



Hosted Call Recording



AGENT PAY



RECORDING



IVR ASSIST



ARCHIVE

Keep improving. Keep compliant.

Recording calls and other customer interactions is essential for companies that want to continuously improve customer service and enable swifter dispute resolution. But this has to be done the right way, keeping recordings safe and secure so that they fully satisfy PCI DSS and FCA requirements.

At Aeriandi, we have more than a decade of investment in our secure hosted solutions. If you need to record calls and SMS interactions, we have a reliable and secure hosted solution that not only complies with industry standards, but is adaptable to suit the needs of your enterprise.

HOSTED. SIMPLE.

Calls are recorded in the network, before they reach your enterprise. This means that there is no hardware to install on site and all calls are available in a single hosted portal. Simple.

COMPLIANCE

PCI DSS and FCA regulations are strict on what you can record and what you do with the data. You can take no chances with the solution you choose.

*Our call recording solutions
are BS10008 certified*



Aeriandi's hosted call recording solutions give you:

Security and compliance

We are chosen by many of the UK's leading banks and consumer brands. We have a successful track record because we get it right

Easy integration with complementary solutions

Aeriandi Recording works seamlessly with our Agent Pay solution (securing your telephone payments) and our Archive Call Recording solution (protecting your legacy call recordings)

Longevity

Your calls will be in a playable format and available for the retention period, be it 1 year or 50 years

Cost effectiveness

As a hosted solution, our recording fits in seamlessly, bringing you benefits in a shorter timescale – and without the financial burden of a major IT investment

Our Secure Call Recording Solutions

FIXED-LINE

The reliable, easy way to record all incoming and outgoing landline calls. Reliable because we've invested in our platform for over a decade, and easy because it's a hosted service, which means you don't have to worry about installation, maintenance or storage – you just tell us which calls you want recording and we do the rest.

MOBILE AND SMS

Our solution records both inbound and outbound mobile calls worldwide – while supporting local data protection legislation, FCA and Dodd Frank compliance.

ARCHIVE

To be fully compliant, your call recording archive may need to go back several years. And because recordings often include sensitive data, they may need to be encrypted before archiving – but they must also be quickly available when required for playback.

CONVERGED

For a complete contact history, we offer mobile, SMS and fixed-line recording within a single hosted portal.

FEATURES

- Records mobile, SMS and fixed-line live agent or IVR calls
- Hosted service, so no hardware or maintenance required
- Scalable, reliable and trusted by many leading brands
- The only solution of its kind included on the Visa Merchant Agent List
- BS10008 compliant – ensuring the authenticity and integrity of electronic information*
- Call tagging and comments
- Single click conversation view provides instant access to a customer contact timeline
- Configurable access controls with full audit

Your interface





View the case study
at Aeriandi.com



ABOUT AERIANDI

We have been investing in our private cloud infrastructure for over 12 years.
We operate at carrier level to provide our award-winning compliant voice solutions.
Our offering is seamless and transparent with zero disruption to your phone calls and no hardware or software to be installed on site.

OUR STATS

- Over 20 thousand active users across high street banks, major telcos, utilities, travel firms and retailers
- Over 300 million calls in our archive service
- Over 12 years' investment in our private cloud platform

For more information visit www.aeriandi.com, call **0845 108 0308** or email hello@aeriandi.com

“This project gave confidence to our customers for their payments, greater assurance to our banking partners in our processes and confidence to our business from reduced fraud cost and our ability to deliver innovative technology solutions.”

DAVID KERSHAW
Corporate Finance Director
Shop Direct

