

# MiaRec Service Provider Edition

MiaRec is a multi-tenant call recording solution, designed for Service Providers willing to resell call recording as a service to end users.

MiaRec SP Edition is built upon robust carrier-grade call recording platform providing high availability and exceptional reliability at a competitive price and low cost of ownership.

MiaRec offers multiple recording options with diverse flexibility to fit the specific needs of service providers and their customers.

High scalability, advanced security and exceptional reliability make MiaRec a truly cloud-ready call recording solution.



## BENEFITS FOR SERVICE PROVIDER:

- Offer mission-critical call recording service to grow revenue and customer base
- Deploy quickly a call recording system with low on-going maintenance and administration
- Help customers to comply with industry and corporate requirements
- Provide secure access to call recording data via intuitive web interface for fast customer adoption and minimum end-user training
- Manage the system via powerful centralized web-based administration interface

## TOP FEATURES:

- Centralized Web-based access and Administration. Authorized users can quickly and easily access call data via MiaRec web-based user interface across any number of locations
- Ease of portal integration, single sign-on. Rich set of web service APIs to ensure seamless integration of call recording service into the service provider portal
- Multiple recording modes. Automatic 100% call recording, selective and on-demand call recording options
- Multi-tenancy and security. Multi-level access control and partitioned multi-tenant resources ensure data protection and customer privacy
- Configurable data retention policies. Use the rule-based storage policies to manage data growth and comply with industry requirements
- Virtualization support. MiaRec supports VMWare, Hyper-V, XEN virtualization platforms enabling multiple virtual machines to run on a single physical server
- Linear scalability. Scales easily to thousands of users across geographically distributed locations
- Advanced system monitoring. Supports self monitoring and self correcting as well as alerts via SNMP

## NETWORK ARCHITECTURE

### BENEFITS FOR CUSTOMER:

- Data separation.  
Customer data is isolated from each other
- Web-interface.  
Access to call data from anywhere at any time
- Powerful search.  
Call data can be easily searched by any parameter, such as Date, Time, Caller/Called Phone Number, Name and others
- Built-in playback.  
Playback is available right in the browser window. No need to install client applications
- Full audit trail.  
All call related activities are logged to provide a history of changes in the system
- Call recording data management.  
Recording files can be downloaded, saved and shared between users

### SUPPORTED INTEGRATIONS:

- BroadWorks v. 17.sp4 or higher (SIPREC)
- BroadWorks other versions (port mirroring)
- MetaSwitch
- Asterisk
- Any SIP-based platform

### MIAREC SERVER REQUIREMENTS:

- Centos/Redhat 7 (64-bit), Windows Server 2008/2012 (32 or 64 bit) operating system
- 1,000 concurrent calls per server. Additional servers can be deployed if higher capacity is required
- 145,000 hours per 1 TB disk space
- Virtualization support

