IntPowers

PLATFORM · VIDEO CALL RECORDING

# Video REC

## Don't just hear it. See it. Prove it.

A reliable, scalable video call recording platform purpose-built for the suite's video-first contact centers — capturing, storing and archiving the whole face-to-face interaction, not just the audio.

**RAW / SD / HD**
multi-format capture

**S3 + Glacier**
two-tier storage

**SSO · OTP**
access security

**AWS-managed**
cloud service

*2026 Product Brochure · Full edition*

THE VIDEO STORAGE PLATFORM

# Two storage tiers: fast access, then deep archive.

## Main storage

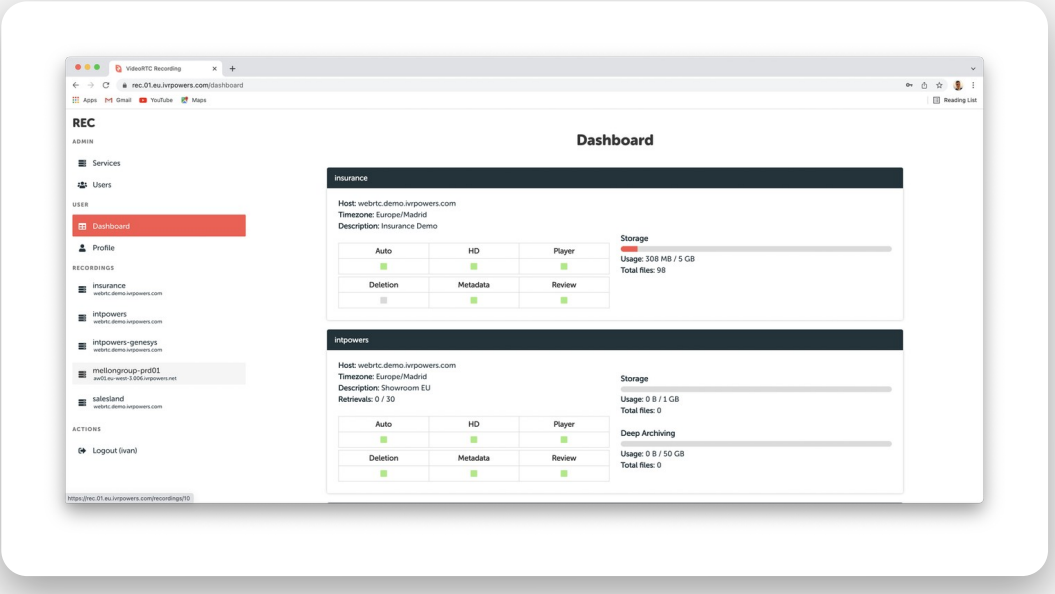
Every recording lands in a regional S3 bucket, ready for playback.

## Archive storage

Deep Archiving moves older recordings into low-cost Glacier vaults.

## Your bucket, your keys

Recordings stay under your organization’s own control.



THE GAP

# Most recorders capture the screen. Not the face.

Video is now how contact centers meet regulated, high-trust customers face to face. The recording layer built for the audio era hasn't caught up.

### Audio first, video an afterthought

Compliance recorders add screen capture of the agent's desktop — not the live video interaction itself.

### AI investment absorbed by M&A

2025 saw the category consolidate sharply — Smarsh acquired CallCabinet, Thoma Bravo merged Verint with Calabrio.

### Compliance without the evidence

A screen recording proves what an agent clicked. It doesn't prove what happened, face to face, on the call.

### Video REC starts from the face, not the screen.

Purpose-built via the same SPLIT protocol that powers Video RTC, so what gets recorded is the live video interaction itself — not a bolt-on capture of somebody's desktop.

*Positioning based on published capability pages of leading compliance-recording vendors, reviewed August 2026*

THE PLATFORM

# Built to record the interaction, not just the audio

Video REC is a reliable, scalable video call recording platform for contact centers, providing two levels of regional storage and long-term archiving with automatic post-processing — fully managed on AWS.

### Native video capture

Records live video contact-center interactions via the SPLIT protocol — not a screen-share bolt-on.

### Multi-format output

RAW, MP4 SD or MP4 HD, with automatic post-processing merging streams into one mixed file.

### Two-tier storage

A fast-access bucket plus a deep-archive vault, so cost tracks how old — not how important — a recording is.

### Fully managed

Unpacked, deployed and certified by the IntPowers team on AWS — no infrastructure of your own to run.

**RAW → MP4**
SD / HD automatic post-processing

**100GB–1TB**
storage unit tiers

**256-bit AES**
in transit & at rest

**Cloud-managed**
provisioned for you

*Source: wiki.ivrpowers.com/en/videorec/start, /first-steps*

DIFFERENTIATOR

# What it means to actually record video, not just audio

Not screen capture with a compliance label on it. The live video interaction itself, archived under your own control.

### Captures the face, not just the voice

Native SPLIT-protocol video recording of the actual live interaction — not a bolted-on desktop capture.

### Purpose-built with Video RTC

Same protocol, same architecture, engineered together — not a third-party integration project.

### Your bucket, your keys

Use your own S3 bucket and encryption keys — recordings stay under your organization's control.

### Transparent storage economics

A published per-minute sizing table, not a black-box quote — see the worked example ahead.

### Open to any analytics stack

Structured metadata exports to the speech-analytics vendor of your choice — no forced bundle.

### Every review, logged

Reviewed/QM status flags plus full user-activity audit logging, so the audit trail is as real as the recording.

**The headline finding: of six compliance-recording vendors reviewed, none natively records webcam video as a first-class channel — all bolt on screen capture instead.**

*Source: wiki.ivrpowers.com/en/videorec/faq, competitor product pages reviewed August 2026*




Did you know a Video Contact Center requires special handling when processing its recordings?

Interactive Powers

FORMATS

# Every call becomes RAW, then SD, then HD

RAW is the default output straight from the Video RTC gateway. Video REC's post-processing automatically merges the streams into a single mixed file, in the format your retention policy calls for.

### RAW

Every stream, unmodified, straight from the gateway — the smallest footprint and the source of truth.

### MP4 SD

A standard-definition mixed file, merged and post-processed automatically after the call ends.

### MP4 HD

A high-definition mixed file for the clearest evidentiary, training and quality-review use.

**Storage per minute of recorded video (published sizing table)**

| Duration | RAW only | RAW + SD | RAW + SD + HD |
|---|---|---|---|
| **1 min** | 6 MB | 8 MB | 16 MB |
| **15 min** | 100 MB | 120 MB | 240 MB |
| **1 hour** | 390 MB | 480 MB | 950 MB |

*Source: wiki.ivrpowers.com/en/videorec/first-steps*

STORAGE

# Two storage tiers: fast access, then deep archive

A recording doesn't need the same storage tier on day one and day one thousand. Video REC moves it automatically.



### Main storage — S3 bucket

Every recording lands in a regional AWS S3 bucket first, ready for immediate search, review and playback.





### Archive storage — Glacier vault

Deep Archiving mode ('ARC') moves older recordings into low-cost, secure long-term cold storage automatically.

**Use your own S3 bucket and your own security keys — recordings stay under your organization's control, not pooled in shared multi-tenant storage.**

*Source: wiki.ivrpowers.com/en/videorec/start, /faq*

STORAGE ECONOMICS

# What a year of video recording actually costs to store

A worked example, published on the technical wiki — the kind of concrete sizing math most vendors keep behind a sales call.

**100 calls/day**

15 min average, weekdays only, RAW + SD quality

**12 GB/day**

1,500 minutes × 8 MB/minute

**240 GB/month**

20 working days

**2.88 TB/year**

one year of retention

**Recommended: 3× Type 3 (1TB) storage units**

Storage unit tiers: Type 1 = 100GB, Type 2 = 500GB, Type 3 = 1TB — sized to retention policy, not guessed.

*This is one worked example, for illustration — your actual footprint depends on call volume, average duration and format mix. Ask your account team for a sizing worksheet against your traffic.*

*Source: wiki.ivrpowers.com/en/videorec/first-steps (worked sizing example)*

METADATA & SEARCH

# Every recording, tagged, searchable and in order

### Custom metadata scripts

A script built for your deployment calls your ACD platform to fetch and attach call metadata automatically.

### Search by any field

Filter and search recordings by custom metadata field, not just date and duration.

### Sequence ordering

Recordings order by sequence number, so a multi-part interaction reads in the order it happened.

*Search by metadata field shipped in v1.4.0 (2021); sequence-number ordering followed in v2.12.0 (2024) — steady, incremental investment in findability.*

*Source: wiki.ivrpowers.com/en/videorec/changelog (v1.4.0, v2.12.0)*

QUALITY MANAGEMENT

# A review flag your quality team can actually trust

Advanced auditing manages the status flags, metadata and fields a QM team needs — a manual review workflow, done properly.



## Reviewed status flags

Recordings can be marked Reviewed — and, distinctly, flagged "not approved" — so a QM team's judgment is captured alongside the file, not in a separate spreadsheet.



## Fields your team defines

Status flags, metadata and required fields are configured for how your quality management process actually works — not a fixed, one-size scoring form.

*Read precisely: this is a manual review and flagging workflow for your QM team, not an automated AI scoring engine — see the next slide for how automated analytics fits in.*

*Source: wiki.ivrpowers.com/en/videorec/changelog (v1.2.0, v1.4.0), Source: interactivepowers.com/en/platforms/videorec*

OPEN BY DESIGN

# Open to any speech-analytics stack you choose

Video REC doesn't lock you into one analytics vendor's transcription and sentiment engine. It organizes and exports what any of them need.

### Structured metadata export

Recordings and their metadata are organized for external speech-analytics systems to consume directly.

### Best-of-breed, not bundled

Plug in the transcription, sentiment or auto-QA vendor that fits your stack — not a forced single option.

### Built for integration, not isolation

The same metadata-script pattern used for ACD context works for feeding an analytics pipeline.

### Your roadmap, your pace

Add analytics when and where you need it, without waiting on a platform vendor's own AI release cycle.

### Said plainly

Video REC does not run its own speech analytics, sentiment scoring or automated QA engine today — by design, it exports for the systems that do. If you already run one, or want to choose your own, that's a fit, not a gap.

*Source: interactivepowers.com/en/platforms/videorec, Source: wiki.ivrpowers.com/en/videorec/changelog*

EXPORT

# Where recordings go after the call ends

### SFTP push

Custom post-processing scripts commonly push finished recordings to your own external servers securely.

### Custom scripts

Post-processing rules run after every recording, built around your export and retention requirements.

### CSV export

Bulk export of recording metadata to CSV, added v2.0.0, for reporting outside the platform.

### Retention & alerts

Per-service, cron-scheduled deletion policies, with email and Slack alerts as storage nears capacity.

*Example alert format: "Storage: 506 GB / 500 GB (101%)" — retention policies can differ by service (e.g. 100 days vs. 365 days), each on its own schedule.*

*Source: wiki.ivrpowers.com/en/videorec/extensions, /changelog (v2.0.0, v2.5.0, v2.13.0)*

ACCESS SECURITY

# SSO, two-factor login and a full audit trail



### SSO via SAML

Signed AuthnRequests, encrypted assertions, full IdP/SP metadata configuration — added v2.14.0, May 2025.



### OTP / two-factor login

One-time-password login added v2.9.0, August 2024, as a second factor on every sign-in.



### Per-user IP allow-listing

Range-based allow-listing added v2.9.0, then extended to login, OTP and password-reset actions in v2.11.0.



### Full audit logging

User activity, IP addresses and blocked actions are all logged — a dedicated events reference is available on request.

*Password recovery (v2.1.0, 2022) and a dedicated activity-log service (v2.7.0, 2024) rounded out the access-security build-out before SSO landed.*

*Source: wiki.ivrpowers.com/en/videorec/changelog (v2.1.0 – v2.14.0)*

COMPLIANCE

# Built on AWS's independently audited infrastructure

### AWS-inherited certifications

SOC 1, 2 & 3, ISO 27001 and FedRAMP/FISMA reports from AWS's own audited infrastructure underpin the platform.

### 256-bit encryption

AES/SSL encryption, no less than 256 bits, applied to data in transit and at rest.

### 24/7 monitoring

A monitoring layer sits on top of AWS with daily manual log reviews, on top of AWS's own controls.

### Customer-owned buckets & keys

Bring your own S3 bucket and security keys, so storage stays governed by your own policy, not a shared pool.

### Full audit logging

Every user action, IP address and blocked attempt is logged, for a defensible operational record.

### SSO, OTP and IP allow-listing

Layered access controls sit in front of the storage and playback layer, not just around the AWS account.

Read precisely: these certifications are AWS's own, inherited through the infrastructure Video REC runs on — not an independent audit of Video REC or IntPowers as a company.

*Source: interactivepowers.com/en/platforms/videorec, interactivepowers.com/en/security-compliance*

DEPLOYMENT

# Fully managed, so your team doesn't have to run it

Video REC is the one platform in the suite with no on-premises option — by design, not by omission. Here's the trade you get instead.



### Provisioned by IntPowers

Unlike Smart IVR or Video RTC, this isn't a package you install — the IntPowers team unpacks, deploys and certifies every instance.



### Containerized on AWS ECS

Processing, API and WebApp run as Docker containers on AWS, elastically scaled with call and storage demand.



### One thing to manage: policy

You control per-service retention rules and your own encryption keys; IntPowers manages the infrastructure underneath.

### Why cloud-only, here specifically

Video and storage workloads scale unevenly and benefit from elastic infrastructure — the two-tier bucket/vault model and automatic archiving depend on AWS S3 and Glacier specifically. What you keep control of is what matters most for compliance: your own bucket, your own keys, your own retention policy.

*Source: wiki.ivrpowers.com/en/videorec/faq, /installation*

RELEASE TRACK

# Four years of steady releases, one recording engine

### Native video-call recording

**v2.3.0 · NOV 2022**

Explicit "possibility to receive and process videocall recordings" added to the platform.

### Docker & CSV export

**v2.0.0 · APR 2022**

Processing, API and WebApp move to containerized deployment; bulk CSV export ships the same release.

### Two-factor login & IP allow-listing

**v2.9.0 · AUG 2024**

OTP login and per-user IP allow-listing land together, tightening access to the recording archive.

### SSO arrives

**v2.14.0 · MAY 2025**

SAML-based single sign-on, with signed requests and encrypted assertions — the most recent release.

### Fifteen releases, one steady cadence

From first release (v1.0.0, March 2021) to the latest (v2.14.0, May 2025): 15 versions in roughly four years two months, about one every 3.4 months — steady, incremental hardening of storage, search, access control and auditing, release after release.

*Source: wiki.ivrpowers.com/en/videorec/changelog (v1.0.0 – v2.14.0)*

THE SUITE

# Video REC is the compliance layer for three more products

Each platform stands alone and speaks standard protocols — but bought together they behave as one system, with no integration project in between.



## Smart IVR

AUTOMATION LAYER

Carrier-grade VoiceXML IVR with speech engines, handling the call before a human is needed.



## Web ACD

DISTRIBUTION LAYER

Queues, routes and distributes voice and video to the right agent, and runs their desktop.



## Video RTC

MEDIA GATEWAY

Hybrid SIP + WebRTC gateway for browsers, mobile devices and kiosks, built for high availability.



## Video REC

RECORDING LAYER

HD video recording, storage and archive, with export for analytics and compliance.

Video is the interaction. Record it like one — that's the thesis running through all four platforms, not just this one.

**Cloud Services · hosting, monitoring and managed operation across all four platforms**

*Source: wiki.ivrpowers.com/en (platform documentation)*

INTEROPERABILITY

# Standards first, so it fits what you already run

## Recording mechanism

- Purpose-built for the Video RTC gateway's SPLIT protocol
- SPLIT Forward, Reverse and Scheduled communications supported
- Ready to connect with other contact-center solutions via the same protocol layer
- Confirm production-proven third-party integrations with your account team

## Integration & export

- Custom metadata scripts fetch context from your ACD platform
- SFTP push and custom post-processing scripts for external systems
- CSV export for reporting outside the platform
- Structured metadata export for external speech-analytics systems

## Access & identity

- SSO via SAML, with signed requests and encrypted assertions
- OTP two-factor login on every sign-in
- Per-user IP allow-listing, including pre-login actions
- Full user-activity audit logging

**Because recording rides the same SPLIT protocol as Video RTC, adding Video REC to a live deployment is a configuration step, not a migration.**

*Source: wiki.ivrpowers.com/en/videorec/faq, Source: wiki.ivrpowers.com/en/videorec/usage, /extensions*

COMPARISON

# Where Video REC parts company with audio-first recorders

| | A typical compliance recorder | Video REC |
|---|---|---|
| **Video capture** | Screen recording of the agent's desktop, an add-on tier | **Native recording of the live video interaction itself** |
| **Analytics approach** | Closed, built-in AI module, often behind a higher tier | **Open export to the speech-analytics vendor of your choice** |
| **Storage model** | Pooled, multi-tenant, vendor-controlled | **Customer-owned S3 bucket and encryption keys** |
| **Storage sizing** | Quote-based, opaque | **Published per-minute table and worked example** |
| **Compliance posture** | Independently held certifications (varies by vendor) | **Built on AWS's independently audited infrastructure** |
| **Category dynamics** | Consolidating fast — Smarsh/CallCabinet, Verint/Calabrio in 2025 | **Focused, video-native specialist inside one coherent suite** |

*"A typical compliance recorder" summarizes patterns published on the capability pages of NICE, Verint, CallCabinet (now Smarsh), Red Box, Uniphore and Calabrio, reviewed August 2026. Specific vendor comparisons available on request.*

IN PRODUCTION

# Running where the evidence actually matters

Video REC operates as the recording layer for suite deployments across Latin America and Europe — where a recorded interaction is a compliance record, not just a training clip.

## Atento

A leading Spanish and Latin American customer experience provider implemented advanced video calling capabilities in their contact centers — enhancing customer interactions and improving resolution rates.

*Suite-level reference (video calling + recording) — confirm exact scope with your account team.*

## A consolidating category

2025 saw Smarsh acquire CallCabinet and Thoma Bravo combine Verint with Calabrio — the big compliance-recording platforms are consolidating around scale. Video REC stays a focused, video-native specialist inside one suite.

*15 releases since March 2021 — steady investment through the consolidation wave.*

### Industries served (suite-wide client base)

- **Financial Services**
- **Public Sector**
- **Healthcare**
- **Telecom & Utilities**
- **BPO & Services**

*Named client references and quantified case-study results available under NDA through your account team.*

*Source: interactivepowers.com/en/success-cases; industry consolidation reviewed August 2026*

COMMERCIALS

# Storage-tiered, not metered by the call

Video REC is provisioned as a managed service and sized to your storage footprint — not billed per minute or per agent seat.

### Storage unit tiers

Type 1 (100GB), Type 2 (500GB) or Type 3 (1TB) — sized to your retention policy, not your call volume.

### Managed end to end

IntPowers provisions, certifies and operates the service — no infrastructure project for your team to run.

### Your keys, your control

Bring your own S3 bucket and encryption keys, and storage stays governed by your own security policy.

### Quote-based

Sized against your actual retention and format mix — talk to sales for a worked estimate like the one in this brochure.

### Why storage-tiered pricing is easier to plan around

Per-minute or per-seat recording fees are hard to forecast when video call volume is exactly what you're trying to grow. Sizing to a storage tier — backed by the published per-minute table two slides back — turns that into a line item you can actually budget.

*Source: wiki.ivrpowers.com/en/videorec/first-steps (storage unit tiers)*

VIDEO REC · VIDEO CALL RECORDING

# Record the whole interaction. Prove it.



Let us show you a video call captured, stored and archived end to end — with a worked sizing estimate for your own traffic, and a clear answer on what's inherited and what's independently audited.

Talk to Sales  Request a Demo

IntPowers  interactivepowers.com