



Media Release
22nd February 2010
Author: Karen Jones

GemaTech Joins with Voxsmart to Launch Cloud-Based Mobile Voice Recording Solution for BlackBerry Smartphones

GemaTech, specialist developers and distributors of resilient and [flexible communication technology](#), has partnered with Voxsmart, an ISV BlackBerry® Alliance Select Member, to provide a cloud-based [mobile voice recording solution](#) for BlackBerry smartphones. Integrated into GemaTech's fully distributed secure data storage network and web-based search and retrieval portal, Voxsmart's VoxRecord solution seamlessly records inbound and outbound phone calls to and from [BlackBerry smartphones](#) and stores the recordings securely in remote locations away from customer sites for increased resilience and security.

Since March 2009 FSA (Financial Services Authority) regulated financial institutions in the UK have had to record and store certain telephone conversations made from desk phones relating to taking client orders and the conclusion of transactions in the equity, bond and derivatives markets. Recording phone calls is also the best way to ensure accuracy in case of any disputes in future over what was said.

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

With this in mind, GemaTech has partnered with Voxsmart to lead the way in delivering highest quality voice recording, secure and resilient remote storage and fast retrieval using VoxRecord, as their new mobile voice recording solution for BlackBerry smartphones, as CEO Graham Chick explains:

“Working patterns are continually evolving and the steady increase in the mobile workforce will continue. Mobile working, coupled with the anticipated regulations in the financial services sector 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.”

Deploying the VoxRecord application can be done remotely to one or thousands of devices in a matter of minutes. Using Voxsmart's VoxRecord Compliance solution all incoming and outgoing phone calls are automatically and compulsorily recorded with users unable to make a call unless it is recorded. Alternatively organisations can deploy VoxRecord Professional whereby users can choose when they need to record mobile calls.

Each voice recording file is digitally stored and encrypted in highly secure geographically dispersed data centres (shared with the likes of Google and Amazon) located in the UK, USA and mainland Europe. Recordings can be sent via email, sent as a link within an email or SMS text, or viewed on a secure web page. A comprehensive permissions structure allows an organisation to decide who has access to which voice recordings.

Sally-Ann Angel, CEO of Voxsmart underlines the importance of the partnership,

"We have received considerable interest from customers who would like the benefits of deploying VoxRecord, our BlackBerry smartphone voice recording solution, as a fully managed service rather than integrating with their existing in-house voice recorders. Partnering with GemaTech will enable customers to receive such benefits and we are delighted to bring this offering to the market now that the recording of mobile phones is gaining increasing prominence as a risk management issue in financial services and other sectors."

Voxsmart's VoxRecord for BlackBerry smartphones is a specialist addition to GemaTech's generic voice recording offering which facilitates voice recording from any web enabled device to record conversations held over mobile phones, landlines or pc softphones, on a low cost calling basis.

For further information please contact Karen Jones on 0845 345 8718 or Sally-Ann Angel on 0844 555 1001.

ENDS

Media Contacts: Karen Jones 0845 345 8718
k.jones@gematech.com

Sally-Ann Angel 0844 555 1001
sallyann@voxsmart.com

Notes for Editors

1. GemaTech contact details:
Telford House
Hamilton Close
Houndmills
Basingstoke
Hampshire
RG21 6YT
0845 345 3333

www.gematech.com

2. Voxsmart contact details:

Voxsmart Limited
Westwood Park
London Road
Colchester
Essex
CO6 4BS
0844 555 1001

www.voxsmart.com

3. Karen Jones, Sally-Ann Angel and Graham Chick are available for comment.

4. Voxsmart is an ISV BlackBerry® Alliance Select Member

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.

About Voxsmart

Founded in January 2006, Voxsmart is an ISV BlackBerry Alliances Select Member and the leading provider of mobile call recording solutions for BlackBerry® and other smartphones. Voxsmart has deployed solutions for mobile carriers and financial institutions and operates through a global distribution network of specialised partners.