



Luware launches cloud-based Recording for Microsoft Teams

Zurich, May 19, 2020: Luware launches a fully cloud-based compliance and quality management recording solution for Microsoft Teams. The subscription-based solution runs on the Luware-managed Azure Cloud allowing for zero infrastructure and full flexibility for customers. Several customers from the financial, travel and e-commerce industry are already using Luware Recording to capture, retain, analyze and retrieve communications in Microsoft Teams.

Enabling continuity of business while adhering to the highest compliance standards

“As more employees work remotely, especially companies in regulated industries such as financial services need to ensure business continuity while adhering to compliance regulations,” says Alexander Grafetsberger, Executive Director at Luware. “With a fully integrated recording solution for Microsoft Teams every company can benefit from easy communication and collaboration with colleagues and customers alike and still maintain full compliance.”

Centrally capture, retain, retrieve and analyze communications

To offer the leading recording solution for Teams, Luware is collaborating closely with Verint who have successfully implemented Teams recording for financial institutions and provide the most comprehensive range of compliance capture capabilities available today. The solution allows businesses to centrally capture, retain, analyze, and retrieve all communications from Teams calling and meeting scenarios – including voice calling, chat, video conferencing, screen sharing and more.

Running on Azure Cloud

Luware Recording combines Verint’s Recording solution with added services and support to fully cater to customers’ needs. Luware Recording runs entirely on the Microsoft Azure Cloud, operated and maintained by Luware. This means that customers need zero infrastructure and benefit from full scalability. All recording data is saved on the customers’ own storage – only metadata is stored on the Azure Cloud. Encryption is following industry standards and customers can also choose their own certificates.

Luware customers are already live

Luware has already rolled out the solution to various customers in the financial, travel and e-commerce industry. “As a highly regulated financial services provider, Verint and their global partner Luware were a clear choice for CHL; delivering a MiFID II and PCI compliant call recording solution whilst offering the flexibility of cloud-based delivery alongside a tight integration with Microsoft Teams,” said Andrew Parker, Head of Technology at Capital Home Loans (CHL). “This helped CHL deliver on key strategic initiatives; reducing business risk and increasing business agility.”

About Luware

Luware is a leading provider for customer service solutions that are seamlessly integrated into Microsoft Teams and Skype for Business. 100,000 users at over 200 customers benefit from Luware's solutions every day – among them AGC, Credit Suisse, ERGO, Kuka, Konika Minolta, Medical, Planzer, SAP, Swissbankers, Synamedia, UBS and Würth. The backbone of the modern software and close customer relationships are 80 Luwarians in Switzerland, the UK, Germany, Belarus and the USA with a passion for simple software and high service quality. Driven by customers' needs, managed by the founders and in close partnership with Microsoft, Luware has been developing customer service software for UC platforms for over 10 years.

www.luware.com

Contact

Alexander Grafetsberger | Executive Director | pr@luware.com | +41 58 404 28 00