

CARIN Hosted



Voice and Video Call Recording for Multi – Tenant Environments

CARIN Hosted is a **powerful solution for service providers** to increase their revenue by offering **high-end IP call recording services** to their customers at a competitive price with flexible billing options and a low TCO.

Introduction

CARIN Hosted is built on the robust CARIN voice and video call recording platform to offer **multiple, full-featured IP call recording “Virtual Environments” on a single platform** that are easy to manage with independent configuration settings. Each Virtual Environment provides customers with **secured access** and **data separation** - they can only see and manage their own calls, users and groups. CARIN Hosted is the ideal **recording platform for VoIP service providers**, shared customer **contact centers** and larger **enterprises**.

CARIN Hosted Highlights

The total cost of ownership for CARIN Hosted is truly impressive, since the hosting company can leverage economies of scale with the following features:

- Low Total Cost of Ownership
- Extremely scalable
- Multi-Tenant enabled
- Flexible deployment options
- Web-based application
- High Availability (HA) options
- Record voice and video calls
- Flexible licensing - Pay as you grow

Service Provider Benefits

CARIN Hosted, with its Virtual Environments, has many features that make it **ideal for a hosted IP telephony platform** benefiting both the service provider and the tenants.

Branding - Allows individualization ranging from tailored features services to visual identity and branding thereby supporting different customer business models.

Multi-Tenant Support - Control, manage and provision a single CARIN system for all your tenants.

Robust Data Retention Policies - Utilize the rule-based storage policies to create extensive media storage options in order to manage data growth.

User-Friendly System Administration - Service provider administrators can provision new tenants, users and extensions, manage servers, grant extensive rights and report on activity from an easy-to-use web interface.

Advanced System Monitoring - Supports self-monitoring and self-correcting as well as configurable alerts and notifications via e-mail or SNMP.

Intuitive Web Interface - Allows for faster ramp up and customer adoption with no client software to deploy and minimal end user training.

Tenant Features

Virtual Environments - Data separation and database partitioning ensure that a tenant's data stays within their own virtual environment.

Full Recording - Supports hands off automated recording in order to follow strict regulatory and internal compliance guidelines.

On-Demand Recording - Users can save the complete call at any time during or after the call from the phone or web, with a configurable time-based on-demand buffer.

Full Audit Trail - All call and system related and administrative activities are logged to provide a complete history of changes and actions in the system.

Single Sign-On (SSO) Support - Provide users with the ease of using single sign-on from your primary phone management application.

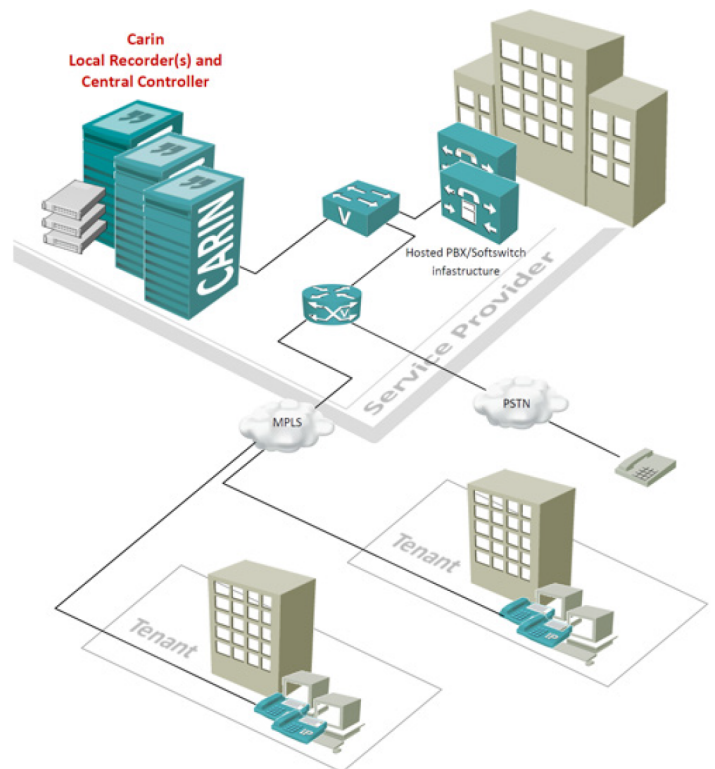
Call Tagging - Easily mark calls with customizable text tags to enhance quick search and categorization.

Bookmarking Call Sections - Sections within calls can be bookmarked from the phone or web, allowing users to focus on important portions of the calls. Moreover, descriptive comments can be added to each bookmark.

Call Sharing - Via the Publishing Server or the CARIN web interface, calls can be shared between groups of users within the system with both internal users and external ones, embedded in company web sites.

CARIN Hosted Architecture

CARIN's **passive call recording** mode has one of the best throughput benchmarks in the industry, supporting as many as 300 simultaneous calls per server. All recording is accomplished **without additional load on the network or PBX/Softswitch**. Recording servers can be placed in the co-location facility or out at the customer site to support **on-premise recording**.



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