Service Definition
Voxaro Compliance Recording

SERVICE OVERVIEW

Voxaro Compliance Recording is a cloud-native, fully managed, Microsoft Certified interaction recording solution for Microsoft Teams, designed to meet regulatory compliance requirements including MiFID II, GDPR, HIPAA, and PCI-DSS. Built on Microsoft Azure, the service enables secure, policy-driven recording, storage, and playback of Teams interactions including voice, video, screen sharing, and chat.
The solution is ideal for organisations requiring tamperproof, encrypted, and centrally stored recordings with advanced search, transcription, and analytics capabilities. Voxaro adds a UK-based service wrap including onboarding, support, and integration consultancy.

Data Backup, Restore & Disaster Recovery
All recordings are encrypted and stored in secure cloud environments (Azure BLOB or AWS S3).
Data is protected with 256-bit encryption and digitally signed for tamper proofing.
Disaster recovery is managed via cloud-native redundancy and replication.
Business continuity is ensured through high availability architecture and SLA-backed uptime.

Onboarding & Offboarding Support
Voxaro provides onboarding workshops, configuration assistance, and integration with Microsoft Teams. Policy-based recording rules are tailored to customer compliance needs.

Upon termination, Voxaro supports secure data extraction and transfer. Customers retain access to recordings and metadata for a defined period to ensure continuity and compliance.

Service Constraints
Scheduled maintenance windows may occur, with a maximum of 4 hours per month for major updates. Customisation is available via APIs and admin-configurable recording rules.
Recording is initiated via admin settings or automated triggers; user-based recording is not supported.

Service Levels
Availability: 99.9% monthly uptime target with options to disable calling if recording is not available.
Support Hours: UK business hours (Mon–Fri, 09:00–17:30), with optional extended support.
Performance: Scalable from 5 to 500,000 users; supports real-time monitoring and analytics.

After-Sales Support
UK-based support desk via Voxaro. SLA-backed response times and escalation procedures.
Optional managed service including proactive monitoring and compliance reporting.

Technical Requirements

Microsoft Teams (Enterprise licence).
Azure blob storage (managed by Voxaro or customer).
Internet connectivity with sufficient bandwidth for media capture.

Outage & Maintenance Management
Maintenance windows are pre-scheduled and communicated in advance.
Downtime exclusions include third-party API failures, customer-side network issues, and force majeure events. Service credits are available for SLA breaches, up to 14 days extension per month.

Hosting Options & Locations
Hosted in Microsoft Azure (UK, EU, or global regions as required).
Data sovereignty options available to meet jurisdictional compliance.

Access to Data (Upon Exit)
Customers may export recordings and metadata in standard formats (e.g. .WAV, JSON).
Voxaro assists with secure data transfer and ensures compliance with retention policies.

Security
Role-based access control and two-factor authentication.
Recordings are encrypted at rest and in transit.
PCI muting and masking features for sensitive data.
Secure sharing with internal and external stakeholders via digitally signed files.

PACKAGES

Essential Recording Package
The Essential package provides the foundational compliance recording capabilities for Microsoft Teams. It includes audio, video, and video-based screen sharing (VBSS) recording, ensuring all critical communication channels are captured. Core security features such as role-based access control, playback permissions, and 256-bit AES encryption safeguard your data. Users benefit from dashboard widgets for quick insights, 1TB of geo-redundant storage (GRS), and legal hold functionality for regulatory compliance.
Additional features include shared links for secure content distribution, compression for efficient storage, and default recording profiles for streamlined setup. This package is ideal for organisations seeking reliable, secure, and compliant recording at an entry level.

Business Recording Package
Building on the Essential package, the Business tier introduces enhanced flexibility and customisation for businesses with more complex compliance needs. In addition to all Essential features, this package offers custom retention profiles and security profiles, enabling tailored data governance. It also includes OpenAPI access, allowing integration with third-party systems for extended functionality. With these advanced capabilities, organisations can maintain compliance while optimising workflows and reporting. The Business package is designed for businesses that require greater control and adaptability in their compliance recording solution.

Premium Recording Package
The Premium package delivers the most comprehensive compliance recording solution for enterprise environments. It includes all features from the Business tier, plus custom recording profiles, Active Directory (AD) synchronisation, and Bring Your Own Storage (BYOS) access, giving organisations full control over storage and identity management. Additionally, this tier introduces specialised applications such as Record-on-Demand, Transcription, AI Sentiment Analysis, and PCI Muting, ensuring compliance with payment security standards and enabling selective recording when required. The Premium package is perfect for organisations operating in highly regulated industries or those seeking maximum flexibility, integration, and security in their compliance recording strategy.