

Microsoft Teams Recording

Verint technology, delivered by Geomant.

Whether you need to ensure regulatory compliance for your business, or you want to record, monitor and store interactions for quality management, the Verint interaction recording solution from Geomant is for you.

Use the Latest Microsoft Communication Technology With Confidence

Verint technology from Geomant offers a transformative, integrated compliance solution for both internal and external communication methods. Recording, archiving, retrieving, searching, and monitoring communication across Microsoft Teams has never been easier. Capture everything from meetings, voice and calling to video conferencing, screen sharing, and chat conversations. Secure compliance capture enables regulated organisations to confidently meet strict record-keeping, communications monitoring and reporting requirements as well as being the perfect tool for quality management.

Why Geomant?

Geomant has a long track record of successfully deploying solutions for Microsoft Unified Communications platforms, including Skype for Business and Microsoft Teams.

We are now bringing our experience to organisations looking to get maximum return on investment for their Microsoft 365 teamwork solution.

With Geomant you can:

- Mitigate risks and reduce costs.
- Confidently meet strict record-keeping, communications monitoring and reporting requirements.
- Enhance quality management processes.

Microsoft Teams Recording Features



Capture all communications in Teams

Capture voice, IM, video, screen sharing and more with a single solution.

Implement a tamper-resistant, centralized recording function.

Securely archive, retrieve, replay and manage interactions.

IMPROVE REGULATORY COMPLIANCE AND REDUCE RISK



Improve compliance oversight

Use real-time dashboards and reporting to have a single pane of glass view of the infrastructure.

Apply call categorisation and cases.

Monitor the state and quality of the recorded data and be alerted to anomalies.

AVOID FINES, PENALTIES AND REPUTATIONAL DAMAGE



Simplify & modernise compliance investigations

Protect recorded data through access control, encryption, and secure workflows.

Transcribe, search, categorise and analyse interactions.

Simplify processes through intelligent case management.

REDUCE COSTS AND INCREASE COMPLIANCE/IT EFFICIENCY

“Given our long-standing partnership with both Verint & Microsoft, we are ideally placed to assist organisations in their journey to Teams. Geomant can help organisations to get maximum return on investment from their Microsoft 365 teamwork solution all while utilising the latest technology to remain compliant.”

Ákos Vécsei, Geomant CEO

Recorded Communication Modes in Microsoft Teams Meetings



Video Calling



Instant Messaging



Video Conferencing



Screen Sharing



Attachments

Holistic Microsoft Collaboration Compliance Capabilities



Compliance Recording



Records Retention & Data Governance



Policy Enforcement - Ethical Walls



Recording Assurance



Speech Search & Transcription



Compliance Investigation

Microsoft Cloud



Azure Cloud

Azure Virtual Machines
Azure Storage
Azure SQL Database
Azure Active Directory

Office 365 Cloud

Compliance Archive
Applications
Microsoft Teams
(including on-prem archive options)

Microsoft On-Premise



Platform

Windows Server 2012 R2 2016/2019
SQL Server 2012/2014/2016/2017
Hyper-V Server, Active Directory
System Center Operations Manager

Applications

Lync 2010/2013,
Skype for Business 2015/2019,
Dynamics CRM

Microsoft Ecosystem Integration

Confidence in Compliance and Improved Quality Management Helping businesses realise their Microsoft Intelligent Communications Vision



Improved Compliance across Channels

- Leverage unified compliance recording for Teams, Skype for Business, and other UC, trader voice and mobile platforms.



Flexible Deployment and integration Options

- Deploy as an on-premises, cloud-based multi-tenant or virtual service provider solution.
- Benefit from deep integration with Microsoft Azure, Office 365, Microsoft server platforms and end-user applications.
- Use a centralized recording solution – for single-site, multi-site, regional or global deployments.



Reduced Cost of Compliance

- Reduce the hardware footprint, technical infrastructure, IT workload and operating costs associated with compliance recording, records retention, and surveillance.
- Leverage recording redundancy and high availability options to avoid service disruptions.
- Benefit from open APIs to seamlessly integrate with existing IT infrastructures as well as data import and export options.

About Geomant

Geomant is a well-established, innovative Systems Integrator and Software Developer, specialising in delivering amazing customer interactions. We provide tailored solutions based on our unique portfolio of cloud and software technology.



Contact us

geomant.com
products@geomant.com

Americas: +1 800 637 1077
Europe: +44 1789 387 900
APAC: +61 409 99 78 39

Geomant Offers:

- ✓ **Contact Centre:**
ACD, IVR, Voice Recording, CTI, Intelligent Wall-boards
- ✓ **Unified Communications:**
IM, Video, Mobile
- ✓ **Business Consultation:**
Planning and Implementation
- ✓ **Professional Services:**
Software & Application Development
- ✓ **24/7 Support and Maintenance & AI (Chatbot) Services**
- ✓ **Customer Experience Solution Integration for Leading Communication Platforms**