RAMP

A secure, cloud-native platform for the long-term management of call recording archives, helping organisations centralise recordings, maintain compliance, and derive actionable insight from voice interactions.

The Old Way

- Recordings scattered across disparate telephony and CC systems
- Manual, error-prone retention and deletion processes
- Migrating platforms risks losing historical recordings
- Clunky search makes retrieval and review a chore

The RAMP Way

- One secure archive, however many platforms feed into it
- Configurable retention, GDPR deletion, audit logs and 2FA built in
- Recordings stay safe and accessible through any vendor change
- Rich metadata search with instant playback

> *Built as a modular, platform-independent "safe harbour" for your recordings, so they remain accessible and protected, regardless of telephony or contact-centre vendor changes.*

- ✓ **Any platform, one archive:** ingest recordings from multiple telephony and UC systems into a single, secure home.
- ✓ **Retention on your terms:** keep recordings indefinitely, or apply automatic policy-based deletion.
- ✓ **Built for compliance:** GDPR-ready deletion workflows, audit logging and role-based access with 2FA.
- ✓ **Find anything in seconds:** advanced search and filtering across any metadata field.
- ✓ **Never lose a recording again:** encrypted storage that survives any future platform or vendor change.

Key Capabilities

What RAMP brings to every recording, from capture to compliance

Long-Term Storage
Retain recordings indefinitely, or automatically by policy.

Telephony Agnostic
Ingest recordings from multiple platforms into a single archive.

Role Based Access
Granular, customisable permissions, audit logging and 2FA.

GDPR & Compliance
Find and delete recordings, manually or automatically, when required.

End-to-End Encryption
TLS in transit and AES-256 at rest keeps every recording secure.

Advanced Search & Filtering
Locate any recording using any field from available metadata.

QA & Notes
Apply call ratings and comments to assist quality monitoring and coaching.

Transcription & Summarisation
Automated or ad-hoc speech-to-text with AI powered summaries.

CRM Integration
REST APIs let you easily extract transcripts and summaries.

Telephony agnostic by design: RAMP ingests recordings from virtually any platform into one secure archive, no rip-and-replace required, and can also import legacy archives from any existing platform a customer is already using.

Example Use Case: Call Recording Archive

Businesses record calls for quality assurance, training, compliance and record-keeping, but managing those recordings often proves harder than expected.

The Challenge

- **Data silos:** fragmented archives complicate retrieval and analysis
- **Compliance burden:** GDPR and FCA demand secure storage, audit trails and timely deletion
- **Migration risks:** vendor changes often lead to record loss and downtime
- **Limited accessibility:** complex interfaces slow QA and dispute resolution

The Solution

- **Unified, platform-agnostic archive:** consolidate every recording into one secure interface
- **Simplified compliance:** configurable retention, GDPR deletion, audit logs and 2FA
- **Search & playback:** rich metadata filters for rapid retrieval and review
- **Peace of mind:** encrypted storage, recordings never lost, always protected

Example Use Case: Analytics & Automation

Businesses are moving beyond simply storing recordings, using them to unlock value through analytics and workflow automation.

The Challenge

- **Manual processes:** manual transcription and data entry drain productivity
- **Hidden insight:** critical detail stays locked inside recordings
- **Complex compliance:** manual monitoring can't keep pace with regulation

The Solution

- **Automated insights:** agents no longer summarise or key in details manually
- **Enhanced accuracy:** automated transcription gives consistent, reliable records
- **Efficient CRM integration:** APIs feed summaries straight into your existing tools

Works with your existing stack, no rip and replace, and if your platform isn't listed, that's rarely a blocker

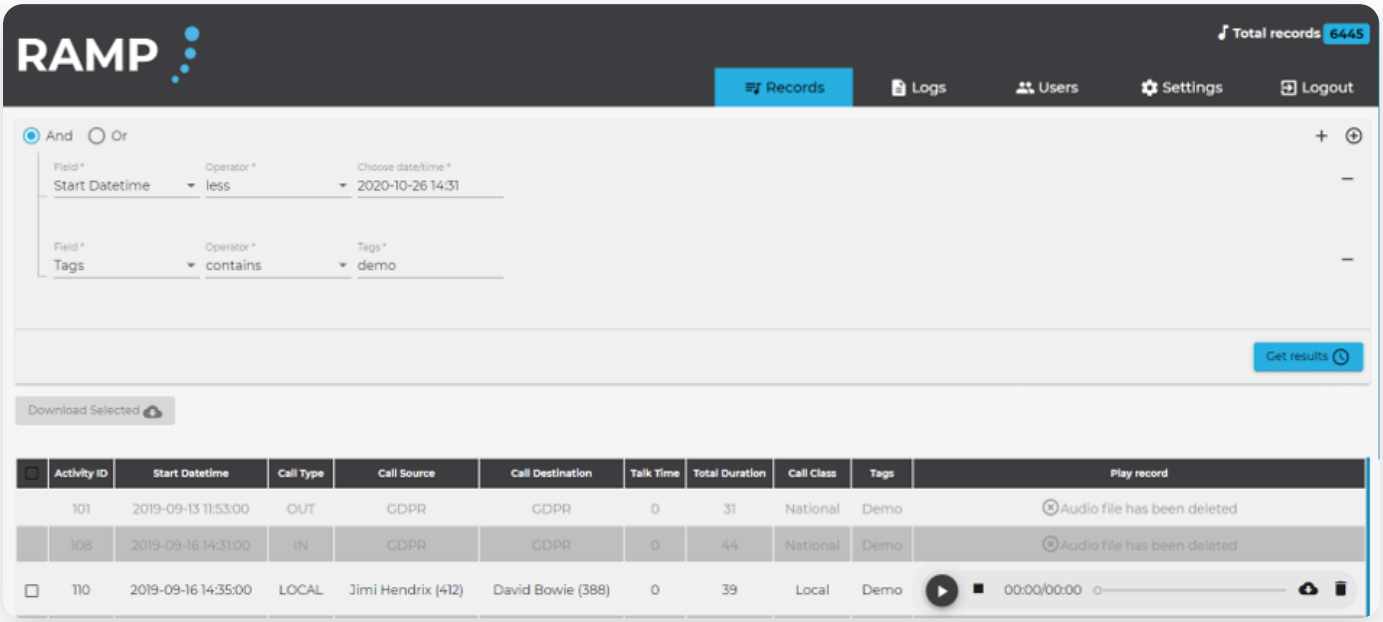
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ClearPath Technology Partners, Inc. | info@GoCTP.com | +1 (833) 301-9500 | GoCTP.com

See RAMP in Action

A closer look at how recordings are archived, searched and reviewed



A real look at the RAMP archive: build advanced filters across any metadata field, then search, review and download recordings in seconds.

One secure archive, however many platforms feed into it: search any recording in seconds, track retention and deletion automatically, and review call quality without ever leaving the browser.

Customer Benefits & ROI

1. **Unified Archive**
   One home for every recording
2. **Reduced Compliance Risk**
   Automated retention & deletion
3. **Zero Migration Loss**
   Survives any vendor change
4. **Faster Retrieval**
   Rich search, instant retrieval
5. **Automated Insight**
   No manual transcribing or notes
6. **Simplified CRM Workflows**
   APIs feed straight into your CRM
7. **Peace of Mind**
   Encrypted, always protected

RAMP gives organisations a secure, long-term recording archive that supports migrations between platforms without risking historical data loss. It helps regulated teams keep compliant retention and retrieval processes simple as systems evolve.

How It Works

1. **Capture**
   Calls recorded on your existing telephony, UC or contact-centre platform.
2. **Ingest**
   Recordings securely ingested into a single, unified archive.
3. **Archive**
   Stored with configurable retention, encryption and audit logging.
4. **Search & Review**
   Locate any recording instantly using rich metadata filters.
5. **Act**
   Transcripts, summaries and QA notes flow into your CRM and workflows.

Pricing & Packaging

£ **Monthly Service Fee**
A simple monthly fee per RAMP instance.

≡ **Storage-Based Licensing**
Licensed by the amount of archive storage used (GB).

\+ **Optional Transcription**
Priced per hour of calls transcribed, only when you need it.

Standard delivery is just 2 working days, making RAMP simple to put in place with no disruption to existing telephony or UC systems.

Why Choose RAMP

Trusted by teams who can't afford to lose a single recording

Secure by Design

Telephony Agnostic

Compliance Simplified

Instant Search & Playback

Simple, Fair Pricing

Fast, Guided Onboarding

> *One secure archive, built to outlast any platform change: recordings stay compliant, protected and instantly retrievable, for as long as your business needs them.*

Ready to get started?

Get in touch to see RAMP in action for your business.

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