



Avetium BackUp & Archiving Solution Comprehensive Info Pack

Table of Contents

1

Introduction

2

**Solution Features
& Benefits**

3

**Commercial &
Technical Overview**

4

**Case Studies &
Testimonials**

5

Call to Action

1. Introduction

In today's data-driven business world, the volume of sensitive digital records, especially call recordings, is growing rapidly. Organizations across sectors are struggling with:

- Inconsistent backup routines
- Inability to retrieve archived data when urgently needed
- Non-compliance with regulatory data retention policies
- Data breaches due to weak security frameworks

To address these critical issues, Avetium Consult, a leader in technology and process optimization, introduces the Backup & Archiving Solution a secure, scalable, and intelligent platform designed for businesses that handle large volumes of call or media data. Whether you're a contact center, enterprise IT team, healthcare provider, or public agency, the platform ensures your backup is protected, your archived data is retrievable, and your operations stay compliant.

2. Solution Features & Benefits

1. Centralized Backup Mgt

- Connects to platforms like HoduSoft for automatic data ingestion
- Configurable backup frequencies: real-time, scheduled, or delayed
- Dashboard to view backup status, data size, and alerts
- Zero-downtime data recovery and restoration capabilities

2. Secure Archiving & Retrieval

- Data is securely stored & encrypted on scalable storage.
- Metadata-rich search filters for rapid data retrieval (call ID, campaign, time, agent)
- In-app playback and one-click downloads of audio files

3. Role-Based Access & Audit Trail

- Admin and Agent dashboards with varying access levels
- OTP-based authentication for secure logins
- Complete logging of user activity and data access attempts

4. Real-Time Monitoring & Notifications

- Dashboard summaries of completed & failed backups.
- Alerts sent to Admins for system anomalies or data failures
- Storage usage insights and system health indicators

5. Regulatory & Enterprise Compliance

- Supports data retention policies & privacy regulations.
- Full audit log for every backup, restore, and access event
- Designed for industries with sensitive data obligations

3. Commercial & Technical Details

1. Flexible Deployment

- Cloud-hosted, scalable storage architecture
- Configurable backup based on organization specific rules
- No need for proprietary hardware access via secure web portal

2. Technical Specification

- Web-based front-end for Admins and Agents
- OTP and email verification integrated into login
- Compatible with third-party call center platforms like HoduSoft
- Built-in audio playback component in interface
- Designed with API capability for further integration

3. Implementation & Support

- **Setup:** Fast onboarding with minimal system disruption
- **Support:** 24/7 technical assistance via live chat, email, and phone
- **Maintenance:** Auto-updates and system health monitoring included

4. Expected Business Value

- **95%** faster access to historical records
- Up to **100%** reduction in data loss cases
- **100%** Compliance with industry regulations.
- Higher customer satisfaction in dispute resolution scenarios

4. Case Studies & Testimonials

Case Study 1: Contact Center: Fast Record Retrieval

- **Problem:** Customer dispute team couldn't retrieve call logs quickly during escalations.
- **Solution:** Implemented real-time backup with searchable CDR filters.
- **Result:** 40% drop in resolution time. Team now retrieves calls in under 2 minutes.

Case Study 2 – Healthcare: Patient Data Compliance

- **Problem:** Medical providers need to store patient call consultations for at least 2 years.
- **Solution:** Automatic archiving post-call; secure playback feature added for auditing.
- **Result:** 100% compliance rate during inspection, and zero penalties.

Case Study 3 – Government Helpline: Data Loss Recovery

- **Problem:** System outage led to potential loss of 1 weeks' worth of recordings.
- **Solution:** Recovery from scheduled backups within 12 hours.
- **Result:** Full restoration without loss. New alerts system deployed to prevent future issues.

Case Study 4 – Tech Support BPO: Centralized Management

- **Problem:** Four regional branches backed up data manually.
- **Solution:** Switched to centralized archiving via the Avetium platform.
- **Result:** Unified dashboard improved visibility and reduced manual effort by 70%.

**Let Avetium Backup & Archiving Solution Help You
Manage Sensitive Data With Confidence, Speed,
& Assured Compliance.**

Book a FREE Demo for a Live Record Retrieval

Consult our Solution Architects for Integration Planning
Request a Free Assessment of your Current Backup Process

Contact Us Today

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