

Consolidate Voice Data Into One Portal



Consolidate your legacy and live voice recording data onto one platform

Introduction

Here at Business Systems, we are helping organisations to decommission aging voice recorders, manage extended retention periods and disjointed silos of data, and avoid potential fines when the regulator comes knocking. Using our years of expertise in the Voice Recording market we have developed **Wordwatch**. Our customers have been using Wordwatch to access, manage and extract their legacy and live call recordings quickly and efficiently from one single platform and save hundreds of thousands on legacy support costs.

So how do we do this?

Wordwatch is a unique portal that draws recording data from multiple call recording systems from multiple vendors (such as Redbox, NICE and Verint) whether they are legacy, live, cloud-based or on-premise. The data is presented in one single portal which allows the user to manage, replay, store, extract and report on with one 'single pane of glass' to access all data.



We helped one large bank purge over 40% of their recordings after consolidating 12 sites.

Are you facing any of the following challenges?

- You have **end-of-life voice systems** (software & OS) but you still need to access the data
- Your legacy systems are from **multiple vendors** causing technical challenges if you quickly need to pinpoint a recording
- You are unable to perform **bulk-extracts** from your legacy and live voice systems
- You have **no global view** of your live and legacy voice data
- You want **open access** to all your voice data through APIs
- You have systems that are supported but don't allow you to use your data to meet changing regulatory and business needs
- You need to keep your core data in its **original format** to ensure the integrity is not diminished
- **Channels are evolving** such as email, SMS, Skype etc. meaning capturing and managing interactions has become more complex
- You are waiting for a telephony upgrade therefore can't upgrade your systems to give you the access or functionality you need
- A **growing infrastructure** means growing costs
- You need your compliance teams to be able to **self-serve** but your data is in separate silos and there isn't a holistic view.



How can Wordwatch solve those challenges?

We provide:

- A portal with one single point of access pulling data from multiple recording systems from multiple vendors such as NICE, Redbox and Verint whether they are live, legacy, cloud-based or on-premise.
- An intuitive user interface/ presentation layer which gives the user the ability to search for calls efficiently and effectively. This can be done by recorder, site, user, time, date and all available metadata.
- Ability to ingest, replay, manage, extract and report on calls from any vendor solution keeping the core data in its original format.

- A bulk export functionality with the ability to automate extraction to analytics, trade reconstruction tools or regulators.
- Open APIs to allow our customers to interact with their data how they see fit.
- Centralised management of all data for purposes such as litigation hold, compliance and policy admin.
- Advanced reporting.
- Detailed and readable audit trails.

Benefits:

- Significant savings with the removal of support costs of legacy systems and a lower server footprint.
- Provides the ultimate safety net to ensure compliance across all voice recordings.
- Maintains the ability to playback recordings from legacy systems.
- Compliance teams can self-serve across all recordings (live and legacy) for litigation hold, extract, reporting etc.
- Recordings are kept in their original format ensuring their integrity and validity.

Figure 1

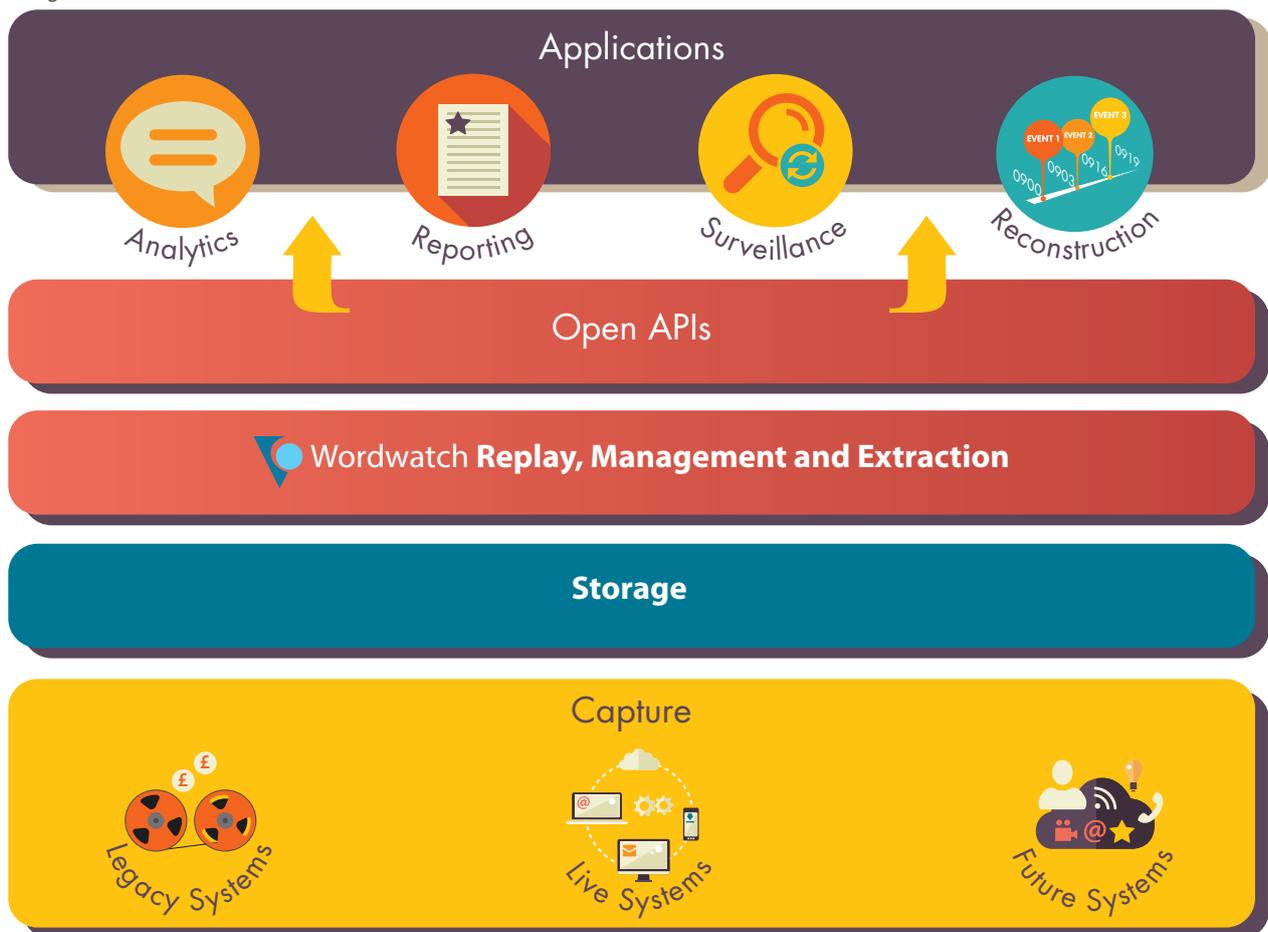


Figure 1 – Wordwatch will sit on top of any voice CAPTURE systems whether live and/or legacy and even gives you the ability to add future systems as and when you need them. The data will then be STORED in your existing location or a new on-premise/ cloud location. Then using Wordwatch you will be able to access, REPLAY and MANAGE all your data in one single portal and with the use of our open APIs you can EXTRACT data into required applications such as a Trade Reconstruction tool, analytics etc.



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Summary

Whether you're looking for a bank, insurance company, contact centre or are in public services, visibility and control of call recordings will undoubtedly be a concern. To find out how we've helped our customers de-risk and save considerable costs on legacy systems, allow compliance to self-service, manage and administer all recording systems from one portal, set and manage retention periods across all recordings, integrate to trade reconstruction or analytics tools and manage compliance workflows, call us now to arrange a demo.

About us

Business Systems (UK) Ltd specialises in providing call recording and compliance optimisation solutions and today ranks as one of the most experienced independent providers with expertise covering systems design, project management, implementation and on-going service delivery and support.

We have over 30 years of voice recording experience and support customers globally using systems such as NICE, Redbox and Verint.

We helped a large investment bank record interactions and access them from one central point for over a thousand users daily from turrets, landlines, mobiles, skype and legacy & live voice recorders.

We helped a large bank manage retention periods, reduce end-of-life support costs, move away from legacy hardware and operating systems and provide the ability for their compliance team to self-serve.