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Cheap VoIP Call Recording From OrecX

By [Erik Linask](#)
Associate Editor,
[Internet Telephony magazine](#)

With the advances in communications technologies, many businesses are finding it easier to comply with regulations and company policies, since IP technology makes policy enforcement, security, record keeping, and other related functions easier than in a paper-based environment. Of course, that requires their VoIP solutions offer the appropriate features.

Whether for quality monitoring, training, compliance, or legal reasons, one of the features many companies require as part of their VoIP solution is call recording. There are a number of businesses that offer call recording solutions, but most are intended for large enterprises or call centers — and are priced as such.

The truth is, most businesses in the United States are not large, but they need solutions to ensure they can comply with government mandates and internal orders just like their larger counterparts. Which is why OrecX entered the call recording business a few years back — to meet the needs of all businesses, large and small, that require call recording options as part of the IP Communications platforms.

The founders of OrecX came from Stevens Communications, which was at the time the largest reseller of Nice Systems' call recording solution.

Back in 2005, when the non-compete agreement expired after Nice had purchased Stevens, those owners realized how big VoIP was becoming, and started off on a mission to develop a software-based solution that would be easy to install and maintain, and could be brought to market at a low price.

At issue was the fact that much telephony hardware was built on proprietary solutions, which required service staff to be called to the customer premises for installation and maintenance.

So the idea was to come to market with an open source solution that would be based on packet capture technology, thus being applicable to voice, video, or anything else that came across a customer's network, and passively record everything. That would enable users to sort through and find call simply and quickly, even a user with limited knowledge and experience. It would also be a comprehensive system, in that it would not require recording to be activated for each call.

After seeing more than 10,000 users of its free open source model, which was posted on SourceForge, OrecX realized that various customers were requesting different features to be added, and that they wanted to also be able to integrate the solution into their business environments — which led the development of the OrecX business solution.

Now, OrecX offers recording solutions for compliance and risk markets, and by the end of the year, will have rounded out its solution set with a performance solution, geared for call centers that need recording solutions for training and quality assurance purposes. The performance solution will also include screen capture capability.

With more than 50 customers currently, ranging from 50 to 2,000 users, OrecX is well on its way to making a name for itself in the IP Communications market.

The solution takes less than three hours to deploy and, at \$120-\$200 per line — compared to \$700-\$1,000 per line for competitors' solutions), OrecX has a platform that can be easily installed at a price that makes is hard to ignore.

Erik Linask ([News - Alert](#)) is Associate Editor of INTERNET TELEPHONY, IMS Magazine, and Unified Communications. Prior to joining TMC ([News - Alert](#)), he was Managing Editor at Global Custodian, an international securities services publication. To see more of his articles, please visit [Erik Linask's columnist page](#).