

Dubber wins first US telco deal in global push

Melbourne cloud-based call recording specialist Dubber has won a contract with Las Vegas-based telco Blulp to deliver an on-demand call recording service. It is the company's first US telco deal as part of a strategy to become a primary global recording provider.

Dubber said it had used its accreditation with US communication software specialist Broadsoft to launch its service in North America, unveiling a “pricing offer that revolutionises call recording in the telecommunications sector.”

It added that Blulp – a primary Broadsoft service provider – had been using an alternative recording platform but had now opted for Dubber’s on-demand offering to enable recording for its entire user base. The US telco currently has some 2,000 recording subscribers. It will offer call recording as an option for a further on-demand 30,000 users with a 12-month initial term.

“We are working closely with global telcos to supply our recording service to end users,” Dubber MD Steve McGovern told CommsDay. “We are deploying our key staff into Europe immediately, with the US on the agenda for the New Year.”

“Where traditional recording platforms are concerned with preservation of capacity and storage, our mantra is to bring as many recordings into the platform as possible so that the associated data can be used for positive VAS,” added McGovern. He said Dubber had been able to challenge telcos to connect to its lab immediately, with 18 minutes being the record time from configuration to actually recording calls.

“The Broadsoft accreditation provides the network through which Dubber can unleash its total scale and on-demand recording offer,” he said. “It also enables telcos to test immediately and deploy on-net recording at zero cost.”

Richard van der Draay