

## AudioNet – Advanced Telephony Recording



### BUSINESS BENEFITS

- An enterprise-wide or single box solution to meet organisations' exact requirements
- Provides significant on-line storage through advanced compression technology
- Highly intuitive user interface
- Provides instant access to replay recordings
- Meets compliance and risk management requirements
- Open architecture allows customers' specific requirements to be easily met
- Works with any combination of other media such as screen data, CCTV or radar
- Provides unlimited scalability

In today's highly regulated business world where call centres have become the standard method of communicating with customers, the recording of all customer interactions has become for many, both a legal necessity and a business imperative. These recordings matter. Whether it's for evidential, litigious or simply for training purposes, organisations need to be able to access high quality recordings easily and cost effectively. Weston Digital Technologies has long been at the forefront of providing such solutions and its AudioNet product is the most advanced telephone recording system available today.

Part of Weston Digital's Symphony™ family of products, AudioNet™ has an open architecture based upon industry-standard hardware and software. This means that it is easily configurable and fully scalable and its standalone or distributed architecture is equally capable of supporting either a small number of channels in a single chassis or many thousand of channels in multiple chassis deployed within an enterprise network environment. AudioNet has also been designed to support both TDM and VoIP technology, both within the same physical unit if required.

Regardless of the size of the organisation that's being supported, it's hugely important that the recordings once made are stored safely and securely – lost recordings could have serious ramifications both legal and financial. With this in mind, AudioNet is based on robust and reliable hardware platforms with duplicated power supplies and RAID options as standard on larger models. AudioNet is also supplied with N+1 and N+N redundancy options; failed unit cloning with switchover priority. This means that recordings are safeguarded at all times.

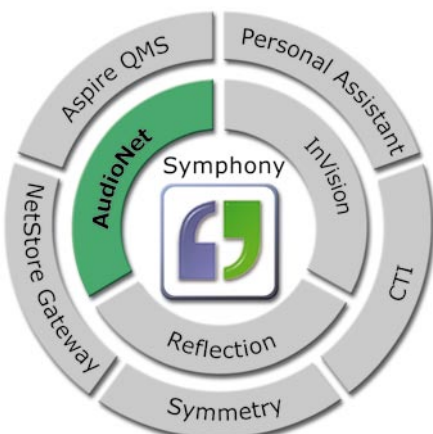
**SIMPLE AND COST EFFECTIVE**  
What really sets AudioNet apart however is its simplicity of use. Not only does

it have a highly advanced call mining facility that enables calls to be found easily across the enterprise, it also has a number of sophisticated features that makes its operation both simple and intuitive: rules-based recording enables organisations to record only those calls that meet predetermined criterion; instant replay enables recordings to be replayed immediately after completion; and live review enables a recording to be monitored live or replayed from any point even before the recording is complete.

AudioNet is also highly cost effective. As a single box solution supporting both TDM and VoIP recordings, it's designed to maximise organisations' investments, yet it is very simple to add further modules should other recording such as screen data, CCTV or other data sources such as radar be required.

AudioNet comes with 50,000 channel hours of on-line storage as standard which provides long-term access to recordings without the need for retrieval from archive. Furthermore, NetStore Gateway™ enables the centralised archiving of recordings to the LAN minimising management overhead, maximising availability and minimising costs.

### SYMPHONY'S FAMILY OF PRODUCTS



## FULLY COMPLIANT AND SECURE

Whilst AudioNet can be implemented in any environment that requires telephone conversations to be recorded, it's typically used in those market sectors where either customer transactions are conducted over the telephone or in environments where all interactions are recorded for reasons of safety and security. Such markets are often governed by stringent compliance and risk management regulations, all of which are fully met by AudioNet.

For these markets, it is not only important to meet any legislative requirements but it is also crucial that the telephone recording system is thoroughly secure. AudioNet has a sophisticated security model which allows users or groups of users to be given or denied access to features and data with very fine granularity. User privileges can be set to match business needs rather than those of the recording system. AudioNet also has rigorous audit mechanisms that monitor all events, alarms and configuration changes enabling auditors to see who is replaying and saving which calls.

It's no surprise that AudioNet has been in use for well over a decade and that it's currently responsible for recording millions of transaction on a daily basis in areas such as contact centres, defence, financial services, public safety, and transportation.

## ABOUT WESTON DIGITAL TECHNOLOGIES

Weston Digital Technologies is one of the world's leading providers of voice, video and data recording solutions. Weston Digital's mission is to provide its private and public sector clients with mission-critical solutions tailored to match specific needs, enabling them to meet their regulatory and business requirements. Headquartered in the UK with regional offices in New York, Hong Kong, Bangkok and Sofia, Weston Digital is a technology-driven company that has long been at the forefront of innovation within the industry.

## FEATURES AND BENEFITS

### COST EFFECTIVE

- An enterprise-wide or single box solution to meet organisations' exact requirements
- Provides significant on-line storage through advanced compression technology

### SIMPLE TO USE

- Highly intuitive user interface
- Provides instant access to replay recordings

### SUPPORTS STRINGENT LEGAL AND SECURITY REQUIREMENTS

- Meets compliance and risk management requirements for all regulated industries and organisations
- Combines multi-level user defined security with a rigorous and detailed audit trail.

### OPEN ARCHITECTURE

- Means that solutions can be easily configured to meet customers' specific requirements
- Guarantees a trouble-free future upgrade path

### HIGHLY FLEXIBLE

- Works with any combination of other media such as screen data, CCTV or radar
- Provides unlimited scalability with anything from 4 to 512 channels per chassis

### SUPPORTS ALL TYPES OF ADVANCED CONNECTIVITY

- Provides TDM support for analogue, digital extensions, E1/T1, PCM30 and PCM32
- Provides VoIP support for Avaya, Cisco, Mitel, Nortel, Siemens, Generic SIP and H.323

### ROBUST AND RELIABLE

- Uses robust and reliable hardware with duplicated power supplies and RAID options as standard on larger models
- N+1 and N+N redundancy support with failed unit cloning and switchover priority

### BACKED BY WESTON DIGITAL'S MARKET-LEADING SUPPORT CAPABILITY

- Ensures a smooth, tailored and hassle-free implementation
- Provides access to the highest quality training and customer support.

## CONTACT INFORMATION

For more information, please contact:

Weston Digital Technologies Ltd.  
Atlantic House  
Jengers Mead  
Billingshurst  
West Sussex  
RH14 9PB, United Kingdom

Telephone: +44 (0)1403 783344

Fax: +44 (0)1403 785688

Email: [sales@westondigital.com](mailto:sales@westondigital.com)

Web: [www.westondigital.com](http://www.westondigital.com)

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