Mobile
Compliance
by kerv

Guide to

# Mobile
# Compliance

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# What is Mobile Compliance and why is it different?

In today's fast-moving regulatory environment, mobile communication compliance has become more complex and more critical — than ever.

Employees are using not only voice and SMS but also a growing number of messaging platforms like WhatsApp, iMessage, and Telegram to conduct business. Capturing these communications in a secure, consistent, and compliant way is essential.

**Mobile Compliance by Kerv** is a fully managed mobile recording service that addresses this challenge. Operating without the need for end-user apps, it delivers seamless, tamper-proof capture of mobile calls, SMS, and modern messaging platforms – all under one unified service model, fully supported by Kerv.

Unlike traditional solutions, which rely on device-level software or fragmented vendors, Mobile Compliance is designed to minimise risk, reduce support overhead, and provide total control across multiple channels through a single provider.

## Challenges it addresses

Organisations face mounting challenges in ensuring mobile communications remain in line with regulatory and business controls:

### Operational Overheads
Supporting multiple vendors, technologies, interfacing with multiple support teams and user issues drives up IT and compliance costs.

### Platform Fragmentation
With business communications moving beyond traditional channels, ensuring coverage across messaging apps, stored in a single location in line with regulatory control standards is now essential.

### Regulatory Complexity
Increasing scrutiny from global regulators requires that all communications – across all platforms – are captured and auditable.

### User Workarounds
App-based recording solutions can be uninstalled, bypassed, or disabled – creating risk exposure and audit gaps.

### Lack of Visibility & Control
Without a unified solution, there are significant challenges for organisations to consistently maintain a clear compliance posture.

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# Features

## Mobile Compliance includes:

### Native Voice & SMS Capture
SIM-based recording that works silently in the background – no user apps or interaction required.

### Kerv-managed SIMs & Numbers
End-to-end provisioning, number management, and porting handled by Kerv's support teams.

### Compliant Capture of Third-Party Messaging Platforms, including:

‣ WhatsApp (Voice & Messaging)
‣ iMessage
‣ Telegram
‣ Signal
‣ Line
‣ WeCom/WeChat

### Multiple Channel Selection
Organisations can configure which communication channels are captured — whether voice only, SMS only, specific messaging platforms, or any combination — allowing for tailored compliance aligned with internal policies or jurisdictional requirements.

### Secure Delivery Options
Captured communications can be securely delivered to Kerv's Compliance Cloud or your organisation's own environment via SFTP (Secure File Transfer Protocol) or API (Application Programming Interface).

### End-to-End Support & Monitoring
From provisioning to troubleshooting, the entire service is managed by Kerv's product, engineering, and 24/7 operations teams.

### Bring Your Own Device (BYOD) Support
Users can continue using their personal devices while maintaining full compliance. The SIM-based approach ensures business communications are captured, regardless of handset ownership.

### Enhanced Call Detail Record (CDR) Reconciliation with Guardian CDR Assure:
Integration with carrier CDR's is now reconciled by **Guardian CDR Assure**, performing **near real-time cross-comparison of call data against recording metadata.** This significantly **reduces the risk of missing recorded calls and provides a high level of confidence that in-scope mobile communications are being captured.** This leverages the Collaboration/Telephony API to directly import call data into Guardian CDR Assure, ensuring precise reconciliation.

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# Kerv Mobile – Channel Capture Scope



# Benefits

**Comprehensive Compliance Coverage**
Capture communications across all key mobile channels — including voice, SMS, and leading third-party messaging platforms — through a single service.

**Lower Risk, Higher Assurance**
App-free recording means no reliance on users to maintain compliance. It works silently in the background across all supported devices. The integration of Guardian CDR Assure further lowers risk by ensuring that missed mobile recording is reported in near real time.

### Centralised Data for E-Discovery

All communication channels feed into Kerv's Compliance Cloud, providing a single, unified storage environment. This dramatically improves e-discovery, audit readiness, and investigation workflows by removing data silos and reducing the time spent reconciling records across systems. The detailed reporting and investigation capabilities of Guardian CDR Assure further enhance e-discovery by providing clear visibility into recorded and unrecorded mobile communications, critical for regulatory and audit reporting.

### Simplified Compliance Operations

With Kerv managing everything from SIM provisioning to multi-channel capture, your teams spend less time coordinating vendors and more time focusing on policy and governance. Guardian CDR Assure further simplifies operations by providing intuitive dashboards and automated insights into recording compliance, reducing the manual effort required for reconciliation and investigation.

### Seamless End-User Experience

There's no need for user training or intervention. Communication continues as normal — while compliance happens automatically in the background.

### Guardian CDR Assure Dashboards

Compliance teams to track, investigate, and verify all call data with confidence. Detailed reports on unrecorded calls facilitate thorough investigation, including key details like User, Date, Call ID, Modality, and Duration.

# Why Kerv

**Mobile Compliance by Kerv offers a comprehensive and efficient solution for mobile communication capture.** By managing the entire process end-to-end and supporting multiple communication channels without the need for user applications, it simplifies compliance operations and reduces risk.

**The integration of Guardian CDR Assure provides an unparalleled level of assurance by monitoring and reconciling call data in near real-time, guaranteeing greater accuracy and completeness of recorded communications.** This single-source-of-truth approach provided by Kerv, now enhanced with Guardian CDR Assure, empowers organisations to confidently meet regulatory requirements, streamline e-discovery, and reduce the complexities associated with mobile communication compliance.

Kerv's ownership of the end-to-end service, including the advanced reconciliation capabilities of Guardian CDR Assure, allows teams to concentrate on their compliance strategy rather than the intricacies of technology management.

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