

Legacy Call Recording – Custodian Retrieval

How Custodian Retrieval works for you...

Manually recovering recordings by Trade ID or worse still by channel and logger, is a laborious and costly process endured (or avoided) by most investment banks.

➤ Cost effective recording retrieval

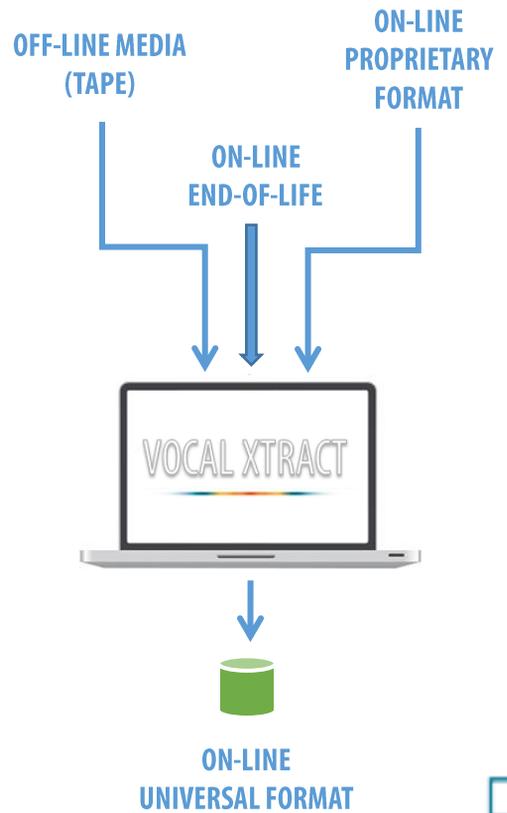
The Custodian Retrieval platform can automate the process using automated virtual agents or 'software robots' replacing traditional human interaction, thereby significantly reducing the time and costs accordingly.

➤ Increase accuracy and speed of retrievals

Custodian Retrieval criteria is defined via the database, spread sheet or other input, and the retrieval process begins pulling down each file via the recorder GUI and sorting them into a pre-defined directory structure.

➤ Meet compliance regulations more easily

Additional processes can be added such as verification and transfer, as well as producing supporting indexes and files. All of this provides context to help better manage risk and support compliance requirements.



What you get with - CUSTODIAN RETRIEVAL

 **WORKS WITH LEGACY RECORDINGS** - Where legacy recordings are stored on tape media, these can be recovered using tape loaders with a dashboard arrangement that advises operators to assign specific drives, potentially cutting the required resource by more than a factor of ten.

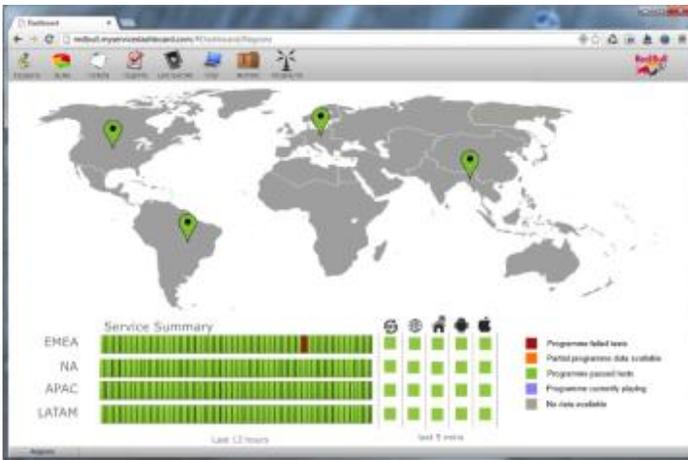
 **CALL RECORDING PLATFORM AGNOSTIC** - Pre-built automation scripts exist for many common platforms such as NICE, Cybertech and Verint, however custom versions for other platforms, media interfaces or versions can easily be built in the workflow tool.

 **FLEXIBLE DEPLOYMENT** – Custodian Retrieval technology is available in a Software-as-a-Service (SaaS) model or as an 'on-premise' configuration.

Bulk Extraction

Custodian Retrieval digitally signs the file at the earliest opportunity and performs a number of steps including; sanity/audit checks, data compression, encryption and file move verification. The process automatically generates exception reports as well as ongoing progress reports via real-time dashboard or pdf reports.

All records can be extracted from tape or disk in a secure manner.



Visibility across all areas

Post Extraction Database

Following an extraction an organisation will have a fully indexed and searchable E-discovery database, cross referenced with information such as employee records.

Finding the call recording you need should be easier than ever and if used as evidence in the event of an investigation, can be transferred securely and verified against a digital signature.

E-Discovery

By using automation, Custodian Retrieval ensures that specific information can be requested, located, retrieved, correlated and quality checked.

To meet the most stringent of compliance requirements it is digitally signed for security purposes, automatically moved to a secure portal and accessible based on rights and permissions.

The Business Systems difference

Business Systems is the UK's largest independent provider of Call Recording and Workforce Optimisation technologies encompassing Analytics, Workforce Management and Quality Monitoring solutions. Offering unbiased advice on 'best fit' solutions from industry leading manufacturers, including NICE, Red Box Recorders, Vocal and Verint, Business Systems provides Project Managed Implementation, Consultancy and Maintenance.

Business Systems has a 25 year history of service excellence and boasts the UK's largest and most expert Engineering resource, supporting from small single sites to the largest of multi-site requirements.

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