Luware
Recording

Solution and Service Description

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Contents

1   Introduction

Luware Recording is a powerful cloud-based platform that combines capture, archiving, and speech analytics to help industries seamlessly meet regulatory requirements while unlocking actionable insights. By turning conversations into valuable data, it empowers organizations to enhance compliance, improve decision-making, and drive business outcomes.

This document is intended to be read in conjunction with the **LUWARE CLOUD SERVICES TERMS OF USE** and the customer specific offer document.

This document is aimed at our current and prospective Luware Recording customers as well as authorized technology partners.

2   Luware Recording

Luware Recording is a powerful cloud-based platform that combines capture, archiving, and speech analytics to help industries seamlessly meet regulatory requirements while unlocking actionable insights. By turning conversations into valuable data, it empowers organizations to enhance compliance, improve decision-making, and drive business efficiencies.
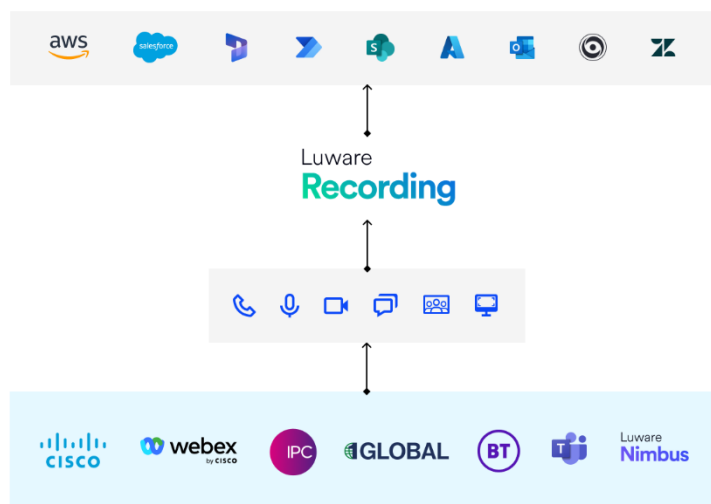
Powered by the proven Verint Financial Compliance software and hosted on Microsoft Azure, our fully managed SaaS solution supports Microsoft Teams, Webex, Zoom, Trader Voice, and Mobile Voice Recording—ensuring secure capture and compliant storage of all communications in line with regulations such as MiFID II and Dodd-Frank, while safeguarding data privacy under GDPR.

Our industry-leading speech analytics, powered by Intelligent Voice, unlocks insights from every conversation—helping businesses identify risks, improve performance, and drive smarter decisions.

Luware Recording is SOC2 Type II accredited and Microsoft 365 Certified evidencing our commitment to industry leading security and data privacy standards.

With decades of experience operating compliance platforms, our dedicated cloud operations team manages the system and underlying infrastructure, delivering a 99.99% availability SLA. This allows businesses to focus on their core interests while reducing operational burdens, lowering costs, and ensuring compliance with confidence.

2.1 Key Features

Luware Recording is an all-in-one compliance recording and speech analytics solution.

- **Experience a Unified, All-in-One Interface**: Luware Recording supports many different communication platforms, such as Microsoft Teams, Zoom, Trading floors, Mobile Communication platforms and you can import your legacy data, providing a single web interface for all your recorded conversations.

- **Pick the Operational Model that fits your business**: Luware Recording is available in multi-tenant or private-tenant models. Multi-tenant enables customers to enjoy the full range of features at a reduced cost as customers share resources. Private tenant allows customization options, specific regional deployments and absolute data segregation meeting customers security and data privacy requirements.

- **Choose the Recording Package that fits your needs**: Luware Recording is available in different feature packages. Pick the package that best fits your organizations requirements and upgrade to other packages if your requirements change.

- **Leverage Industry-Leading Speech Analytics for Unmatched Insights:** Take advantage of the industry leading Intelligent Voice solution for speech analytics without worrying about consumption based billing or public cloud data privacy concerns.

- **Retain Control of Your Data:** Luware Recording stores conversation recordings in your chosen storage account, ensuring you retain control of your recording and metadata files.

- **Ensure Compliance with Robust, Built-In Features**: Utilize the full suite of compliance features available within the Verint Financial Compliance product that's designed and developed to support regulatory compliance in the financial industry.

- **Enjoy Effortless Onboarding for a Seamless Experience**: Enable our Microsoft 365 certified Teams recording solution in a few simple steps.

- **Benefit from Regular Upgrades to Stay Ahead of the Curve**: Luware regularly updates to the latest version of the VFC software after completion of a full quality assurance test performed by our specialist teams.

- **Seamlessly Integrate with Luware Nimbus for Enhanced Functionality**: Luware Recording is the only supported provider for capturing Luware Nimbus.

2.2   Differentiators

Trust Luware Recording to revolutionize your organizations communication compliance.

- **Comprehensive Compliance Recording**: Capture multi-modality communication platforms with one vendor, enabling compliance with regulations like MiFID II, Dodd-Frank, FINMA while ensuring data privacy regulations are met such as GDPR.

- **Trust your third-party provider**: Ensure you meet regulations on critical third-party providers such as the Digital Operations Resilience Act (DORA). Luware Recording is SOC2 Type II accredited and certified with Microsoft 365.

- **Achieve Compliance with Data Privacy Regulations:** Ensure your organization meets complex data privacy requirements with built-in retention functionality specifically designed to adhere to financial regulations.

- **No consumption-based billing**: Avoid unpredictable billing and complex usage calculations. All Luware Recording services including Speech Analytics, are a simple per user per month price.

- **Remain in control of your data**: Store recordings encrypted in your own storage account with your own certificates.

- **Enhance business processes with Speech Analytics insights**: Export transcripts, summaries, topics and more, to enhance business processes with AI insights.

- **Eliminate on-premises costs:** Eliminate the need for on-premises hardware and reduce operational costs with a fully managed cloud-based solution.

- **Utilize decades of compliance experience:** Luware is the first partner to deploy VFC globally to customers and bring the product to market as Software as a Service. Luware have received the Verint Compliance Partner of the year four times in a row.

- **Certified Integrations**: All communication platform integrations have been certified with their respective supplier.

2.3   Meet Regulatory Requirements

Luware Recording enables businesses to meet strict data privacy policies while ensuring regulatory compliance requirements are met. These include regulations, such as:

Compliance Recording:

- **MiFID II (EU):** Requires financial institutions to record and store communications of employees involved in trading, ensuring the detection of potential market abuse and availability for regulatory investigations.

- **FINMA (Switzerland):** Financial institutions must record and archive client communications, including voice and instant messaging, similar to MiFID II, to meet regulatory standards and facilitate investigations.

- **German Securities Trading Act (WpHG):** Requires financial institutions to record and store communications related to securities trading to prevent market abuse, similar to MiFID II, and ensure availability for regulatory investigations.

- **Austrian Banking Act (BWG):** Mandates banks and financial institutions to record and archive communications related to financial transactions and client interactions to ensure compliance and transparency.

- **Dodd-Frank (U.S.):** Mandates financial institutions to record and securely archive trade-related communications with search and retrieval capabilities, ensuring evidence is available for market abuse investigations.

- **Market Abuse Regulation (EU/UK):** Requires the recording and retention of communications related to trading activities to aid regulators in identifying market abuse.

- **MAS (Singapore):** Financial institutions must maintain accurate records of voice and electronic communications for employees engaged in trading, in compliance with MAS regulations

- **FCA (UK):** Requires companies in finance, insurance, and credit to record client communications related to sales and claims, ensuring transparency and consumer protection.

Data Privacy:

- **GDPR (EU):** Governs the recording and storage of consumer communications, requiring transparency, consent, and secure data storage with strict retention rules.

- **FADP (Switzerland):** Similar to GDPR, mandates that companies comply with strict data collection, storage, and processing rules in sectors like finance and healthcare.

Third Party Service Providers:

- **DORA (EU):** Requires critical third-party ICT service providers, specifically serving the financial services sector, to be subject to stricter regulatory oversight, contractual obligations and resilience standards.

2.4 Use Cases

2.4.1 Regulatory Compliance & Risk Mitigation

A global financial institution implements the cloud compliance recording solution to meet strict regulatory requirements across multiple regions. The platform ensures that all voice and digital communications are securely recorded, stored, and easily retrievable for audits, helping the institution avoid costly fines and maintain trust with regulators.

2.4.2 Surveillance & Fraud Prevention

A trading firm in London integrates Luware Recording with its trading desk communications to monitor for potential market abuse and insider trading activities. Transcripts are sent to a surveillance platform flagging suspicious behavior, enabling compliance officers to intervene swiftly. This reduces the risk of regulatory breaches and protects the firm's reputation.

2.4.3 Quality Assurance & Service Improvement

A multinational retail bank deploys Luware Recording to evaluate agent performance across its contact centers. By reviewing calls and digital conversations, managers identify coaching opportunities and standardize best practices. This drives consistency in customer interactions, reduces errors, and improves first-call resolution rates, enhancing operational efficiency.

2.4.4 Intelligent Automation Integration

A technology firm integrates Luware Recording with its CRM system to automate call logging and summary uploads. After each call, the recording link and key conversation details are automatically added to customer profiles. This streamlines workflows, reduces manual errors, and enables sales and support teams to follow up more effectively.

2.4.5 Legal Dispute Resolution

A law firm utilizes the cloud compliance recording solution to securely record all client consultations and important legal discussions conducted via digital platforms. The recordings are encrypted and stored in a manner that meets legal industry standards, ensuring they can be used as reliable evidence in court if needed. This helps the firm protect client interests, resolve disputes efficiently, and maintain a robust record of all communications for future reference.

2.5 Customer Success Stories

2.5.1 Swiss Re: Microsoft Teams, Mobile and Trader Voice

Swiss Re, a global leader in reinsurance, faced the challenge of managing multiple on-premises recording systems and an upcoming migration to Microsoft Teams. To meet stringent compliance requirements and streamline their operations, Swiss Re adopted Luware's fully managed cloud recording solution. By consolidating various recording systems into one scalable and secure platform running on Azure, Swiss Re enhanced transparency and simplified compliance management.

The solution's seamless integration with Microsoft Teams, an on-premises trading platform and mobile voice recording significantly reduced administrative overhead, allowing Swiss Re to focus on their core business without compromising on security or compliance.

For more details, visit the full article HERE.

2.5.2 KBC: Compliance Recording and Nimbus

KBC Group, a major banking and insurance company, has cultivated a long-term partnership with Luware, based on trust and transparency. Seeking to enhance their customer service capabilities, KBC implemented Luware's advanced call routing and recording solutions. These tools seamlessly integrated with KBC's existing systems, enabling more efficient communication management and improving customer satisfaction.

The partnership has been marked by continuous innovation and collaboration, allowing KBC to consistently meet evolving business needs and regulatory requirements.

For more details, visit the full article HERE.

2.6 Compliance and Security

To ensure optimal performance, security, and compliance, Luware implements a comprehensive cloud security strategy. Luware provides the LUWARE RECORDING SECURITY WHITEPAPER, which covers compliance and security in detail.

2.6.1 Security Organizational Controls 2 - Type II

A SOC 2 Type II report is an internal controls report capturing how a company safeguards customer data and how well those controls are operating. This report is based on the AICPA's Trust Services Criteria (TSC) and is currently conducted by PWC. It provides an independent, third-party assessment of the controls that an organization has implemented with regards to the audited TSC. Luware is audited within the scope of the anticipated trust service criteria for Security.

Details of the SOC 2 Type II report are strictly confidential and are provided to selected customers upon request and subject to signature of a separate non-disclosure agreement. Luware will provide a letter of confirmation of the report to customers upon request which is to be issued with the responsible sales representative.

2.6.2 Microsoft 365 Certified

Luware's Microsoft 365 Certified application status demonstrates that the company has met the rigorous standards set by Microsoft for data privacy, security, and compliance. This certification involves passing assessments across 113 controls, which are categorized into Application Security, Operational Security, and Data Handling and Privacy. This status confirms Luware's commitment to being a trusted application provider.

Evidence of certification can be found on LEARN.MICROSOFT.COM.

2.6.3 ISO 27001

ISO 27001 provides guidelines to manage the confidentiality, integrity, and availability of information assets by assessing and controlling associated risks. It outlines requirements for an information security management system (ISMS), encompassing policies, procedures, and controls to safeguard data like personal, intellectual, and financial information. It aids in risk identification, data breach prevention, and effective response to security incidents by managing information security risks.

Luware AG's current ISO 27001 certification is provided to customers upon request via the responsible sales representative.

2.7 Technology and Integrations

Luware is partnered with Microsoft and utilizes Microsoft Azure as the public cloud provider for the Luware Recording platform. Luware hosts the software in Microsoft Azure datacenters with additional cloud-based services to provide the software as a service to customers.
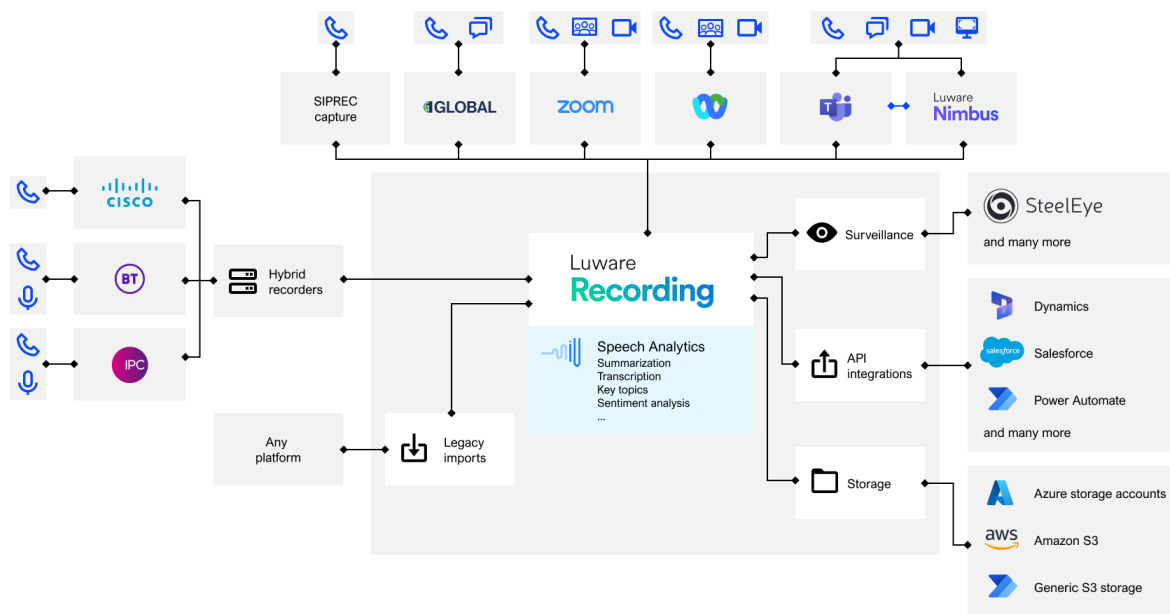
2.7.1 Cloud Communication Platforms

2.7.1.1 Microsoft Teams Calling

Luware Recording natively integrates with Microsoft Teams using Microsoft provided Software Development Kits (SDKs). Microsoft Teams users are assigned a compliance policy within M365 that enforces an Azure Bot to join all audio, video or screen share conversations. The Azure Bot forks metadata and media from the conversation to the Luware Recording service hosted in Azure.

2.7.1.2 Microsoft Teams Instant Message

Luware Recording leverages Microsoft Graph APIs, specifically the Export API, for Microsoft Teams instant message capture. Enabling support for peer to peer, meetings and channels, it ensures all regulated communications are captured and archived.

2.7.1.3 Luware Nimbus

Luware Nimbus is a Contact Center solution which is seamlessly integrated into Microsoft Teams. It's offered as software as a service and hosted within the Luware Azure environment. Luware Recording integrates with Nimbus using application identifiers to detect Nimbus calls allowing customers to only capture Nimbus calls if required. Luware Recording is the only certified vendor for capturing Luware Nimbus calls.

2.7.1.4 Webex

Luware Recording seamlessly integrates with Webex, enabling the automated import of calls and meetings recordings into the secure compliance archive. Leveraging the Webex Recordings API, the platform retrieves recording metadata and content, ensuring accurate capture and centralized storage for audit and regulatory purposes. This integration allows organizations to maintain a unified view of communications across platforms while simplifying compliance management.

2.7.1.5 Zoom

Luware Recording integrates with Zoom to automatically import phone and meeting recordings into the secure compliance archive. Using the Zoom APIs, the platform retrieves recording files and metadata, ensuring all call data is accurately captured and stored for regulatory and audit purposes. This integration helps businesses simplify their compliance workflows while ensuring seamless access to critical communication records.

2.7.2 Mobile Communication Platforms

2.7.2.1 1GLOBAL

1GLOBAL is a leading provider of mobile communication services for enterprise clients. Through a SIP-calling integration, Luware Recording securely captures voice communications from 1GLOBAL services directly. This provides customers with a unified view of their communication records across platforms, while enabling Luware Recording Speech Analytics to extract valuable insights from mobile conversations.

2.7.2.2 SIPREC

Luware Recording supports integrations using the SIPREC standard, enabling the capture of real-time voice streams from telephony platforms and carriers. This standards-based approach ensures seamless interoperability with providers like mobile voice providers and on-premises systems, allowing businesses to securely route and archive calls in the compliance platform. SIPREC simplifies deployment and ensures consistent, high-quality capture across diverse telephony environments.

2.7.3 Hybrid Capture Communication Platforms

Hybrid Recording is a service offering from Luware that involves deploying recorders into a customers or partners environment providing the ability to record communication platforms that don't currently support a cloud hosted model. Hybrid Recording reduces the overall on-premises cost of recording by removing the requirement to deploy a database and provides customers with a single pane of glass for all their recorded communication platforms.

2.7.3.1 Cisco Call Manager

Luware Recording hybrid recorders are enabled in customers networks capturing Cisco Call Manager using cisco network based recording via the built-in bridge of the phone. This native integration provides enhanced metadata through JTAPI and supports a large number of cisco endpoints.

2.7.3.2 IPC Unigy

Luware Recording is certified for capture with IPC Unigy utilizing the CTI events to communicate user behavior and the SIP standard for capture. It supports 2N and N+1 configurations and encrypted transmission of data between IPC Unigy and the Luware Recording hybrid recorders.

2.7.3.3 BT Trading

Luware Recording supports the capture of BT Trading (previously known as IP Trade). Turret and TPO recording methods are supported with Luware recommending Turret side recording for enhanced metadata. It supports 2N and N+1 configurations.

2.7.4 Speech Analytics

Luware Recording speech analytics is powered by Intelligent Voice; a world-renowned provider of cutting-edge speech analytics solutions, with a focus on unlocking insights and improving compliance across various industries. Their software provides a range of features, including transcription, sentiment analysis, language detection and multi-language transcription.

Luware hosts Intelligent Voice privately within our Azure environment, enabling customers to add speech analytics functionality as a service.

2.7.5 Identity Management

2.7.5.1 Authentication and Access Control

Luware Recording integrates with customers' Azure Entra ID for authentication and authorization. Users sign in through their organization's Azure Entra ID login, enabling customers to enforce security policies like multi-factor authentication and conditional access. The solution uses Azure Entra ID security groups to manage platform access with Role-Based Access Control (RBAC), ensuring permissions are aligned with user roles.

2.7.5.2 Microsoft Graph API Integration

Luware Recording leverages Microsoft Graph API to synchronize Azure Entra ID security groups, users, and extensions into the platform. During Microsoft Teams call recording, additional metadata is retrieved via Graph API and added to records, enabling enhanced search capabilities. For Instant Message recording, the Microsoft Export API (part of Graph API) extracts messages directly from Microsoft 365, ensuring comprehensive capture and searchability.

2.7.6 Storage

Luware Recording supports a wide range of storage solutions, however, Luware recommend using Azure Blob Storage for a low-cost, simple, and secure storage option.

2.7.6.1 Azure Blob Storage

The customer or partner deploys the Azure Storage Account with a blob container within their Azure subscription with Luware guidance. Our solution supports file level retention utilizing blob versioning via APIs. To ensure a secure connection between Luware Recording and the customers storage account Luware set up private endpoint connection that encrypts traffic between the two services. This enables customers to retain control of their captured conversations.

Customers can also implement Azure Storage lifecycle management policies, automatically moving blobs between tiers to reduce cost based on usage.

2.7.6.2 AWS S3

Luware Recording supports AWS S3 buckets, including file level retention and legal hold. Data transfers will use a secure connection over the internet.

2.7.6.3 On-premises S3

Luware Recording also integrates with customers on-premises S3 storage locations. Data transfers will use a secure connection over the internet. For more information on supports storage accounts, contact Luware sales.

2.7.7 Third-party Integrations

Luware Recording offers seamless integration capabilities through secure APIs, empowering you to effortlessly pull recorded conversation data into your existing systems, such as CRM, analytics, or customer service platforms. This feature allows you to centralize all your customer interactions, enabling real-time data access and deeper insights that drive informed decision-making. By automating the flow of information, you reduce manual tasks, minimize errors, and enhance overall operational efficiency.

3 Luware Recording Enablement

With over ten years of experience in enterprise compliance capture and archive, we understand that every customer has differing requirements. Luware offer a tailored approach to compliance, merging the modern software as a service model with the traditional enterprise market, resulting in a simplified pricing model that meets our customers specific requirements.

Follow the steps below, to design your tailored solution:

Step	Available Options	Description
1	Operational Models	Select the operational model that fits your requirements.
2	Communication Platforms and Modalities	Select the communication platforms you require capture and archive for.
3	Solution Packages	Select the solution package that provides that features and functions required to meet your business needs.
4	Addons	Select optional addons to further enhance the solution.
5	Service Packages	Select optional services that further enhance your onboarding experience.
6	Support Packages	Add optional support packages

3.1 Luware Recording Operational Models

Luware Recording offers two operational models:

- **Multi-tenant**: Ideal for customers looking for a hassle-free recording solution that does not require any infrastructure deployment.
- **Private tenant**: For customers who require a dedicated recording solution that offers enhanced flexibility and customization options.

3.1.1 Multi-Tenant

In a multi-tenant deployment, a shared instance of software is deployed on virtual infrastructure serving multiple customers at the same time. In this operational model, multiple customers share a single database, and data is logically segregated from other customers.

- **Economies of scale**: Customers enjoy the full benefits of economies of scale as costly resources are shared with other customers. Luware's dedicated cloud operations team conducts proactive capacity management to ensure optimal resource availability at all times. All operational costs are seamlessly integrated into our straightforward per-user, per-month subscription pricing.
- **Fast and easy setup**: Luware Recording Multi-tenant environments are already provisioned and ready to use. Luware's Customer Success team will onboard your new environment within 30 days of purchase using our standard configuration options.

3.1.2 Private-Tenant

In a Private-Tenant deployment, a single instance of software is deployed on dedicated virtual infrastructure only serving a single customer. In this operational model each customer has their own independent database and therefore data is segregated from other customers.

- **Absolute data segregation**: Each customers environment is deployed on infrastructure dedicated to their business.
- **Choose your deployment location**: Luware Recording is hosted on Azure, and customers who opt for a private tenant environment have the flexibility to select the Azure region that aligns best with their data governance requirements.
- **Meet challenging requirements**: Private-Tenant environments allow Luware to meet customer specific business and technical requirements, such as additional security measures, penetration testing or complex recording challenges.
- **Tailored solution packages**: Private-Tenant environments utilize our enterprise licensing package, whereby, Luware will collect customer specific requirements enabling cost efficiencies at scale.

3.1.3 Comparison of Operational Models

Below is a comparison highlighting the key differences between Multi-Tenant and Private-Tenant environments.

Key Differences		Multi-Tenant	Private-Tenant
Hosting Location	Customer chooses hosting location from available Azure regions.	X	●
Tailored Solution Packages	Customer requirements define solution package required, enabling cost savings at scale.	X	●
Dedicated Infrastructure	Dedicated infrastructure is deployed for each customer.	X	●
Absolute Data Segregation	Customers data is stored in a dedicated database.	X	●
Platform audits	Customers can request audits on the platform as part of contractual agreements.	X	●
Penetration Testing	Customers can perform penetration testing on the platform as part of contractual agreements.	X	●
Custom security requirements	Customers can request additional security requirements as part of the platform configuration.	X	●

3.2 Communication Platforms

Luware Recording integrates with all leading unified communication platforms, including communication collaboration platforms such as Microsoft Teams, ZOOM and Cisco Webex. Luware Recoding also supports traditional on-premises telephony platforms such as Cisco Unified Communications Manager. This flexible approach to platform support enables our customers to seamlessly migrate to the cloud whilst ensuring recording capture policies are consistently applied across both legacy and future communication platforms, providing users with a single pane of glass interface to search & replay.

3.2.1 Cloud Communication Platforms

Cloud communication platforms like Microsoft Teams, Webex, and Zoom enable seamless collaboration and communication across organizations. These platforms provide a unified suite of tools for messaging, voice and video calls, meetings, and file sharing, all accessible from virtually any device. Luware Recording has certified integrations with the following modalities supported for capture per platform:

Communication Platform	Voice	Video	Screen Share	Instant Message	File Sharing
Microsoft Teams	●	●	●	●	●
Luware Nimbus	●	●	●	●	-
Cisco Webex Meeting	●	●	-	-	-
Cisco Webex Calling	●	-	-	-	-
ZOOM Meeting	●	●	●	-	-
ZOOM Phone	●	-	-	-	-

3.2.2 Mobile Communication Platforms

Mobile Communication Platforms, also known as Mobile, enable employees to communicate remotely with both internal teams and external contacts, traditionally when away from their desks. In regulated industries, these communications must be recorded and archived to ensure compliance with regulatory requirements.

Communication Platform	Voice
SIPREC	●
1GLOBAL	●
O2	●
Vodafone	●

Feasibility of the integrations is assessed on a case-by-case basis by Luware.

3.2.3 Hybrid Capture Communication Platforms

Hybrid Recording is a service offering from Luware that involves deploying recorders into a customers or partners environment providing support for additional communication platforms that don't currently support a cloud hosted model. The Hybrid Recorders are deployed by Luware using our extensive knowledge of Verint Financial Compliance and configured from the Luware Recording cloud. Recorders capture the conversations locally and transfer files in an encrypted format back to the Luware Recording cloud hosted service.

Deploying Luware Recording Hybrid Recording provides several benefits over traditional on-premises capture:

- **Overcome Cloud Limitations**: Many communication platforms do not support cloud hosted recording, overcome these limitations using Hybrid Recorders from Luware.
- **Single pane of glass**: All recordings are stored in the Luware Recording environment with other communication platforms such as Microsoft Teams, enabling a single compliance portal for all conversation recordings.
- **Reduce on-premises costs**: Utilize the Luware Recording system as the primary web portal and database, reducing cost of infrastructure, licensing and operation.
- **Enable Speech Analytics**: Records captured are imported into the Luware Recording environment, enabling speech analytics with Intelligent Voice.
- **Yearly upgrades**: To ensure platform availability and security, Luware will upgrade the on-premises hybrid recorders as part of the service.
- **Certified Integrations**: All communication platform integrations have been certified with their respective supplier.

For additional information, request the **LUWARE RECORDING HYBRID RECORDING SOLUTION DESCRIPTION** from your Luware sales representative.

Communication Platforms	Modality
IPC Unigy	Voice
BT Trading	Voice
Cisco Unified Communications Manager (CUCM)	Voice

Feasibility of the integrations is assessed on a case-by-case basis by Luware.

3.3 Luware Recording Capture Packages

Luware Recording is available in four different recording packages that can be selected based on customers' business and technical requirements. All Luware Recording packages are available as a subscription, tailored to the number of configured recorded users and the selected communication platforms and modalities.

3.3.1 Teams Essential

The Teams Essential package is designed for organizations using Microsoft Teams and Luware Nimbus that require seamless, compliance-grade capture and archive.

 The following features are included:
- ✓ Compliance-grade capture and archive
- ✓ Advanced Search and Replay
- ✓ Supervisors and Admin accounts included
- ✓ Role-based Access Control using Azure Entra ID

3.3.2 Professional

The Professional package provides additional flexibility to capture and archive, enabling businesses to meet more complex challenges.

The following features are included. Everything listed in Teams Essential, plus:
- ✓ Selective recording modes and recording rules
- ✓ Customize roles to meet access requirements
- ✓ Customize announcements based on country or language
- ✓ Customize upload policies with differing retention periods based on Azure Entra groups

3.3.3 Compliance Plus

The Compliance Plus package is recommended for organizations capturing to meet regulatory requirements. The following features are included:

The following features are included. Everything listed in Teams Professional, plus:
- ✓ Speech Analytics Standard Addon, for automatic transcription, topic and sentiment analysis.
- ✓ Download and export interactions.
- ✓ Enable compliance features such as legal hold, approval workflows and GDPR deletes.
- ✓ Meet country specific archiving requirements with additional storage options and policies.
- ✓ Import recordings from your previous call recording vendor

3.3.4 Beyond Compliance

Go beyond compliance and enhance your business processes with captured, archived and analysed conversations by integrating data flows into your business tools. The following features are included:

The following features are included. Everything listed in Compliance Plus, plus:

- ✓ Speech Analytics Premium Addon, for automatic language detection supporting multiple languages per user.
- ✓ Automatically label key words or phrases for essential surveillance.
- ✓ Enhance your business applications with speech analytics outputs integrated with APIs or data exports.

3.3.5 Comparison of Packages

Below is a concise comparison highlighting the key differences between Luware Recording Packages.

● Included in Package + Feature available as an Addon.	Teams Essential	Professional	Compliance Plus	Beyond Compliance
Minimum User Commitment	25	10	10	10
Speech Analytics				
Speech Analytics Standard	-	-	●	●
Speech Analytics Plus	-	-	+	●
Speech Analytics Premium	-	-	+	●
Included Hours per user per month	-	-	100	100
Web Functionality				
Search	●	●	●	●
Playback	●	●	●	●
Ongoing Recordings[1]	●	●	●	●
Manual Labelling	-	●	●	●
Dashboards and Reports	-	●	●	●
Download Recordings	-	-	●	●
Search and Export Recordings	-	-	●	●
Users and Security				
Admins Accounts Included	●	●	●	●
Supervisor Accounts Included	●	●	●	●
Audit Logging	●	●	●	●
Azure Entra ID Authentication	●	●	●	●
Role-based Access Control	●	●	●	●
Audit Logging	●	●	●	●
Encryption and Signing of Recordings	●	●	●	●
Maximum Synchronized Security Groups	3	11	11[3]	11[3]
Maximum Custom Roles	-	11	11[3]	11[3]
Custom Role Configuration	-	●	●	●

	Col1	Col2	Col3	Col4
Selective Recording [1]	-	●	●	●
Recording Modes[1]	-	●	●	●
Control Recording (Pause/Resume) [1]	-	●	●	●
Recording Rules for Nimbus[1]	-	●	●	●
Teams App for Controlling Recording[1]	-	●	●	●
Announcements				
Microsoft Announcements[1]	●	●	●	●
Multi-Lingual Standard PSTN Announcements[1]	-	●	●	●
Custom Announcement Files[1]	-	●	●	●
Compliance				
Legal Hold	-	-	●	●
Case Management	-	-	●	●
Approval workflows	-	-	●	●
Automatic Labelling	-	-	●	●
Voice Quality Check	-	-	●	●
GDPR Delete	-	-	●	●
Customer Supplied Storage Accounts				
Customer Azure Storage Integration	●	●	●	●
Secure Azure Private Endpoint Connection	●	●	●	●
Maximum Azure Storage Accounts	1	1	1^3	1^3
AWS S3 Storage[2]	-	+	+	+
S3 Storage[2]	-	+	+	+
Retention Policies				
Group Based Retention Policies	●	●	●	●
Maximum Retention Period	1 year	Custom	Custom	Custom
Maximum number of Policies	1	5	5^3	5^3
Transcode Policies	-	-	+	+
Data Integrations				
Data Imports[2]	-	-	+	+

Bulk Export[1]	-	-	+	+
API Integrations	-	-	+	+

+ Features or functions marked with a '+' in the table above are available as add-ons and may require additional services for activation or integration. For further details or assistance, please contact your Luware sales representative.

[1] These features may not be compatible with all communication platforms or modalities. For further details or assistance, please contact your Luware sales representative.

[2] Feasibility of the integrations is assessed on a case-by-case basis by Luware.

[3] Additional services are required for activation or integration. For further details or assistance, please contact your Luware sales representative.

3.4 Luware Recording Addons

To further enhance the capabilities of Luware Recording, we offer a suite of powerful addons designed to address specific business needs. These addons seamlessly integrate with your existing setup, providing additional features and functionalities that enable you to customize the solution to your specific requirements.

Speech Analytics

Enable powerful speech analytics on captured conversations creating valuable insights.

Secure APIs

Enable integration with third-party applications by enabling Luware Recording's API interface.
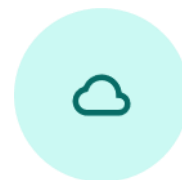
Alternative storage providers

Archive your captured records with supported S3 storage providers outside of Azure.

Luware quality storage

Archive call recordings captured for quality purposes in Luware Azure storage accounts.

Transcoding

Transcode your conversations to meet integration requirements with other systems.

Teams recording assurance

Enable reconciliation of call detail records for Microsoft Teams to detect potential capture gaps.

3.4.1 Speech Analytics

Luware is proud to offer our customers the latest in Speech Analytics technology with add-on packages based on technology by our partner Intelligent Voice. Intelligent Voice is a world-renowned provider of cutting-edge speech analytics solutions, with a focus on unlocking insights and improving compliance across various industries.

Integrating the Intelligent Voice Speech Profiling add-on packages into Luware Recording, provides our customers with a powerful tool for improving compliance, detecting fraud, and identifying opportunities for process improvement. Leveraging the advanced functionalities of the Intelligent Voice platform, organizations can unleash the complete potential of their voice communications, leading to informed and data-driven decision-making.

Speech Analytics is licensed on a per-user basis and is added through Azure Entra synchronization. You only need to purchase the addon for the specific number of users who require recording for that modality.

Speech Analytics	Standard	Plus	Premium
Speech Transcription (ASR)	●	●	●
Jump To Topics	●	●	●
Diarisation	●	●	●
Sentiment Analysis	●	●	●
Summarization	-	●	●
Transcription Export	-	●	●
Automatic Language Detection	-	-	●
Multi-Language per User	-	-	●
Included hours of transcription per user/month	100 [1]	100 [1]	100 [1]
Transcription Retrieval via API (Requires API Addon)	-	+	+
Domain Language Training and Model Building	-	-	+

+ Features or functions marked with a '+' in the table above are available as add-ons and may require additional services for activation or integration. For further details or assistance, please contact your Luware sales representative.

[1] A fair usage policy applies. Over usage will require purchase of additional transcription hours.

3.4.2 Secure APIs

Luware Recording offers seamless integration with APIs, allowing you to extend the functionality of your environment by connecting it to other critical business systems. This integration enables automated data transfer, enhances workflow efficiency, and allows for customized reporting and analytics. Whether you need to pull recorded metadata into a CRM, analytics platform, or other third-party tools, our robust APIs ensure that your data is always accessible, secure, and ready to drive actionable insights.

Luware Recording APIs are licensed on a per-user basis. The license needs to be purchased for all recorded users within the environment. The requests purchased are bundled together to create a total requests per environment per month, for example, 10 users includes 20,000 API requests per month.

Feature	API Metadata
Search Calls and Return Metadata	●
Included requests per user/month	2000 [1]

[1] A fair usage policy applies. Over usage will require purchase of additional request packages. Excessive overuse will result in new requests being blocked.

3.4.3 Alternative Storage Accounts

Luware recommend utilizing Azure Storage Accounts with blob containers to provide a cost-effective solution for managing large amounts of data in the cloud. For customers that haven't curated Azure Storage Accounts for use with compliant sensitive data, Luware offers alternative storage accounts such as Amazon S3 or on-premises S3 storage accounts to overcome this challenge. As data egresses from the Azure environment over the internet this service is offered as an Addon to the Luware Recording environment.

Luware Recording Alternative Storage is licensed on a per-user basis. The license needs to be purchased for all recorded users within the environment.

3.4.4 Luware Quality Storage

Luware offer Azure Storage Accounts hosted within our own Azure environment for customers capturing recordings for quality use cases. Businesses capturing for compliance purposes must deploy storage accounts to maintain control of their data.

Luware Recording Quality Storage is licensed on a per-user basis and includes 1GB usage per user in total. The license needs to be purchased for all recorded users within the environment. The storage space included is bundled together to create a total storage space per environment, for example, 10 users includes 10GB total storage space.

3.4.5 Teams Recording Assurance

Call Detail Record (CDR) reconciliation for Microsoft Teams provides customers with peace of mind by ensuring that all recorded communications are accurately captured and stored within Luware Recording. This process involves a comprehensive comparison of recorded data against Microsoft Teams CDRs to verify that every call or interaction has been properly recorded and stored. By identifying any discrepancies, our solution helps prevent data loss, ensures regulatory compliance, and maintains the integrity of your communication records, giving you full confidence in the reliability and completeness of your recorded data.

Luware Recording CDR Reconciliation is licensed on a per-user basis. The license needs to be purchased for all recorded users within the environment.

3.4.6 Transcoding

Luware offer a transcoding addon that can convert the media encoded data into other required formats for integration with external systems. The default recorded media formats are:

- **Audio**: Wave (.wav) format in Mono with GSM-FR Codec
- **Video**: Verint Media Format (.vmf) with raw audio and video streams.
- **Screen**: Verint Media Format (.vmf) with raw audio and video streams.

The default audio format requires no transcoding to work in most browser and client media players and should only be transcoded if an external system requires the files in another format.

The Verint Media Format (VMF) is a proprietary file format that includes the raw audio and video data multiplexed together during the recording process. This provides a high-quality compressed format reducing storage space required. To playback this format, users can transcode during playback without the transcoding addon or install the local player. If users require instant playback of video and screen files within the browser, the transcoding addon is required.

Luware Recording Transcoding is licensed on a per-user basis. The license needs to be purchased for all recorded users within the environment.

3.5 Service Packages

Luware Recording is based on the Verint Financial Compliance product which has been used by financial organizations for the last 10 years. As such, the product is highly configurable with many available options depending on customers' business or technical requirements. Luware has decades of experience with the software and as such offers onboarding activities with certified individuals to ensure customers meet their compliance requirements.

3.5.1 Standard Onboarding

To enable Luware Recording an onboarding fee applies for new Luware Multi-Tenant Recording tenants. The onboarding includes the following deliverables:

- **Project Kick-off Meeting and Preconditions**: Luware will deliver a one hour scheduled Microsoft Teams meeting providing an overview of the solution and configuration. Luware will also share preconditions documentation and guidance on how to implement preconditions.

- **Guided Preconditions Configuration**: Luware will provide remote guidance on how to configure the Luware Recording preconditions.

- **Guided Azure Storage Configuration**: Luware will provide remote guidance on how to configure the Azure Storage Account for Luware Recording.

- **Configuration of Luware Recording**: Luware performs the configuration of the Luware Recording environment based on the customers' requirements, purchased recording packages and addons.

- **Testing**: Luware provides a test plan for the customer to complete within their M365 tenant. Luware validates the testing and makes changes to resolve any issues with configuration.

- **Empowerment Training**: Luware will deliver a one hour scheduled Microsoft Teams meeting for Supervisors and Administrators introducing the platform, features and functionality.

- **Project Sign-off**: On completion of the deliverables, Luware will close the project and request support activation.

For additional information, request the LUWARE RECORDING STANDARD ONBOARDING document from your Luware sales representative.

3.5.2 Additional Onboarding Services

Luware also offer additional onboarding services for customers who may need further assistance during setup. These include but are not limited to:

- **Additional Azure Entra Groups**: Luware will configure additional Azure Entra groups for recording and supervision as part of the onboarding.
- **Custom Role Based Access Control Workshop and Configuration**: Luware will deliver a one-hour remote session to provide a detailed overview of RBAC permissions and configure the systems to the customer's specific requirements.
- **Customer Specific Test Plans**: Luware will review the customer specific configuration and provide a test plan for customers to complete. Luware will resolve any configuration issues as part of this activity.
- **Additional Empowerment Training**: Luware will deliver additional empowerment training sessions.
- **Data Imports:** Luware will import recordings from a customer's previous supplier.
- **Hybrid Recording Setup:** Luware will provide certified engineers to design, deploy, configure and enable hybrid recording for non-cloud-based communication platforms.
- **Third party integrations:** Luware will provide consultancy services to enable third party integrations via Power Automate using the Luware Recording secure APIs.

For additional information, request the LUWARE RECORDING ADDITIONAL ONBOARDING SERVICES document from your Luware sales representative.

3.5.3 Private-Tenant Onboarding

When onboarding customers to a private-tenant environment, the process is managed as a dedicated project handled by our experienced engineering teams. Unlike the multi-tenant approach, which follows a standardized customer success methodology designed for streamlined and efficient onboarding across multiple clients, the private-tenant onboarding is tailored to meet the specific needs and requirements of your organization.

This customized approach ensures that your environment is fully optimized, secure, and configured to align with your unique business goals. Our engineering experts work closely with you throughout the process, providing personalized support and leveraging their deep technical expertise to deliver a solution that's precisely aligned with your operational demands.

For additional information, contact your Luware sales representative.

3.5.4 Move, Adds, Changes and Deletes (MACD)

Customers control user provisioning such as adds, moves, changes and deletes by changing membership of their configured Azure Entra ID security group. This process occurs twice a day at 22:00 UTC+0 and 03:00 UTC+0.

For ad-hoc synchronization of your environment, contact the Luware support desk.

3.5.5 Minor Changes

Minor changes to configuration can be requested via our Luware support desk and are included in the support of the services, this includes the following changes:

- **Certificate Renewal**: Updates of encryption and signing certificates based on renewal dates.
- **Ad-hoc Synchronization**: Run a manual synchronization on the customers environment.
- **Existing Synchronization Changes**: Modification of synchronization settings for users, roles and extensions.
- **Removal of Synchronization Groups**: Invalidating synchronization for a recorded, supervisor or administrator group.
- **Existing Role Changes**: Modify an existing role such as add or remove permissions on an existing role.
- **Existing User Changes**: Modify an existing user by a modification to the Azure Entra Synchronization, such as, time zone, languages, search views.
- **Existing Recording Changes**: Modify recording settings by a modification to the Azure Entra Synchronization, such as, direction and modality.

Luware may need to reclassify a requested change as a major change based on the complexity and effort required to complete it. Customers will be informed of the classification via support channels and the change could be subject to additional service fees.

3.5.6 Major Changes

Major changes to configuration can be requested via our Luware support desk but are subject to additional service fees which are available from your Luware sales representative. This includes but is not limited to:

- **Addition or redesign of:**
  - Azure Entra Synchronizations.
  - Role-based access control permissions.
  - Storage Accounts.
  - Data management policies.
- **Storage Account Migrations**: Migration of metadata and media files using the Luware Recording data management policies.
- **Re-encryption, decryption and exports in bulk of metadata and media files**: Modifying in bulk metadata and media files using the Luware Recording policies.
- **Transcoding of media files**: Transcoding media files in bulk using the Luware Recording policies.

Service fees for changes are calculated based on the Luware day rate for engineering teams, more details are available from your Luware sales representative.

3.6 Support and Maintenance

Our support and maintenance services are designed to ensure the ongoing success and optimal performance of your solution. We provide comprehensive technical support, regular system updates, and proactive monitoring to address any issues before they impact your operations. Our dedicated team is available to assist with troubleshooting, technical guidance, and any adjustments needed as your business evolves.

3.6.1 Support Packages

Luware offers two different Support Packages for Luware Recording. Customers with an active subscription are entitled to a Standard Support Package which is included in the base subscription price. Premium support, including 24x7 SLA's and a 99.99% uptime target (excluding scheduled maintenance), can be purchased at an additional premium.

Features	Description	Standard	Premium
Commercial	Included in your subscription licenses.	●	X
Working Hours Cover	**Luware AG Switzerland:** 7.00 to 19.00 CET Monday to Friday, excluding bank holidays in Zurich, Switzerland for Contracts with Luware AG in Switzerland. **Luware Deutschland GmbH**: 7.00 to 19.00 CET Monday to Friday, excluding bank holidays in Zurich, Switzerland for Contracts with Luware Deutschland GmbH. **Luware UK Limited**: 7.00 to 19.00 UK time zone Monday to Friday, excluding bank holidays in London, UK for Contracts with Luware UK Limited.	● [1]	● [1]
24x7 Cover	**Luware AG Switzerland:** 00:00 to 23:59 Monday to Sunday, including bank holidays in Zurich, Switzerland for Contracts with Luware AG in Switzerland. **Luware Deutschland GmbH**: 00:00 to 23:59 Monday to Sunday, including bank holidays in Zurich, Switzerland for Contracts with Luware Deutschland GmbH. **Luware UK Limited**: 00:00 to 23:59 Monday to Sunday, including bank holidays in London, UK for Contracts with Luware UK Limited.	X	● [2]
Platform Availability	Availability target of 99.99% per year (excluding scheduled maintenance)	●	●

| Availability Credits | Availability credits are paid for the affected service where platform unavailability occurred. | X | ● [3] |

[1] Daylight savings time applies.

[2] Only tickets classified as an incident or problem with a Critical or Major severity level will be subject to Premium SLAs outside of working hours specified above. Tickets must be raised via the support portal combined with a telephone call to the Luware support hotline.

[3] Refer to Platform Availability and Availability sections for further information on availability credits.

3.6.2 Direct Customer Support

Customers who purchase Luware services directly are entitled to raise service and support cases via the Luware service desk. In this instance, it is expected that customers perform level one triage of business users' issues before raising relevant tickets to Luware. Any tickets not covered by Luware support will be passed back to the customer as out of scope.

3.6.3 Partner Support

Customers who purchase Luware products and services through a partner must use the partners support and service desk to raise tickets. Partners are responsible for triaging tickets to the relevant product or service team with the relevant priority. Any tickets not covered by Luware support will be passed back to the partner as out of scope. Tickets raised directly by the customer will be passed back to the partner providing the initial support and service desk.

3.6.4 Service and Support Desk

The Luware service and support desk is in Europe with Luware support specialists residing in Zurich and London. Certified Luware Support Specialists are available and ready to help our customers and partners with incidents and problems on a 24/7 basis. The effective support coverage depends on the chosen support package. The Luware Service desk is only available to Luware direct customers and partners.

Description	Switzerland	Germany	United Kingdom
Support Portal and Service Desk	https://helpdesk.luware.cloud		
Support Hotline	+41 584042807	+49 71189989621	+44 2033002751

3.6.5 Ticket Classifications

The Luware Information Technology Infrastructure Library (ITL) aligned Service Desk will classify customer Tickets as follows:

Type	Description	Examples
Incident	An unexpected disruption or degradation in the Luware Recording service. Usually, a single event or occurrence affecting the system. The primary goal is to restore normal service operation as quickly as possible to minimize the impact on users or business operations.	▪ Users cannot log in to the platform. ▪ Users not being recorded. ▪ Synchronization issue of a Security Group. ▪ RBAC issue with a security group. ▪ Temporary service unavailability.
Problems	One or more related incidents requiring an investigation into the underlying root cause. The goal is to identify the root cause and implement a permanent fix or improvement to prevent the incidents from recurring.	▪ One or more incidents of call recording issues. ▪ One or more incidents or service unavailability.
General Assistance	Any general enquiries for help or assistance with the Luware Cloud products are classified as General Assistance.	▪ Configuration questions ▪ General usage queries ▪ Requests for Assistance
Service Request	Any requests for Services from Luware are classified as Service Request. This includes but is not limited to all services documented in Service Packages.	▪ Minor Changes ▪ Major Changes ▪ Requests for additional paid services.
Feature Request	Any requests for improvements to the Luware Recording platform that are not considered a software bug or limitation.	▪ Additional recording rules ▪ Custom Integrations ▪ Service changes

3.6.6   Ticket Severity Levels

Direct customers and partners can set the severity level for an incident or problem on the service desk at ticket creation. Luware will achieve the response time SLA and will perform a triage process. Luware reserves the right to reclassify tickets severity based on the impact and description documented below.

Severity	Description
Urgent	an Error caused by a Luware Service that renders the Service inoperative or causes the Service to fail catastrophically, e.g. critical system impact; system down; acute security and fraud risks that have effect of compromising the confidentiality and integrity of stored data.
High	an Error caused by a Luware Service which causes the operation of the Service to be severely impaired or essential aspects of the Service not to function with significant business impact.
Medium	means an Error caused by a Luware Service where most business functions remain operational. For the avoidance of doubt, cosmetic errors are not classified as "Errors".
Low	means an "how-to" questions for a Luware Service related to one or multiple modules and integration, installation and configuration inquiries, enhancement requests, documentation questions or service requests.

3.6.7 Support Service Levels

Tickets with the classification 'Service Request' and 'General Assistance' will be handled on a Best Effort basis. However, the Luware Service Desk endeavors to respond to these ticket types within one working day. The following Service Levels apply for tickets with the classification 'Incident' or 'Problem:

Severity	Standard SLA	Premium SLA
Urgent	**Response:** 2 hours **Intervention:** 12 hours **Escalation:** 24 hours	**Response:** 30 minutes **Intervention:** 3 hours **Escalation:** 6 hours
	Note: Urgent severity tickets must be raised via the Luware Support portal in tandem with a telephone call to the Luware Support hotline.	
High	**Response:** 2 hours **Intervention:** 24 hours **Escalation:** n/a	**Response:** 30 minutes **Intervention:** 6 hours **Escalation:** 12 hours
	Note: High severity tickets must be raised via the Luware Support portal in tandem with a telephone call to the Luware Support hotline.	
Medium	**Response:** 8 hours **Intervention:** Next Business Day +24 hours **Escalation:** n/a	**Response:** 8 hours **Intervention:** Next Business Day +6 hours **Escalation:** n/a
Low	**Response:** Next Business Day **Intervention:** Next Business Day +48 hours **Escalation:** n/a	**Response:** Next Business Day **Intervention:** Next Business Day +12 hours **Escalation:** n/a

Note: Hours count within the covered hours of the chosen support package; the clock pauses at the end of each coverage day and continues at the start of the next coverage period.

SLA	Definition
Response	The response time means the time from correctly raising a ticket with Luware and the receipt of a first response from a Luware engineer. Automatic replies from our ticketing systems do not count towards this metric

Intervention	The intervention time means the time after raising a ticket by which a Luware engineer will actively investigate the Error reported. Typically, this means hands on the system or interpreting any provided log files.
Escalation	The escalation time means the time after raising a ticket by which the allocated engineer will involve a higher skilled engineer within the Luware Professional Services team.

3.6.8 Feature Requests

Feature Requests for Luware Recording can be raised via the Luware Service Desk or by contacting your Account Manager. Feature Requests are reviewed on a regular basis by an internal product committee and the decision whether to incorporate a Feature Request on the product roadmap will be taken based on a set of criteria such as business value, customer demand etc. However, the decision to incorporate a Feature into the product lies solely with Luware and their third-party providers.

3.6.9 Roles and Responsibilities Matrix

Luware offers the recording platform as software as a service (SaaS). This provides a streamlined and cost-efficient method of managing and operating recording with minimal effort and cost for the customer. In the roles and responsibility matrix below, we explore responsibilities of the involved parties. Any activities not listed as Luware responsibility are out of scope or subject to service charges.

Responsibility	Luware	Customer or Partner
Communication Platform Operation, Support & Maintenance: The customer or a partner provides all levels of support, operation, and maintenance for the communication systems being captured, such as Microsoft Teams.	X	●
User Browser and Teams App support: Customers are responsible for providing support, operation or maintenance for end user devices, browsers, applications or any other software or service not hosted within the Luware Azure environment.	X	●
Moves, Add, Changes and Deletes (MACD): The customer or partner is responsible for all MACD processes internally including but not limited to security group membership and assigning compliance policies.	X	●
Storage Accounts: The customer or partner is responsibility for any storage accounts or underlying infrastructure deployed within their own datacentres or public cloud environments.	X	●
L1 Operation, Support & Maintenance: The customer or a partner is responsible for their own internal service desk to manage L1 operation, support, and maintenance, including: ▪ Business user service desk and triage of cases. ▪ Assisting business users with basic requests such as search, retrieval, labelling, and any other web functionality. ▪ MACD Changes using Azure Entra Security Groups. ▪ Compliance Policy management. ▪ Incident and problem capture and categorization. ▪ Incident and problem diagnosis and escalation to Luware L2.	X	●

Any tickets not related to the Luware Recording platform must be handled by the customers or partners support team.		
L2/L3/L4 Luware Recording Operation, Support & Maintenance Luware is responsible for providing Software as a Service for the Luware Recording software and any infrastructure within the Luware Azure environment. Any software or infrastructure deployed outside of the Luware Azure environment is the responsibility of the customer or partner.	●	X
Luware Recording Configuration changes: Luware is responsible for performing changes to the web application configuration. Changes to configuration can be requested via our Luware support desk.	● [1]	X

[1] Major changes and service requests are subject to additional service fees.

4 Platform

4.1 Platform Availability

Luware is aiming to provide an industry-standard platform availability of at least 99.99% (four nines) per calendar year. This platform availability target excludes any scheduled maintenance windows or events which are outside of the reasonable control of Luware, such as force majeure or any upstream issues outside of the Luware Cloud service responsibility borders.

The yearly platform availability is calculated based on the total minutes per month that the core platform functionality was unavailable to the affected customer compared to total minutes in that particular month (days per month x 24 x 60).

Unavailability definition:

Product	Definition
Luware Recording	The core call recording functionality is unavailable to the customer

The Availability of the core platform doesn't include any components that are not key to the core functionality such as web applications, reporting or configuration interfaces. Communication platforms captured by Hybrid Recording servers are not included in the platform availability SLA.

The SLA is calculated per Luware Recording Instance and is available on https://status.luware.cloud.

4.2 Availability Credits

Availability Credits are calculated based on the Subscription charge paid for the affected service for the month in which the platform unavailability occurred. The credit percentage is outlined below.

Monthly Uptime	Availability Credit
99.0 to 99.9 %	a month service fee
95.0 to 99.00 %	three-month service fee
90.0 to 95.00 %	six-month service fee
Less than 90.0 %	a year of service fee

Availability Credits will be credited on the subsequent billing cycle.

4.3   Credit Requests

In order to receive an Availability Credit, a Ticket must be raised with the Luware Service Desk within five business days of the Availability Target violation. The Credit Request must include a description of the affected Luware Cloud Service, date, time and duration of the occurrence of the platform unavailability you are claiming credit for, as well as reference to the Ticket you have raised, indicating the platform outage to the Luware Support Desk.

Credit Requests will be assessed by Luware platform management within 10 business days and if valid a confirmation e-mail will be sent to you stating the Availability Credit amount and indicating the billing cycle to which the amount will be credited.

4.4 Platform Maintenance

Luware Operations performs regular maintenance on the Luware Recording hosting platform in order to keep the system up to date and secure. Maintenance is executed based on the following schedule. Maintenance windows can be scheduled at different dates for different/independent Luware Cloud products.

In general, we aim for continuous functionality and minimum downtime of the platform core services even during a maintenance window. Nevertheless, we'll schedule and communicate a max. platform downtime per maintenance window.

Type	Cadence	Description
Regular Maintenance	Monthly	Regular Monthly Maintenance is executed to keep the Luware Recording Platform up to date and secure. During the Regular Maintenance Window, Software and Operating System Update and patches are implemented by our Operations team. Customers will be notified via email 5-10 business days prior to these maintenance windows.
Critical Maintenance	Scheduled as needed	Critical Maintenance is executed on an ad-hoc basis in order to patch the platform for security, vulnerability and stability as required. The aim is to inform customers 72 hours prior to such Critical Maintenance windows; however, this notification timeframe cannot be guaranteed for urgent patches.
Incident	Unplanned	Unplanned Maintenance is executed in rare circumstances in order to remediate incidents, protect the system from threats or to prevent a predictable system failure. The aim is to provide 24-hour notice to our customers where this is reasonably possible, however this notification timeframe cannot be guaranteed for urgent maintenance.

4.5   Business Continuity and High Availability

All Luware Cloud solutions are built in a highly available and redundant fashion as to provide our customers with highest availability standards. Depending on the chosen Luware Cloud product, high availability is achieved via replication of services in or between datacenters or different Microsoft Azure cloud instances. All critical system components and potential single points of failure are designed redundantly and with business continuity in mind.

The Luware Cloud platform is pro-actively monitored on a 24/7 basis to detect any issues or incidents and to alert the Luware Operations teams in order to mitigate any arising problems.

4.6   Capacity Management

Luware performs proactive capacity monitoring on the Luware Recording platform in order to ensure sufficient resource availability to handle upcoming workloads. Customer orders are assessed based on their size and complexity and will be considered for the capacity planning of the platform. Sizing exercises are executed on a regular basis to be able to react in time to expand the base capacity and to ensure platform stability across the entire platform and solution stack.

4.7   Microsoft Teams Large Meetings

Luware Recording is certified with the latest Microsoft SDKs for capture of Microsoft Teams. This includes Delta Roster and Bot grouping improvements, enhancing performance for large meetings. Microsoft recommend using Microsoft Teams Town Halls to support large meetings exceeding 250 participants.

More information is available from Microsoft: learn.microsoft.com

4.8   Monitoring and Logging

Luware understand the importance of maintaining a seamless and secure service for capturing recordings. Our commitment to reliability and accountability is reflected in our comprehensive logging and monitoring practices designed to safeguard your data and ensure uninterrupted service.

Monitoring

Our dedicated Cloud Operations team vigilantly monitors the system around the clock, utilizing advanced tools and technologies. This proactive approach enables us to detect and address potential issues before they impact your service. Through continuous system health checks and performance assessments, we ensure that our infrastructure remains robust and responsive to your needs.

Logging

To support our monitoring efforts and enhance system transparency, we implement extensive logging practices. Our system automatically captures detailed logs of all relevant operations, including transaction histories and system activities. These logs play a crucial role in troubleshooting and analyzing the system's performance, allowing us to swiftly identify and rectify any anomalies or disruptions.

Log Retention Policy

We retain logs for up to 30 days, ensuring that we have sufficient historical data to investigate and understand any issues that may arise. However, in response to specific incidents or to diagnose problems, we may adjust our logging practices to capture more detailed information. This adaptive logging strategy enables us to focus our resources on resolving current issues effectively while optimizing our system's overall performance.

Privacy and Security

It's important to note that the monitoring and logging of the Luware Recording system is exclusively managed by our team. Customers will not have direct access to monitoring or logging information. This policy is designed to maintain the highest levels of security and data protection, ensuring that sensitive information remains confidential and is handled only by authorized personnel.

5 Subscription Pricing

All Luware packages are offered as a subscription based on configured recorded users and chosen features or modalities. The subscription price includes the operation, monitoring and standard support package for the chosen product. For Muti-tenant the hosting costs are also included. Onboarding costs, Professional Services costs, customizations, training costs or any other one-off costs are billed separately and will be quoted by our sales representative on your Luware Cloud proposal.

5.1 Billing

Luware Recording is billed annually in advance on a subscription basis with an agreed minimum commitment. Different payment modalities for enterprise customers or partners can be negotiated on a case-by-case basis.

5.2 Assigned Licenses

Licenses are assigned to named recorded users on synchronization to the platform. The license is released from an individual recorded user after 14 days from the last captured recording for any recording modality. After this date, the recorded user license can be reassigned to another named user.

5.3 Overages

Customer administrators can manage the recorded users on their Teams tenant. If a customer provisions more users for recording than they have subscriptions for, this is classified by Verint as an overage. Overages are charged on a quarterly basis with a 25% penalty on top of the normal subscription price.

Avoiding Overages: Customers can avoid overages by proper planning and placing an incremental order in time before new user provisioning.

5.4   Fair Usage

Luware Recording addons which include a fair usage policy is in place to maintain optimal system performance for all users. If usage exceeds reasonable limits to the extent that it impacts system performance, customers will be notified via support channels, providing guidance on reducing usage. Additional resources can be purchased from Luware separately to increase usage.

Addons subject to fair usage are:
- Speech Analytics Standard
- Speech Analytics Plus
- Speech Analytics Premium
- Secure APIs Standard
- Luware Quality Storage

Avoiding overuse: Reporting is available for each addon, providing statistics on usage. Contact Luware support for guidance on reducing usage.

6   Getting Started

To get started and learn more about how our platform can support your needs, we encourage you to contact your Luware Sales representative or contact solutions@luware.com.

Luware

solutions@luware.com

+41 58 404 28 00

www.luware.com