



and
Software Hothouse

Preserved

TOOLS & SERVICES FOR RETIRING ACR RECORDERS

BACKGROUND

Preserved™

Software Hothouse's founders and principal consultants designed and developed the Avaya Contact Recorder. This gives us unparalleled and unmatched depth of expertise in ACR, even when you are considering retiring your recorders.

Just because you no longer use ACR for recording does not mean that you might not need to replay one of those old recordings one day.

With ever tightening data protection rules, you certainly need to know where your recordings are and how to access them and delete them when needed – long after your ACRs have been decommissioned.

Your business needs and privacy policy must be considered alongside the applicable regulations (GDPR, PCI-DSS, HIPAA etc.) to define: which recordings are to be retained; for how long; how these can be accessed and, ultimately deleted.

You therefore need a long-term, cost-effective solution that does not rely on Avaya, Verint Systems, Software Hothouse, Blackbird or anyone else supporting a product or even still being in business for the next few decades.

Preserved™ is the answer.

Features

- Imports WAV file recordings from recorders' hard drives
- Imports, or links to recordings archived in TAR files by ACR or Central Archive Manager (CAM)
- Web-based search, replay and export application
- Single server/slice solution
- Compatible with all CSCM, NCR and ACR recordings
- Supports recent O/S releases, unlike older versions of ACR and KMS
- Open Source Database and international standard audio codec ensure long-term access.

Encryption

Many customers keep their recordings encrypted with keys stored in KMS. However, KMS is no longer supported and should be retired at the same time as the recorders.

We handle this with an additional step, while scanning the recordings, which decrypts them, preventing the danger that the keys are lost when KMS is no longer available.

Optionally, the recordings can be re-encrypted using fresh keys stored securely in Preserved™.

Product History

- **2003 CSCM**
Software Hothouse Ltd is contracted by Witness Systems to design and deliver an OEM recorder for Avaya Communication Manager.
- **2005 NCR**
Software Hothouse developed the Nortel Contact Recorder (NCR) on a similar basis – and this became Nortel's OEM recording offering.
- **2007 Verint acquires Witness**
The Quality Monitoring application to which ACR integrates changed but the recorder lived on.
- **2009 Avaya acquires Nortel**
We merge the two products and rename it Avaya Contact Recorder (ACR).
- **2018**
ACR development ends, to be replaced by ACRA (Advanced), a derivative of Verint's switch-agnostic recorder.
- **2020 Partnership**
Blackbird named authorized distributor and services implementation partner for Preserved™

As you migrate away from ACR, we can help you maintain secure, easily managed, and cost-effective access to your legacy recordings

Preparation

Blackbird Professional Services will help you plan and prepare. This typically includes:

Audit of Recording Stores

- **Identify** all the archive locations and recorder partitions holding recordings that need to be retained.
- **Understand** what is held in each location. What timespan does it cover, and which subset of recordings are present? Are these encrypted and, if so, how.
- **Quantify:** How many recordings and how much audio is in each location.
- **Qualify:** Check for duplication of recordings across locations and gaps in recordings. (Gaps in archives may be recoverable from recorders' hard disks).

Requirements Capture

With a clear view of the recording assets, it is time to consider the businesses retention requirements – and match those to the relevant regulations: GDPR, PCI-DSS etc.

This results in a clear definition of what is to be retained and hence database and file storage sizes.

Storage Plan

For each set of recordings, will you be keeping them in their current location or consolidating them into a new, dedicated space?

Preserved™ supports AWS S3 buckets for cost-effective, long-term storage.

Security Plan

Consider whether to re-encrypt individual files or to decrypt but (preferably) store them within a securely encrypted and protected environment.

Retention Plan

Nobody keeps recording forever – so you need to determine and document a retention plan:

- **How?** - Manually or automatically?
- **When?** - Monthly? Annually?
- **GDPR "Right to be Forgotten"** – how will these requests be handled?

This also determines how and how often you will need to back up the recordings and database.

Execution

Platform Preparation

We can help you size, install and configure the new server. This can be a Windows or Linux server – or a Virtual Machine slice.

Unlike the ACRs themselves, Preserved™ has no real-time requirements, hence it is well suited to running on a VM slice – which will use close to zero CPU on average over the next however many years you need to keep it available.

Consolidation

Ideally, all recordings are brought to a single location – making it easier to backup, secure and access them.

This entails:

- **Copying the recordings from all retired ACRs**
- **Optionally, copying archived recordings to the same location – regardless of where they currently reside. This lets you decommission the servers and file-shares they previously occupied.**
- **If required, decrypt files and/or re-encrypt while copying**
- **Delete or decommission redundant/obsolete locations.**

Great care is taken to ensure that delete operations only occur after the new copy has been verified.

Database Import

We then run scripts that scan, parse, and index all the recordings into an open source database with a simple, published schema.

ACR's own database had to be highly optimized for rapid inserts in busy hour and for searches within relatively short date ranges. Preserved™ is optimized for rapid search by phone number or name across long timespans (often the entire date range).

Training and Handover

We document and train your IT staff in maintenance, security, and backup procedures.

We can also, if required, train end-users in the use of the search and replay application. However, as it is likely to be used very occasionally and hence by different people over the coming years, the user interface is deliberately extremely simple and intuitive.

And the rest...

Compatibility

Preserved™ works with all Avaya Contact Recorder (ACR) versions and its predecessors (Nortel Contact Recorder 'NCR' and ContactStore for Communications Manager 'CSCM').

Note that Preserved™ does not integrate with or allow access via the rest of the Avaya WorkForce Optimization (WFO) Suite.

Pricing

We can usually provide estimated ('ballpark') pricing if provided with:

- **Number of ACR recorders**
- **The versions they are running**
- **Volumes of recordings on their hard disks and in any archives.**
- **Whether or not KMS encryption is used.**
- **Summary of retention requirements (e.g. "All recording to be kept 5 years")**

The "Preparation" phase (defined in the left-hand column) will be billed on a T&M basis.

The outputs of that phase will include a firm pricing for delivery of Preserved™ to the agreed requirements.

That price includes an indefinite license for the Preserved™ search and replay mechanism.

Payments are due:

- **At the end of the Preparation Phase 50% of quoted price when the files have been consolidated**
- **Remainder on handover.**

ABOUT US

Software Hothouse Ltd. is a privately held UK company, owned, and run by the original design authorities and authors of the Avaya Contact Recorder.

Founded in 2003, Blackbird's team members are former Avaya Professional Services associates, intimately familiar with Avaya methodologies, culture, and products.

With decades of experience designing, writing, and maintaining recording systems, we are uniquely placed to help you gracefully retire your ACR recorders.

FOR FURTHER INFORMATION
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