

Customer Profile:

Global Banking

Business Impact of NICE Actimize Communications Surveillance

Able to demonstrate an automated proactive voice monitoring for detecting potential misconduct through advanced speech analytics technology and an auditable automated supervision process

Transformed voice surveillance from a manual and subjective sample based approach to a risk based analytics approach which significantly improved coverage and improved efficiencies for the compliance team

Enabled geographically distributed teams to collaborate with each other on voice issues through a centralized investigation tool

On The NICE Actimize Solution

“NICE Actimize Communications Surveillance added state of art voice surveillance to an organisation which thrives to be the leader in Compliance among Global Banks”

Global Leadership in Compliance with State-of-the-Art Voice Surveillance

Global Banking and Financial Services corporation needed to evolve from their existing manual random sampling compliance program and increase surveillance coverage of voice recordings for their trading floor and back office operation employees. Voice records were stored in a variety of system types, in multiple locations and countries with no centralized access to the content which made the process of reviewing voice communications manual, difficult to manage and audit.

NICE Actimize Solution

Implemented NICE Actimize Communications Surveillance with Speech Analytics to proactively monitor regulated employees globally.

[NICE Provided speech analytics to proactive monitor voice communications from turrets, desk phones and mobile devices globally](#)

- Enabled centralized voice surveillance for 6000 Employees in 3 regions on 8 separate voice archives
- Implemented effective risk-based supervision models for audio which was able to successfully detect compliance violations after implementation
- Support for multiple languages & dialects in the various regions

[Implemented a standard Global voice surveillance program which demonstrated the ability to satisfy new regulatory requirements](#)

- Controlled access to voice records based on geographic location and user groups
- Complete auditing of all supervision and investigation activity
- Provided advanced reporting capability to enable the ability to audit the effectiveness of the surveillance program to show continuous improvements

[It enabled automation and controls of the end-to-end supervision and investigation process for voice](#)

- Provided automatic flagging of potential risky communications through communication behavior models
- Enabled a controlled rules-based policy to automatically identify voice records for review which ensured 100% coverage of all employees
- Proven ability to accurately search and reconstruct events occurring in phone calls