

DIVOS as a Service

On demand audio recording

DIVOS is a proven recording solution for safety- and mission-critical areas providing voice communication recording and an intuitive browser-based playback client for incident investigators. This very reliable and highly available system is now also offered as a cloud-based service providing flexible, reliable and secure recording services without the need for upfront investment in infrastructure and subsequent maintenance. Frequentis offers a tailored service for a monthly fee that enables the customer to focus on their operational business. Frequentis leads the way in providing cloud services for safety- and mission critical areas.

Key features

Unique safety architecture

The cloud-architecture used by the service exceeds the high demands of safety- and mission-critical use cases. The services guarantee a logical separation between customers and are very resilient and highly available.

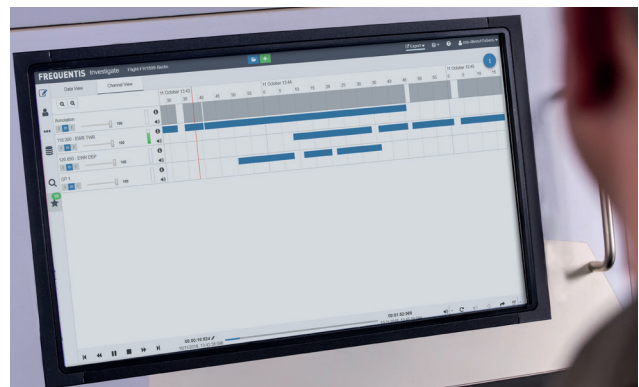
Capabilities

The service supports recording of EUROCAE ED-137 and SIP communication, which allows integration with communication systems and radio equipment. The service retains the recorded communication for 30 days or even longer.

The investigation client enables users to securely access the recorded communication, share their incident investigations with other users, while the service assures confidentiality and integrity. Users can manage their investigations, search and synchronously play back recordings of interest from different sources and add findings to their report. They can add voice annotations, prologues and epilogues to their reports and even collaborate with other users during an investigation.

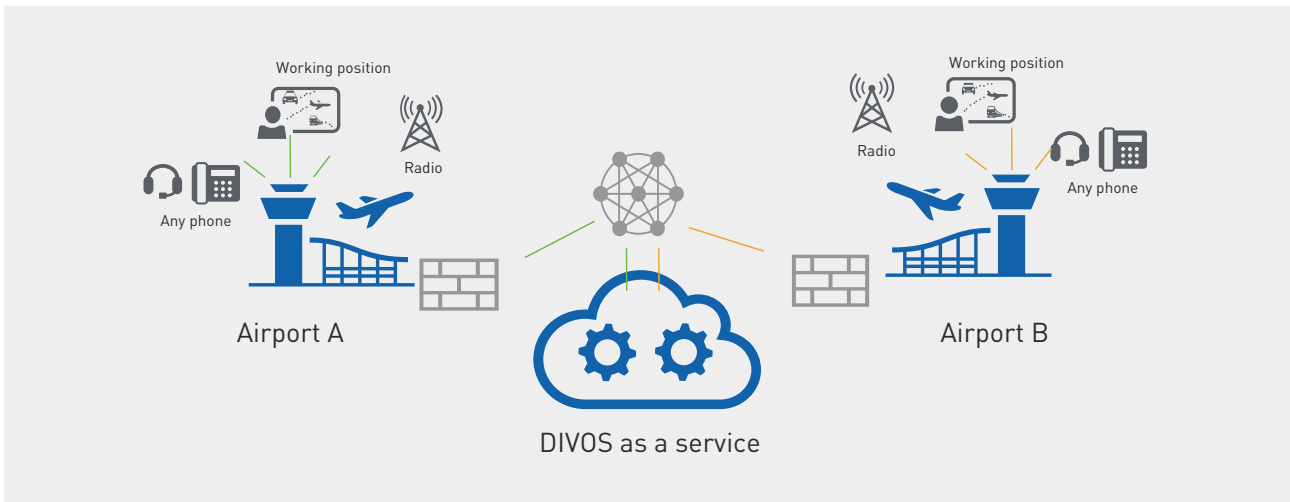
Flexibility

Customers can simply request the required resources without prior investment into spare capacity.



DIVOS at a glance

- Recording of EUROCAE ED-137 and SIPRec radio and phone communication
- Service offers flexible provisioning features dependent on the volume and utilization of the communication and users
- Service assures high reliability and availability concerning operation, safety and security
- Optimised for incident investigators, the client supports search, synchronous playback and investigation management
- Customers manages access control of internal networks for the service



Benefits

Affordability

Service packages are based on concurrent usage, i.e. the volume of concurrently recorded communication and investigation sessions.

Enjoy new features

The service is continuously improved and updated with new features. Without impact on reliability and availability, updates are deployed to introduce new features and service packages.

Efficient investigation

The investigation client supports search, synchronous playback and analysis of incident-related communication. Incident reports can be generated and shared with relevant users.

Fully managed service

All the maintenance, support and security requirements are managed as part of the service – including updates and patching for an evergreen approach to ensure the service remains up-to-date and relevant in our ever-changing world.

Technical specifications

Recording	ED-137 and SIPRec communication sources Flexible retention period Protection of confidentiality and integrity
Availability / scalability	Highly available and reliable service Dynamic adjustment of the required resources
Standards and security compliance	SIP/RTP, SIPREC, ED-137, HTTP Secure communication based on TLS and HTTPS
Patch management and Evergreen	Systems are continuously updated with the latest OS and database security patches and versions of the DIVOS service Evolving service features support ongoing improvements
Monitoring & maintenance	The system is monitored 24x7 to ensure continuous operation. Performance monitoring enables customers to optimise their operations