



## MCAP Selects blueButler iDR for Full-time Voice over IP Call Recording

In the process of converting their multi-site Nortel Symposium network to VoIP (Voice over IP), MCAP undertook a review of their call recording requirements through a formal RFI process. This document summarizes MCAP's internal criteria for selecting blueButler iDR as their new full-time VoIP call recording solution.

“When going through our own RFI for a call recording system, we compared BlueButler with 2 call recording systems that retrieve their call recording information from the Symposium Link. One of the systems required us to provide our own servers (database & recording server) - System A, and the other system provided us with the recording server as an appliance - System B. System A was already implemented in our Edmonton location and the digital version of System B was implemented in our Kitchener location.

These are some of the things we considered:

- Initial implementation of BlueButler at our Kitchener site was approximately 50% less than the cost of System A. BlueButler was approximately the same price as System B for the initial implementation for VoIP since there would be a discount for our current digital solution.
- Subsequent implementations of BlueButler at each location would be lower by 50% than both of the other systems, since the architecture of BlueButler allows us to have one main database server and smaller recording servers at each location rather than a full appliance at each location. It was surprising to us that System A, only requiring one recording server (as we already had the database server running for the Edmonton location), was so much more expensive to setup at the secondary location.
- The systems we compared BlueButler to both used the Symposium link to obtain the detail information it needs - the challenge with this is that it must match the event records that it receives from Symposium Link with the audio packet information on the tap in real-time. The Symposium Link events may be used to decide when to start/stop recording a channel and what control information it is related to - this becomes more complex when calls are put on hold, conferenced, transferred, etc., especially if the recording system and the Symposium Link get out of step due to a lost or erroneous control message. BlueButler's design is completely self-contained for Station-side recording as the tap hardware collects both the audio packets and the control information on each station so it doesn't need to be synchronized.
- BlueButler can be modified to link with other phone interaction management systems (ex Apros) to store key data.
- With BlueButler we can have a test copy of the software without large cost.
- The BlueButler application is very easy to use from an end user (listener) perspective. You can create evaluation forms and create reports on the calls based on a number of criteria.
- Technical training was accomplished very quickly - while other products were providing a 5-day intensive course. We just didn't need that for the BlueButler product - it is not that complex to administrate.
- User training was also accomplished very quickly - leaving the users the ability to listen to calls, evaluate and report on calls and also leaving them excited to plan what types of evaluations and reports they would be doing.



Since implementation of BlueButler we have been very impressed with the quick response time and helpfulness of the BlueC802 team. We are moving forward with the confidence in knowing that should issues arise they will be dealt with in a quick and effective manner.”

Janette Kruegel  
MCAP Technical Manager / Single Family Information Technology

## About MCAP

MCAP is Canada's largest independent mortgage and equipment financing company, with more than \$30 billion in assets under administration. Operating in four key lines of business: residential mortgages, commercial mortgages, construction loans, and equipment financing, the company generates combined annual new asset production of over \$10 billion. MCAP is online at [www.mcap.com](http://www.mcap.com)

## About blueC 802

blueC 802 Inc. specializes in enterprise Digital and VoIP Call Recording and Fixed Mobile Convergence software. With a focus on providing highly innovative and unique solutions that help customers grow their business; blueC is committed to providing the professional care and short-term return on investment that today's world-class organizations demand. For more information please visit [www.blueC802.com](http://www.blueC802.com)