

SCI Announces Year-End Upgrade Promotion

As this newsletter went to press, Sound Communications announced special pricing for customers who upgrade their Audiolog systems to the new Version 5. Not only can customers save thousands of dollars, they'll receive fresh new hardware, support for Windows 2008, exciting new standard features like digital fingerprinting and Insight Center, and access to new optional features like encryption.

"This promotion comes at a great time, since we still have customers with systems running on Windows 2000 and even Windows NT," says Darin Cooper, SCI's CTO. "These operating systems are no longer supported by Microsoft, and that makes it more challenging for us to support those servers, although we do our best."

SCI account managers will be contacting every customer whose Audiolog is running version 3.3 or older. However, time is of the essence since these promotional prices won't be available for long. If you'd like a personal quote, contact Sound Communications today.

*Discover your
potential savings...
contact
Sound Communications
800-556-8556
sales@soundcommunications.com*

Upgrade Benefits At A Glance

- Replace old servers that run 24/7/365 with hardware that is newer, faster, better
- Replace out-of-support Microsoft software with Windows 2008 Server and SQL 2008 database software
- Support for Windows 7 client workstations
- Developer-supported Audiolog software suite
- Digital fingerprinting to verify recordings are free from tampering
- Insight Center for browser-based incident reconstruction
- Optional AES-256 Encryption
- CTI, ANI/ALI or SMDR integration now included in base license
- Hands-free archiving to NAS or SAN now included in base license

How Can I Save Thousands Of Dollars?

- The cost of server hardware has decreased. This means we can completely refresh your hardware, which has been running 24/7/365, with hardware that is better, newer and faster.
- Telephony cards are extremely durable. We can likely migrate cards from your old Audiolog to your new server, maximizing your previous investment.
- Your existing Audiolog licensing can all be migrated to your new server.
- Verint introduced a change in licensing structure in 2011. While there is a fee associated with converting your licensing to the new structure, you receive a wealth of software to which you may not have had access previously. For example, "touch-free" archiving via upload to network storage is now a part of the base server license, as is the licensing for CTI and VoIP integrations.
- Verint's licensing changes also affect client applications, like AIR (browser-based playback), Instant Recall, and AMC Client. In the past, customers had to purchase licensing for the applications individually. Now you'll receive a license for every client application with every seat of recording.

Your organization's savings will vary, but we're seeing customers routinely save as much as 75% when compared to the list cost of purchasing the same system new. To learn more, contact us today!



How Mission-Critical Are Your Calls?

Most of our customers, if asked the question in the title of this article, would confirm that their calls are critical to their business operations...and that losing stored calls or having their recording server down (even briefly) presents serious compliance and logistical issues.

At Sound Communications, we view every client's recording system as mission-critical. That's why we offer a variety of ways to protect your calls and your ability to record. Some are standard, some are optional, but each can bring important protection to your organization.

Server-level Redundancy

The majority of Audiologs today come with built-in redundancy at the server level (only the PRO tower does not). For example, redundant power supplies help ensure you keep recording even if a power supply fails. RAID1 (mirrored) or RAID5 (striped with parity) hard drives keep your recordings safer in case of a hard drive failure. Sound Communications also offers both hot-spare and cold-spare hard drives as options to protect against hard drive failures.

Storage-level Redundancy

Audiologs are designed to record first to the server's hard drives, and then to archive calls to another storage medium. This can be removable storage (e.g. the older DVD-RAM disks or new Blu-ray disks), or network storage such as a NAS or SAN (now standard with Verint's new licensing structure). Archiving to network storage allows you to easily incorporate your call recordings into your standard back-up procedures, while at the same time improving your ability to access older recordings as compared to removable media.

Organizations with multiple Audiolog servers often add another level of archiving with a Central Archiving Server, or CAS. Calls are recorded to the individual Audiolog, then uploaded periodically to the CAS. Here they are incorporated into a single database, and end-users typically search for calls at the CAS level. While the CAS is most often used to combine multiple Audiolog databases, it also adds another level of redundancy since calls are stored on both the recording server and the CAS. Redundancy can be taken even further by uploading from the CAS to network storage.

Recording-level Redundancy

The measures outlined above protect primarily your stored calls...but what about your ability to record? Because any missed call could prove expensive later, organizations are increasingly turning to redundant recording servers. Redundant recorders can be cold standby, hot standby, or complete duplicate servers recording the same call streams simultaneously.

Fully redundant recording provides peace of mind that no call will be lost to a network glitch or individual server failure. It also makes server maintenance much easier, since outages and maintenance windows can be planned during business hours while the other Audiolog server continues recording calls.

Sound Communications recently announced a new program for redundant recording that can offer significant savings. Ready to take this next step toward protecting your mission-critical calls? Just contact us at 800-556-8556 or sales@soundcommunications.com.