

NICE Trading Recording (NTR)

The Advanced Recording
Platform For Compliance

Comprehensive

NICE Trading Recording (NTR) combines trading-floor and back-office recording to create the most comprehensive Compliance focused recording platform. Combining innovative software and industry-standard hardware, NICE Recording solutions empowers trading floors to actively record and monitor interactions, and adhere to global regulatory requirements.

Secure

Fail-safe data storage is a key regulatory requirement. NICE Trading Recording provides the highest level of secure storage, using 256-bit Rijndael AES audio encryption, coupled with MD5 fingerprinting to secure all audio files against unauthorized alteration or editing. Managed retention and litigation hold can be set for all storage media. Call data can be archived to any network storage device and accessed via the browser-based GUI. The system administrator has full control over access to all recorded calls.



Capture All Calls



Securely Store & Archive



Manage Recordings



Monitor And Alert



Fast Search



Playback & Bulk Download

Solutions

Trading Recording



NTR / NRX

Compliance Assurance



NICE COMPASS

Applications



Recordings



Users



Smart Index



Analysis

Data

Scalable

Flexible, scalable architecture allows IT managers to easily deploy the platform and grow it as recording needs change. The same solution can scale from small branch to centralized multi-data center recording requirements allowing firms to standardize a single platform across their locations reducing complexity, management resource and cost of ownership.

Flexible

To eliminate hardware and software integration issues and meet the strictest IT security policies, NICE Trading Recording features front and back office recording, an open architecture and is designed for standard off-the-shelf hardware and virtualization solutions. Fast, flexible access to recorded data enables firms to rapidly resolve disputes and clarify transactions.

Reliable

For the upmost reliability in capturing all communications, The NICE solutions ensure that there is no single point of failure throughout the capture system. Resiliency solutions protect firms against operational failures that could lead to loss of recording.

Features

Total Recording

- Recording of all input types
- Combine fixed lines & mobile phones
- Real-time monitoring of calls

Optional Selective Call Deletion

- Automatic deletion by retention expiry
- Scheduled deletion for marked calls
- Litigation hold
- Keep call data even if audio is deleted

Flexible Call Search

- Locate calls using any combination of:
Call duration - Marked calls -
Date and time - User name -
CLI/dialed number - Notes fields -
Channel - Call direction - others
- With additional NICE COMPASS application:
Search entire recording estate -
multi-site search

Highest Security

- AES Rijndael 256-bit encryption
- MD5 fingerprinting
- Strict user access profiles
- Strong password policies
- Maker/checker profiles
- OS hardening policy

Standard Storage and Archiving

- Supports WORM compliant archives (e.g Hitachi, IBM)
- EMC Centera, NetApp Snaplock
- Real-time archiving capabilities
- Choice of compression algorithms
- Archive to standard SAN/NAS

Comprehensive Resilience Options

- Complete active secondary system (2N Active-Active)
- N+1 & N+M solutions
- Disaster recovery solutions
Playback
- Integrated Replay over LAN via web browser
- Replay by Phone & Turret solutions
- Up to 32 concurrent channel playback
- Variable speed replay
- Loop playback replay of call sections
- Add remarks to call playback
- Easy navigation through calls
- Replay directly from archiving media
- Skip silence (adjustable thresholds)

Scalable

- Mix analog, digital, trunk, and/or VoIP recording, all in one system
- Combine trading floor and back office recording in one system
- Add optional mobile phone call recording channels

Easy Deployment

- Install on standard OS builds
- Install on commercial server hardware
- Install in virtualized environments
- Support for 64-bit Windows OS
- Web based GUI
- Remote installation possibilities

Extensive User Administration

- Web-based user administration

- Extensive rights for different users/groups
- Templates for easy set up

Development Options

- MS-Windows API and SDK available for third-party integrators

Compliance Assurance

- Optional automated compliance assurance with NICE COMPASS

Connectivity

Trading Platforms

BT (IPTrade), IPC (Etrali), Speakerbus

Active VoIP

Avaya, Cisco, Siemens, Alcatel, Skype for Business

Telecommunication lines

all types, incl. E1, T1, ISDN, PCM, CAS

Analog, Digital and VoIP extensions

all major PBX types

NEW in version NTR 6.7

The latest software release 6.7 of the NICE Trading Recording (NTR) platform adds these new features:

Windows Server 2016

Supports the latest MS-Windows Server editions.

NICE COMPASS 3.0

Supports the latest version of NICE COMPASS for Compliance Assurance.

IBM S3 COS Archiving

Support for IBM S3 COS (Cloud Object Storage).

About NICE

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

www.nice.com

About NICE Compliance

NICE Compliance is a significant business line within the NICE portfolio. NICE is the leader in this market, serving the largest financial services organizations globally. NICE Compliance solutions respond to an increasing demand in the financial services market, where regulatory compliance is on the rise. NICE is focused on the communication compliance market and has together with NICE Actimize an unmatched presence in this domain.

www.nice.com/compliance

Learn More

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