



Media Release
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Mobile Voice Recording, A New Cloud-Based Service from GemaTech

GemaTech, specialist developers and distributors of resilient and flexible communication technology, have launched an innovative new cloud-based mobile voice recording solution. The solution is capable of voice recording calls made from any web enabled smartphone mobile device. Integrated into GemaTech's fully distributed secure data storage network and web-based search and retrieval portal, the new solution records outbound calls from any smartphone and stores them securely in remote locations away from customer sites for increased resilience and security.

GemaTech has developed the technology to enable any organisation or individual to voice record any phone call made from a smartphone or triggered via a web-enabled device, which is digitally recorded, stored and replayed via GemaTech's highly secure and resilient data storage network and super fast search and retrieval portal. Users of GemaTech's smartphone voice recording solution can also benefit from lower calling charges as it uses traditional PSTN (Public Switched Telephone Network) to deliver the calls.

For years organisations have realised the benefits of voice recording landline phone calls, especially in helping to resolve disputes with customers and suppliers quickly, which itself helps to minimise damage to brand and reputation. But until now the technology has been limited in its ability to voice record phone calls made from mobile devices both securely and reliably.

The requirement to voice record phone calls made over the mobile network is increasing as the number of people working remotely has risen dramatically. According to the UK National Statistics Agency, 3.1 million people are now officially home-based workers, of which 2.4 million are teleworkers. The financial sector is also under increasing pressure to record calls due to present and likely future regulation:

Since March 2009 financially regulated organisations have had to record and store all telephone conversations and electronic communications relating to client orders and the

conclusion of transactions in the equity, bond, and derivatives markets as required and regulated by the FSA (Financial Services Authority) in the UK. Voice recording phone calls is also the best way to identify market abuse and to increase visibility of financial transactions and processes.

The FSA is expected to make an announcement shortly on the current mobile recording exemption included in the 2009 regulations.

GemaTech CEO Graham Chick explains further,

“Working patterns are continually evolving and the steady increase in the mobile workforce will continue. Mobile working, coupled with the anticipated increased FSA regulation means that voice recording of both landline *and* mobile conversations will become the accepted standard by everyone. By deploying a cloud-based, fully distributed service, organisations can build additional resilience into their mobile voice recording solution as well as taking away the cost of maintaining office based voice recording equipment. ”

GemaTech have also partnered with Voxsmart, official BlackBerry Alliance members, to provide a fully managed cloud-based specialist voice recording solution for BlackBerry smartphones. Both the GemaTech smartphone and BlackBerry solutions enable GemaTech to provide a hosted mobile voice recording solution to the vast majority of the corporate mobile phone market.

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2. Karen Jones and Graham Chick are available for comment.

About GemaTech

Founded in 1995, the GemaTech Group of Companies is an established group of privately owned companies with a proven track record as specialist developers and distributors of resilient and flexible communication technology.