NICE

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NICE Makes Upgrading to NTR-X Easy

NTR-X

UPGRADE TO THE NEXT GENERATION OF COMMUNICATION RECORDING AND COMPLIANCE ASSURANCE

Are evolving regulations, hybrid work models and new communication modalities creating compliance gaps that place your financial or energy trading firm at greater risk of fines and reputational damage? NICE has made it easier for you to close these gaps by upgrading to **NTR-X**.

NTR-X is a fully-integrated, cloud-ready omnichannel compliance recording and assurance solution.

Built on **NICE Trading Recording (NTR)**, the most widely deployed trading compliance recording platform in the financial services and energy industries, **NTR-X** offers many benefits.

The Benefits of NTR-X

- Ensures complete compliance by supporting all of the traditional and new ways that regulated employees communicate today: turrets, desktop phones, mobile and unified communications (including Unigy, Teams, Cloud9, and Zoom).

- Provides a single, centralized solution for managing your firm's communications recording estate from capture to recording assurance and system reporting.

- New, modern security standards with full set of open APIs to automate searching, exporting, system health monitoring, user-provisioning and integrating to other systems.

- Reduces compliance risk and improves responsiveness to regulators with built-in capabilities for lifecycle management of data.

- Ensures a rapid and successful deployment facilitated by expert guidance from NICE.

- Quickly and cost-effectively scales up in the cloud to support your firm's compliance recording needs as they evolve and grow.

- Seamless, low-risk data migration from **NTR** to **NTR-X** for NICE customers – your firm can run systems in parallel during implementation.

- Easy integration with NICE's industry-leading surveillance suite, **SURVEIL-X**, for complete alignment between data capture and holistic surveillance.

SURVEIL-X

NTR-X offers many advantages over other compliance recording solutions

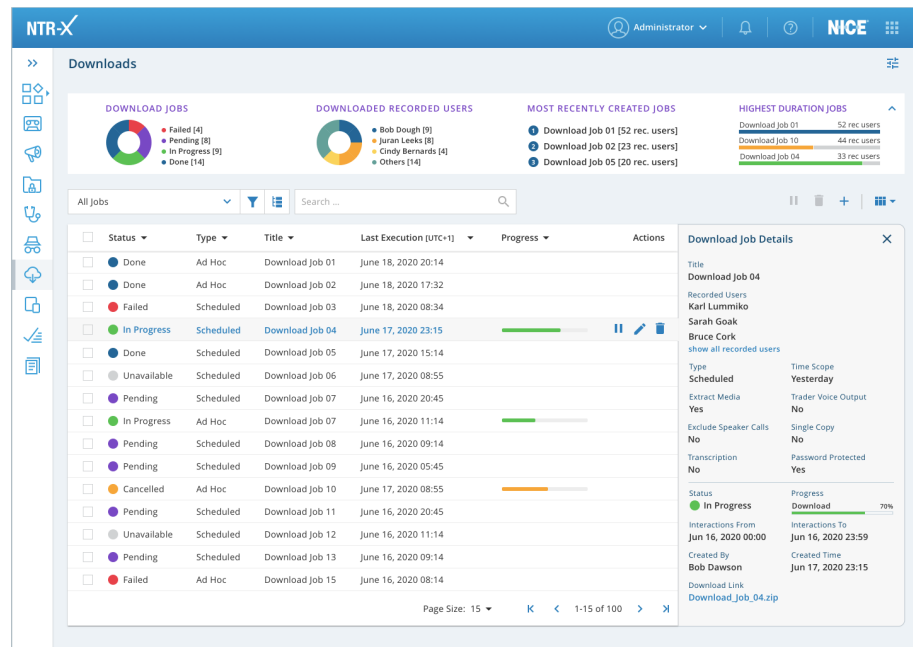## New, Modern Security Standards

- **Enterprise-class encryption**, modern authentication (open ID connect), and bank-grade security to ensure your firm's data is safe

- **Single tenant offering** (your firm has its own database and software) to ensure data never gets into the wrong hands

- **Backed by industry-leading certifications** such as SOC2 Type II and ISO27001

Open Platform with APIs

- **NTR-X**'s APIs empower your firm with more capabilities, by automating manual processes and integrating with third-party systems and applications. For example, you can:

  - **Export** – use data in other systems or reporting tools

  - **Search & replay** – with fully audited call searching and unencrypted replay

  - **Provision** – using automated user management

  - **Monitor system health** – within other applications

  - **Leverage business data** – for surveillance, business intelligence or reporting tools

  - **Ingest media and metadata** – from 3rd party vendors

Seamless, Low-Risk Data Migration

- **Migrating data** from **NTR** to **NTR-X** is easy, flexible and risk free

- **Stage your upgrade program** over time to continue running **NTR** and **NTR-X** in parallel during roll-out

- **Search and replay**, or download recorded calls seamlessly, whether they were initially captured via **NTR** or **NTR-X**

- **Data migration reconciliation process** ensures evidence-based approach to migrating **NTR** v6 data to **NTR-X**

- Once migrated, all **NTR** servers can be decommissioned

Screen: The new and easy-to-use user interface of **NTR-X**

Benefits of upgrading from NTR to **NTR-X**

NTR-X offers all of the capabilities of **NTR**, plus additional features and benefits:

	NTR	COMPASS	NTR-X
New, Modern Security Standards – single-tenant offering with enterprise-class encryption, modern authentication, and bank-grade security; backed by industry-leading certifications SOC2 and ISO27001 for encryption of content and data in transit and at rest			●
Open Platform with APIs – full set of APIs for automating manual tasks and integrating with other systems. Open APIs for user provisioning, search and replay, lifecycle management and downloading content from the recorder			●
Deployment Manager – centralized tool for deploying, updating and patching software dramatically reduces engineering time and MAC complexity			●
Zoom Capture – ability to record and play back interactions that have been captured from Zoom for phone and meetings (requires COMPASS)			●
Holistic Capture – across multiple PBXs, including unified communications, traditional telephony and trader voice	◗		●
Centralization – a single interface for search, replay and administration ensures a streamlined user experience		●*	●
Recording Reconciliation - report of all calls that are missed or cut off		●	●
Recording Check - automates the process of checking every single handset		●	●
Bulk Downloads – to normalize, export and make interaction data available to downstream applications (e.g. analytics)		●	●
Microsoft Teams Capture – ability to record and play back interactions that have been captured from Microsoft Teams across all modalities, including audio, video, screen and chat (requires COMPASS)	●	●	●
Resilience – The ability to capture communications resiliently, e.g. 2N recording of IPC Unigy or Microsoft Teams	●		●
Quality – Real-time voice quality alarm using patented NICE technology	●		●
SaaS Services – Recording estate maintained by NICE with strict security policies and customer-integrated change control processes			●**

* Regional Only, Not Globally

** SaaS Services are available exclusively in the NTR-X Cloud deployment model

Lower Cost of Ownership

NTR-X can be deployed on-prem or in the Cloud, depending on your current needs.

To help you decide which to choose, see the table below to learn how each option can lower your total cost of ownership (TCO).

	NTR On-Prem	NTR-X Enterprise (On-Prem)	NTR-X Cloud
Existing Architecture / Estimated # Servers	**129**	**45**	**0**
Forecasted Server Upgrade Costs within 5 years	$1,000,000	$1,000,000	-
Operational Spend on global estate ($650K per annum)	$3,250,000	$3,250,000	-
Server housing, cooling & power costs ($8.5K per server)	$5,482,500	$1,912,500	-
Third-Party Spend (i.e., Database, Firewall) ($150K per annum)	$750,000	$750,000	-
Annual Maintenance Spend $600K	$3,000,000	$3,000,000	-
Projected 5-year software upgrade spend	$1,100,000	$1,100,000	-
License fee ($20 per user per month variable)	-	-	$4,200,000
Total 5 Year Costs	**$14,582,500**	**$11,012,500**	**$4,200,000**
5-year TCO Savings		**24%**	**71%**

NICE

COMPLIANCENTRAL

Comprehensive Communication & Trade Compliance Solution Suite

With **Compliancentral**, you can mitigate conduct risks and confidently comply with global regulations around communications capture, compliance assurance, record keeping and monitoring, while keeping overhead costs low.

Compliancentral captures and retains all communications (including phone, email, chats, mobile, turrets) and analyzes them along with trade and behavioral data. Using AI and advanced analytics, Compliancentral correlates employees actions (trades and behavioral data) with communications to help your firm understand what employees said, heard and did, to uncover hidden risks.

Learn more

Contact us: fmc@nice.com

Visit our website: nice.com/solutions/trade-compliance

 ⟩ Download the **NTR-X** Brochure

ABOUT NICE FINANCIAL MARKETS COMPLIANCE

NICE is a leading financial compliance solution provider, serving more than 90 percent of the largest investment banks globally. NICE's compliance solutions assist customers in the capture of trade conversations and trades, analyzing them for potential risk, and correlating trade conversations with trades for trade reconstruction. The company's compliance solutions make automated and intelligent holistic trade compliance programs possible and enable FSOs to more efficiently comply with regulatory requirements, including MiFID II, MAR, FX Code of Conduct, Dodd-Frank and future directives.

With NICE (Nasdaq: NICE), it has never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center – and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform - and elevate - every customer interaction.