

SIPREC



IXCLOUD HYBRID DEPLOYMENT

OVERVIEW

Many organizations operate in a mixed communications environment where Microsoft Teams is used for collaboration, but critical voice traffic still traverses a SIP-based infrastructure. The IXCloud Hybrid deployment bridges these environments, delivering a unified, compliant recording solution across both Teams and SIP-based calls.

This deployment scenario enables organizations to capture, store, and manage all voice interactions in a single IXCloud tenant, regardless of call origin.

THE CHALLENGE

Microsoft Teams compliance recording does not currently support all call types, particularly emergency (911) calls that traverse traditional telephony infrastructure.

Organizations relying on SIP trunks and on-premise telephony environments must still ensure that:



All inbound and outbound PSTN traffic is recorded



Critical emergency calls are captured



Compliance data is centralized and accessible

Without a hybrid approach, these recordings remain fragmented across systems.

▶ THE IXCLOUD HYBRID SOLUTION

IXCloud Hybrid extends compliance recording beyond Teams by integrating directly with the customer's SIP environment.

HOW IT WORKS

- A SIP trunk delivers inbound and outbound PSTN traffic into the organization's network
- Calls pass through an on-premise **Session Border Controller (SBC)**
- IXCloud connects to the SBC using **SIPREC**
- All SIP traffic, including PSTN and emergency (911) calls, is captured
- Recorded media is securely transmitted to the **IXCloud tenant**
- Teams recordings and SIP recordings are unified in a single platform

This architecture ensures complete visibility of all voice communications.

▶ KEY CAPABILITIES

COMPLETE CALL COVERAGE

Capture and centralize:

- Microsoft Teams calls
- PSTN inbound and outbound calls
- Emergency (911) calls not supported by Teams recording

SINGLE TENANT MANAGEMENT

All recordings are delivered into a single IXCloud instance for:

- Unified playback
- Centralized compliance management
- Consistent retention policies

SEAMLESS HYBRID INTEGRATION

Works alongside existing infrastructure without requiring rip-and-replace of telephony systems.

COMPLIANCE CONTINUITY

Ensures no gaps in regulatory or operational recording requirements, even across mixed environments.

DEPLOYMENT CONSIDERATIONS

- Requires connection to on-premise SBC for SIPREC ingestion
- Professional services may be needed for initial integration
- Microsoft Teams Enterprise licensing is required for full compliance recording functionality

EXAMPLE USE CASE

An organization uses Microsoft Teams for collaboration but routes PSTN and emergency calls through a SIP trunk connected to an on-premise SBC.

By deploying IXCloud Hybrid:

- ✓ Teams calls continue to be recorded via **native integration**
- ✓ SIP traffic, including critical 911 calls, is captured via **SIPREC**
- ✓ All recordings are consolidated into **one IXCloud tenant**

This **eliminates compliance blind spots** and ensures **full audit readiness**.

WHY IXCLOUD HYBRID

- Close recording gaps left by Teams-only deployments
- Extend compliance across legacy and modern voice systems
- Deliver a future-proof architecture without disrupting existing infrastructure

