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INVESTMENT YEAR: 2001

SECTOR: Technology

## The platform for voice

Red Box empowers organisations to capture, secure and unlock the inherent value of enterprise wide voice. The business prides itself on being the most open and connected platform, able to capture all voice communications from anywhere, irrespective of source and without the need to change existing telecoms infrastructure.

The platform captures and secures millions of calls daily for leading organisations across financial, contact centre, government, and public safety sectors and can be deployed in cloud, hybrid, or on-premise environments. These Red Box customers retain complete voice data sovereignty and secure access always.

The business offers a range of solutions to allow its customers to harness this data including artificial intelligence, quality management, compliance management and data capture and retrieval. Redbox utilises recent advances in AI and machine learning to apply insight from voice-based interactions across a whole host of business use cases including automation, security, fraud and enhancing employee engagement and the customer experience. The platform enables customers to maximise real-time availability with 100% open architecture.

## The right tools for growth

### Customer acquisition & retention



We are helping the business to cement its leading global position in the compliance driven market through new products, reseller and partner channel development, and improved service quality.

Improve customer acquisition & retention →

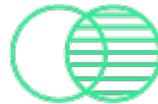
## Talent



We have strengthened the senior management team with the appointment of a global sales director, CFO and CTO. In 2016, Richard Stevenson was appointed as CEO to drive a repositioning of the business.

**Find top talent** →

## Mergers & acquisitions



We have helped to develop numerous partnerships in order to enhance the business' complete voice offering.

**Read more about M&A** →

*As an organisation, we are always looking to improve how we operate and to strive to be the best we can be. We look forward to working with Livingbridge as we continue to focus on capturing, securing and maximising the value of voice communications for our customers.*

**Richard Stevenson**  
**CEO, Red Box**

## Red Box timeline

**1998** Redbox founded

**2013** Livingbridge invests

**2014** Partnership with TeleWare integrating their sim-based recording system with Red Box Recorders' recording suite

**2015** Launches mobile recording

**2015** Opens Hong Kong office

**2016** Secures deal to provide call recording for one of the UK's largest police forces

**2016** Launches Skype for business and Cisco Unified Communications (UC) VoIP recording and quality assurance

**2016** Appoints new CEO

**2017** Launches speech to text transcription

**2017** Announces to enhance compliance recording offering

**2017** Named as one of LSE's 1000 Companies to Inspire

**2018** Launches Voice Data Controller application for Salesforce

**2018** Appointed new COO, CRO and general manager for the Americas

**2019** Launches new employee value proposition



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