

The background of the lower half of the page is a blue-tinted image of a businessman in a suit talking on a mobile phone. In the foreground, there are semi-transparent data charts, including a bar chart and a line graph with a red trend line. The overall aesthetic is professional and data-driven.

NTR-X VS. 3RD PARTY RECORDERS

Why NTR-X is the Clear Choice

Choosing a compliance recording platform for your financial services organization is a big decision. In this document we examine the key differences between NTR-X and 3rd Party Recorders and explain why NTR-X is the clear and only choice.

NTR-X: First and Only Fully Integrated, Cloud-ready Next-generation Omnichannel Compliance Recording and Assurance Solution

NTR-X records all regulated employee communications in one platform – traditional, unified, and mobile – to ensure compliance with all key global regulations.

NTR-X's scalable, modular architecture allows firms to lower their total cost of ownership by up to 65% and take control of their data, while providing a future path to cloud migration. As the only global communication recording and compliance assurance solution to offer true centralized global control and oversight, NTR-X reduces regulatory risk and helps firms keep costs in check.

When comparing NTR-X side-by-side with 3rd Party Recorders, it's immediately clear why NTR-X should be your go-to solution for all of your firm's compliance recording and assurance needs.



NTR-X Solution Features

Global Estate Management

NTR-X is a one-stop-shop for managing compliance. With NTR-X, you have one solution for all communication platforms and modalities along with a single, centralized, open solution for managing your entire global recording estate.

Simplified Data Integration

Additionally, NTR-X's available APIs (export, search & replay, provisioning, system health, business data, and integration) enable automation of time-consuming, manual processes and facilitate integration with third party systems and applications.

End-to-End Compliance

As part of NICE's end-to-end, fully integrated Compliance Cloud platform, NTR-X is the only compliance capture solution that bridges communications capture and surveillance by providing a full suite of transcription, analytic and surveillance capabilities.

Challenges with 3rd Party Recorder Solutions

Not Proven

With 3rd Party Recorders, on-prem UC/PBX connectivity is possible. However, this integration has not been proven, nor can it provide more than basic metadata and functionality.

Lacking a Centralized Portal

3rd Party Recorders also offer no centralized solution for compliance adherence, which is cost prohibitive as firms need local IT resources with the know-how to maintain and manage the different applications.

Limited Coverage

Additionally, 3rd Party Recorders focus solely on voice recording and data analysis, and as of now, many solutions only support audio. Messaging, video capture, and screen share may come at some point, but many 3rd Party Recorders have no specific roadmap or date on which these capabilities will be available.

Here is a side-by-side comparison of NTR-X and 3rd Party Recorders based on key capabilities and features.

	NTR-X	3rd Party Recorders	
Recording	Serving Enterprise Customers		
	Back-office focus		
	Voice recording		
	Chat recording		
	Screen Recording		
	Video recording		
	Record on-demand		
	Selective recording		
Cloud	Cloud Support	Agnostic	AWS Only
	Hybrid modes (on-prem storage)		
	SaaS offering		
Portfolio	Compliance solutions		
	Analytics		

Security

NICE has extensive cloud expertise, with \$1B+ in cloud-related revenue, alone. Our NTR-X solution is deployed in a customer-dedicated, secure Azure Cloud. With a cloud business of this immense size, customers in the financial services sector have come to trust NTR-X and the security our cloud-based solutions provide. NTR-X offers enterprise-class encryption, modern authentication (open ID connect), and bank-grade security to ensure your firm's data is safe.

For added security, NICE's NTR-X solution does not allow for direct Internet access. It is only accessible via customer-defined Classless Inter-domain routing. Access is strictly controlled by the NICE Security Operations team and monitored for security threats. In addition, NTR-X is also backed by industry-leading certifications such as SOC2 and ISO27001.

NTR-X is a single-tenant offering, meaning each customer has his or her own independent database and instance of the software. This ensures that your data will never get into the hands of someone outside of your organization.

3rd Party Recorders, on the other hand, are architected as multi-tenant solutions, which means your firm would share its infrastructure with other customers. While this means 3rd Party Recorders can offer their solutions at a slightly cheaper price, it also means that your firm's data is much less secure because you are sharing the cloud infrastructure with other firms, potentially even competitors.

Company State & Stability

NICE is the clear market leader for Compliance Capture and Assurance, serving millions of active-named users and having a 2020 operating revenue of \$1.650M and a 2020 net profit of \$200M. With a market cap of \$17.5 B, 7,000 employees, and a plan for continued growth, NICE is always investing in new acquisitions, R&D and innovation.

NICE Stability & Size	
Market Cap	\$17.5 B
# Employees	~7000
2020 Operating Revenue	\$1.650 M
Active Named Users	> 1 M
2020 Net Profit	~\$200 M

Regulatory Assurance

NTR-X provides integrated compliance assurance and capture in a single platform. It reduces compliance risk and saves time by automating processes around compliance assurance, and reporting and responding to regulators.

With NTR-X's automated recording checks and real-time reconciliation, you can ensure and prove that all trade conversations are being captured and retained as required by global regulations. Additionally, NTR-X's automated bulk call extraction capability enables you to quickly identify, locate and download complete conversations (1 million+ calls per day) for audits, investigations, trade reconstructions and business intelligence.

The first and only all-in-one communication recording and compliance assurance solution for complete lifecycle management of data, NTR-X was purpose built to serve the compliance recording and assurance needs of financial services organizations. NTR-X is trusted by 80% of financial services customers globally and is the clear choice for assuring complete regulatory compliance.



In contrast, many 3rd Party Recorders were originally designed for call centers, where only a small number of conversations need to be recorded. As a compliance recording market leader, NICE designs its solutions to meet the rigorous needs of the financial services regulatory landscape. Our NTR-X solution is designed to capture 100% of employee communications, 100% of the time.

What this means for you is with NTR-X, you can confidently comply with all regulations while reducing compliance costs through automation.

Architecture

NTR-X is cloud agnostic, starting with Azure native support, and is built on a modular microservice architecture which provides a foundation for your firm to scale its recording and compliance assurance capabilities quickly, cost effectively, and efficiently in the cloud.

You can deploy NTR-X in any configuration – as an on-premise, a hybrid on-premise, private cloud, or a pure cloud solution (recording and compliance assurance as an NTR-X service) for added versatility and lower TCO. NTR-X also offers 2N capture throughout the recording flow to ensure highly resilient 99.999% recording availability.

Many 3rd Party Recorders have no private cloud option – if there is a hybrid option, it is usually for storage of voice recordings only and comes at a high cost. Because of this, firms have very limited ability to scale up their compliance recording in the cloud.

Partner Relationships

NTR-X from NICE was the first vendor to achieve Microsoft Teams Certification for Unified Communications Recording, enabling digital transformation of financial services organizations.



In addition to this certification, NICE has become a valued partner of Microsoft, having been selected as the financial services finalist in the 2021 Microsoft Partner of the Year Award Program. NICE was chosen from among a global field of 4,400 top Microsoft partners for its innovation and excellence in delivering digital transformation solutions for financial services firms based on Microsoft technology.

Having this strong relationship with Microsoft, NICE can listen to customer's requests and develop a solution together with Microsoft to constantly meet the market's needs.



Learn More

If you're evaluating compliance recording solutions and want to learn more, or simply have questions, please reach out to us. We're here to help.

We also invite you to click on the links below for additional resources.

[NTR-X - Brochure >>](#)

[Cloud Compliance Recording >>](#)

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