

Compliance Recording for Microsoft Teams: A Buyer's Guide

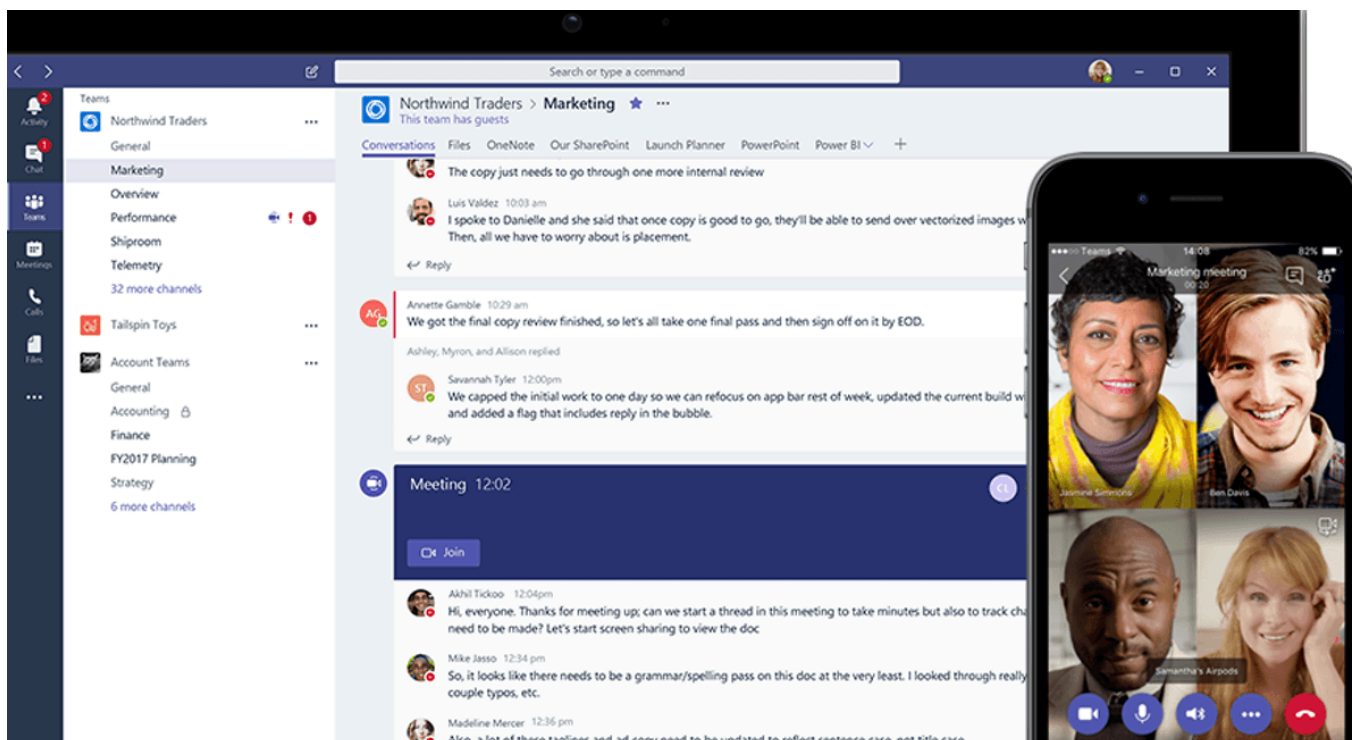


Unified communications (UC) and collaboration tools are changing the way we work, communicate, and exchange information. Platforms, such as **Microsoft Teams, the fastest-growing business app in Microsoft's history**, were born with the vision to drive seamless collaboration, boost employee productivity and allow teams to interact in real time across the channels of their choice.

You may be considering Microsoft Teams to exploit these capabilities and maximize competitive advantage. And the COVID-19 crisis may mean your team is looking at Teams as a means to support uninterrupted communications and maintain business continuity.

Wherever your workforce is located, you must still remain compliant with regulations and corporate policies that may demand you to **record, store and monitor all regulated transactions and interactions**.

If compliance concerns are delaying your Microsoft Teams adoption, read on to find out what you should consider before choosing a recording solution. Let's dive in.



Read this eBook to learn more about:

- Why compliance recording for Teams is relevant for your business.
- How automated compliance technology can help you capture all Teams communications.
- How to simplify the deployment, maintenance and scaling of the recording infrastructure.
- How secure and resilient compliance software can help you remain compliant.
- How to best manage, analyze and get value out of your recorded data.

1. Why Is Compliance Recording for Teams Relevant to My Business?



In response to today's competitive business environment and disruptive events such as the Covid-19 pandemic, companies are increasingly looking to Microsoft Teams to enable frictionless business communications and intelligent collaboration. And, for a large number of businesses, as a means to maintain uninterrupted business operations.

And it's not surprising at all. With over 75 million daily active users to date and still counting, Teams delivers essential capabilities to serve an increasingly digital and remote workforce: instant messaging, voice calling, video meetings, file and screen sharing, along with fluid integration with Microsoft Office 365.

Surge in Microsoft Teams Usage Generates Increased Compliance Risk



75M+

daily active Teams users globally (as of April 2020)



3x

Increase of Teams mobile client users between February – March 2020



10x

Growth in the volume of Teams video calls in March 2020

Source: CNBC; Microsoft (Remote Work Trend Report, April 2020)

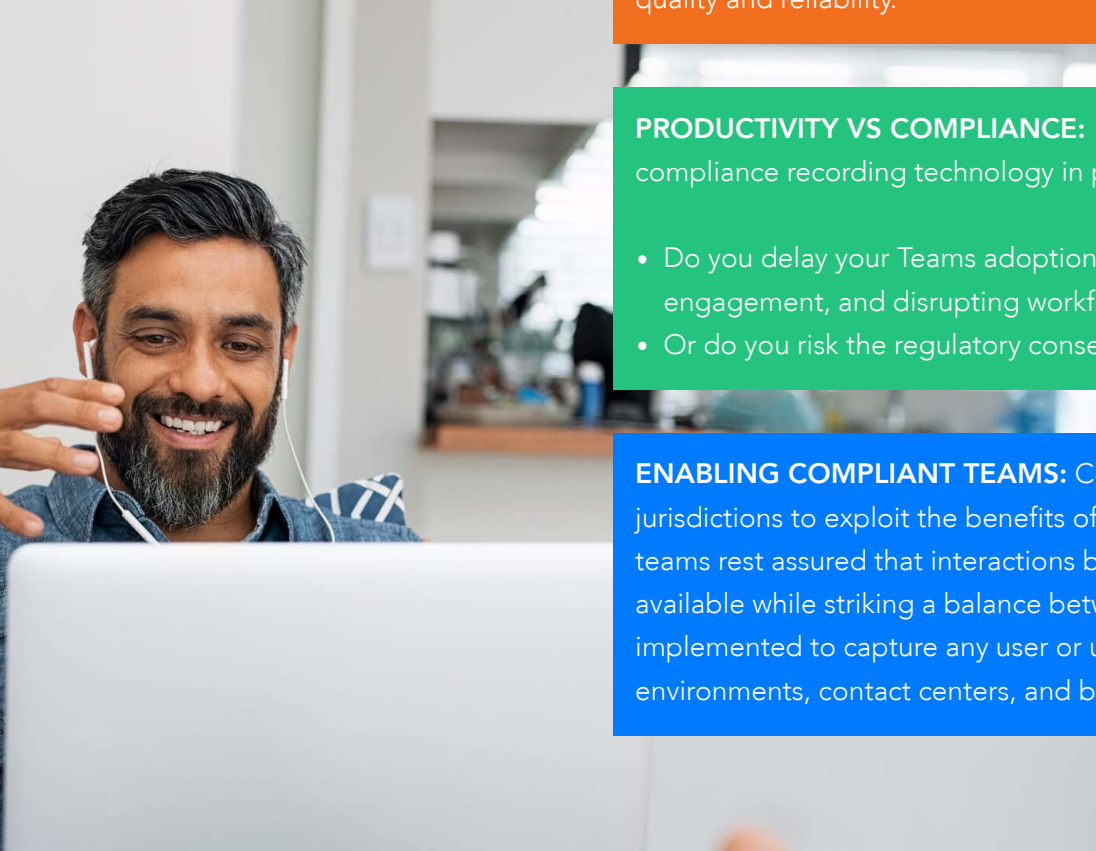


But what if your organization must comply with external regulations, industry standards and internal policies that mandate the recording, capture, storage and monitoring of voice and electronic communications related to the conduct of your business activities? Then you may have a "compliance gap."

Businesses across financial services, healthcare, energy and utilities, and other regulated sectors are required to retain communication records and securely manage their data. This requires a recording system that not only stores data for a prescribed retention period but also provides the ability to retrieve, replay, and analyze it for regulatory compliance, conduct risk management, surveillance and evidential purposes.

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The Collaboration Compliance Dilemma



THE COMPLIANCE IMPERATIVE: Certain market verticals, such as the financial industry, are particularly impacted by rigorous compliance obligations. Since the financial crisis of 2009, regulators and governments have introduced stricter, more prescriptive rules, such as MiFID II in Europe and the Dodd-Frank Act in the US. These mandate voice and electronic communications recordkeeping, surveillance and reporting around financial trading activities. Financial authorities and governments now expect organizations to capture regulated communications with the highest degree of quality and reliability.

PRODUCTIVITY VS COMPLIANCE: If your regulated business is considering to roll out Microsoft Teams without reliable compliance recording technology in place, what do you do?

- Do you delay your Teams adoption or restrict its use to non-regulated employees, impacting productivity, employee engagement, and disrupting workflows?
- Or do you risk the regulatory consequences of fines, a potential loss of market share and reputational damage?

ENABLING COMPLIANT TEAMS: Compliance recording for Teams can help businesses operating under strict jurisdictions to exploit the benefits of digital collaboration while remaining compliant. It can help compliance, risk and IT teams rest assured that interactions by regulated users are automatically captured, processed, stored and made readily available while striking a balance between data protection and other regulatory obligations. Recording can be implemented to capture any user or user group across your back-office operations, financial trading environments, contact centers, and branch offices.

Industry Use Case: Collaboration Compliance Under MiFID II

MiFID II applies to financial services businesses operating anywhere in the EU. Many non-EU-based institutions that trade with European clients and entities must also comply. The legislation has broadened record-keeping and monitoring requirements and provides a stricter legislative framework for financial trading activities to help spot any sign of market abuse and insider trading.

Under the European regulation, financial services firms must record all voice and electronic communications – including voice, IM, video, mobile interactions and more – that relate to actual or intended transactions. Microsoft Teams calling and collaboration are no exception and are not exempt from regulatory scrutiny.

What is your biggest challenge in recording Microsoft Teams calling and meetings for compliance?

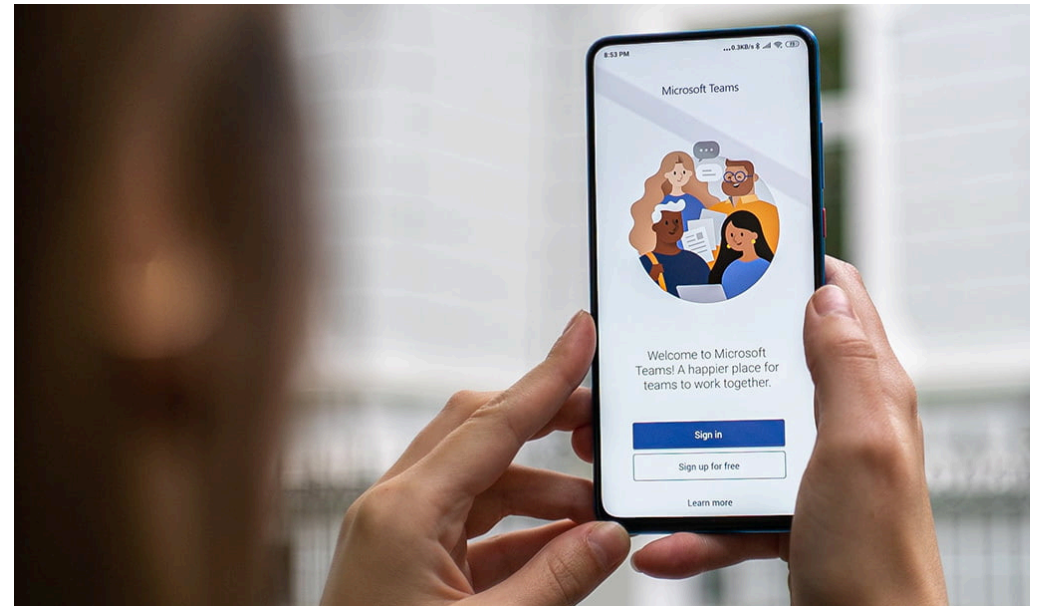
- Current recording solution has no integration with Teams
- Organizational approach is to manage by policy
- Budget constraints
- Uncertainty around adherence to current or upcoming regulations
- Concern over alignment with current compliance infrastructure

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Further Reading:

Mind the Compliance Gap: Choosing the Right Recording Technology for Microsoft Teams Collaboration

[READ THE BLOG](#)



2. How Do I Unify and Automate Recording to Capture All Teams Calling and Meetings?



So, your business needs to record Microsoft Teams calling and meetings to help you drive your digital transformation in a compliant way.

If your workforce is regulated in any way, you may need to record voice calls, video conferencing, peer-to-peer instant messaging, persistent chat rooms and other types of interaction to assure policy or regulatory compliance. And you may need this: to limit liability, resolve disputes, protect consumers and investors, adhere to corporate guidelines, and provide proof of evidence of transactions, client orders and financial instruments negotiated in a trade.

For security and reliability, recording will need to be automatic – just as it may now for your telephone communications – meaning that you will need to look beyond the user-controlled, built-in recording feature in Teams or other tools with limited recording capabilities.

What if you could capture all types of interactions with one solution?

If you want to exploit all of the communication modes offered by Teams, your recording solution will need to capture all the forms of interaction in Teams meetings: from voice calls and video conferences to screen sharing, chat and content sharing. And it will need to cover all peer-to-peer, group, or channel-based interactions.

Supporting Your Remote Operations

Because Microsoft Teams is increasingly used as the core collaboration tool for businesses switching to remote operations, it has become necessary for recording systems to capture Teams interactions conducted via mobile phones, desktop clients, and phone devices used by a globally dispersed workforce.

Innovative compliance capture solutions can record Teams interactions by remote traders, middle and back-office staff, and contact center agents with the same level of reliability and in a way that continues to address compliance requirements.

At the same time, it must provide recording features regardless of the endpoint, operating system or device used by a regulated user: desktop, web and mobile clients, virtual consults, conference room endpoints, IP phones and other Teams-enabled devices.

You should consider a recording platform that has been subjected to rigorous testing and field trials as part of **Microsoft's Technology Adoption Program (TAP)**. This will help ensure reliability and readiness to help your business meet regulatory obligations. Such a solution can let you have full control over which specific users or user groups you want to capture – seamlessly and reliably.



Archiving and retrieving omnichannel collaboration

Using a single solution to record all Teams interaction streams, alongside other communications environments—such as other UC and collaboration tools, mobile networks, trading turrets and PBX telephony endpoints—you can reduce the complexity of multiple proprietary systems. It can help your business reduce the hardware footprint, technical infrastructure, IT workload and operating costs associated with the compliance recording infrastructure.

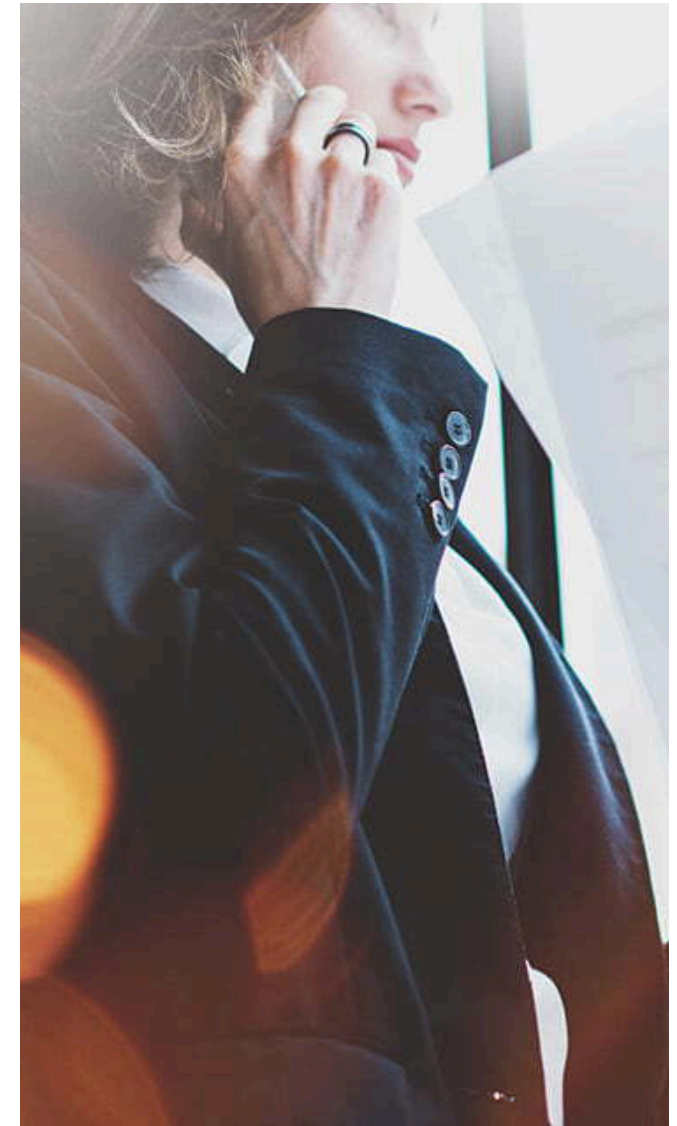
RECORDING IS JUST THE BEGINNING

In the event of an investigation or compliance request, having the recordings is not enough: You have to be able to locate and safely retrieve the information you need. A unified system that captures all the communication channels used by your regulated users helps simplify data management by providing a single, easily searchable repository for all recorded media and metadata.

This can significantly reduce time to locate relevant data and speeds up the retrieval and analysis of conversations in the context of other channels the regulated employee may have used.

Other essential considerations

- What call recording regulations do I need to comply with?
- How can I make Teams recording part of my compliance recording infrastructure?
- Can I allow my staff to use all the communication features in Teams while remaining compliant with industry standards and legislation governing voice and electronic communications?
- Does the vendor have a proven track record in deploying compliance technology for Microsoft UC?
- Does the solution support mobile endpoints as well?



3. How to Simplify the Deployment, Maintenance and Scaling of the Recording System?



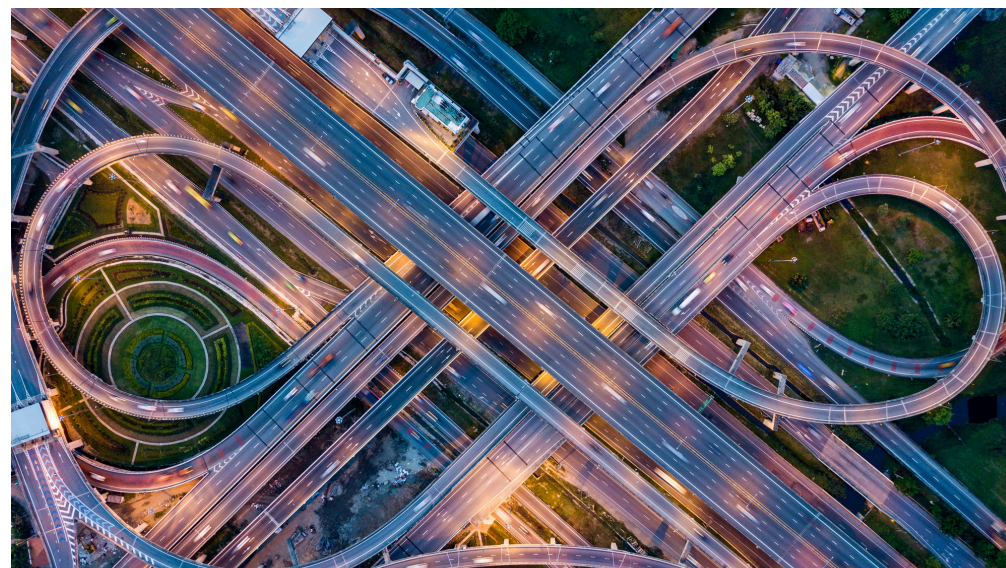
Implementing a compliance recording solution for Microsoft Teams should always support your specific business requirements without causing unnecessary complexity for your IT department. For reliability, you should look for a technology solution that is based on integration with the official **Microsoft Teams Calling API** and is flexible enough to offer different deployment scenarios and delivery models.

Staying on premises or moving to the cloud?

The Teams API uses recording bots running in Microsoft Azure Cloud, while the other components can be rolled out in the cloud, on premises, or using a hybrid architecture.

You may want to keep part of your deployment **on premises**, for instance, to store all the recorded data in a media repository within their existing IT environment. This can provide you with greater control over the data and allow for seamless integration with other systems, such as on-premises archives and server platforms.

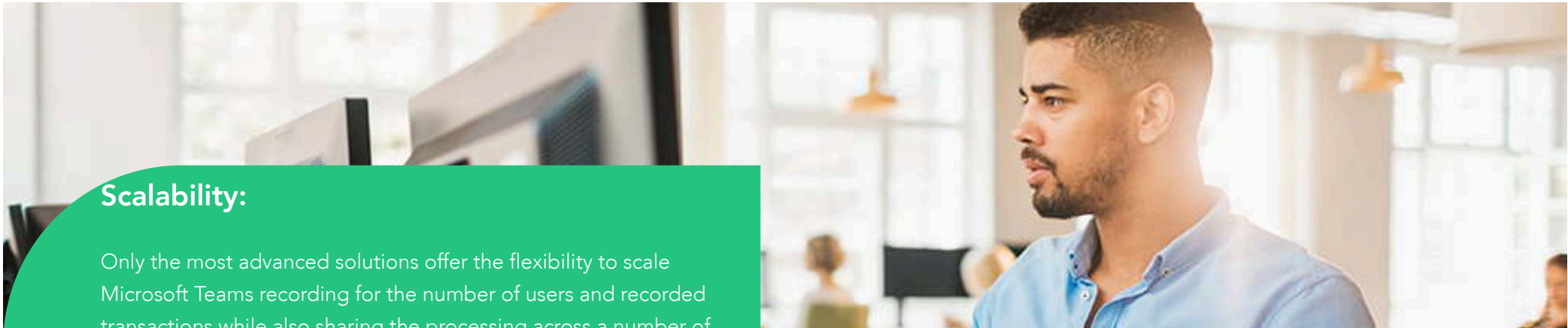
Alternatively, a purely **cloud-based** solution – hosted on your own Microsoft Azure tenant or via a hosting partner – brings the ease of implementation, flexibility, scalability and cost-efficiency of leveraging recording as a service. Such a delivery model eliminates the infrastructure and expense associated with legacy hardware-based solutions and requires no additional technology overhaul for your business. Going further, certain vendors support end-users and UC service providers with a multi-tenant model to benefit from lower provisioning costs, easy maintenance and resource efficiency.



Which delivery model would suit best your strategy for your Teams recording deployment?

- We would prefer to use our on-premises server infrastructure / storage
- Best of both worlds - we'd opt for a hybrid architecture
- It's a no brainer: moving fully to the cloud

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Scalability:

Only the most advanced solutions offer the flexibility to scale Microsoft Teams recording for the number of users and recorded transactions while also sharing the processing across a number of physical or virtual servers. If you need to flex their operations to respond to changing needs, such as an increase in the number of remote staff that need to be recorded, the solution must offer the freedom to scale your deployment up or down based on your evolving needs.

Oversight and Business Intelligence:

Also consider the benefits of a Teams capture solution that offers centralized administration and real-time data on the state of your entire recording system. This can help reduce the effort and cost associated with maintenance and free-up skilled IT personnel and engineers to refocus their efforts on more complex, value-add activities.

User Provisioning:

Managing users and keeping the system updated with adds, removes and changes is well-known as an area where traditional recording solutions tend to pose opportunities for failure – and potential compliance gaps for organizations. Strong integration with your organization's Active Directory not only provides the means for secure authentication and access control, but also can reduce the effort needed for change management and user provisioning.

By synchronizing the communication recording solution with your Active Directory, IT teams can more easily maintain the system in line with organizational changes and simplify the administration, configuration or removal of user profiles in the recording platform.

4. How Can I Tap Into Unparalleled Security and Resilience for Teams Capture?



When considering a compliance recording solution for Microsoft Teams, you should look for the highest level of resilience and high availability. These are essential to avoid the risk and the regulatory consequences of having a non-functioning recording system.

This is especially true in environments with a high daily volume of phone calls and collaboration, such as trading environments, global back-office operations, and large contact centers – whether remote or office-based.

In order to ensure uninterrupted data capture, a Teams compliance recording solution should offer multiple types of **resilience** that enable recording to continue in the event of a server failure. Different methodologies include supporting load balancing and geo-resilient failover (sometimes referred to as N+1) scenarios or providing redundant recording

– based on the duplication of recording streams – where a primary and a secondary recording server are deployed to be highly fault-tolerant (or 2N).

As an additional layer of assurance, some solutions support a security policy configuration for when the recording infrastructure is not available. In such circumstances regulated users would be unable to join calls or meetings at all, minimizing the risk of regulated interactions not being recorded and avoiding a compliance gap.

Advanced Microsoft Teams capture platforms are equipped with built-in **audio quality validation** and **call recording assurance** features. These can automatically monitor the recording process, checking for voice quality and call failures as well as verifying that all calls that are required to be recorded based on a policy are properly captured.

Accompanied with automated alerting and real-time dashboards that provide a single view of recording assurance issues, this can help you prevent disruptions and archive records that contain auditable content for further analysis.

Security and reliability are the cornerstones of any modern compliance recording system. Centralized data capture for Microsoft Teams should be complemented by robust mechanisms to help you ensure that your data remains in safe hands. This will effectively mitigate the risk associated with the processing and storage of large volumes of datasets, and facilitate compliance with data protection laws at the same time.



Some tools allow you to apply role-based **access control** down to a user level, robust authentication workflows, and the means to encrypt and digitally sign the recorded data. These capabilities help prevent communication records being accessed by non-authorized parties, storing them in a tamper-resistant format and ensuring that the integrity of the captured media and metadata is beyond any doubt.

It is also sensible to ensure that the Teams recording solution you choose offers the flexibility to retain an **audit trail** beyond the Office 365 standard retention period while also being able to easily search for and export these records into your internal systems for risk management or auditing purposes.

You can address country-specific and regional **data sovereignty** requirements by recording Teams on your own Azure tenant infrastructure. In addition, your solution should be able to archive the recorded data in Azure Storage or send the recordings to on-premises storage solutions based on the preferred geographic location. You may also need to be able to define where specific user or

user group recordings should be stored and automatically send them to geographic storage containers.

MiFID II and other regulations require you to notify all participants - in a regulated interaction that they are being recorded. Practically speaking, this will require the ability to automatically trigger a **voice announcement** at the beginning of any inbound or outbound Teams voice call for every user, regardless of the device they may be using.

Key points to consider

- What resilience and high availability options does the solution offer?
- Will I have a back-up version of the recording should a server fail for any reason?
- What capabilities do I get out-of-the-box to monitor the state and quality of the recorded data?
- Does the solution meet the highest security standards when managing communication records?



Closing the Collaboration Compliance Gap for Microsoft Teams

Access the On-Demand Webinar

5. How Do I Manage, Analyze and Get Value out of the Recorded Data?



Secure data governance, advanced analytics and open integrations should form the core of any comprehensive technology solution to capture all Microsoft Teams collaboration across your organization – no matter the size of your business or the market vertical you operate in.

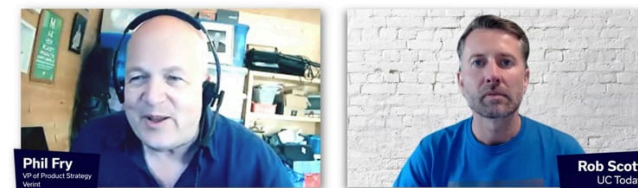
A key capability to look for is the granular management of **retention policies** across different modes of Teams collaboration and other communications channels. This will help ensure your entire environment complies with relevant regulations governing record-keeping. The solution should also help ensure that all records are erased once the retention period has concluded. This can significantly reduce the effort needed to comply with regulations that the retention of voice and electronic communications (of regulated employees), particularly if a range of tools has been used to communicate, collaborate and exchange information.

Innovative technology solutions for Teams and UC recording should create significant efficiencies for compliance officers, surveillance analysts and IT professionals. **Data discovery and analysis**, data governance, case management and other time-intensive activities will be easier if your recording

platform unifies search and playback, data export, voice transcription, automated call categorization, compliance workflows and reporting in one intuitive application. This is not only critical to simplify compliance processes, but also to analyze high volumes of unstructured data and become more confident in conducting investigations and responding to regulatory requests.

Another common challenge is how your Teams recording solution can work together with your broader compliance technology environment. Instead of creating proprietary blockages, modern recording platforms facilitate the retention and migration of the data gathered over long periods in a way that doesn't compromise its usability across the board. By adopting **open standards** and offering **open APIs**, these solutions can seamlessly work together with external systems to leverage the data that has been gathered and stored in legacy systems.

VERINT.



Exploring Microsoft Teams Recording with Verint



Your Teams capture solution should work with the overall communications environments to facilitate integration with proprietary systems.

UC Today: Exploring Microsoft Teams Recording with Verint

Listen to an exclusive interview hosted by UC Today's Rob Scott, featuring Tom Arbothnut and special guest Phil Fry from Verint.

[WATCH THE INTERVIEW](#)

Going further, should your organization has already invested in cloud-based archiving, communication surveillance, eDiscovery, trade surveillance analytics or regulatory reporting technology, it is of significant value if the recording platform can integrate voice interactions and other forms of collaboration from Teams into your existing solutions.

Essentially, the recording platform should be able to process Teams calling and meeting records and then pass the full transcription data or chat logs to your existing **third-party environments**.

Do you plan to ingest recorded Microsoft Teams interactions into other platforms?

- Yes, into an analytics, eDiscovery or transcription engine.
- Yes, into a surveillance system.
- Yes, into an external archive.
- Yes, into other internal/third-party solutions.
- No, not yet.

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Such an open integration strategy is particularly beneficial if you have already implemented or considering Microsoft Azure Cognitive Services. These can enable you to accurately transcribe, analyze and catalog high volumes of interactions, recognize speakers in a session, translate recorded speech, or run in-depth analysis across communication records.



Further questions to ask

- Can I automatically tag calls and add them to a case for investigations or to manage legal hold obligations?
- Does the solution allow me to transcribe voice calls to help my analysts become more efficient?
- Can I ingest recorded Teams calls and meeting records into my existing apps and systems?

Verint, Your
Trusted
Partner for
Microsoft
Teams
Compliance



Ready to weave compliance into Teams collaboration?

Verint® offers an integrated, resilient compliance recording solution for centrally capturing, storing, retrieving and analyzing Microsoft Teams voice calling, screen sharing, video conferencing, chat and other modes of collaboration – alongside other tools and channels in multi-platform communications environments. It can help regulated organizations manage the complexities of regulatory compliance across all interactions in Microsoft Teams meetings.

As one of the first members of **Microsoft's Technology Adoption Program (TAP)**, Verint has been already collaborating with leading organizations globally to help them roll out Microsoft Teams recording for compliance purposes. Underpinned by a close co-engineering and co-selling partnership with Microsoft, **Verint is** actively involved in the Teams Compliance Recording Certification initiative and is **ready to engage with customers who need enterprise-**

ready, secure collaboration capture technology for Teams. Verifying the integration with Teams through rigorous testing by Microsoft is a testament to Verint's commitment to helping Microsoft UC customers successfully navigate the regulatory landscape.

Leveraging Microsoft Teams capture by Verint, organizations can benefit from streamlined teamwork and enhanced collaboration while adhering to relevant regulatory requirements for record-keeping, monitoring, data governance and reporting. Furthermore, Verint is collaborating with a growing ecosystem of strategic partners who can support businesses by hosting the solution from their Azure instance and providing services.

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Powering Compliance for Microsoft Unified Communications



300+

Microsoft UC customer organizations supported



75,000+

Microsoft UC end users recorded globally



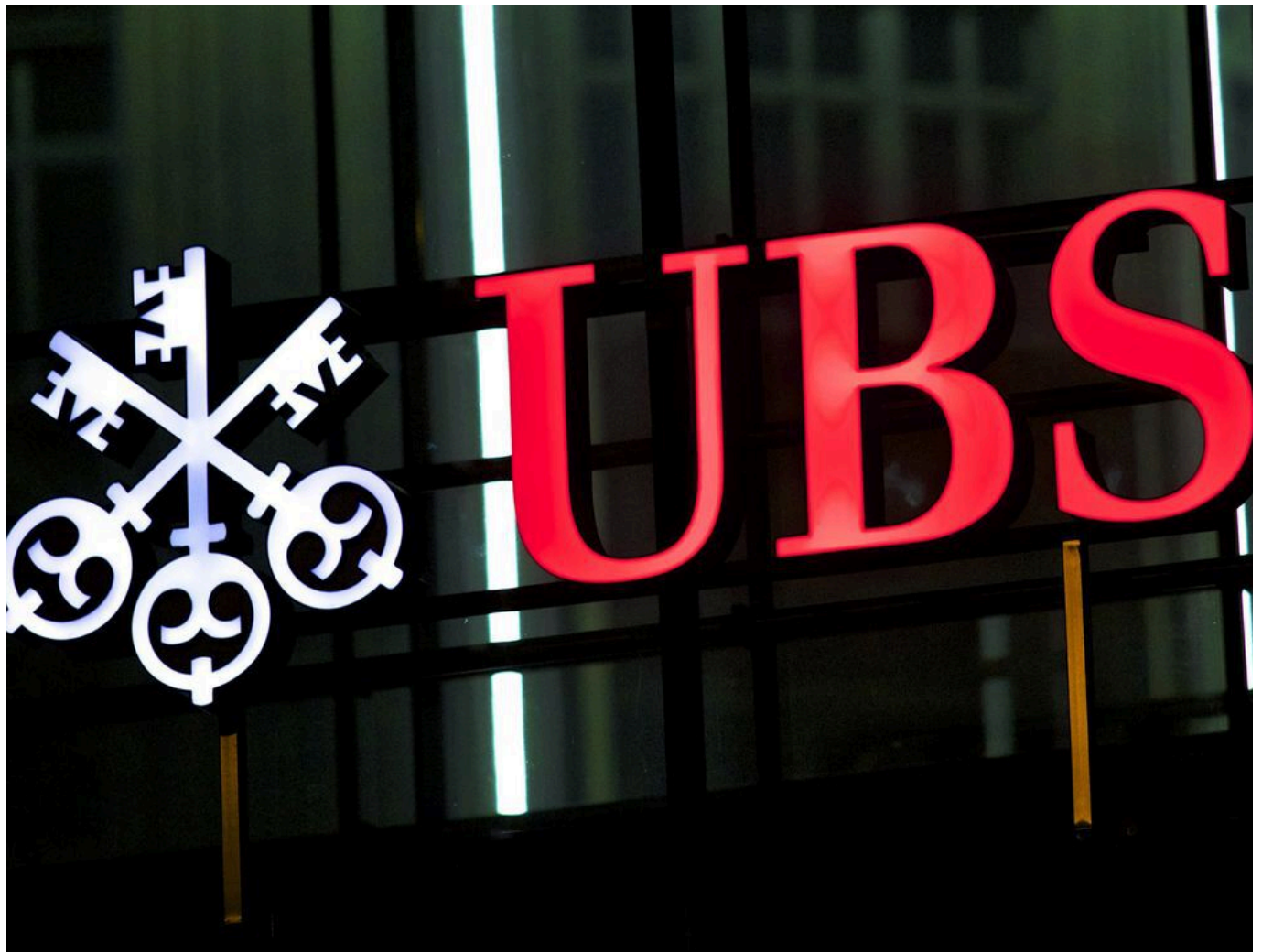
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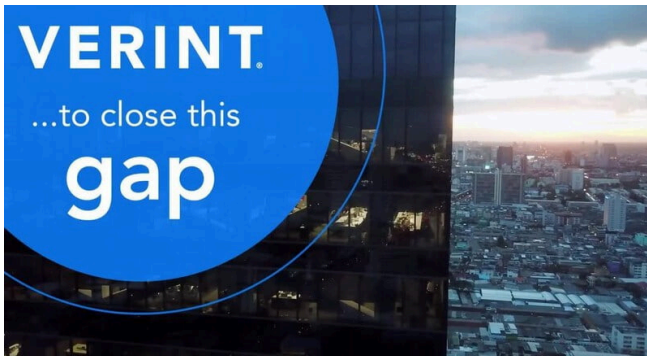
Microsoft partners engaged

Engaging With Industry Leaders

“We are excited about our continued collaboration with Verint, Microsoft and our partner, Luware AG and look forward to the new integration with Microsoft Teams to expand Verint’s secure and compliance recording infrastructure across all the communication capabilities Teams offers. [...] As our teams are increasingly comprised of remote workers who are frequently dispersed around the globe, a flexible collaboration platform is essential—as is the assurance that we are in compliance with our industry’s regulatory requirements.”

Gregory Hawkins
Global Lead for Microsoft Teams





Verint: Simplifying Microsoft Teams Compliance

Trusted by more than 300 Microsoft UC customer organizations, in more than 40 countries globally, Verint's compliance recording solution was among the first to be certified for use with Microsoft Skype for Business and is still one of a few solutions that can capture, store, analyze and monitor all communication modes offered by the platform, augmented by deep integration with the Microsoft Azure Cloud ecosystem.

Verint provides businesses with robust and secure compliance offerings to help them meet strict regulatory demands. Recognized in multiple compliance and RegTech industry awards to date, Verint's compliance solutions help businesses drive

communication compliance, automate assurance and reduce risk across leading unified communications (UC), trader voice, mobile and telephony platforms.

Powered by automation, AI and an extensive partner ecosystem, our solutions provide compliance recording, records retention, speech transcription and analytics, along with proactive governance, surveillance and infrastructure monitoring capabilities – augmented by an open approach to facilitate integration. Verint's solutions offer a broad range of capabilities, including the ability to capture, analyze and control communications data—including voice, IM, SMS, video, screen activities and content sharing—and turn regulatory compliance into a strategic advantage.



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