



Quantify Mobile Compliance Suite

Enabling risk management for mobile communications by ensuring compliance



Mobile Phone Recording

Red Box Recorders' Quantify Mobile Compliance Suite enables organisations in the financial services industry to record mobile communications in a fully compliant manner so that users adhere to market regulations and meet FSA, MiFID and BSI0008 standards.

Many FSA-regulated organisations are already required to record all office-based communications. However, in March 2008, the FSA deferred extending this regulation to mobile devices because the technology required was still in its early stages and not fully established. Since then, much has been done to address this situation. Red Box Recorders is proud to be the first UK provider to have chosen best-of-breed technology to offer a truly compliant, effective solution: Mobile Compliance Suite.

The FSA committed to a consultation period on mobile compliance, making it seem highly likely that regulation will follow so it's essential that FSA regulated organisations start thinking about how they will deal with this challenge now.

The business process

It's not about simply recording mobile voice communications, which can be achieved in various ways. Some are more 'compliant' than others, others offer a better user experience, and all vary greatly in usage costs.

As well as voice, mobile electronic communications are now core to virtually every organisation's day-to-day business and must also be taken into account. There is a six-stage process that must take place to make all this possible:

1. Intercept and capture

This is the most challenging stage. By its nature, mobile communication exists within the wireless 'ether' and therefore cannot be routed via a recording device in the same way as fixed network communications. In addition,

intercept and capture must apply not only to all outbound calls and electronic messaging, but all incoming communications.

2. Consignment

Once calls and messages have been intercepted and captured, the next stage is to consign them to a device or devices that will record, store and display them.

3. Alerting

There will be many instances in which organisations need to know when certain calls are made or messages sent, in real time, so that they can take immediate action. All communications must be scanned, based on customer-defined rules, so that relevant and useful alerts can be generated.





4. Recording

Electronic messaging is already captured as a data file and simply requires storing, so there is no technical requirement to 'record' these messages. However, voice calls must of course be recorded and converted into data files. Organisations using Red Box recording systems to fulfil requirements for fixed-line voice call recording, can integrate mobile voice capture solutions into an existing Red Box recording system to provide a cost-effective, compliant solution that optimises investment in existing technology.

5. Storage

Again, most organisations have storage vaults and will use these in preference to investing in additional separate storage. There may, however, be a need to increase storage capacity to accommodate higher volumes of data.

6. Search and retrieval

Where mobile voice calls are recorded and stored on existing Red Box call recording systems, organisations can search, retrieve and play back these calls in exactly the same way as their fixed-line calls - via the Red Box Quantify search and replay web-based interface. Likewise, mobile electronic messages can be searched and retrieved from the same source as existing desk-based messaging.

To maintain compliance, the process used to archive, search and retrieve voice recordings and electronic messages must include audit trail, duty of care and evidential weight. Failure to ensure this can lead to the recorded information being rendered useless if it is needed for litigation.

Extending the boundaries

Red Box Mobile Compliance Suite takes mobile recording to a whole new level. Mobile compliance is not just about recording voice calls or even SMS; it's about the capture of desk-based communications that have been extended to mobile devices, such as Instant Messaging, corporate email and webmail. All of these are now used to conduct business via mobiles and so fall into the same category as recording-office-based communications. This is why the Red Box Mobile Compliance Suite has been developed with the ability to capture, monitor, store and retrieve all of the following mobile electronic communications, whether on corporate BlackBerry® or other smartphone devices:

- Voice calls
- SMS
- Corporate email and webmail
- Instant Messaging
- Social networking sites
- BlackBerry® Mail and Messaging

Previously, because these forms of communication could not be recorded, many organisations 'locked down' corporate mobile devices so that users could not access their messaging services. However, as technology has developed, users now expect to be able to take advantage of all the

communication methods that they use in the office and in their personal lives. Their customers expect the same.

For example, SMS is now seen as mainstream, both in business and personal communication; according to Sarbanes Oxley, SMS messages are classed as a business record and must be archived in the same way as other such documents. If organisations want to enable staff to communicate like this, they must find a compliant way to record and store those messages. Future enhancements to Red Box Mobile Compliance Suite will encompass new communication methods like Twitter and Facebook as they become more widely used for business.

Mobile Compliance Suite has been designed to overlay existing devices, infrastructure and methodology, without causing interference or inconvenience to the organisation or its users, or to those with whom they communicate. In addition, to minimise power requirements and physical footprint, all on-site elements of Mobile Compliance Suite can operate from a single rack-mounted server that varies in size dependent upon the number of users required.

Managing risk

Red Box Mobile Compliance Suite is as much about managing risk as mobile compliance. Recording, storage and retrieval of mobile electronic communications ensures compliance with the necessary standards. Beyond this, organisations need to manage the inherent risk associated with using mobiles. And that means being able to act upon information gathered in real time.

Red Box Mobile Compliance Suite makes risk management for mobiles a reality through an optional Mobile Surveillance Module. This monitors the electronic communication flow in real time and sends alerts, based on predetermined rules that allow customers to act on any information identified at that time. This can only be achieved by:

- Real-time recording of all mobile electronic communications
- Real-time rules-based surveillance based on numbers, words, phrases or events
- Real-time on-screen alerts, or via text and email

Words, phrases or events which could be set to trigger an alert might include:

- The phrase 'off the record' or 'confidential information'
- The name of a competitor in an email address
- An instruction to call someone on their 'private mobile' number
- Confidential information
- Buyers and sellers contacting a specific person within a set timescale
- A message relating to an announcement on a news feed, even though the message was sent in the past

Without this capability, any information which is gathered cannot be acted upon in time to actually make a difference.





How it works

The core elements of the Red Box Mobile Compliance Suite are:

- Device-based Capture Module
- Mobile Intercept Gateway™
- Compliance Engine
- Mobile Surveillance Module
- C-Store™

Some of these are fundamental to the solution, while others are optional and depend, for example, on whether the customer wishes to record voice calls or electronic messages, or both. For either option, the first step is to load the Red Box Capture Module onto each device. This can be carried out remotely; there's no need to replace SIM cards, which keeps user disruption to a minimum. The software runs in the background and reroutes all inbound and outbound calls or messages to their required locations.

Voice calls

- After capture, all calls, inbound and outbound, are routed via our Mobile Intercept Gateway, which is located at the customer's premises or elsewhere
- If installed, the Mobile Surveillance Module scans all the numbers on which calls were made or received, and generates alerts based on customer-specified rules

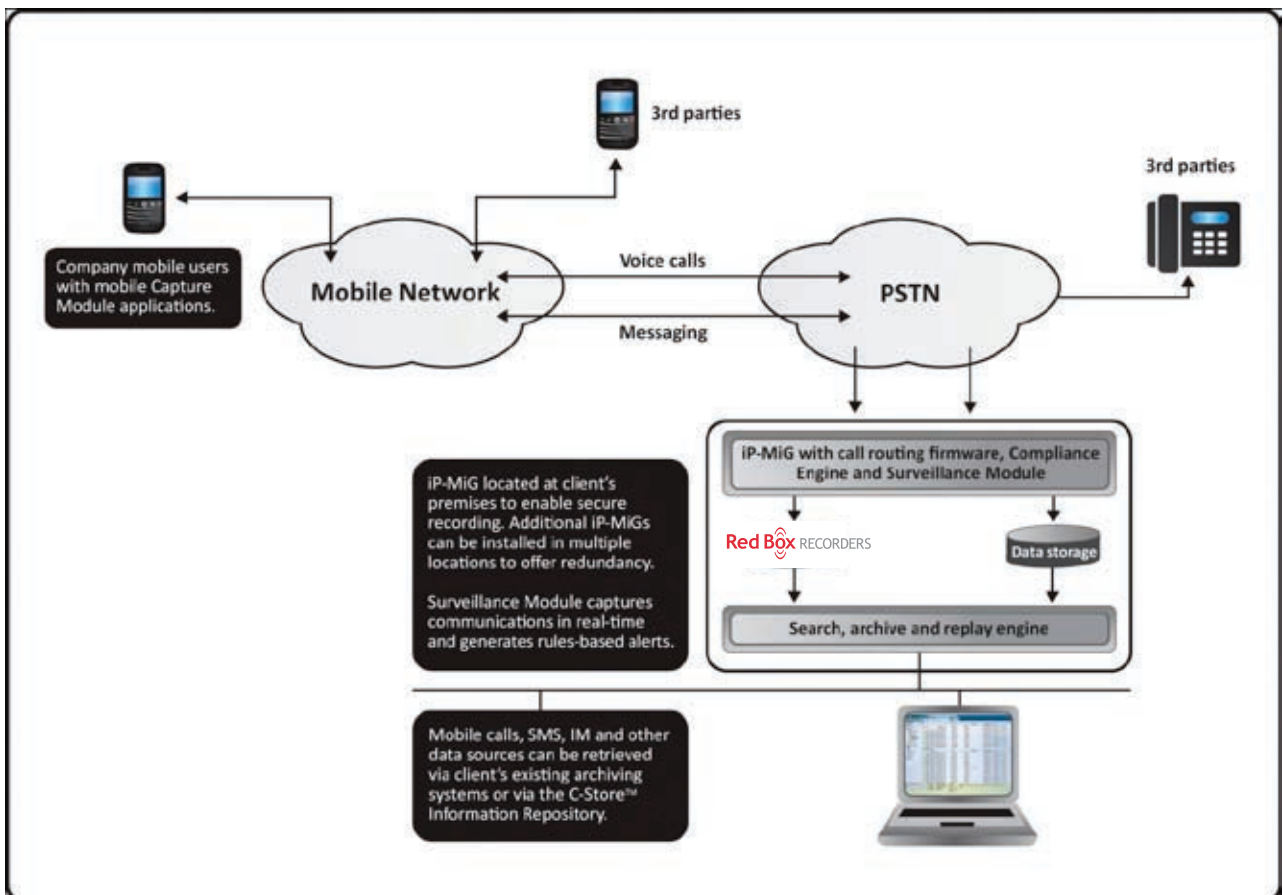
- Calls are then streamed to the Red Box Recorders devices, including the option to send calls to multiple locations. This can be achieved from a single output in our exchange, by using the business continuity feature on equipment at the exchange

Mobile electronic communications

- Software loaded onto each device also captures all other forms of communication
- Messages are transmitted directly to our Compliance Engine at the customer's site in real time
- If installed, the Mobile Surveillance Module scans all messages and generates alerts based on customer-specified rules
- Messages are consigned to the customer's messaging vault for storage, archiving and retrieval, including the option to send messages to multiple locations

Alternative storage options

Many organisations have already invested heavily in storage and retrieval systems, and so prefer to maximise the benefit of these investments. Red Box Mobile Compliance Suite enables organisations to consign recorded calls and electronic messages to these archive systems. There's no need for additional investment in specific storage.





For customers without suitable in-house storage, archiving and retrieval systems, our C-Store facility is a flexible alternative. C-Store can be used in conjunction with legacy storage vaults and Red Box recording systems to provide a single source of data for ease of e-discovery. It can also store mobile data if existing storage cannot be increased for budgetary reasons. Alternatively, in its simplest form, C-Store can be used purely to record and access SMS messages.

Hosted solutions

While most organisations need an onsite solution to integrate with existing Red Box recording and message archiving systems, a customer might not have the required infrastructure and would prefer a fully hosted managed service. Red Box can implement this service using the same secure procedures as the onsite solution, with the added facility of storage for calls and messages using C-Store.

Cost of ownership

Some solutions use the customer's PBX to route voice calls. However, this raises two potential issues. Firstly – resilience: as the PBX becomes a single point of failure for fixed and mobile communications; secondly – cost and incoming line access: using an existing PBX would require considerable hardware upgrades and licences to deal with the increased capacity. In the worst case, if every mobile user in an organisation made or received a call at the same time, an IP telephony system would need line and user licenses for every mobile user, as well as additional incoming trunks.

The Red Box on-site Mobile Intercept Gateway, with direct SIP access, uses a high ratio of channels to users in its standard configuration and can even offer a 1:1 ratio of users as a premium service if this level of compliance is demanded. The premium for this service would be far less than the cost of expanding the PBX.

Global reach

Organisations that need compliance solutions are very often global; likewise, regulation and compliance are global requirements.

We understand the importance of being able to satisfy these requirements and know that our customers need to meet the specifications of organisations such as the Securities and Futures Commission (SFC), the Financial Services Authority (FSA), the Securities and Exchange Commission (SEC) in New York, the Financial Industry Regulatory Authority (FINRA), the Financial Services Board (FSB) in South Africa, the Office of the Superintendent of Financial Institutions (OSFI) in Canada, the Australian Securities and Investments Commission (ASIC), the Markets in Financial Instruments Directive (MiFID) and so on.

As such, through our extensive reseller network, Red Box offers and supports Mobile Compliance Suite in the world's leading financial centres. This allows organisations to standardise on a global mobile compliance strategy in the same way that they would establish a global strategy for IP telephony networks and call recording platforms.

About Red Box Recorders

Red Box brings simplicity to digital recording, with flexible solutions that are easy to specify, install and manage.

We focus on voice and data capture: Red Box software solutions cover everything from storage and event logging, to retrieval, playback and quality management and analytics.

Our latest multi-function products incorporate smart, reliable and

cost-effective technologies, including Web-based interfaces that give worldwide access to replay, configuration and maintenance.

Red Box has over 20 years' experience in over 120 countries and the industry's most capable development team. Moreover, we provide the full range of professional services that businesses need, as well as expert advice and guidance for specific sectors.