

NICE · COMPASS

Bulk Export

Customer Profile:
Top Global Financial Institution

Business Impact of NICE COMPASS:
Improves Export Process by 3 Million %

About the Institution



Multinational investment bank and financial services organization with over 60,000 employees globally

Business Need



Compliance is required to review more than 1,500 calls for 200 Benchmark Traders in a one-month timespan for market abuse

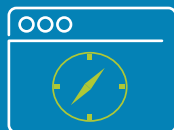


Extraction and processing of call recordings to transcription system took up to three weeks, limiting compliance to only one week of review



Resulted in only a small number of completed evaluations, missed required regulatory thresholds and increased risk of regulatory fines and actions

The Solution



NICE COMPASS for Bulk Export

The Impact

Reduced the call collection and export process from up to 3 weeks down to just over 60 seconds – over 3 million percent faster

Enabled more time for evaluation as well as increased the number of regulated users which could be reviewed each month



Lowered reputational and regulatory risk across the globe