



Mobile Phone Recording with NICE Trading Recording (NTR)



Confidently Record All Regulated Employee Communications, Including Mobile Phones

In these unprecedented times, Financial Services Organizations are stepping up to the demands of remote trading by lifting long-lasting restrictions on mobile device usage. At the same time, regulators have left little wiggle room for firms to skirt regulations. For example, MiFID II requires all electronic communications (intended to result in a transaction) to be recorded, even if they do not. This includes conversations on all platforms and devices.

As more regulated employees work from remote environments, where they're more likely to engage in risky behavior, firms need to be more vigilant than ever.

The **NICE Trading Recording (NTR)** compliance-focused product suite addresses these challenges by capturing, storing and retaining all types of communications related to trading.

Multiple Communication Modalities, One Solution

With NTR, you can confidently record all communication channels on one platform: internal or external, inbound or outbound, pre-, during- or post-trade, front-office or back office, fixed or mobile.

NTR also provides for archiving of different types of mobile communications – SMS, MMS, WhatsApp, WeChat and voice calls (from personal and enterprise-owned devices) in a single solution. Capture and manage all of your regulated employee communications in one system and lower your firm's total cost of ownership, while streamlining investigations.

All the Benefits of the Cloud

A scalable, distributed architecture means NTR can easily scale to meet the needs of small branches up to global trading firms, while also adapting to support any type of communication modality. And because mobile capture and assurance is available in the cloud, management of your recording estate is centralized and simplified. You can deploy recording faster and at lower cost.

Seamless and Agile

NTR's mobile call recording is automated for foolproof compliance. There are no buttons for employees to push, and no recording delays.

The agile NTR solution also integrates with virtually every mobile provider (AT&T, Verizon, Vodafone, O2, SingTel, PCCW and more), as well as leading mobile carriers around the world (Truphone, Natterbox, Teleware, Tango Networks and more), giving you freedom of choice and complete compliance assurance.





One Platform for Recording Front-to Back-Office, Plus Mobile Phones



Use Your Current Mobile Operator

NICE has also developed integrations between the NTR platform and local mobile network operators in:

- The United States: AT&T, Verizon
- Canada: TELUS, Bell
- The United Kingdom: Vodafone, O2
- Singapore: SingTel
- Hong Kong: PCCW



Additionally, our local NICE partners can leverage the NTR development kit to address your unique needs through integrations with other local mobile network operators.

Achieve Complete Compliance Assurance

NICE's compliance assurance solution, NICE COMPASS, works in tandem with NTR. By providing powerful compliance assurance recording automation tools, monitoring dashboards and reports, NICE COMPASS helps your firm ensure enterprise-wide record-keeping compliance with MiFID II and other regulations.

NICE COMPASS streamlines compliance assurance processes through automated provisioning, system health checks (real-time recording reconciliation and automated daily recording checks), bulk call extraction, compliance assurance reporting and automated transcription.

NICE Solutions for Financial Services

NICE is a leading compliance and contact center recording solution provider, serving more than 90 percent of the largest financial services organization 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.

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