



Luware
Recording

Compliance Recording That Cuts Through the Noise

Filter out irrelevant conversations. Catch risks automatically.



What sets *Luware Recording* apart

Luware Recording is the gold-standard solution for capturing, storing, and analyzing communications, leveraging Verint Financial Compliance and Intelligent Voice software in Microsoft’s cloud platform Azure. As the only Verint partner with Microsoft 365 certification and SOC 2 Type II accreditation, Luware supports unmatched security and compliance.

Strategic advantage

Go **beyond compliance** by leveraging valuable business intelligence to elevate operational resilience, efficiency, and customer trust.

Data privacy

Recording data is securely stored in our **private environment**, with full data sovereignty on your side. Our best-in-class privately hosted Speech Analytics models securely process data away from public clouds, and we never use customer data for training.

Reliable service

Luware Recording maintains an impressive **99.99% uptime SLA** and employs rigorous measures to ensure uninterrupted business continuity. You can further enjoy **24/7 support** from our experienced compliance engineers.



Filter out the noise, catch what really matters

Enable a fundamentally smarter approach to compliance and productivity, making your operations leaner, faster, and more strategic.

Financial-grade compliance bots

Leverage **explainable**, **private**, and **fully auditable** AI bots to deliver contextual intelligence from every recorded interaction, enabling lower compliance costs and more robust risk mitigation.

Future-proof compliance

Stay one step ahead of regulations with a compliance platform which is continuously updated by our expert engineers.

AI-driven insights

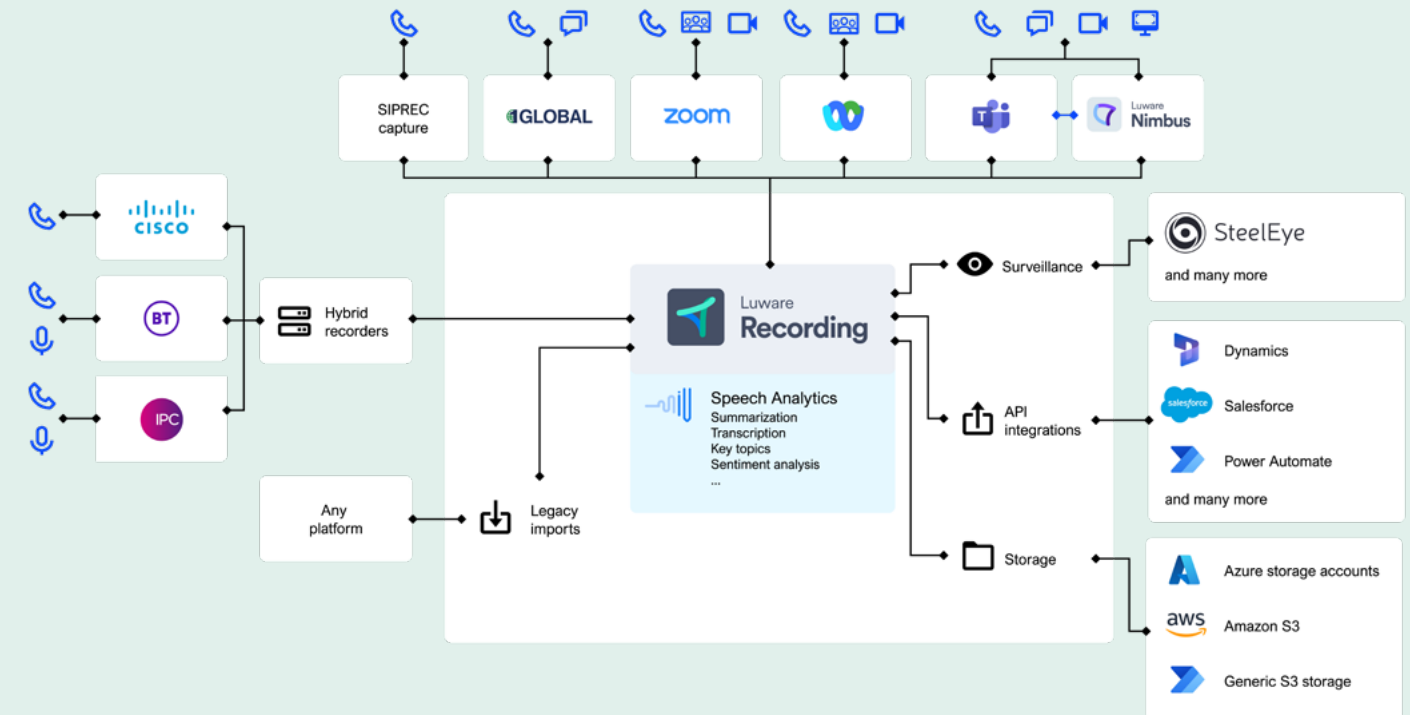
Identify trends and leverage sentiment analysis to improve decision-making and customer service.

Predictable pricing

We host our own Intelligent Voice platform, eliminating consumption-based billing. This means you won't receive unexpected third-party charges.

One platform, global oversight

Utilizing certified native integrations, Luware Recording integrates leading capture, analytics, and surveillance technologies into a single interface, providing seamless oversight of all communication data.

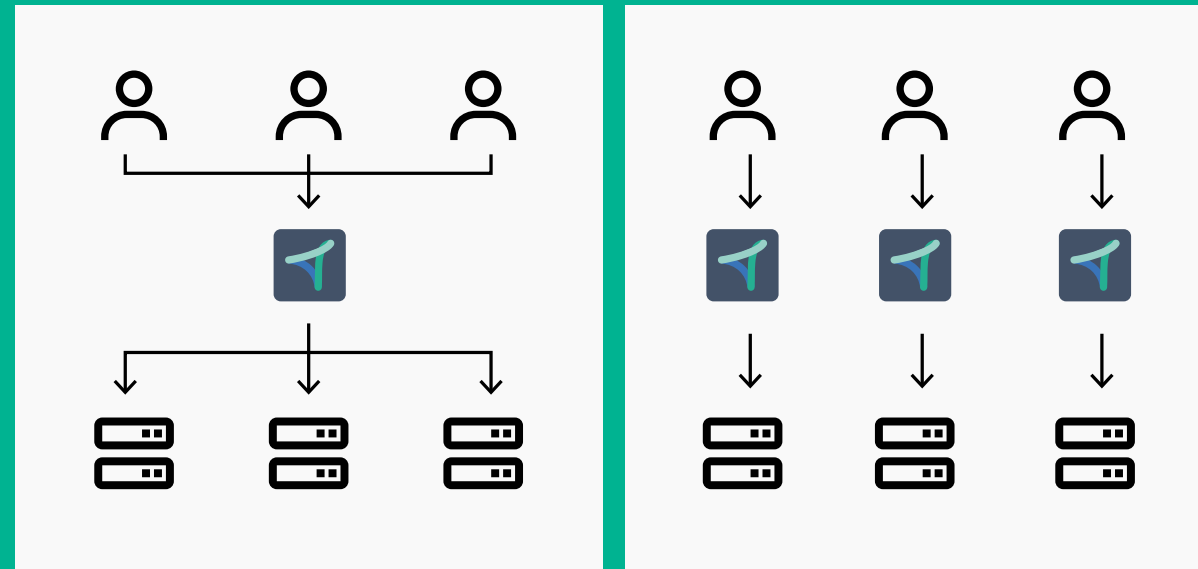


You benefit from

- **Effortless monitoring:** Eliminate operational overheads with cloud-enabled Capture, Archive, and Speech Analytics.
- **Scalability & security:** Meet compliance requirements with ease, no matter the size of your operations.
- **Optimized performance:** Improve customer satisfaction and agent effectiveness

Choose your hosting model

Pick the hosting model that suits your data privacy requirements.



Multi-tenant

Achieve economies of scale and easy onboarding using our shared platform with logical segregation.

Private tenant

Select your deployment region and achieve absolute data segregation, while enjoying operational cost reductions from a fully managed service.

Our recording solutions, tailored to your needs

Modules



Luware Recording
Professional

Capture and Archive with advanced selective recording rules



Luware Recording
Compliance Plus

Capture and Archive, advanced compliance features, and AI-powered Speech Transcription



Luware Recording
Beyond Compliance

Multi-platform Capture, Archive, and multi-language Speech Analytics with API-based integrations

Add-ons

Enable additional modalities

Capture and archive your chat, video, and screen share communication.

Multi-platform capture

Capture mobile voice, on-premise communication platforms, and more.

Recording assurance

Enable CDR Reconciliation for Microsoft Teams evidencing compliant capture.

Secure APIs

Enable integration with third-party applications.

Contact us for a more detailed overview of our add-ons.



What you can achieve with *Luware Recording*

Luware Recording empowers you to streamline oversight, strengthen control, and scale compliantly while staying ahead of regulatory expectations.

Save hours, cut costs

Our customers save hours of manual effort, free up employee capacity, and focus on higher-value tasks that drive the business forward.

Record with confidence

Customers confidently capture over 3,000,000 conversations every month, knowing every interaction is recorded and stored reliably.

Own your data

Keep full control over your recordings by encrypting them with your own certificates in your own storage account.

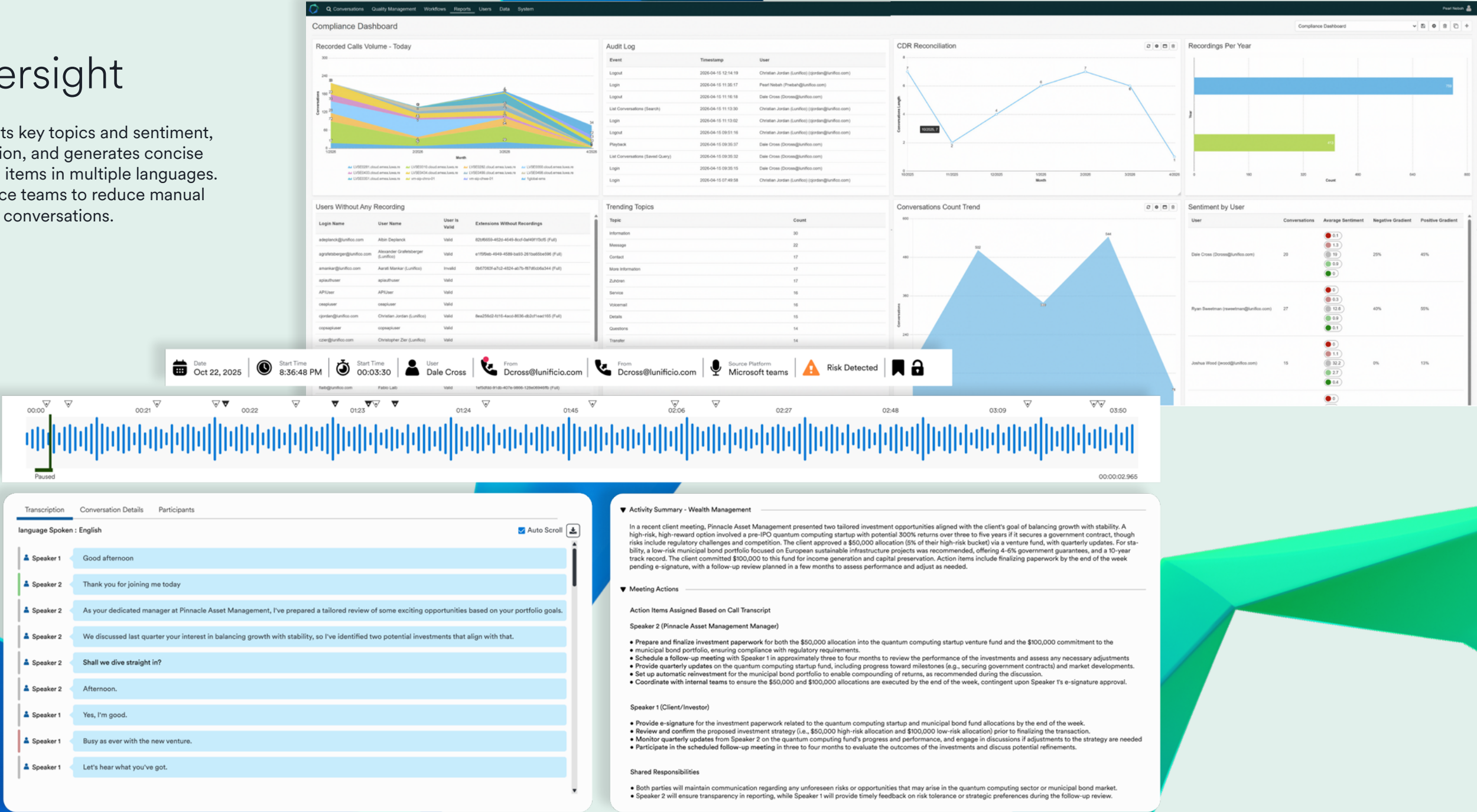
Start fast, stay supported

With a fully supported, seamless onboarding process, some customers begin recording in as little as one hour.

“Luware has all the right security measures in place so that our calls can’t get intercepted on Microsoft Teams.”
Christoph Ruys - KBC”

Gain smart oversight

Advanced Speech Analytics detects key topics and sentiment, separates speakers through diarization, and generates concise **AI-powered summaries** and action items in multiple languages. **Automated alerts** enable compliance teams to reduce manual review effort and focus on high-risk conversations.



Filter out the *noise*

Surface compliance risks automatically

Stop wasting hours on irrelevant
conversations and focus on those
that matter.

Challenge

Compliance teams are overwhelmed with millions of conversations to monitor. As a result, undetected breaches can slip through and lead to costly fines and reputational damage.

Solution

Luware Recording leverages advanced Speech Analytics to flag high-risk conversations for further review.

Outcome

Risks are identified early and can be mitigated before they escalate.



Double the expertise: Profit from our partnership with Verint

With decades of Verint Financial Compliance experience and as the first and only partner to achieve both a SOC 2 Type II accreditation and M365 certification, you can rest assured knowing we are externally evidencing and being audited on how secure and reliable our platform is.

Since SIX is a highly regulated company that must comply with various standards like FINMA, FinfraG, and PCI DSS obligations, Luware Recording as certified compliance solution helps ensure our compliance and auditability against internal and external authorities. If compliance is a must for a company, Luware Recording is the state-of-the-art solution.

Andrea Panarese - SIX



**Scan to catch what
really matters!**

Contact us for more
information or to
request a live demo.
www.luware.com

Microsoft
Partner

 Solution certified for
Microsoft Teams