

Mobile call recording: are you complying or compromising?



Contents:

A growing need to track business conversations	3
Mobile call recording: no longer juts nice to have	4
The mobile call recording challenge	5
Just some workers who could benefit from call recording	6
Introducing smartnumbers mobile plus	7
Helping you comply with critical legislation	8
Get in touch	9

A growing need to track business conversations.



We live in an age of transparency

From WikiLeaks to Prime Minister's Questions, the need for openness is being pressed upon every level of commerce and public office. Stakeholders, voters and regulators are increasingly intolerant of opaque dealings.

Against this backdrop, regulated industries such as banking are being forced to abide by ever-tougher standards of compliance around communications.

In 2011, for example, the Financial Conduct Authority (FCA, previously the Financial Services Authority or FSA) extended the need to record traders' business conversations on company mobile phones.

At the same time, a growing number of organisations may find it convenient to institute voluntary codes of communications tracking and recording to safeguard corporate or public reputations.

Take the UK banking sectors' recent mis-selling problems, for instance.

High street banks have been fined a total of £30 billion for payment protection insurance mis-selling and mis-sold mortgage advice.

In both situations, the banks were unable to mount a robust defence of their case for lack of adequate phone records. Unsurprisingly, some banks are now considering recording all calls on fixed and mobile phones as a precautionary measure.

It's not just about phone conversations either. Increasingly, important trading information is being transmitted as SMS messages, and these need to be recorded too.

What about your business?

For the sake of your own corporate protection and that of your employees, can you afford not to know what is being said between your representatives and the various customers, partners and suppliers they are in contact with? Probably not.

However, introducing a business call recording policy is not always simple, particularly where mobile devices are concerned. This paper looks at how you implement mobile business call recording in a way that is simple, effective... and affordable.



Mobile call recording: no longer just a nice to have

For some industries, such as financial services, call recording is key for compliance. But for a growing number of others it could be a simple matter of risk management.

Business phone calls are as much part of the fabric of corporate and government communications as reports, emails or memos. If you are concerned about that happens to the latter, you should be keeping track of the former, too.

Call recording, provided it is restricted to business calls, is not an intrusion of privacy.

Quite the contrary: in an open and professional workplace it can give your people the confidence to know that what is being said stays on the record and that their actions can be defended if questioned.

Thus, call recording encourages honest, ethical work practices and safeguards your organisation from risk.

The mobile call recording challenge?



While it has been relatively straightforward to record fixed-line calls, the rise of mobile telecommunications has made it harder to keep an eye on a growing number of critical conversations.

Traditionally there have been two ways to record conversations taking place on a mobile. The first is an app-based approach, which only works with particular operating systems and can easily be bypassed by the user.

The second is a subscriber identity module (SIM)-based method, which only works with particular networks.

Not all these products are particularly cost-effective, and neither option really offers the flexibility to support the growing trend for workers to use their own choice of mobile device for work.

What this means in practice is that the ability to record mobile calls is lagging far behind mobile adoption and use. Mobile phones are now a well-established business communications channel.

However, most people find it an inconvenience to carry separate personal and work devices. So a single handset (usually whichever looks and works best, often a personal device) will be used for both personal and work calls.

This already poses problems when it comes to separating out work and personal calls for the purposes of expenses reimbursement.

When it comes to call recording, however, the limitations of existing app or SIM-based systems mean that organisations have essentially had just three choices:

- Forbid employees from using mobile devices altogether, which in today's commercial environment could significantly impair their efficiency, flexibility and productivity.
- Record all conversations taking place on an employee's mobile device, potentially including personal calls that may have data protection implications.
- Ignore the need for mobile call recording, which in certain sectors could lead to non-compliance risks.

None of these scenarios is ideal. And there is evidence that the restrictions on technology are leading some organisations to put up with significant risk exposure.

Publicly available figures, for example, suggest up to two thirds of traders in the UK are failing to record mobile phone calls, in contravention of the FCA rules introduced in 2011.

According to research, more than a fifth of traders are still ignorant of the need for compliance, highlighting the need for businesses to impose a top-down approach to mobile call recording.

And it is important to highlight that this is not purely an issue for traders. As mentioned above, many other types of organisations could benefit from efficient call recording. But how to overcome the limitations of existing call recording technologies?

Just some workers who could benefit from call recording.

Banking.

Mobile call recording is mandatory for investment banks, stockbrokers, commodity and derivative firms, and collective investment scheme and hedge fund managers. But many other client-facing staff could benefit, too.

Mass transport and emergency services.

In any situation where communication can be vital to the avoidance of human harm, it is important to be able to establish who said what after the event. Mobile call recording can be of significant benefit in this context.

Defence and infrastructure.

Addressing major bid opportunities abroad frequently calls for delicate negotiations and ethical judgement calls that require significant oversight to avoid creating unnecessary risk for companies and their management.

Professional services.

Legal and accountancy firms are increasingly being called upon to meet ethical standards similar to those seen in banking. Call recording can be a way of demonstrating a second-to-none commitment to professional ethics.

Healthcare.

With health practitioners increasingly open to litigation, it could make sense for particular high-risk individuals to use automated business call recording as a way of safeguarding against malpractice allegations.

Public sector purchasing.

As government spending is frequently under the spotlight it pays for central and local government decision makers and procurement managers to have business conversations recorded.

Retail.

Mobile use is becoming more entrenched in retail operations, and so is the need to record calls for customer dispute resolution and training purposes.





An introduction to smartnumbers mobile plus

Imagine there was a way to easily and cost-effectively record all the business conversations taking place on an employee's mobile, while allowing them to continue using the device for personal calls without any interference.

As it happens, there is. It is called smartnumbers mobile plus. A business number on an employee's personal phone, enabled by an app. You own the number, they own the phone. And every call made on the business number gets recorded.

That means you get a permanent record of all the calls made or received on the business number, while calls coming in or going out on your employee's personal number are just that: personal.

In addition to full call-recording compliance, the benefits for your business are:

- All the features you would expect from a business phone service, including callback for international, out-of-range and home-working situations.
- Delivery of work voicemails and text messages to a business email inbox.
- The ability to receive business calls to a smartnumbers mobile plus number on any phone.
- Complete separation of business and personal calls, voicemail and text messages.
- Compatibility with iPhone and Android operating systems.
- Easy diversion of calls to a delegate or voicemail, if needed.
- Fully itemised billing for easy expenses reconciliation.
- Mobile-network quality calls, not VoIP.



Helping you comply with critical legislation

Adopting smartnumbers mobile plus can help your organisation comply with a number of critical pieces of UK legislation, including:

- The FCA's telephone call taping rules
- Regulation of Investigatory Powers Act
- Lawful Business Practice
- The Data Protection Act
- Human Rights Act

The small print:

No hardware or software

This is a cloud-based service so there is no hardware to buy and maintain, no software to upgrade, no headache for your IT team. You decide who in the business gets smartnumbers mobile plus and they just download an app onto their phones.

Keep your own numbers

With smartnumbers mobile plus there is no need to change telephone numbers. We have number porting agreements with all UK mobile network operators. So when you switch you can bring your existing numbers with you, as you would in any change of contract.

Naturally, we can also give you new numbers if you would prefer.

Total security

Smartnumbers mobile plus comes from Resilient Networks plc, a registered UK mobile operator with a track record in secure communications. We are trusted by 100% of retail banks, 80% of city traders, 75% of emergency services and 60% of investment banks. and maintain, no software to upgrade, no headache for your IT team. You decide who in the business gets smartnumbers mobile plus and they just download an app onto their phones.

Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.
© British Telecommunications plc 2015. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No: 1800000

Get in touch:

To order smartnumbers mobile plus, please call our sales team on 0203 3162 3030 or visit www.smartnumbers.com



August 2015