New collaboration channels introduce compliance and quality assurance challenges

Remote working is the new normal
(22% work-force is fully remote, and most companies allow hybrid work)

Teams is becoming the main collaboration tool
(270 million users in 2022; 87% increase vs previous year)

Compliance is among top industry concerns.
There has been a 45% increase in the cost of non-compliance since 2011.

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How do you centralize your communications in Teams without sacrificing on compliance?

Gaps in compliance data caused by unidentified infrastructure/ systems failures;
Did the call get recorded? Did the recording capture all the various participants in the call? Is the recording clearly audible? Does the recording contain actual speech and not just noise?

Unable to capture all communication modes in use / Not able to prevent "unsanctioned", non-compliant communications in unmonitored channels

Unable to easily retrieve and review voice recordings because existing transcription tools cannot accurately interpret conversations

Fragmented data/compliance response caused by multi-vendor infrastructure and lack of integration

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Compliance Recording by Crayon

Reduced Compliance Risk
Adhere to regulations by capturing records, surveilling regulated interactions and producing compliance evidence

Internal Controls
Monitor employee conduct and adherence to policies from the back-office to the trading floor

Faster Investigations
Speed up the reconstruction of the full context of interactions for investigations and auditing

Significant ROI
Simplify deployment, free up resources and avoid compliance fines and penalties

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Crayon's Compliance Recording allows you to:

- Capture voice, video, screen sharing, and other types of interaction within Microsoft Teams callings and meetings – with an integrated, high-availability recording solution

- Facilitate compliance with record-keeping data governance, and monitoring policies under MiFID II, Dodd-Frank, MAR, GDPR, HIPAA, and more to avoid fines and penalties

- Record, manage, label, search, replay, analyze, and easily export interaction streams that should be retained due to internal policies or external regulations

- Simplify, modernize, and automate your recording infrastructure while deploying in the cloud, on premises, or as a hybrid solution

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How does it work?

Crayon's Compliance Recording empowers you to:

- Implement automated recording based on policies
- Integrate multiple compliance storage solutions
- Utilize advanced search, playback, data governance
- Integrate with various transcription engines
- Unify capturing for Microsoft Teams and other platforms
- Deploy on-prem, hybrid, or in public cloud
- Benefit from enhanced security with access control audit trails

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System Components & Architecture

Crayon's Compliance Recording Service runs PBX independent.

- The following components are utilized:

- Azure Subscription

- Azure Virtual Machines, running Verint compliance recording solution

- Azure SQL Service

- Azure Storage (or BYO)

- Teams Bot for integration into Teams environment

Managed Service

If Compliance Recording is operated as a managed service, Crayon takes on the configuration, deployment, monitoring, maintenance, and day to day operation.

General Setup

- Crayon's System Integrator SENSA (out of Iceland) deploys and operates the service
- Crayon provides all levels of support (1st – 3rd)

Shared Responsibility

- Crayon guarantees service operations up to 99.9% (for details refer to Service Description)
- The customer is responsible for checking the recordings manually, as Crayon is not allowed to listen into those recordings, neither has access to them

Right fit, when

- you want to consume 'compliant calling' on as a service basis
- You want to outsource the responsibility and operations of your compliance recording platform
- You deal with resource or skill constraints but are mandates to implement a compliant solution for your regulated users

Customer Managed Solution

If Compliance Recording is operated as a customer managed solution, Crayon will offer the required consultancy and professional services to configure and deploy Compliance Recording into the customer environment

General Setup

- Crayon's System Integrator SENSA (out of Iceland) configures and deploys Compliance Recording into the customer environment (Azure tenant, Vms, SQL Service, Storage) based on a statement of work (SOW)
- Crayon will handover the final solution to the customer

Shared Responsibility

- Crayon is responsible for the initial configuration and deployment of the solution
- The customer is responsible for all aspects of operating the solution, such as: General public cloud setup, backup, redundancy, monitoring & security deployment
- The customer is responsible for managing the compliance service in their own environment

Right fit, when

- you require consultancy and support for the initial setup of compliance recording
- You want to operate the solution in your own on-premise, hybrid, or public cloud environments

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Bridging the compliance gap in Microsoft Teams

Since the begin of the pandemic, Microsoft Teams became a fundamental pillar for thousands of businesses, providing a mission critical platform for collaboration, communication, and inclusion.

While many different industries use Microsoft Teams as their "central hub for collaboration", regulated verticals have advanced needs for handling their communication from a compliance perspective.

Crayon's Compliance Recording Service accommodates those customers and caters specifically to their needs.

TEAMS - COMPLIANCE OFFICER POINT OF VIEW

The built-in recording functionality offers user convenience but does not correspond with advanced compliance needs.

Regulated industries require compliance functionality that allows them to enforce recording and retention, independent of user input and action. Some use-cases go to the extend, that a call can't happen if the recording fails.

Crayon's Compliance Recording Service enables customers within regulated industries to utilize Microsoft Teams as their fully fledged PBX solution, without jeopardizing their legal exposure.

This way, those customers can offer their users a coherent and complete collaboration and communication platform, without any media disruption.