



## SmartTAP 360° CASE STUDY



# AUDIOCODES SmartTAP 360° CASE STUDY

## Securitas

### Secure and reliable call recording for a Skype for Business-based contact center

Security services company, Securitas, deployed AudioCodes SmartTAP 360° solution to provide efficient and secure Microsoft Skype for Business call recording for agents at its contact centers across Sweden. The ease and success of the initial implementation has led to the company planning to replicate it at its other offices around the world.



## Background

Based in Stockholm, Sweden, Securitas AB ([www.securitas.com](http://www.securitas.com)) is a multinational company that provides security services for homes, workplaces, and public spaces. The company's business segments are: Security Services North America, Security Services Europe, and Security Services Ibero-America.

## Challenges

In the sensitive world of security, the ability to record calls made to Securitas's contact center was a necessity for quality assurance, dispute resolution and compliance purposes. For some years the company had been using a partially hosted recording solution provided by a local operator. However, the company's decision to implement a company-wide migration of its telephony infrastructure to Microsoft Lync unified communications led it to investigate alternative solutions for call recording as well.

One issue was the need to find a solution that could be simply replicated at the company's subsidiaries in Europe and across the globe. Although the local operator was the incumbent telco and a familiar brand in Sweden and elsewhere in Scandinavia, Securitas felt that they could better serve their customers, both in Scandinavia and beyond, by introducing a solution that offered global support. Furthermore, Securitas needed a solution that would offer full support for Microsoft Skype for Business and be open for customization and specialized development.

"We needed an efficient call recording solution that would enable us to record any calls to our contact centers regardless of their source or destination and to retrieve recordings simply and efficiently while guaranteeing solution integrity and security for the benefit of both our staff and customers," explained Mats Klasenius of Securitas.

## Solution

In conjunction with local systems integrator, Nethouse ([www.nethouse.se](http://www.nethouse.se)), Securitas selected AudioCodes' SmartTAP Call Recording solution, a decision based largely on AudioCodes' global reputation for reliable and highly interoperable voice solutions, especially in Microsoft UC environments.

SmartTAP is a software-only solution that offers intuitive activation and retrieval of call recordings through a dedicated web platform. It is fully compatible with Microsoft Skype for Business and enables the recording of any call within the network regardless of the call's source and destination. In a Skype for Business environment, this means that calls made via the PSTN, SIP trunks and even between two Skype for Business clients can be captured and stored for later retrieval.

With call recording required predominantly for compliance purposes, Securitas needed the solution to ensure a high degree of security and maintain data integrity. SmartTAP achieves this by adding a digital SSL signature to an exported recording file thereby guaranteeing that the file has not been tampered with.

Since call recording plays such a critical role in Securitas's business, the company required that the solution could offer high levels of reliability and availability. As a completely software-only solution, SmartTAP was able to meet those requirements through its deployment in virtualized mode in Securitas's fully redundant central datacenter.

*AudioCodes SmartTAP for Microsoft Skype for Business is an intelligent, secured, enterprise-class interactions recording solution of voice calls, video calls and IMs. Fully certified and seamlessly integrated to any Skype for Business deployment type, SmartTAP allows enterprises to easily capture and index any customer or organizational interaction across external and internal communication channels, supporting internal, mobile calls, and calls with remote and federated users, making it a complete 360° compliance recording solution fitting any enterprise recording need.*

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**Mats Klasenius, Securitas**



## Results

Securitas's migration to SmartTAP call recording was completed in Q3 2014 and the system is now in full use enabling the company to record calls involving up to 500 of the company's contact center agents and other users across its offices in Sweden and Norway. The success of the implementation has led to plans for the deployment to be replicated at the company's other offices in Europe, initially, and then at other locations around the world.

Commenting on Securitas's successful SmartTAP deployment, Mats Klasenius said, "We are delighted at the ease with which we were able to deploy SmartTAP and are confident that we will be able to repeat this success at other Securitas locations worldwide. The AudioCodes SmartTAP professional services team assisted us throughout the process displaying a high level of responsiveness and willingness to ensure the solution met all our needs."

So impressed were the staff at Securitas with AudioCodes that the company decided to adopt other AudioCodes solutions within its Skype for Business environment. The company now uses AudioCodes Skype for Business-certified Mediant Enterprise Session Border Controller (E-SBC), Survivable Branch Appliance (SBA) and media gateway devices to provide reliable and seamless connectivity between Skype for Business and its other telecommunications platforms and the PSTN.

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**Mats Klasenius, Securitas**

The logo for SmartTAP, with 'smart' in lowercase blue and 'TAP' in uppercase blue, set against a white background with a faint reflection below.

## About AudioCodes

AudioCodes Ltd. (NasdaqGS: AUDC) is a leading vendor of advanced voice networking and media processing solutions for the digital workplace. With a commitment to the human voice deeply embedded in its DNA, AudioCodes enables enterprises and service providers to build and operate all-IP voice networks for unified communications, contact centers and hosted business services. AudioCodes' wide range of innovative products, solutions and services are used by large multinational enterprises and leading tier one operators worldwide.

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