

Mobile Compliance Recording

Empowering workforce mobility with hardware-level security and global compliance.

In today's fast-paced corporate landscape, critical decisions and financial transactions happen on the move, creating substantial communication gaps between employees and clients across both voice and messaging channels. Our Mobile Compliance Recording (MCR) bridges this gap, safeguarding your business while ensuring seamless client experiences.

Built directly on the Samsung Knox ecosystem, MCR embeds tamper-proof recording capabilities at the operating system level. It offers a secure, user-transparent, and SIM-agnostic solution that works automatically with Samsung business-class devices anywhere in the world on any mobile network, completely eliminating the need for user-activated services.

This hardware-integrated solution transforms Samsung mobile devices into certified business assets, ensuring full data integrity and visibility. By capturing and archiving communications at the source, MCR satisfies stringent global regulations like MiFID II, FCA, and health and safety mandates. It delivers enterprise-grade compliance for finance and heavy industry without disrupting daily workflows. MCR is available as a multi-tenant cloud (SaaS) or client-dedicated on-premises platform.

Your Benefits:

- ✓ **Automated Transparency:** Operates silently in the background with automatic recording and zero user interaction.
- ✓ **Global Carrier Agnosticism:** Works seamlessly on any mobile network across 192 countries, whether local or roaming.
- ✓ **Absolute Data Sovereignty:** Routes recordings to private or on-prem storage to ensure GDPR and privacy compliance.
- ✓ **Native Samsung OS Integration:** Delivers hardware-level reliability and higher security than standard apps, ensuring a tamper-proof chain of custody immune to handset manipulation.
- ✓ **Comprehensive Multi-Channel Capture:** Records voice, SMS, MMS, RCS, and face-to-face interactions.
- ✓ **Global Regulatory Readiness:** Purpose-built to satisfy strict MiFID II, FCA, FINRA, and SEC archiving mandates.
- ✓ **NICE Certified Integration:** Connects seamlessly with industry-standard NICE platforms for unified data management.



Built for the Modern Enterprise

Mobile Compliance Recording (MCR) transforms standard mobile devices from a potential compliance risk into a fully certified business asset. By embedding security directly into the mobile experience, MCR helps modern enterprises seamlessly capture, retain, and supervise regulated communications to meet stringent global financial mandates.

While these frameworks represent regulatory obligations rather than product certifications, MCR is explicitly engineered to ensure compliance with MiFID II (EU) voice and electronic recording mandates, Dodd-Frank and Reg BI (U.S.) broker-dealer recordkeeping, and MAR and the FX Global Code trading integrity standards.

- ✔ **Zero Workflow Disruption:** Employees use their Samsung Galaxy devices exactly as they always have. Recording happens automatically in the background with no extra steps or operational friction.
- ✔ **Advanced Auditing & Control:** Detailed audit trails, call-specific GPS location tracking, and robust legal hold functionalities provide total peace of mind for legal and compliance teams.
- ✔ **Flexible Storage & Data Ownership:** Supports seamless integration with AWS, S3 buckets, or local on-site servers, giving your organization absolute control and ownership of its data.
- ✔ **Enterprise-Grade Security:** Protects all sensitive communications and data logs using industry-leading AES256 encryption.
- ✔ **Global Scalability:** The platform scales effortlessly to support growing headcounts, expanding data volumes, and international data-protection requirements (including strict access control and auditability).
- ✔ **SaaS or On-Prem:** Available as a multi-tenant cloud or client-dedicated managed platform.



Leading the future

Samsung SDS is a leading global provider of information and communication technology (ICT) with more than 40 years of experience in cloud services, enterprise solutions and digital logistics.

We empower businesses and public organizations with data-driven technologies, including generative AI, to automate processes, improve collaboration and increase efficiency for sustainable growth.

Headquartered in Seoul, South Korea, Samsung SDS operates 58 offices in 40 countries worldwide. Recognized by Gartner, IDC and Brand Finance as a global leader in ICT services, Samsung SDS has also been ranked as the World's Most Trusted Company by Newsweek for two consecutive years.

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