



OPEN LAKE TECHNOLOGY

UcaaS IT compliance, monitoring and adoption

**IT COMPLIANCE, SUPERVISION AND
ADOPTION FOR YOUR TELEPHONY
ECOSYSTEM**

Compliance Hub

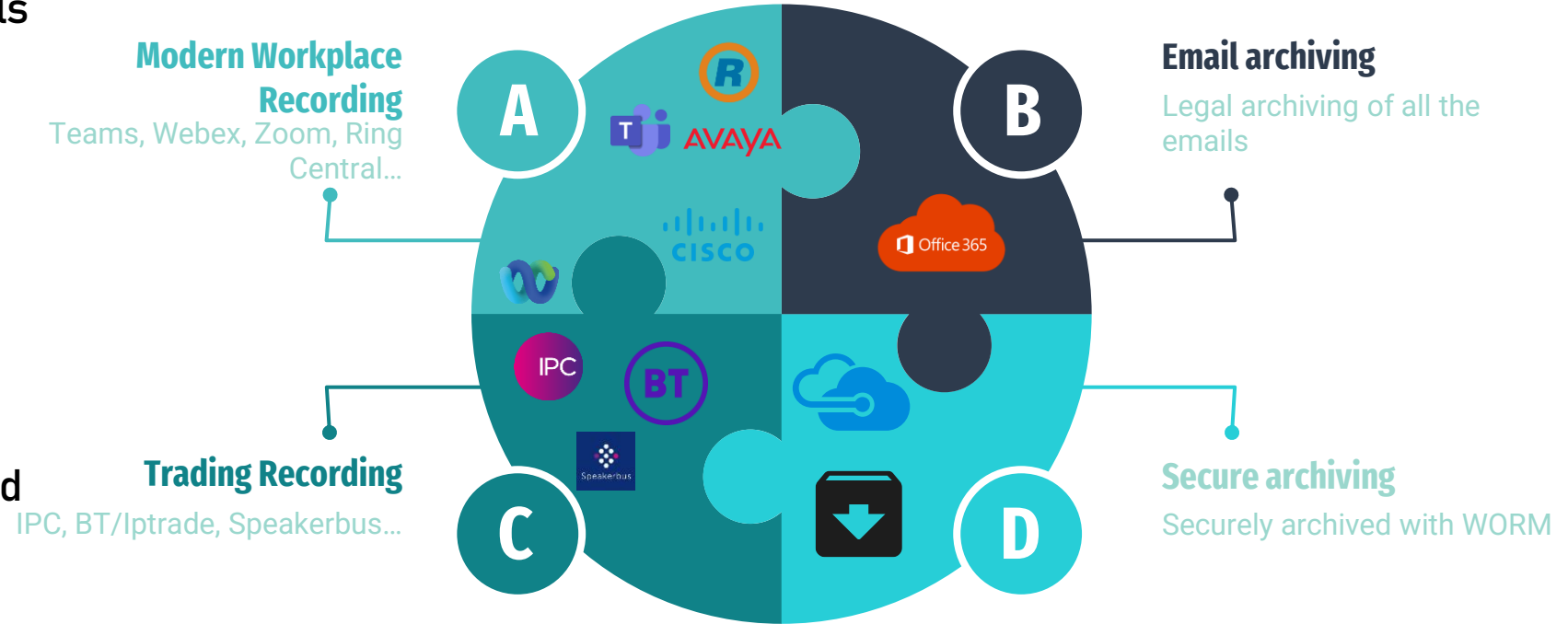
All your compliance obligations in one place

Recording: Record all the users channels
(Modern Workplace, Trading phones,
online meeting...)

Archiving: Keep the data securely
archived

Transversal search & replay: Search and
replay all the interactions from a single
global interface. Transcription and
automation available

Controls & Reporting with OLT Suite



Compliance Hub

Secured by design

Offer secured by design

Zero trust approach by design

All the infrastructure is supervised and connected to an EDR/XDR

Information are archived in multiple places



Compliance Hub

Options

Remove your legacy by migrating to our platform

Train your team to benefit all of the platform capabilities

Customize the modules as your organisation needs

Follow up the compliance and service on a regular basis

Migrate

Migrate your legacy to our platform

Training

How to use all the modules

Consulting

Create automated compliance use cases

Customize

Customize your reporting as you need

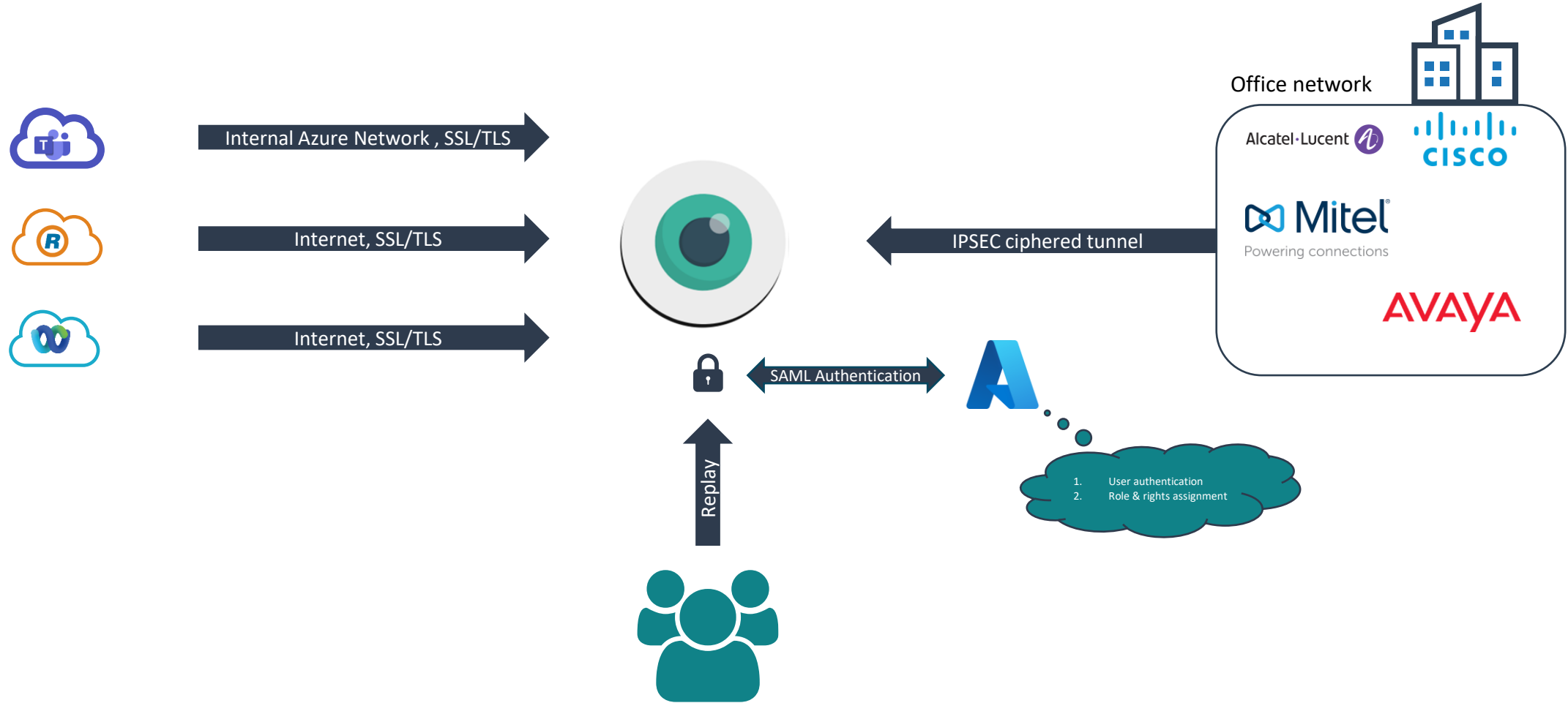
Follow up

Planning of service review & follow up



How we connect?

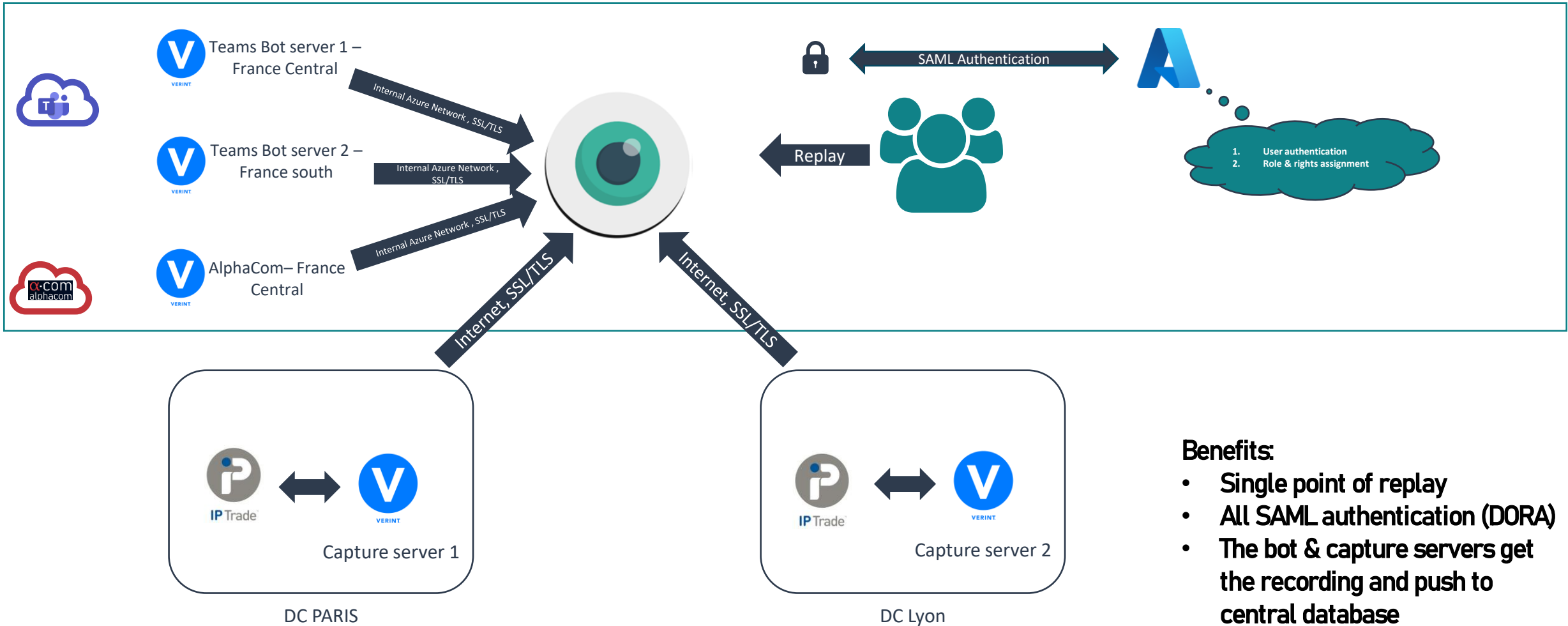
Internet, IPSEC or teams



Compliance hub with Helyx telephony

Internet, IPSEC or teams

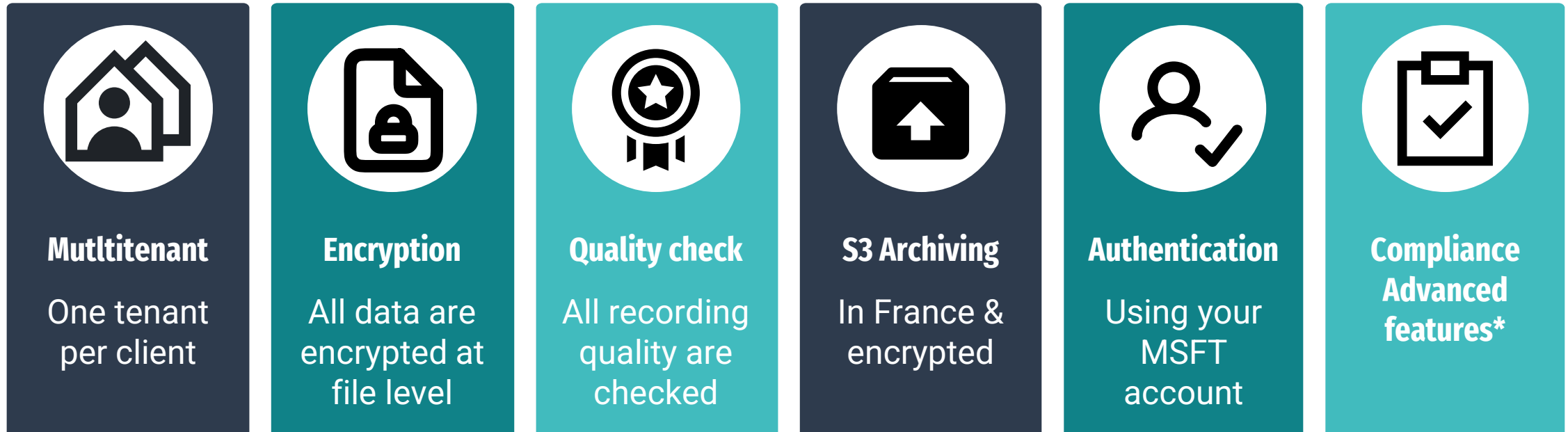
Azure France Central



Benefits:

- Single point of replay
- All SAML authentication (DORA)
- The bot & capture servers get the recording and push to central database

All the compliance features in one place



*Compliance Advanced Features

- **Case management:** Create compliance case by selecting relevant recording across all channels
- **Secure recording sharing:** A user can securely share a link to a recording
- **Replay authorization workflow:** A user can request access to a recording via workflow including audit track
- **Legal hold:** Keep the conversation even after the retention period
- **Audio announcement:** Play an audio message before a call is made
- **Integrity check:** All records are digitally signed to prevent any alteration
- **Recording flow quality:** voice flows errors, decoding errors, media mixing errors...
- **Recording content quality:** Volume, silence, noise, sharp amplitude changes, unnatural silence...

SLA level

Elements	Redundancy	SLA on Azure / Scaleway	Issues / Impact if down
MS SQL Database	Replicated in 3 zones + weekly backup	99,9999999999 %	You can't replay conversation until the database is back. Data are safe and stored in multiple places
Replay Server	Local in same zone	99.99%	You can't access the web page to replay
Capture server 1 – France South	Local in same zone	99.99%	No impact, conversation are recored via Server 2
Capture server 2 – France Central	Local in same zone	99.99%	No impact, conversation are recored via Server 1
Archiving	Copy of data into mutiple undergroud datacenters	99,99 % for data access 99,9999999999 % for data archived	You can't replay conversation until the database is back. Data are safe and stored in multiple places

In case of outage:

- **Database is down:** The recording continue normaly and are pushed when the DB is back
- **Replay server is down:** Unable to replay a recording. The recording continue normaly
- **Capture server is down:** The recording continue on another recording server
- **Archiving:** Unable to replay a recording. The recording continue normaly