



broadsoft

call recording

OrecX is the industry's most widely-used multi-tenant call recorder with over 250 Service Provider clients.

OrecX will meet the your customers' recording needs at half the cost of competing solutions, allowing you to increase ARPU at your desired margins.

Service Providers have found that most of their tenants with over 15 employees have some portion of their organization that they want record to improve customer service, verify transactions or comply with regulations.

OrecX's powerful, flexible, future-proof design provides you with the best possible call recording solution for all your customers needs today and down the road.

- Compliance tested and approved for **BroadWorks SIPREC R17 SP4** and above.
- Deploy in the **cloud** or in your data center – your choice.
- High **Scalability**– several clients exceeding tens of thousands of recorded subscribers, with centralized management.
- Low Total Cost of Ownership (TCO), **Increased ARPU** – basic server requirements, inexpensive licensing
- PCI, HIPPA **Compliance** & enhanced **Security** – OrecX is the only recorder that is OWASP Level 2 compliant.
- **Open** database schema, open file formats and open **REST API**.
- **Millions** of users in over 180 countries.



Call Recording Features

Multi-tenancy

Auto-provisioning

On-Demand and/or 100% Recording

Live Monitoring

Selective Recording

Look-Back Call Recording

Multi-criteria Search & Filter

Filtering (IP-DID Range)

Fine-Grained Privileged Access

Per Group Retention Policies

Per Group Archiving

Call Tagging

PCI/HIPPA Compliant

Enhanced Security (OWASP)

Audit Trail

REST API

White Label for Branding

Mobility/Mobile Support

Extended Codec Support

Call Exporting

Quality Management*

Screen Recording*

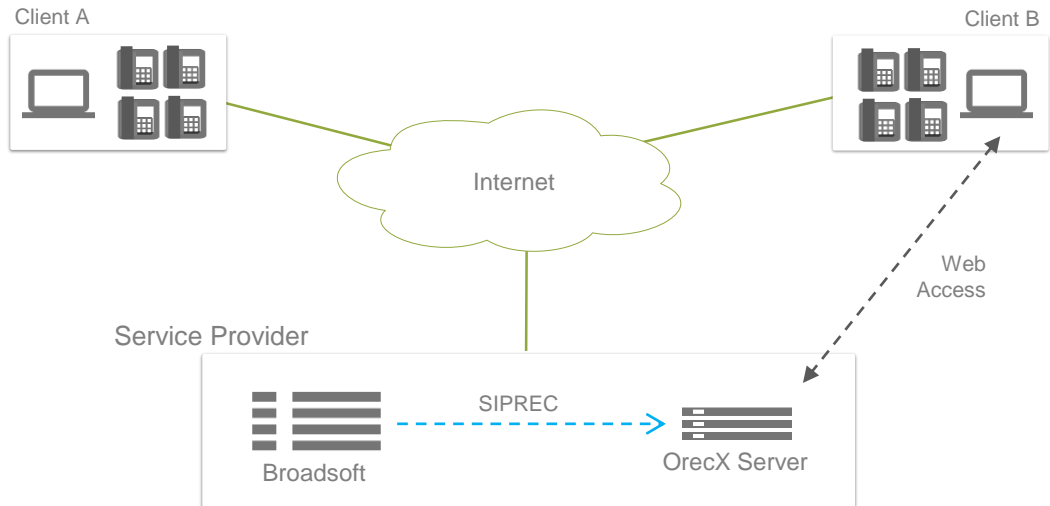
Speech Analytics*

** add-on module*

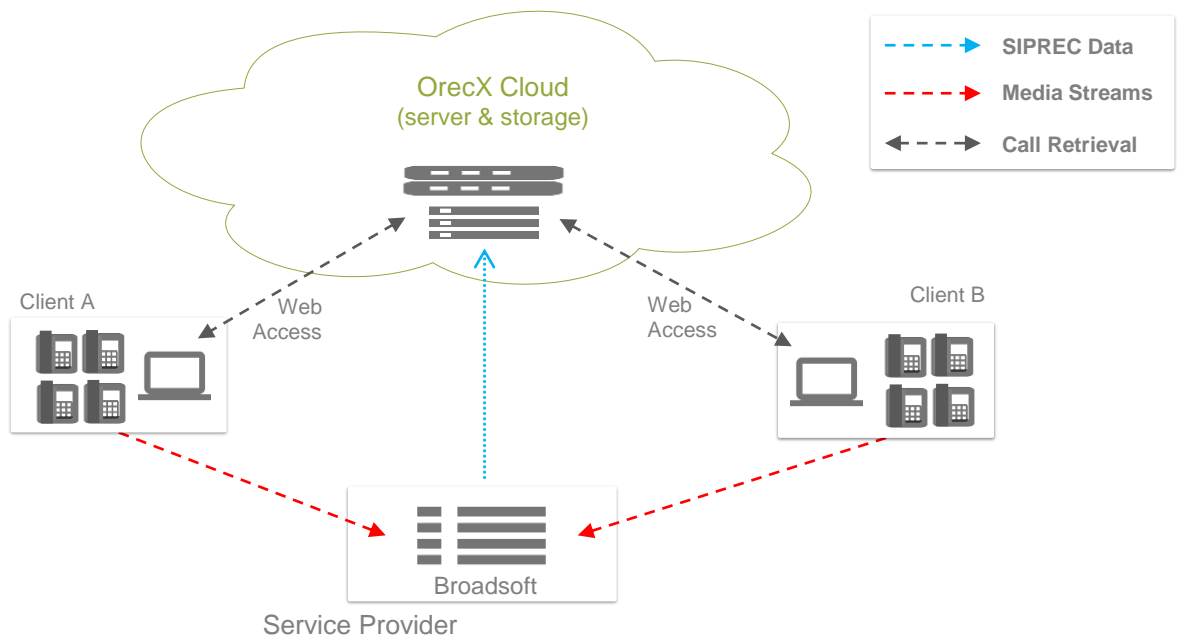
2 easy ways to Record with Broadsoft

...your choice

Broadsoft SIPREC Architecture



Broadsoft Cloud Recording (no hardware needed)



it's easy to try OrecX with Broadsoft

....in the cloud or on your premise

a. In the cloud...

- Have SIPREC licensing in place.
- Supply OrecX with a static public IP address and send the SIPREC data, we will then record & archive your files.

b. On your premise with SIPREC...

- Customer installs server with operating system (Linux CentOS 6 or 7, 64-bit) & necessary disk capacity (can be virtualized).
- OrecX recorder must be provisioned on the telephony platform and full TCP/IP connectivity between telephony and recording platforms must be secured.
- Once this is in place, OrecX Support will install the software – *you'll be up and recording in less than an hour.*

....it's that simple

Call Recording Server Specifications

OS : Linux (Centos 6 or 7), any Windows. 64-bit.

Hard Drive : High-speed HD (7200 RPM or faster).
Recommend two HDs for over 300 concurrent calls.

Storage : Count 1.6 KBytes/second of recorded audio (GSM format...our default storage format).
For example, 500GB of disk space stores approximately 100,000 hours of audio.

Virtualization : Yes.

**** Recommendations based on concurrent call levels ****

| Concurrent Calls: | Up to 100 | Up to 350 | Up to 800 | Up to 1,200 | Up to 1,600 | Up to 2,000 |
|--------------------|-----------|-----------|-----------|-------------|-------------|-------------|
| CPU Cores : | Dual-core | Quad-core | 8-core | 12-core | 16-core | 20-core |
| L2 Cache : | 4MB | 8MB | 12MB | 16MB | 20MB | 24MB |
| RAM : | 4GB | 8GB | 8GB | 16GB | 16GB | 16GB |

Codecs : G.711, G.729A, G.723.1, G.722, iLBC, GSM6.10, Speex, Opus, AMR, AMR-WB

Protocols : SIP, SIPREC, H.323, DMCC, Cisco BIB or Skinny, MGCP, IAX2, Alcatel UA/NOE, Nortel UNISTIM, Siemens HFA

Technical Assumptions for trial and/or production:

- Customer installs server(s) with operating system (Linux CentOS or Windows) & necessary disk capacity
- for Port Mirror: All traffic requiring recording is port mirrored to the recording server, including signaling and RTP media: <http://files.orecx.com/docs/oreka-port-mirror-span.pdf>
- for SIPREC: OrecX recorder must be provisioned on the telephony platform and full TCP/IP connectivity between telephony and recording platforms must be secured
- Link to more detail on a trial: <http://files.orecx.com/docs/oreka-pilot-requirements.pdf>



Oreka Design Benefits Summary

Operating System, Database and HW agnostic: customer has full control of the system & full control of their data

Open web interface: support for all browsers, including mobile platforms, and internationalization – use it anywhere on any device

Open API/REST API: tool to customize application within the existing application framework or outside the application framework - the software can be controlled by third party applications

Open file formats: customizable formats to match any Use Case; data portability to freely leverage third party applications (CRM, WFO, Analytics, etc.)

Open data model: ancillary features and processes along with enhanced meta data for pre and post call processing

Enhanced security: feature set enables compliance with PCI, HIPPA, SOX, etc. - OrecX is the first & only recording solution to be OWASP Level 2 compliant

Modular components: removes complexity and costs associated with bundled applications

Scalability: standards adherence increases scalability and scalability options (clients deployed with over 70,000 recordable users)

Multiple protocol support: standards based (IETF and ITU) and proprietary protocol support enhances usability across heterogeneous operating environments and removes threat of obsolescence

Support: standards software increases available resources within and outside of the organization to support software

Rapid development: standards software increases resources available to customize software and reduces development cycles

Licensing model: flexible licensing model can be adapted to line up with the customers' go-to-market strategy