



FOR IMMEDIATE RELEASE

## TextGuard Announces VoiceGuard™ to Its Suite of Mobile Compliance Solutions

*New client application provides customers with ability to record voice conversations on the mobile device*

**New York, NY – October 5<sup>th</sup>, 2010:** [TextGuard](#), the leading provider of mobile communication compliance solutions, today announced its newest mobile compliance product, [VoiceGuard™](#), an application that enables enterprises to record telephone conversations and voicemails on company mobile devices.

VoiceGuard™ is currently available for Blackberry devices and can be installed and operational within minutes. The application helps companies achieve their compliance and risk management objectives, reduce losses and supports mobility initiatives.

“Regulations are now in place that requires all electronic communications used for business purposes, including landline calls, email, [SMS](#) and [instant messaging](#) to be recorded and retained. The recording of mobile voice calls is the next logical step in the regulatory process”, explained Todd Cohan, Founder and CEO of TextGuard. The Financial Services Authority (FSA) in the UK is expected to issue its policy statement lifting the mobile phone recording exemption by the end of this year. Once it does so, financial services firms in the UK will have one year to comply with the new regulations.

[VoiceGuard](#) works in a variety of ways depending on the specific needs of the enterprise. For the BlackBerry, the client application is first downloaded to the mobile device. When a user dials a third party and the third party answers, the application on the device automatically puts the third party on hold and initiates a conference call with the VoiceGuard recorder server. Recording starts once the call is established with the voice recorder and speech analytics is used to search and monitor the conversation to access the call recordings. With the ability to access all of the recordings, companies can be now be fully compliant with present and future regulations and at the same time mitigating any possible risk.

Failure to record mobile communications can put companies at risk. Implementing VoiceGuard Mobile Recording should be a core business practice demonstrating good governance particularly in areas where client transactions are conducted by telephone. With VoiceGuard™, all mobile calls can quickly be retrieved and replayed to protect your business operations from the potential of misunderstanding or misrepresentations later down the road in addition to efficient handling of any customer complaints.

### **About TextGuard™**

TextGuard™ is the leading provider of mobile communication monitoring and archiving solutions and ensures compliance with the rules & regulations of all relevant regulatory bodies. TextGuard [Mobile Compliance solutions](#) provide monitoring, capturing, logging, archiving, supervision and alerting of all

communication on company mobile devices. TextGuard's mobile communication compliance solutions are provided on a software as-a-service (SaaS) basis and all mission-critical data is hosted in TextGuard's state-of-the-art data centers. To learn more, please visit [www.textguard.com](http://www.textguard.com)

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## KEY FEATURES

- Ensures compliance with applicable regulations
- Provides protection from misinterpretations and misrepresentations
- Allows maximum flexibility to conduct company business anytime, anywhere
- Minimal disruption to the user
- Easy to deploy, support and maintain
- Cost effective
- Employees can keep existing devices and phone numbers

# VoiceGuard™

VoiceGuard is a solution that will enable you to record and archive call conversations and voicemails from your company-sponsored mobile devices, which will help you achieve your compliance and risk management objectives, reduce losses, and support your mobility.

Regulations are now in place that demand that electronic communications, including landline calls, e-mail and instant messaging are recorded and retained. The recording of mobile voice calls is a logical next step in the regulatory process.

In addition, in today's world, enterprise mobility and flexible working is a reality as more and more employees are conducting business outside of the office. However, failure to record mobile communications can put companies at risk. Implementing this as a core business practice also demonstrates good governance particularly in areas where client transactions are conducted by phone. Now, all calls can be quickly retrieved and replayed to protect your business operations from the potential of misunderstandings or misrepresentations later down the road.

Finally, corporate mobile phone costs often include a high percentage of personal usage by employees. Recording employee calls ensures better adherence to company policies regarding personal usage of company mobile devices.

## The basic features of the VoiceGuard mobile recording solution include:

- Records and saves all incoming and outgoing voice calls from mobile devices
  - All recording is done automatically with no user intervention required
- Support for major smartphones
  - Currently works with Android, BlackBerry, Windows Mobile and other leading smartphones
- Sophisticated, web-based administrative console for compliance/IT departments
  - Advanced search capabilities allow for quick and efficient retrieval of recorded calls
  - Configurable policy enforcement workflow tools for reviewing and annotating conversations
- Automatic flagging of calls for compliance and supervisory review based upon recipients and senders
- Real-time usage reports and data visualizations.
  - Plus ad hoc reporting delivered on demand, or scheduled to email, ftp, or file shares
- Seamless integration with existing recording infrastructure
  - Compatible with all major voice recording platforms
- Can also be provided on a SaaS basis
  - For those companies that do not currently have their own voice recorder in house, VoiceGuard provides a hosted call recorder which is available as needed
- Highly reliable and highly scalable
  - Uptime and performance service level guarantees
- 24 x 7 x 365 service and support