

Press release

Sunbury on Thames 14/11/08

BlackBerry smartphones-Retell have got it recorded.

Call recording manufacturer and specialists Retell, recently launched a new, ground breaking recording solution that offers customers mobile phone call recording integrated with their landline recordings.

By integrating BlackBerry Alliances Partner Voxsmart's RecordMobiles application with its Ruby Line and Sense solutions, Retell offers a secure, easy to use, cost effective way of recording and storing calls made on BlackBerry smartphones. The registered BlackBerry user makes and receives calls as normal and Voxsmart's RecordMobiles application seamlessly and automatically ensures all calls are captured on a Retell recording system for storage and retrieval.

"Businesses have turned a blind eye to the risks posed by unrecorded company mobiles up to now as the technology has not been available to record mobiles. Retell now has a solution to this problem that can be deployed by businesses of any size. We are delighted to be working with Voxsmart to provide our customers with a simple, secure way of recording their mobile phone calls. Our Ruby Line and Sense solutions are now unique in the industry in being able to offer the recording of both mobiles and landlines," said Richard Herman, Managing Director of Retell.

Why record mobiles?

Accountability and risk management is becoming increasingly important in the current economic climate. The Financial Services Authority (FSA) has made it a requirement for certain firms in the financial sector to record landline calls from March 2009 and it is expected that this will be extended to include mobile phones. As the FSA's consultants stated in their March 2008 Policy Statement on Telephone Recording, *"it seems unlikely to make regulatory sense to record landlines if you cannot cover mobile phones as well"*. The police, emergency services, breakdown services and delivery companies are also all becoming heavy users of BlackBerry smartphones.

By integrating Voxsmart's RecordMobiles application with Retell's call recording systems, Retell now offers the market a unique, complete solution that enables all businesses, large and small, to record all landline and mobile conversations in one place. With mobiles securely recorded, staff are free to do business wherever and whenever they need to and still comply with any regulatory or internal record keeping requirements.

For further information, please contact

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