

Customer Profile:

Global Banking and Markets

Business Impact of NICE Actimize Communications Surveillance

Shortened investigation times from a few hours to a few minutes using correlation capabilities to quickly find related Trade and Communication Data from any regulated employee globally using a single solution

Able to demonstrate proactive monitoring of All Communications for potential misconduct with advanced technology and auditable automated supervision process

Introduced new Coverage for Voice Communications that was previously not possible due to disparate systems globally

On The NICE Actimize Solution

“NICE Actimize Communications Surveillance provided the ability to demonstrate proactive compliance by centrally indexing and analyzing all communications data and integrating trading data with NICE Actimize Trade Surveillance to support a global holistic trade surveillance program.”

Proactive Compliance via a Global Communications Surveillance Program

Global Banking and Financial Services corporation needed to implement a proactive, risk-based application that would improve procedures and controls for monitoring and surveillance to identify trading activities that could suggest market conduct issues related to sales, trading and supervisory employees, with an ability to quickly identify, remediate and document issues.

NICE Actimize Solution

Global Implemented NICE Actimize Communications Surveillance for FX, FICC and Equities Regulated Employees Globally

[NICE Actimize Communications Surveillance solution enables proactive monitoring and immediate access to all FX, FICC and Equities associates eCommunications data globally](#)

- Centralized Access to 4200 Bank Employees eCommunications
- HDFS eCommunications Integration
- Includes coverage for Exchange Email, Bloomberg Chat, Thomson Reuters, Lync, Skype for Business, AIM, Yahoo, Social Media Feeds and more

[It Enables Voice Surveillance through advanced speech analytics to proactively detect compliance issues](#)

- Voice Surveillance for 2200 Employees in 22 Countries
- Able to demonstrate an effective supervision program for Voice communications
- Support for 7 Languages

[It Provides an efficient process to perform Trade Reconstruction for Alerts and Investigations](#)

- NICE Actimize Risk Case Manager Integration provided quick access to related communications
- HDFS Trade Data Ingestion handling over 100 Million Records on Peak Trading Days to enable correlations for finding related communications and trades
- Proven ability to reconstruct Communication Events from Alerts and Trades