

NODE4

G-Cloud 15 Service Description

Teams Call Recording



CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

ABOUT THE SERVICE

Microsoft Teams offers a comprehensive solution for call recording, designed to transform communication management across organisations. It provides both automatic and manual call recording options for flexibility. The recordings are securely stored and encrypted for compliance and privacy, with advanced search capabilities for easy retrieval.

The system meets comprehensive compliance features including GDPR, HIPAA, and other regulations. It offers a user-friendly interface for playback, sharing, and managing recordings within Teams and integrates with Microsoft 365 for unified management and security policies.

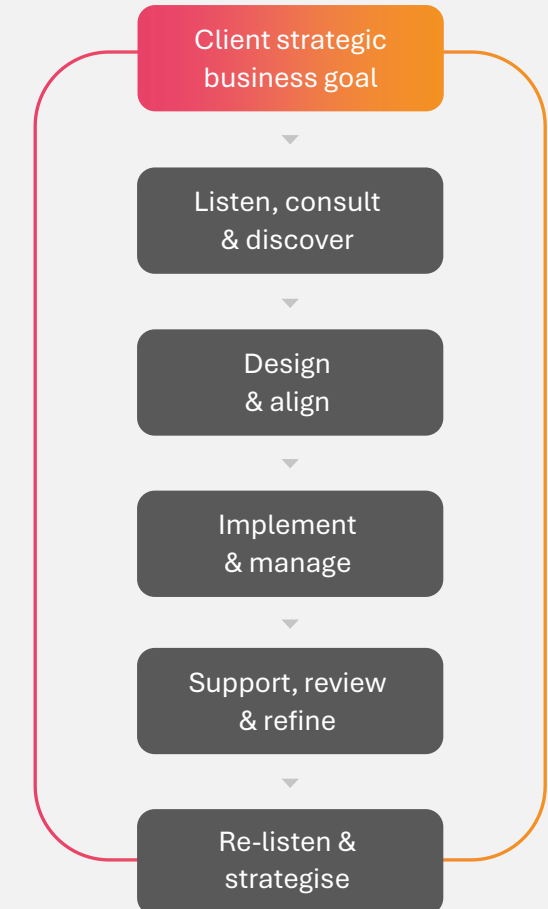
Real-time transcription and translation services enhance accessibility and understanding. Recording policies can be customised for different users, groups, or organisational needs. Detailed analytics and reporting tools provide insights into call recording usage.

Robust access controls and permission settings safeguard sensitive information. The system enhances training and quality assurance with accessible call recording archives and ensures seamless compliance with legal and regulatory recording requirements.

It facilitates dispute resolution with clear, retrievable evidence of conversations and improves customer service through review and feedback on call interactions. The system simplifies the management of communication records within a familiar Teams environment and supports remote and hybrid work models with cloud-based recording solutions.

Risk is reduced with secure, encrypted recording and storage practices, and efficiency is increased with automated recording and transcription features. The system enables global collaboration with translation features for multinational teams and provides valuable insights into communication patterns for strategic planning.

ON A JOURNEY TO CHANGE, WITH YOU



WORKING TOGETHER TO ACHIEVE YOUR GOALS

NODE4 ASPIRE FRAMEWORK

A delivery framework built for innovation and value creation.

Node4's ASPIRE Framework delivers a consistent customer journey across all our delivery practices and outlines our approach to delivering end-to-end, secure and transformative services.

A

Assessments &
Advisory

S

Strategy
& Business Case

P

Design & Planning

I

Implementation,
Testing & Go Live

R

Handover
to Run

E

Service Evolution
& CI/CD

One Transformation Journey – Many Pathways to Discover

MODERN WORK

Analysis and Strategy

Employee Experience Architectural Design Session	Modern Communication Architectural Design Session
Identity and Access Management Review and Recommendations	Modern Desktop Architectural Design Session
Information Architecture Architectural Design Session	Modern Work (Microsoft 365) Assessment and Deployment Strategy
Mergers & Acquisitions Architectural Design Session	Modern Work Security Review and Recommendations

Plan and Implement

Application Packaging	Microsoft Teams Telephony Planning and Implementation	Modern Work-as-a-Service
Microsoft Endpoint Manager Mobile Device Management Accelerator	Modern Work Planning and Implementation	Modernise Communication
Identity and Access Management Planning and Implementation	Modern Work Security Planning and Implementation	Mergers & Acquisitions
Information Architecture	Modern Desktop	Windows 10/11 Pilot and Managed Deployment
Microsoft 365 Platform Services	Employee Experience	Windows Autopilot Accelerator
Microsoft 365 Adoption	Cisco Webex Contact Centre	

Run and Evolve

Employee Experience Health Check
Information Architecture Health Check
Modern Desktop Health Check
Microsoft 365 License Optimisation
Microsoft 365 Support

CLIENTS

1800 CLIENTS, 1800 INDIVIDUAL STORIES OF CHANGE. HERE ARE JUST A FEW

 Foreign, Commonwealth & Development Office	 Ministry of Defence	 Ministry of Justice	 Department for Environment Food & Rural Affairs	 UK Export Finance
 Department for Levelling Up, Housing & Communities	 Homes England	 SSRO Single Source Regulations Office	 NHS Digital	 UKSBS Shared Business Services
	 Leicestershire Police Protecting our communities	 Cheshire East Council	 West Midlands Combined Authority	 CareQuality Commission
 Locala Health & Wellbeing	 Ofsted raising standards improving lives	 HS2	 HM Land Registry	 acas working for everyone

CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

CLIENT SUCCESS

A CUSTOMER RELATIONSHIP SPANNING ALMOST 20 YEARS, DELIVERING CENTRALISED IT PROCUREMENT, A SELF-SERVICE IT HELPDESK, MICROSOFT365 ROLL-OUT AND A HOSTED CLOUD ENVIRONMENT.

Node4 began its relationship with Places Leisure by signing an agreement to provide IT hardware and equipment to each leisure centre. This included tills, PCs, laptops, wireless network components and firewalls. Node4 also provided network connectivity services to link each facility and connect them with the organisation's HQ. This part of the contract also covered standardised configuration of all hardware ahead of site delivery. In addition, Node4 established and continues to run a ticket-based helpdesk to support staff across the business.

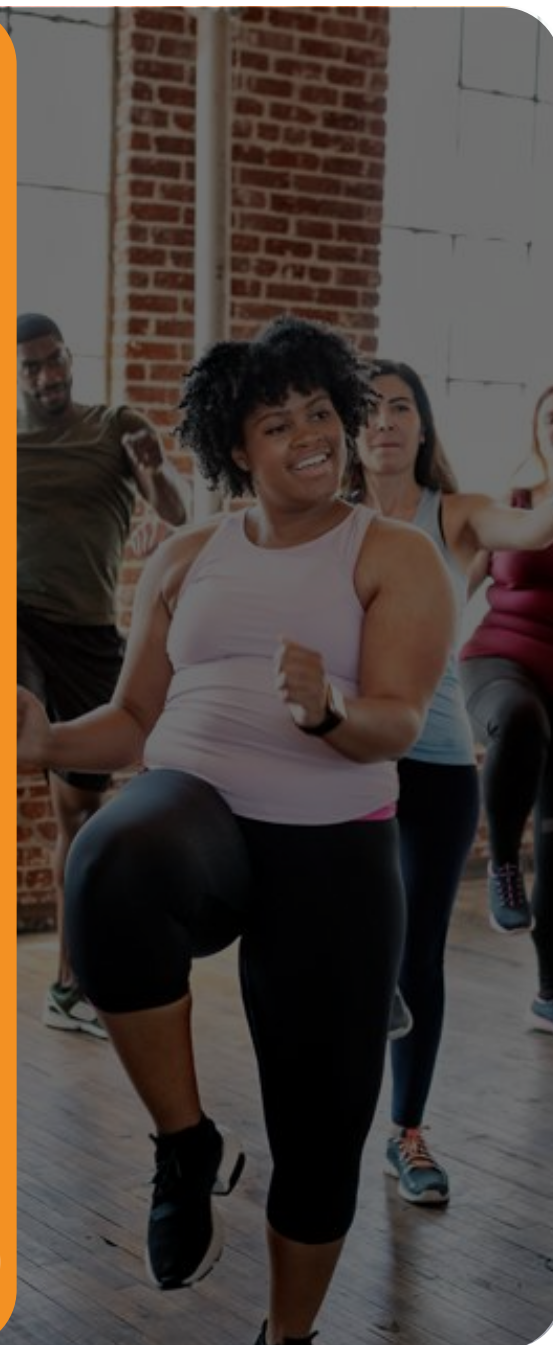
In the project's second phase, Node4 worked with Places Leisure to set up a collaborative platform using Microsoft365 and Microsoft Teams. Finally, Node4 provided Places Leisure with a hosted cloud environment and played a key role in assisting with the migration. The service also provides Places Leisure with managed backup, disaster recovery and failover for improved resilience, responsiveness, and scalability.

“

Node4's team proved themselves time and again to be extremely knowledgeable, responsive and dependable. as such, they rapidly became an extension of our team.

PHIL WHITE
HEAD OF TECHNOLOGY
SERVICES AND SUPPORT

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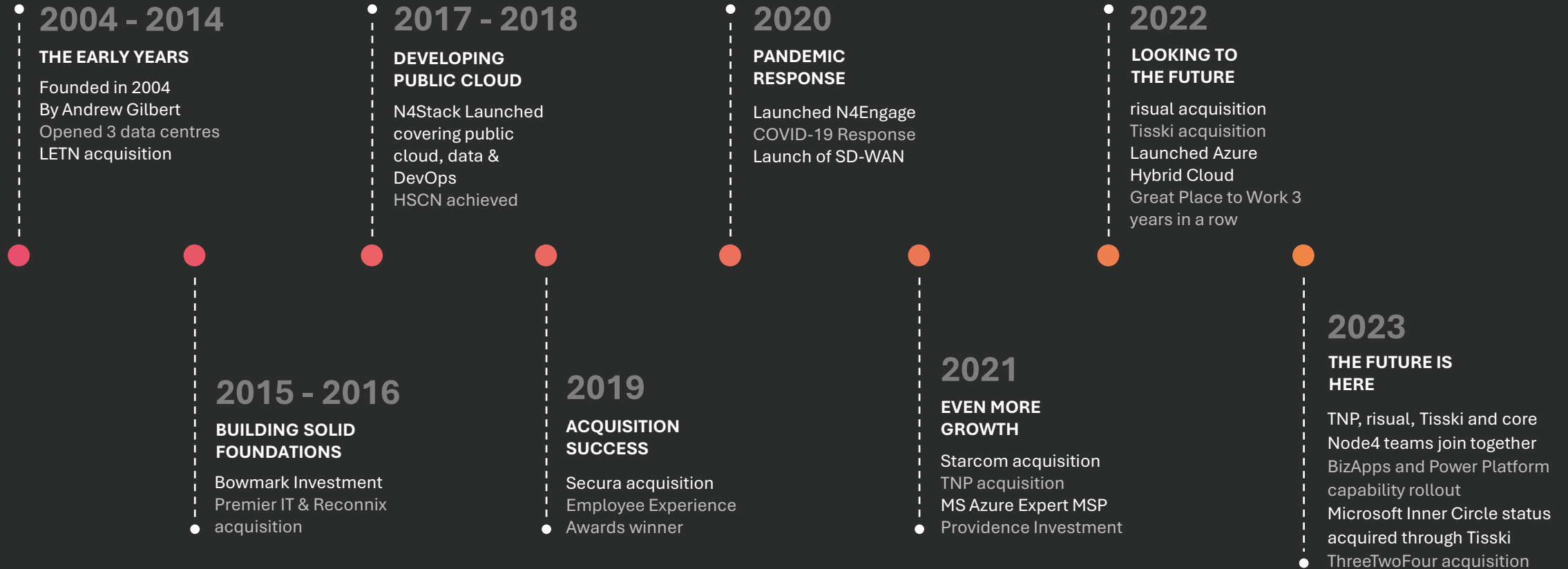
CHANGE THAT MATTERS

We empower public and private sector organisations by delivering positive outcomes through technology and innovation.

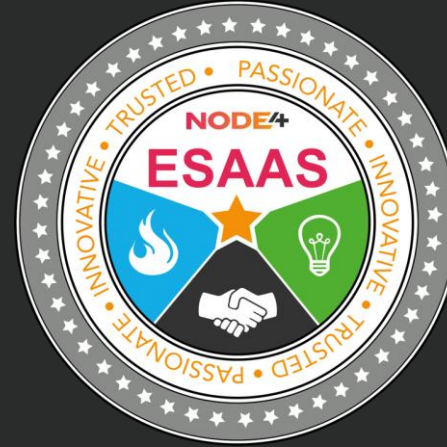
Harnessing our knowledge, passion and talent we help our clients reach their full potential.

We call it change that matters.

THE JOURNEY SO FAR...



IT'S OUR CULTURE THAT MAKES A REAL DIFFERENCE TO YOU



When it comes to ESG, our actions speak for themselves.

NET ZERO by 2030

We already power our data centres with renewable power. Beyond that, we partner with Carbon Neutral Group to offset our other emissions.

UNITED NATIONS SUSTAINABILITY DEVELOPMENT GOALS

We're continually working to align our CSR strategy and activities with the United Nations 17 Sustainable Development Goals (SDGs) at both a local and national level.

Each of our employees is fuelled by a passion for technology and what it can do to make your organisation grow.

We're vibrant, passionate and united by a dedication to delivering **EXCEPTIONAL SERVICE AS A STANDARD**, not only to our clients, but to each other too.



WHY PARTNER WITH US?

1



PROVEN

20 years delivering outcomes as the IT partner of choice for over 1800 organisations

2



CAPABLE

Utilising our expertise & knowledge from the highest IT accolades & accreditations to deliver innovative technology solutions

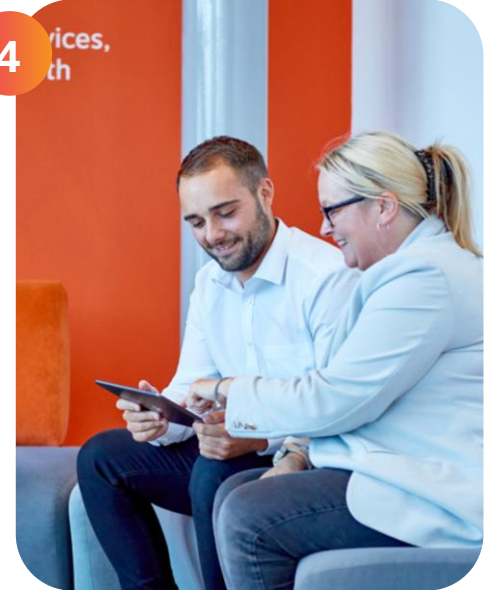
3



SCALE & AGILITY

We are big enough to deliver yet agile enough to care, always ensuring exceptional service comes as standard

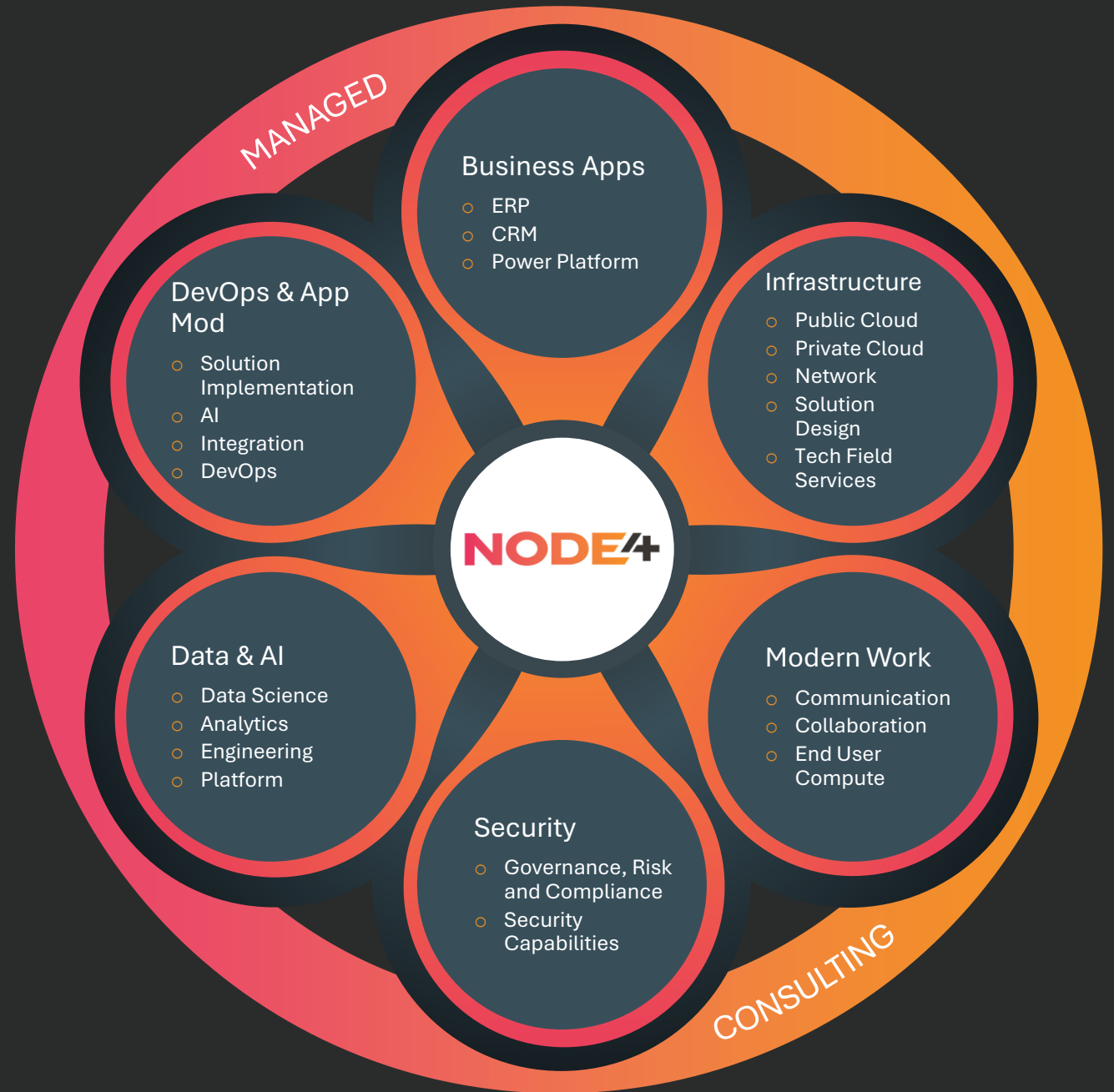
4



WE DELIVER

Everything we do is developed & executed with your outcomes in mind to ensure we deliver change that matters

NODE4 CAPABILITIES



NODE4+