



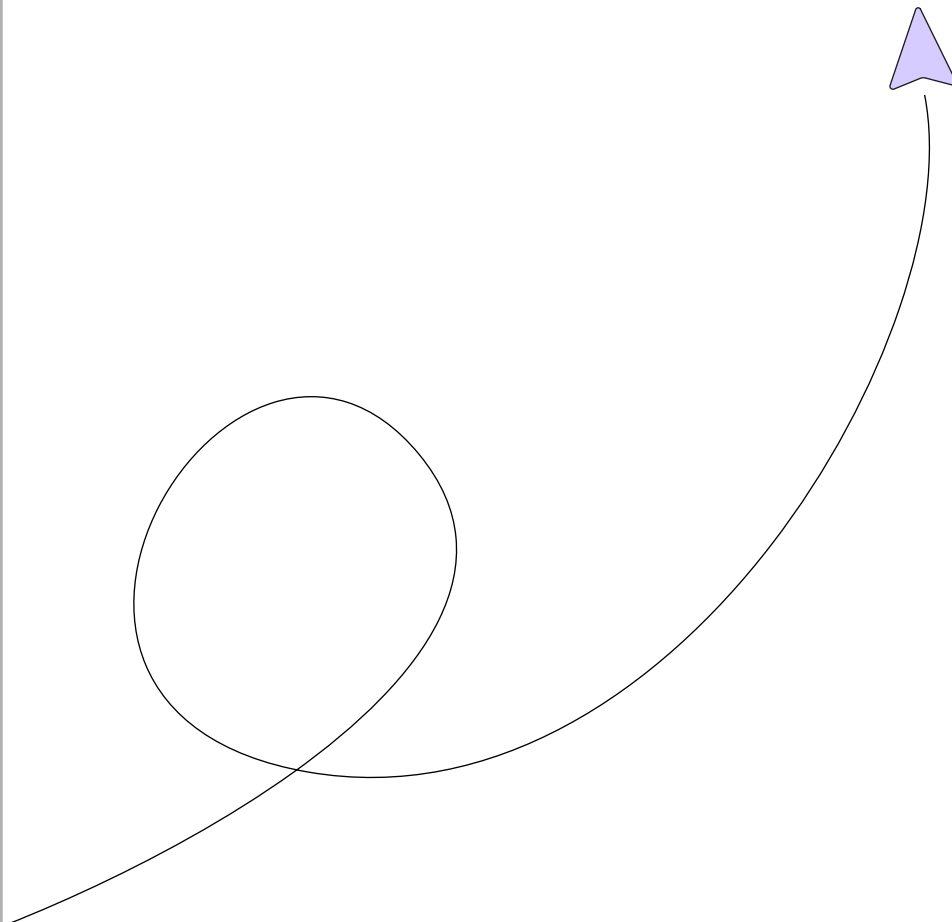
# Miro Talktrack:

Asynchronous Collaboration  
Built with Security in Mind



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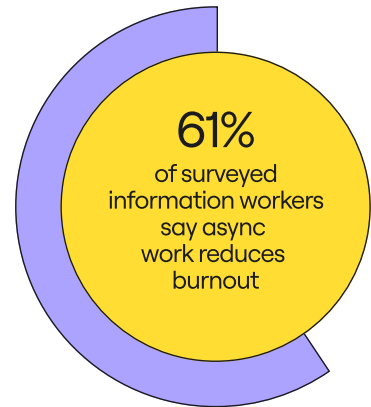


# Overview

Remote and hybrid work have gained prominence in recent years as a result of technological advancements, the COVID-19 pandemic, and [evolving work preferences](#). Often, teams have turned to video conferencing and other real-time virtual communication to stay in touch. Yet [research](#) shows that up to one-third of meetings are unnecessary – costing organizations millions of dollars – and many information workers are left with screen fatigue and burnout.

The solution is for teams to find other ways to collaborate, outside of meetings and in their own time. This is known as asynchronous or “async” collaboration.

In this white paper, we’ll summarize the challenges and benefits of asynchronous collaboration, how Miro Talktrack addresses them, and the ways in which Miro ensures your Talktrack content stays private and secure.

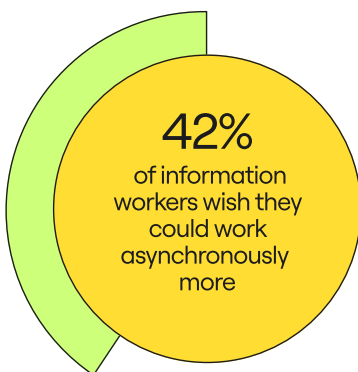


## What is asynchronous collaboration?

Asynchronous or “async” work refers to the practice of completing tasks and communicating without real-time interaction, or being tied to specific working hours or physical locations.

Unlike synchronous collaboration, which requires immediate responses and simultaneous availability, async collaboration allows people to contribute to projects and discussions at their own pace.

Embracing async collaboration can lead to increased productivity, improved focus, and better inclusivity within teams. It allows more effective communication and contributes to a positive and balanced work environment.



To gain insights into how workers feel about this new [way of working](#), Miro [surveyed over 2,000 U.S. information workers](#). The findings indicate that most people are enthusiastic about the shift to asynchronous work. In fact, 42% of those surveyed wish they could work asynchronously more and 61% said that asynchronous work reduces their level of burnout.

# Challenges of asynchronous work

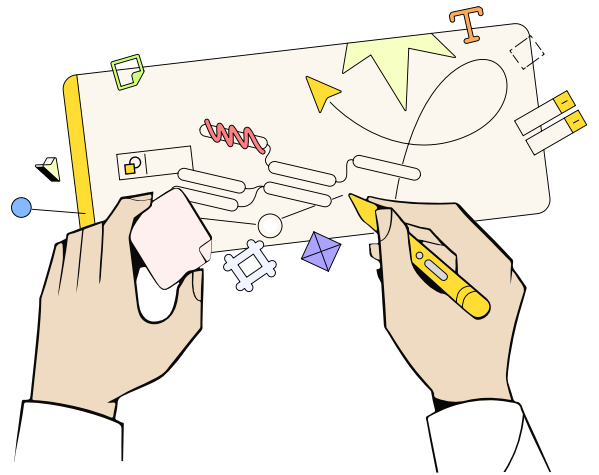
Yet even if most remote and hybrid workers prefer asynchronous work, it can be challenging to maintain effective communication and collaboration among team members who work in different locations.

## Too many meetings

Ensuring that everyone stays informed and connected means workers must organize their schedules around more meetings, which not only takes up more time, but also makes it more difficult to stay focused and complete valuable [deep work](#). It also often means that knowledge shared in a meeting often doesn't leave the meeting, and even if it does, it's poorly documented.

## Information overload

On the other hand, sometimes teams compensate by sharing too much information via other channels such as email and Slack. This back-and-forth is not only inefficient, but it often results in lack of clarity. Some content is simply better shared through visuals and demonstrations, rather than words.



## Feelings of disconnect

Working with teams in distributed locations has other drawbacks, too. Without in-person interactions, you lose out on the benefits of facial expressions, voice and tone, and body language. This can not only result in miscommunication, but can make it difficult to build trust.

## What is Talktrack?

To preserve the feeling of togetherness without contributing to screen fatigue and workday interruptions, enterprise organizations are looking for new collaboration solutions.

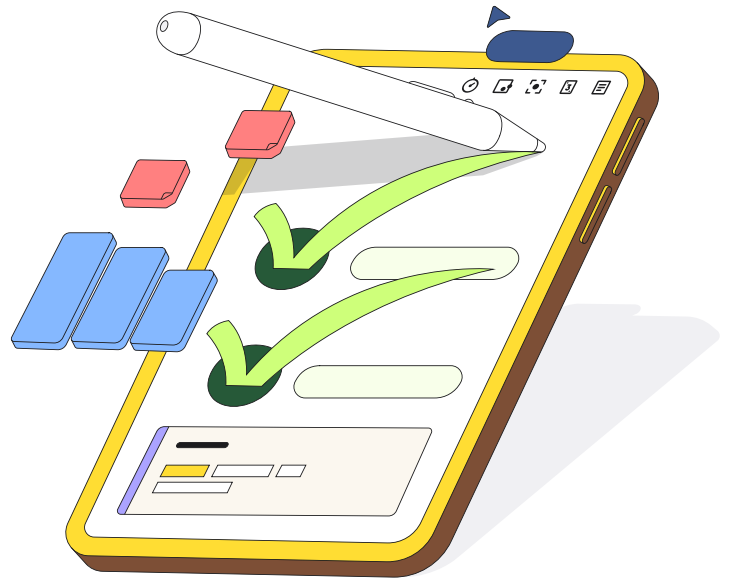
Introducing [Miro Talktrack](#), which lets you record interactive and immersive video and audio walkthroughs that are embedded right on a Miro board. With Talktrack, distributed teams can collaborate asynchronously in a more inclusive, efficient, and connected way.

When others watch or listen to a Talktrack recording, they can follow your journey around the Miro board canvas. Unlike other screen recording apps, Talktrack pairs your video and audio recordings with board navigation. This means that your collaborators – even if they aren't online at the same time – can interact with your content while watching or listening to your Talktrack, by adding comments, reactions, and even their own Talktrack response.

This reduces miscommunication, back and forth, and the need to wait for meetings, which leads to faster feedback loops and quicker iterations in collaborative work. The result is a collaborative environment that feels synchronous, even though it's not.

## How is Talktrack different?

Unlike the competition, Miro provides an immersive experience that makes interacting with the board recording as efficient as an in-person meeting.



## Communicate where you collaborate

Talktrack is not a screen recording, but a board recording, tracking the user's navigation around the canvas. Viewers can pause the Talktrack recording, and edit or interact with the board during playback. This makes for a much more efficient collaboration workflow.

## Immersive playback for improved retention

During playback, viewers follow the recorder's journey around the board. But they can also step away from the recorder's journey while continuing to listen, returning at their own pace – just as if they were working synchronously in a real-time collaborative session. This immersive and interactive experience is more engaging than traditional information-sharing methods. It also helps the viewer process the information on a deeper level and feel more connected to the team.

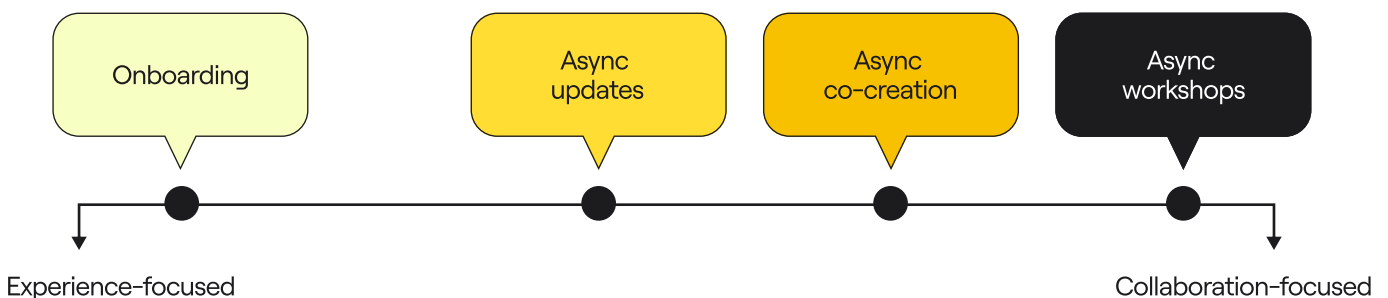
## Evergreen recordings for increased efficiency

Because a Talktrack isn't a screen recording, you can actually edit the contents of the board without needing to re-record your Talktrack. This means each recording is adaptable to change and stays evergreen. No need to worry about the recording being outdated. However, if the board does change, viewers can watch the recording on the state of the board as it was captured at the time the Talktrack was recorded.

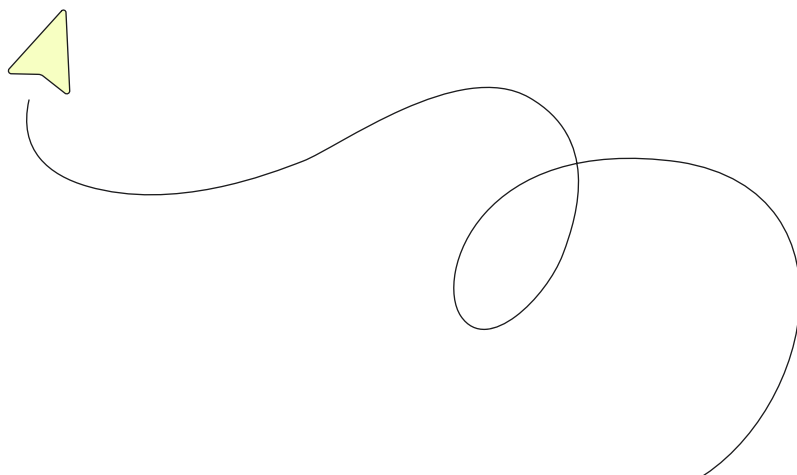
The result is distributed teams in remote and hybrid workplaces can **drive outcomes faster, cut meetings short, and reach more people** with their ideas.

## How teams use Talktrack

Talktrack can be used in many ways, whether your aim is to share knowledge or collaborate async with your team. Think of a spectrum in which one end includes experience-focused work where knowledge is transferred via Talktrack. The other end includes collaboration-focused work where teams iterate on a Miro board with Talktrack as the bridge across time zones and space.



Examples of how Talktrack can be used to transfer knowledge include onboarding, presentations, and walkthroughs. Examples of iterative, collaborative work include meeting pre-work, workshop prep, and team ceremonies such as retrospectives. In these ways, your team can prepare for collaborative work ahead of time by listening to setup information, saving the actual meeting for real-time collaboration.

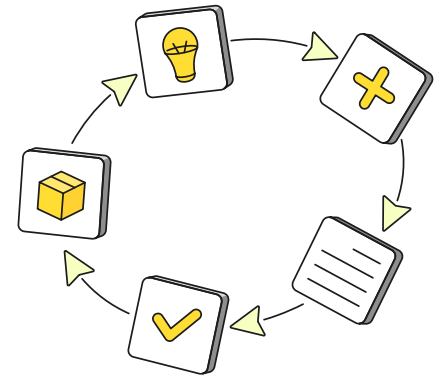


## How different roles use Talktrack

Whether you're a program manager or UX designer, marketer or engineer, Talktrack makes it easy to communicate your ideas anytime, anywhere.

Here are just a few of the ways you can use Talktrack, depending on your role:

- **Product managers** can use Talktrack to walk stakeholders through content, record status updates, and collaborate with product designers when reviewing user flows.
- **UX designers** can use Talktrack for workshop pre-work, to provide the "why" behind the designs, and to ask for design feedback from peers.
- **Software engineers** can use Talktrack to explain architectural diagrams, talk through feature planning, and participate in sprint reviews or demos asynchronously.



➤ "I love the Talktrack feature. I am a big fan of creating content videos and Miro boards in general. Having both these features in one place is amazing. It brings clarity to my vision on projects and reduces onboarding time by allowing others to gain insights from me first, without needing a meeting."

Michele Perras, Product Management Lead at HelloFresh

For inspiration on how you can use Talktrack, read how a few Miroers make the most of it in [this blog post](#).

## Talktrack keeps data safe

With your voice and face being recorded on a Miro board, you might be wondering how Miro keeps your Talktracks secure, especially if you're sharing sensitive information.

## Talktrack security & compliance

We take [security](#), [data privacy](#), and [compliance](#) as seriously as we do collaboration — providing enterprise-grade solutions so your Miro boards — and your Talktrack recordings — are safe. This means if you're a Miro Enterprise customer, you'll benefit from Miro's core security, seamless compliance, and frictionless administration, which form the foundation of an enterprise-grade workspace for innovation. With security at its core, Miro gives Enterprise admins the peace of mind to set the right policies with granular permissions and control, so they can provide the right tools to their teams to create the next big thing.

### Core security

With enterprise-grade security at its core, Miro helps large organizations approach a zero trust architecture (ZTA). Admins can set policies with granular permissions and controls, without compromising their teams' collaboration. Two-factor authentication (2FA) and single sign-on (SSO) guarantee a centralized identity management. This ZTA approach is even stronger thanks to Enterprise mobility management integrations, which help to control access to data on mobile devices.

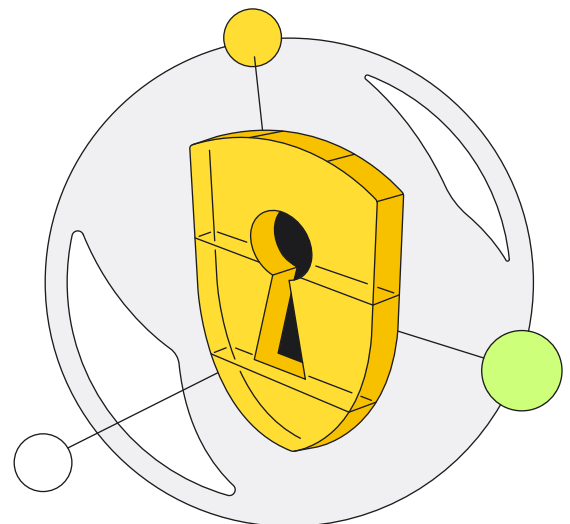
### Seamless compliance

Miro follows leading privacy regulations, safeguarding customer data against fraud and unauthorized access. Compliance with GDPR (including hosting data in EU data centers) and CCPA, and following industry best practices (SOC2 Type II, SOC3, and ISO/IEC 27001) help companies improve their overall security posture, meet legal obligations, and avoid both penalties. Miro is also striving to meet accessibility guidelines so all users have the opportunity to collaborate.

## Talktrack data storage & deletion

Talktrack data is stored in the same location as other customer content data in Miro: on AWS servers located in the EU. For that reason, it is currently not available to customers who have elected [US Data Center Residency](#) as their deployment option.

When a Talktrack is deleted, it can't be restored. If a [board is deleted](#), that board's associated Talktracks will also be deleted. However, if an admin restores a deleted board within 90 days, the board's Talktrack recordings will also be restored.





## Talktrack data privacy

By default, all Talktrack customer content data is processed in accordance with our [Privacy Policy](#) in [data centers located in the EU](#). This provides a higher degree of data protection by avoiding the risk of engaging in transfers of customer data outside of the EU region to places that may have a lower level of data protection, making it easier for Miro's customers to comply with GDPR requirements.

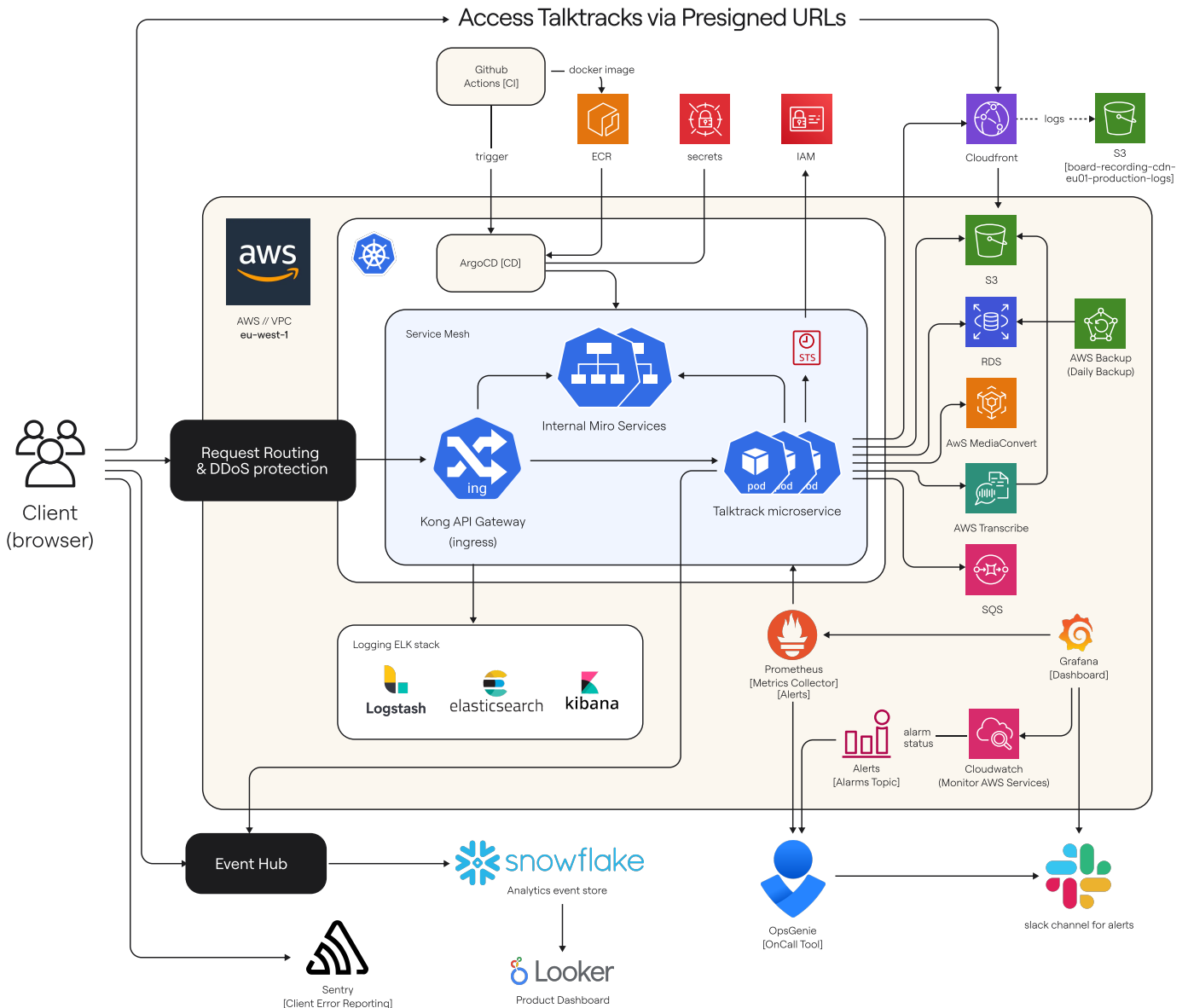
**Data captured when recording a Talktrack:** The recorder's cursor movements and the viewport of the Miro board, the content of the board at the time the Talktrack is created, the recorder's video, either their camera view or avatar depending on whether the camera is on or off, the recorder's audio from the selected audio source, and any other audio that is present in the same physical space as the presenter.

**Data not captured when recording a Talktrack:** The cursor or information of any other users who are accessing the board at the time of recording, the recorder's screen or computer sounds.



## Talktrack data architecture

In the backend, Talktrack consists of three components: the client application, server-side application, and cloud storage (AWS) for static content distribution. The client application interfaces both the Miro API gateway (with data encrypted in-transit via the TLS 1.3 protocol and at rest with AES 256), plus S3 buckets (with [signed URLs](#)) for direct media file upload/download. All data is encrypted at rest using Miro encryption keys.



For more information, read the Miro [Terms of Service](#) and [Privacy Policy](#).

# Let Talktrack streamline async collaboration

With async collaboration, workers can increase their focus and productivity, and gain time to reflect on how they communicate or contribute to a project. As a result, they experience a more positive and balanced work environment.

➤ **“Finally I can guide 100 colleagues through my boards without having to offer four different online sessions. Everyone works together exactly when it fits into their own agenda. Thanks, Miro!”**

Luca Einloft, IT Manager at Miles & More, a Lufthansa company

Take advantage of Miro, the enterprise-ready, visual workspace for innovation – with the built-in power of Talktrack. With Talktrack, you and your teams can communicate where you collaborate: on a Miro board. You can also record immersive, interactive, and evergreen recordings that improve retention.

Gain all the advantages of in-office work with the flexibility to work anytime, anywhere – with the confidence that throughout, your data stays safe.

[Contact our sales team](#) to learn more.

## Resources

[Miro Talktrack](#)

[Help Center: Miro Talktrack board recordings](#)

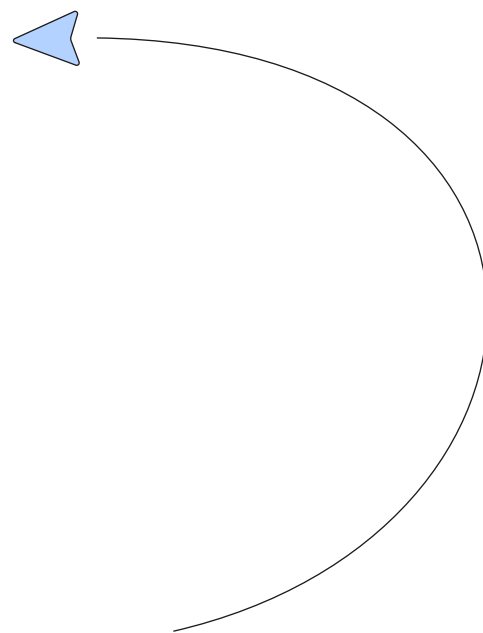
[Help Center: Talktrack Admin security](#)

[Miro Talktrack Playground Template](#)

[Security at Miro](#)

[Terms of Service](#)

[Privacy Policy](#)





Miro is a visual workspace for innovation that enables distributed teams of any size to build the next big thing. The platform's infinite canvas enables teams to lead engaging workshops and meetings, design products, brainstorm ideas, and more. Miro, co-headquartered in San Francisco and Amsterdam, serves more than 60M users worldwide, including 99% of the Fortune 100. Miro was founded in 2011 and currently has more than 1,500 employees in 12 hubs around the world.

To learn more, please visit <https://miro.com>.



**Miro Enterprise Plan**

<https://miro.com/enterprise/>



**LinkedIn**

<https://www.linkedin.com/company/mirohq/>



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