

RAMP

RAMP (Recording Archive Management Platform) is a secure, cloud-native solution designed for the long-term management of call recording archives. By centralising recordings from disparate telephony and contact centre systems, RAMP empowers organisations to maintain compliance, enforce governance, and derive actionable insights from voice interactions

- **Comprehensive Archive Control:** Store, access, and manage call recordings from any platform in a unified repository
- **GDPR Compliance Simplified:** Leverage configurable retention policies, audit logs, and on-demand deletion tools to meet industry regulations with minimal overhead.
- **Seamless Platform Migration:** Migrate legacy archives and integrate new systems without record loss, ensuring business continuity across vendor changes.
- **Intuitive Search & Playback:** Utilise rich metadata filters, AI-driven transcription, and summarisation for rapid retrieval and review of key customer interactions.
- **Simplify CRM Integrations:** Easily automate workflows to optimise operational efficiency and customer experience



10 Key Capabilities



Long-term storage; retain recordings indefinitely or by policy

Telephony Agnostic; ingest recordings from multiple platforms into a single archive



Role based access; granular and customisable user permissions, audit logging and 2FA

GDPR & Compliance; easily find and delete recordings (manually or automatically) when required



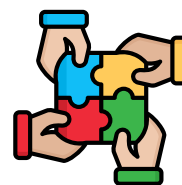
End-to-End Encryption; TLS in transit and AES-256 at rest ensures recordings are secure

Advanced Search and Filtering; using any field from the available meta data



QA and Notes; apply call ratings and comments to assist quality monitoring and coaching

Transcription & Summarisation; automated or ad-hoc speech to text and AI powered summaries



CRM Integration; REST APIs enable customers to easily extract transcripts and summaries

White-label UI; enables partners to extend their own Branding and Colours onto the product





Use Case Example 1 - Call Recording Archive

The Challenge

Businesses record telephone calls for many reasons—such as quality assurance, training purposes, regulatory compliance, or simple record keeping. However, effectively managing and maintaining these recordings often proves more challenging than anticipated.

Key challenges include:

- **Data Silos:** Disparate recording solutions across platforms result in fragmented archives, complicating retrieval and analysis.
- **Compliance Burden:** Stringent regulations (e.g., GDPR, FCA) demand secure storage, audit trails, and timely deletion, placing strain on IT and legal teams.
- **Migration Risks:** Changing telephony or contact centre vendors often leads to record loss and operational downtime.
- **Limited Accessibility:** Complex interfaces and lack of unified metadata search slow down QA, dispute resolution, and customer service.

RAMP provides a flexible, cloud-based solution designed to simplify the entire lifecycle of call recording management. Its modular, platform-independent architecture offers businesses a secure, reliable, and vendor-neutral "safe harbour," ensuring recordings remain accessible and protected—regardless of telephony provider changes

Key benefits include:

- **Unified, platform agnostic archive:** businesses can easily consolidate and unify all their recordings into a single solution, with a highly secure, but easy to use interface.
- **Simplified records management and compliance:** easily configure customisable retention policies, GDPR deletion workflows, audit logs, and 2FA with granular user permissions.
- **Search & Playback Interface:** Intuitive UI leveraging rich metadata filters (e.g., wrap code, agent, date) for rapid retrieval; integrated playback and download capabilities.
- **Peace of Mind:** Secure, encrypted storage ensures call recordings are never lost and always protected.

The Solution



Use Case Example 2 - Analytics & Automation

The Challenge

Businesses are increasingly moving beyond simply storing call recordings, actively leveraging them to unlock greater value through analytics and workflow automation. While traditionally driven by the need to improve operational efficiency and reduce costs, this shift has recently accelerated due to advances in AI—opening up new possibilities for businesses to transform customer interactions, streamline processes, or enhance compliance

Key challenges include:

- **Inefficient Manual Processes:** Manual transcription, summarisation, and data entry tasks drain agent productivity, increase operational costs, and lead to inaccuracies.
- **Limited Insights from Calls:** Critical insights are hidden within recordings, preventing businesses from enhancing customer experience or identifying revenue opportunities.
- **Complex Compliance Requirements:** Manual monitoring is often time-consuming, error-prone, and insufficient to keep pace with evolving regulations (e.g., GDPR, FCA, PCI).

RAMP addresses these challenges by offering a powerful, AI-driven solution that automatically transcribes and summarises call recordings, transforming raw conversations into actionable insights. Whilst APIs enable effortless automation, instantly feeding summaries, notes, and critical insights directly into CRM systems and workflow tools.

Key benefits include:

- **Automated Insights & Productivity:** Agents no longer need to manually summarise or input call details, saving valuable time and boosting productivity.
- **Enhanced Data Accuracy:** Automated transcription and summarisation ensure consistent, reliable, and detailed records of every interaction.
- **Efficient CRM Integration:** Automatically populate CRM systems and other business tools with accurate, timely information, streamlining operations and customer follow-up.
- **Actionable Intelligence:** Extract valuable customer insights, empowering decision-making and targeted improvements to customer experience and sales effectiveness.

The Solution