Voice Recording Assurance Services

IPC

Call Match and Recording Check services are part of your comprehensive, proactive compliance oversight

Solution sheet

Regulations Keep Your Compliance Officers Awake and Your IT Department Busy

With the increasing pressure of financial regulations, financial markets participants require ongoing assurance about the global efficacy of their voice recording ecosystems.

These business requirements necessitate the continuous management of operational activities and risks. Inherent in achieving this additional regulatory compliance for the enterprise is shorter investigation response times and greater expectations concerning proactive disclosure of any issues discovered.

IPC assists customers in managing operational risks more effectively by offering applications for Compliance Officers and IT Managers, with a proactive approach to monitoring critical interactions and preventing major issues.

Is your firm concerned about the efficacy of its voice recording ecosystem? IPC offers two innovative solutions as part of Voice Recording Assurance Services – **Call Match and Recording Check.** Both solutions add efficiency and ease to your recording operations. Take a look at how we can help.

Call Match and Recording Check Services

Call Match and Recording Check services help IT managers of financial companies be proactive in their management of issues affecting voice recording ecosystems.

Audit Recording Ecosytem Efficacy with Call Match Service
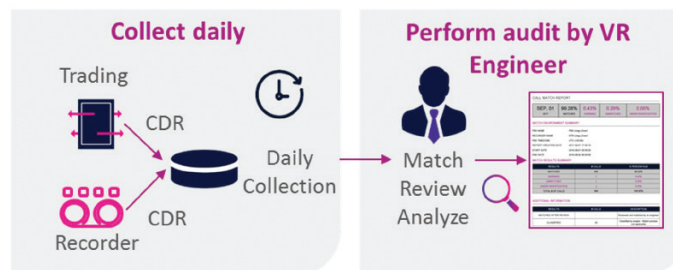

Report availability

Call Match delivers a standard report that shows key metrics of recording ecosystem efficacy and provides details of calls that can be checked manually or investigated subsequently. The reports are made available via email or an electronic document management system.

Service highlights:

- Call detail files are collected from Unigy systems and metadata from recording systems
- Call Match engine reconciles telephone calls with the recording metadata
- A VR Engineer reviews, acknowledges, and comments on unmatched calls and truncated or orphan records
- A generated PDF report summarizes information and details on unmatched calls

Focus on Problem Solving, Let Recording Check Do Repetitive Tasks

- Check your telephony and recording estate end-to-end every day before the market opens or after an operation, setting Recording Check to run on your desired schedule
- Provide daily controls and oversight for Compliance purposes
- Focus your engineers on solving problems if and when they arise from reports rather than on checking on system runs themselves

Run checks before market opens or after an operation

Recorder

Review report, fix by engineer, if needed

RECORDING CHECK REPORT
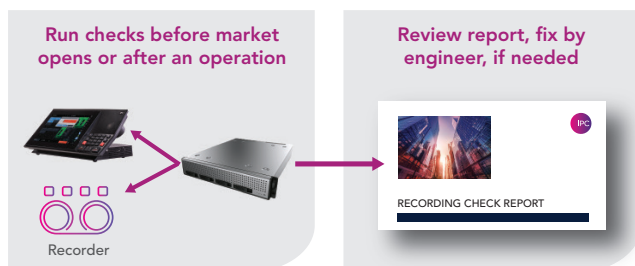
Scheduled automated checks - even for large configurations

The Recording Check service can save you time by automating the process of testing each recorded channel, and by enabling even large enterprise configurations to be tested regularly. For example, 500 turrets with 2,000 recording channels can typically be checked within just 2 hours.

Service highlights:

Recording Check triggers an automated check process that:

- Sends an audio test signal from all or a representative selection of turrets and other lines
- Verifies whether the audio test signal was recorded
- Confirms the audio test signal was recorded to the appropriate channel

On-demand capabilities enable timely service checks, for example, after a system update or outage.

- Engineer select site and turrets to be checked, e.g., one trader or one desk
- Selected run helps protect your trading environment by avoiding a recording check run during trading hours
- A generated PDF report summarizes information and details on any failed test recordings

Proactive Compliance Assurance

Call Match is a one-time audit service that reconciles call records with the recording metadata. Review the generated PDF report for summary information and a detailed list of the unmatched calls and truncated recordings. Reconciliation helps detect potential problems such as users or communications not recorded, missing call records (e.g., for specific call flows, speakers), recording configuration issues, and time synchronization issues. You can also run **Call Match** on a predetermined regular schedule, to quickly notify the IT Manager of a potential defect and trigger appropriate actions to resolve the problem. Moreover, your firm will know exactly which calls have been affected by an incident and can send that information to a regulatory body if required.

Call Match and Recording Check form part of IPC's Voice Recording Assurance Services portfolio, designed to assure reliability across an enterprise's voice recording ecosystem.

Recording Check generates test **calls to check** whether the audio streams of recorded channels from communications systems are properly recorded. Review the generated PDF report for summary information and a detailed list of any failed recordings.

You can run **Recording Check** on a weekly, monthly, or on-demand basis. Once a test is completed, a report notifies the IT Manager of potential defects and you can take appropriate actions to resolve the problem.

Contact us to get more information on our Voice Recording Assurance Services portfolio.
Email: info@ipc.com | www.ipc.com

About IPC

IPC is a technology and service leader that powers financial markets globally. We help clients anticipate change and solve problems, setting the standard with industry expertise, exceptional service and comprehensive technology. With customers first and always, we collaborate with each to understand their individual needs to help make them secure, productive and compliant within our connected community. Through service excellence, long-developed expertise and a focus on innovation and community, we provide agile and efficient ways for our customers to accelerate their ability to adapt to the ever–changing requirements for advanced data networks, compliance and collaboration with all counter-parties across the financial markets.

www.ipc.com

Contact Us

Americas
T +1.201.253.2000

EMEA
T +44.(0)20.7979.7200

Asia Pacific
T +852.2899.8088

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