

HOW DID WE HELP 3 TIER ONE BANKS WITH WORDWATCH?

Customer Case Studies

Using Wordwatch we have helped three Tier One Banks address their different challenges:



Legacy System Consolidation



Compliance Extraction



Live System Federation

Legacy Systems Case Study - Tier One Global Bank

What were their challenges?



9 different legacy platforms - across EMEA



Out of support



EOL Operating Systems



Recordings must be kept to meet regulations



Concerned about data integrity

What did Wordwatch achieve for them?

- On-going access & management
- Fully decommission their original 9 platforms
- Managed deletion of calls that passed retention
- One central interface to manage recordings across channels

Compliance Extraction Case Study - French Investment Bank

What were their challenges?



10 Live recorders across EMEA (Turrets, PBX & mobiles)



1,800 Traders



Available ETK not fully automated, had concerns re. manual process & speed



Needed a robust solution to feed eDiscovery platform

What did Wordwatch achieve for them?

- Multiple core voice recorders
- Daily extraction
- Future-proof solution

Live Systems Case Study - Global Investment Company

What were their challenges?



3 NICE platforms not meeting their MiFID II needs



Required new VR systems



Did not want a mixture of live & legacy platforms to manage and use



Wanted analytics on top of all voice recording

What did Wordwatch achieve for them?

- Ingest all data from legacy systems
- On-going ingest from live capture platforms
- Fully decommission original 3 platforms
- One central interface for compliance users to manage recordings across channels
- On-going extraction of live and legacy data
- Reports delivered to compliance