adopted Microsoft security standards such as encryption, secure transport and Azure Key Vault
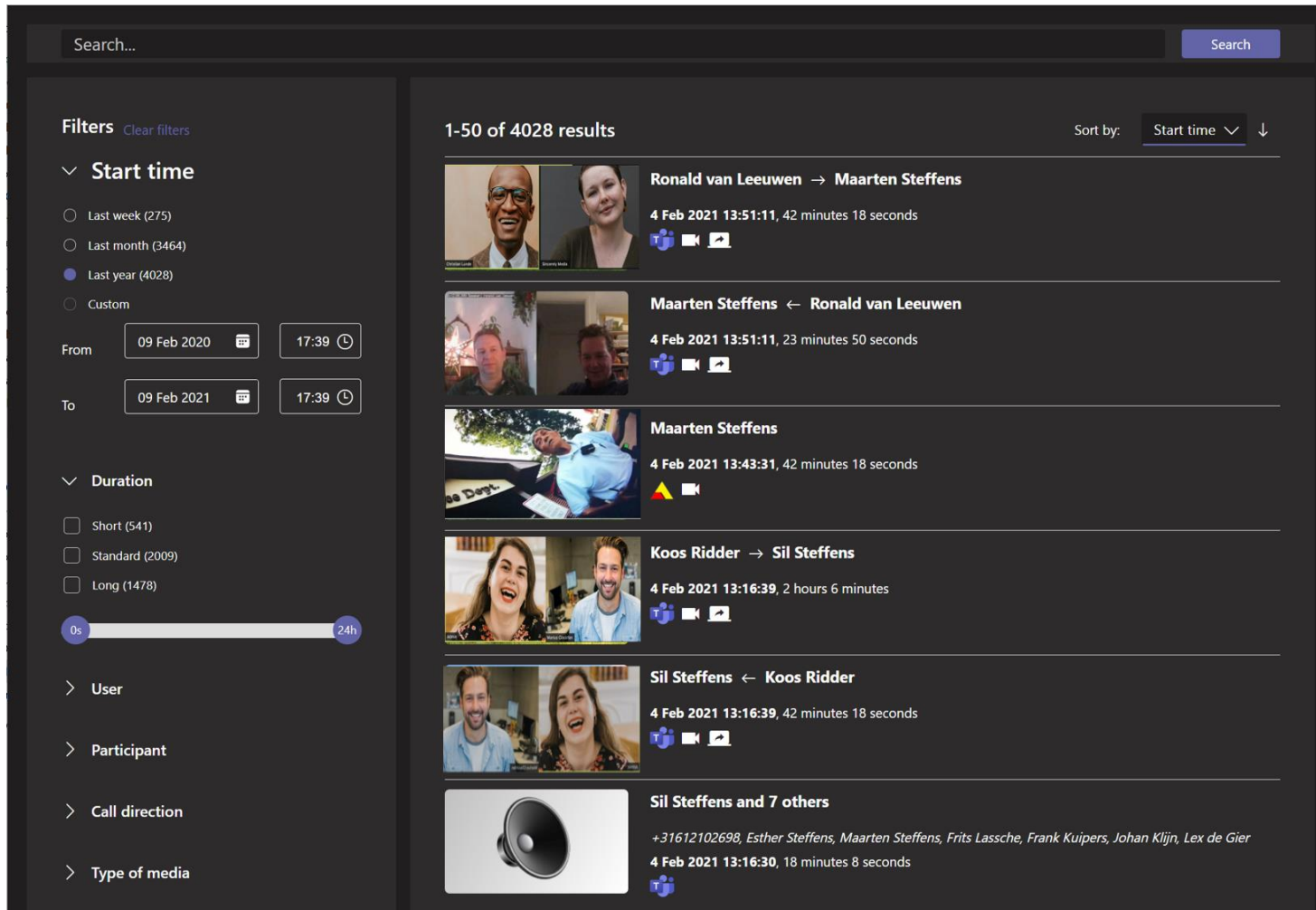
ATTEST for Teams Architecture

Software as a Service in Azure (partner/customer cloud)
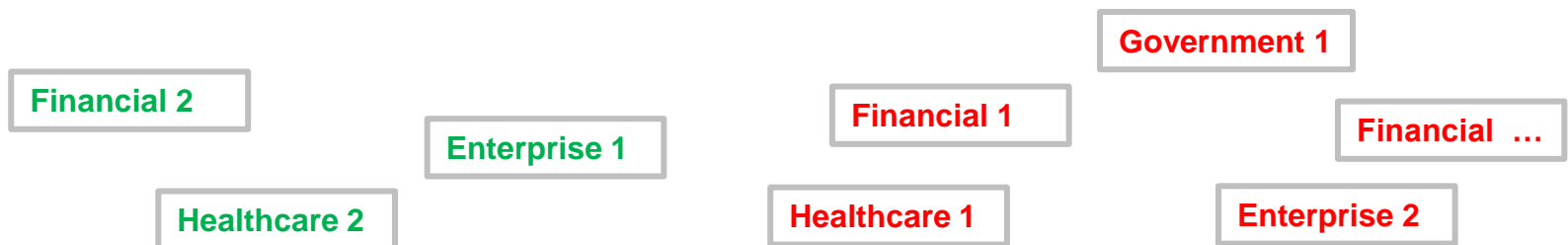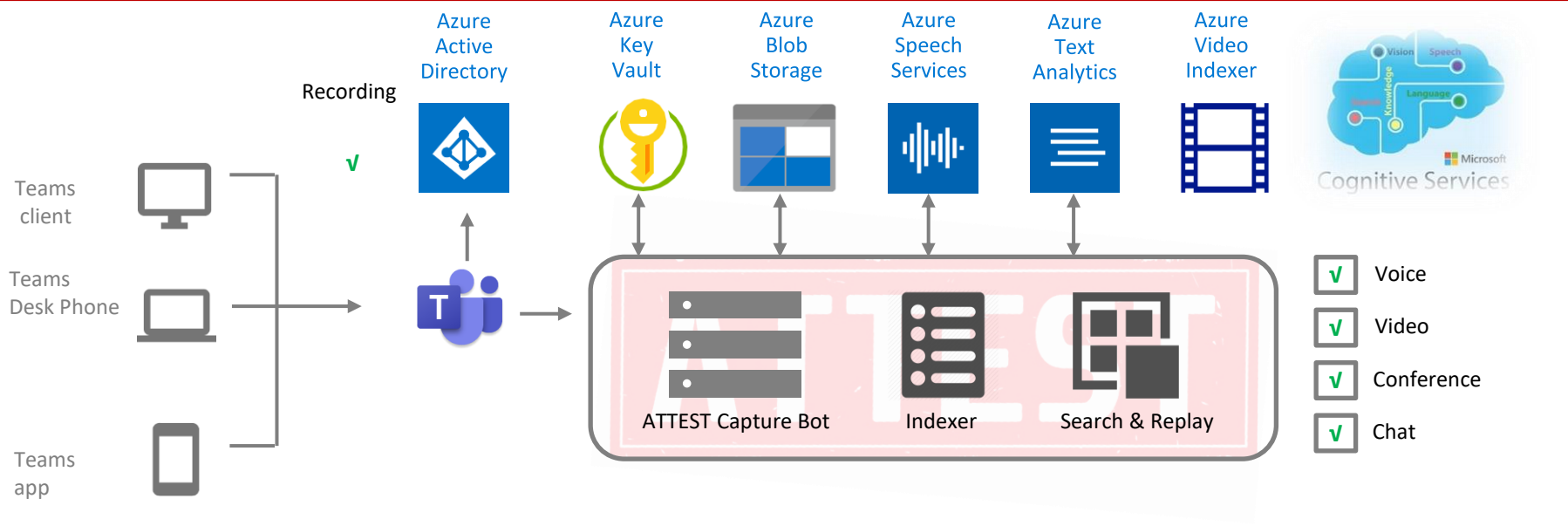
ATTEST for Teams user interface

CyberTwice delivers in Microsoft Appsource the CybeReplay app, a comprehensive search and replay application with a wide range of search features, an integration with Azure Cognitive Services for wide-ranging Analytics tasks and an open API to several Business Intelligence and surveillance solutions.

ATTEST for Teams user interface

The CybeReplay app in combination with Azure Cognitive Services offers very smart analytics functions. Recorded meetings can be played back, including synchronized transcripts that can be used for key word search and further analysis.

Looking forward to Teams up !

lex.degier@cybertwice.com