

The background of the entire page is a composite image. It features a man with a beard and mustache, wearing a dark suit, white shirt, and a patterned tie. He is holding a silver mobile phone to his ear with his left hand and has his right hand partially visible near his waist. The background is a deep blue with various digital and financial motifs. On the left, there are white line graphs and bar charts. In the upper right, there's a faint image of a city skyline. The overall aesthetic is professional and tech-oriented.

NICE

Cloud Compliance Recording

Cost Effective, Worry-Free Compliance Recording and Assurance in the Cloud



Looking for a Comprehensive Recording Solution for Today's Complex World?

Is your firm struggling to quickly react to rapidly changing situations? Are rigid on-premise recording systems inhibiting your ability to deploy new technologies efficiently and cost effectively?

Today, increasing numbers of financial services and energy trading firms are turning to the Cloud for its efficiency, scalability, resiliency, and cost savings. As more regulated employees work remotely, even firms that previously had no near-term cloud strategy, are accelerating their journey to the Cloud.

With more remote workers adopting new communication platforms (including cloud-based unified communications, instant messaging apps and mobile phones), you need to be able to adapt, while still staying in compliance.

But in this fast-changing environment, compliance recording and assurance is getting more complicated, challenging and costlier by the day.

Finally, there's a simple, cost-effective and worry-free alternative:
NICE Cloud Compliance Recording



Introducing NICE Cloud Compliance Recording

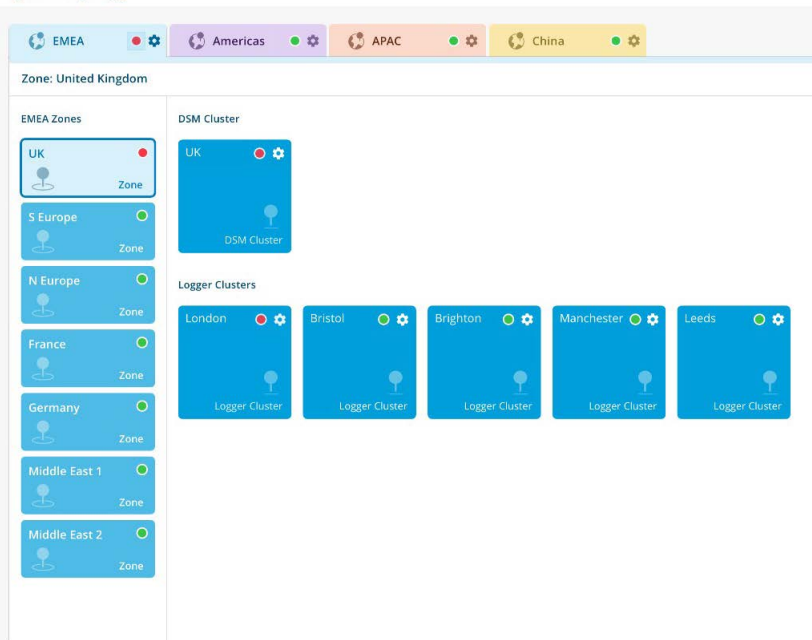
Running on the Microsoft Azure Cloud and leveraging our market-proven NICE Trade Recording (NTR) platform, the **NICE Cloud Compliance Recording** system is the world's first and only all-in-one Cloud omnichannel compliance recording and assurance solution.

Now you can record all of your regulated employee communications (PBX, turret, mobile, and unified communications including voice, chat, video, screen sharing and more), and ensure compliance with key global regulations, while taking advantage of all the Cloud can offer.

With our fully managed SaaS (Software as a Service) solution, you get all the benefits of the Cloud -- zero footprint, lower total cost of ownership (TCO), quicker deployment, faster time-to-value, global centralized management, and uncompromising reliability and security, along with comprehensive coverage for all types of communications, built-in compliance assurance, and a future-ready platform that supports your work-from-home business needs, as well as rapid adoption of new communication modalities.



System Topology



Significantly Reduce Costs

Lower total cost of ownership starts with our scalable subscription pricing.

Deploying an on-premise recording solution typically involves large up front capital outlays for servers and software licenses. Firms can also be weighed down by additional ongoing expenses (space, power consumption, maintenance) and associated personnel costs.

NICE's Cloud Compliance Recording solution eliminates these up front CAPEX costs. There's nothing to purchase or maintain as your compliance recording is completely hosted in the Cloud and managed by NICE.

Experience shows that many customers can save over 80 percent in storage costs alone, simply by moving from an on-premise solution to the Cloud.

Financial services and energy firms usually employ a virtual army of trained, knowledgeable staff to manage and certify recording system upgrades (even for the smallest security patches and software updates) - a huge resource drain.

NICE's Cloud Compliance Recording solution eliminates these time-consuming and resource-intensive certification processes. All patches and updates are tested in the Cloud environment by the **NICE Cloud Services Organization** prior to going live. The process is completely transparent to you. (Of course, you still have the option of performing your own User Acceptance Testing for major features.)

In fact, the **NICE Cloud Services Organization** (consisting of dedicated DevOps, security, networking and other highly skilled, specialized experts) fully manages all aspects of your daily recording operations in the Cloud, to take the load off of you.

Finally, transitioning compliance recording to the Cloud has the added benefit of simplifying budget complexities too. With pay-as-you-go subscription pricing, there are no unpredictable costs, and you only pay for the capacity you need.

Quick Deployment Means Faster Time-to-Value

In today's rapidly changing world, you need the agility and speed to adapt overnight.

More regulated employees working from home? Adding new communications platforms and channels for these regulated users?

With on-premise recording, you'd need to re-provision your existing infrastructure, or purchase, install, test and certify new hardware and software.

But compliance can't wait. Recording gaps leave your firm open to fines and reputational risk.

NICE Cloud Compliance Recording puts the flexibility and scalability of the Cloud at your fingertips, so you can stay compliant and adapt faster. Adding more work at home regulated users (or even whole departments) can be done nearly overnight (as there's no need to provision and install hardware on-premises). Similarly, the time it takes to add recording for a new communications modality can be significantly reduced (subject to integration availability).

Want to take advantage of the latest compliance recording software releases? Quicker deployment in the Cloud means your firm will always be able to realize the benefit of new innovative features and capabilities sooner, without having to schedule and manage on-site upgrades.

Global Centralized Management

Today's rapidly evolving regulations require greater insight and control into regulated user communications around the globe. With fragmented on-premises systems, administrators have no centralized method to: apply standardized retention rules; add, move or provision regulated users globally; or efficiently access information requested by regulators and internal stakeholders in conjunction with investigations.

This lack of centralization creates delays in rolling out changes to users, retaining and accessing critical communications, and providing required information to regulators, which can in turn potentially expose a firm to significant liabilities. As more regulated users work in remote locations and collaborate across regions, and as regulations become more expansive (involving more data), these issues become compounded.

NICE Cloud Compliance Recording offers an easier, more transparent way to manage these complexities by providing a single, globalized view of all regulated users and regulated user communications.

Managing compliance against a backdrop of a myriad of global regulations and growing complexity requires a flexible global policy management approach. **NICE Cloud Compliance Recording's** global, flexible policy and user management capabilities streamline and simplify policy management by giving compliance teams centralized control over retention based on policies that may apply to individual users, departments, regions, or on a global basis (regardless of where employees work). Compliance professionals can also access recorded communications from a centralized vantagepoint to respond more quickly to internal teams and regulators.

Omni-Channel Compliance Recording

Omni-channel recording of all communication channel types – including audio, video, screen sharing and chat – is especially important with the growing popularity of unified communications and as more regulated employees continue working from remote locations.

With on-premise recording, if you want to record different communication modalities – for example, turrets, mobile phones, unified communications – you'd need a separate recorder for each one. This greatly expanded your server footprint, and added costs and operational complexities.

As an omni-channel recording platform, the **NICE Cloud Compliance Recording** solution leverages NICE's proven, certified integrations to

leading turrets, mobile phone providers and unified communications platforms (including Microsoft Teams and Cisco WebEx Teams) to record one hundred percent of your regulated employee communications - from the front office to the back office and beyond.

Need to add a new communication modality? The **NICE Cloud Compliance Recording** solution provides timely, cost-efficient scalability, with the ability to add communication modalities, and integrate to new communications platforms fast, ensuring all your compliance recording needs are supported today, and well into the future.

Built in Compliance Assurance

Financial services firms are drowning under the weight of expanding regulations that require them to record more conversations, for more users, across more modalities, and adhere to strict timetables for responding to regulator requests, while also providing proof of compliance. Relying on manual processes and home grown solutions to navigate this maze of compliance challenges can introduce risk and drive up compliance costs.

For example, recording verification typically involves 'walking the floor' at the start of each trading day, to verify that all endpoints are connected and recording. And complex regulatory investigations can be a long, tedious process, requiring compliance analysts to jump through hoops to find and extract large volumes of calls. Then there are additional costs and delays when recordings need to be sent to an outside company for transcription.

The **NICE Cloud Compliance Recording** solution combines recording and compliance assurance for complete lifecycle management of data. Your firm can confidently comply with all regulations, while also reducing compliance costs by automating:

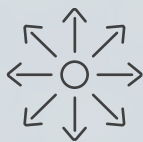
Recording Checks and Reconciliation

to verify that recording is available for every configured endpoint. With real-time recording reconciliation, the solution even checks for missing or partially recorded calls. If discrepancies are found, stakeholders are automatically notified so they can immediately troubleshoot underlying issues, and proactively notify regulators.



Centralized Provisioning so

you can easily manage moves, adds and changes, and ensure compliant recording and retention for all regulated users across the enterprise. An expanded API enables the solution to automatically synchronize with your golden-source systems for up-to-date information, eliminating errors typically associated with manual data entry.



Transcription and Bulk Extraction to

accelerate investigation turnaround times and improve responsiveness to regulators. Automate costly and time-consuming manual processes around retrieving, downloading and transcribing trade communications. With the solution's bulk extraction tools and highly accurate, cloud-based transcription service, you can download and transcribe over a million recordings a day. There's no waiting to send audio recordings out to an external company for manual transcription, and no waiting days to get transcripts back. The solution's speech recognition engine can transcribe audio in over 40 different languages, and returns highly accurate results regardless of audio quality, speaker accents, dialects, slang and non-standard grammatical patterns.



Compliance Assurance Reporting to

provide evidence of compliance to internal stakeholders and regulators, while saving time, ensuring compliance and reducing the risk of fines. Track and manage legal holds, and confidently audit and document trade communications recording compliance while also providing evidence to regulators that all regulated users' trade communications are being properly recorded, archived and retained. All information is available through a browser-based dashboard, giving compliance managers complete insight across the global enterprise.





Ultra-Reliable and Secure

The **NICE Cloud Compliance Recording** Solution is built on NTR, the world's most trusted and deployed compliance recording platform. It also leverages the Microsoft Azure Cloud, which has successfully served enterprise customers for over three decades, and is trusted by more than 95 percent of Fortune 500 companies.

The combination of **NICE Cloud Compliance Recording** and the Microsoft Azure Cloud provides financial services firms with a comprehensive, scalable, secure solution for capturing, storing and safeguarding regulated employee communications essential for regulatory compliance.

Additionally, as your Software as a Service (SaaS) providers, NICE and its hosting partner, Microsoft, will manage all software updates and security patches.

NICE's hosting partner, Microsoft, also protects your agency's data through redundant (2N) storage which replicates data across two geographically distributed enterprise-grade datacenters. With built in redundancy and the highest uptime (99.99%), your business continuity is protected. Additionally, all of your data is encrypted, whether in transit or at rest.

Unmatched Cloud Expertise

Finally, NICE's cloud expertise takes the worry out of cloud compliance recording. With 12-plus years of cloud experience, over 3,000 cloud customers deployed, more than one million cloud users, and in excess of 20 billion interactions recorded in the Cloud annually, NICE's impressive operational track record speaks for itself.

NICE Cloud Recording

Benefits

■ Reduced costs

- Lower Total Cost of Ownership (TCO)
- No Up Front Costs (CAPEX)
- To Usage-Based, Predictable Pay-as-You-Go Subscription Pricing
- Zero Footprint

■ Rapid Deployment

- Reduced Time-to-Benefit
- Scalable and Flexible to Support Changing Business Needs (e.g. Work at Home Environments, Rapid Adoption of New Communication Platforms that Offer Improved Collaboration)

■ Global Centralized Management

- Flexible Global Policy and User Management
- Single, Globalized View of All Regulated User Communications
- More Quickly React to Internal Teams and Regulators

■ Built In Compliance Assurance

- Reduces Compliance Costs through Automation
- Improves Responsiveness to Regulators
- Ensures Regulatory Compliance
- Faster Investigations

■ Reliability & Security

- Leverages Microsoft Azure Cloud and NTR, The World's Most Trusted Compliance Recording Platform
- Highly Secure and Resilient (99.99% availability)
- Redundant (2N) Storage across Geographically Distributed Enterprise-grade Datacenters
- Unmatched Cloud Experience

■ Scalability and Integration

- Complete Coverage with Omni-Channel Recording and Proven Integrations
- Seamless Upgrades & Security Patches
- Market Proven Integrations to Unified Communications Platforms, Turrets, Desktop Phone Systems, Mobile Phones, etc.



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

NICE Compliance Solutions for Financial Services

The NICE Compliance Solutions are serving more than 90 percent of the largest financial services organizations globally. Used by most of the world's leading banks and investment firms, among various others, NICE can record communications from turrets, desk phones, mobile phones, and Unified Communications platforms, including Microsoft Teams, Symphony and Cisco Jabber™. As the industry's only 'all-in-one' recording and assurance platform, firms can leverage their existing recording platform and certified integrations to ensure optimal cost reduction benefits without introducing new risk.

www.nice.com/compliance

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