



Wordwatch

Consolidate Voice Data Into One Portal



We helped one large bank purge over 40% of their recordings after consolidating 12 sites reducing risk held by the bank.

Consolidate your legacy and live voice recording data onto one platform

Introduction

The failure to manage risk appropriately has been extremely costly for financial institutions and the complexity around compliance continues to grow. Regulators are demanding more; they want controls in place for safeguarding against misconduct and rapidly evolving technology is becoming an integral part of surveillance solutions.

So, armed with solutions around access to data and the integrity of that data, Business Systems are partnering with our customers to ensure their operating models have robust processes in place to define a suitable surveillance strategy.

So how do we do this?

Using our years of expertise in the Voice Recording market we have developed Wordwatch, a unique technology portal that draws call recordings from multiple systems and multiple vendors whether they are live or legacy into one place, ready to be delivered to voice surveillance platforms, transcription tools and analytics platforms.

Are you facing any of the following challenges?

- Your data is in separate silos, removing your ability to create a holistic view of your live and legacy voice data and to understand the complete picture of the risk you are carrying
- You need your compliance teams to be able to self-serve instead of relying on IT to support them
- You want open access to all your voice data through APIs to feed integrated analytics and monitoring, allowing you to fully realise the investments you have already made
- You need to keep your core data in its original format to ensure the integrity is not diminished, while managing end-of-life voice systems (software & OS) that you need to decommission
- Channels are evolving such as email, SMS, Skype etc. meaning capturing and managing interactions has become more complex and you are finding it challenging to integrate these channels
- You are unable to perform bulk-extracts from your legacy and live voice systems to support legal and other investigative work
- A growing infrastructure means growing costs, and you are looking for ways to streamline it



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So how can Wordwatch solve these challenges?

Managing Separate silos of data

Managing call recording technology, upgrades, end of life, legacy systems and even the introduction of new systems has created convoluted silos of data which are becoming impracticable to control and manage. Wordwatch offers a ‘federated’ solution from the discordant data silos to offer data consistency, management control and auditability access across the board.

Self Service

An intuitive user interface/presentation layer gives your users the ability to search for calls efficiently and effectively. Instead of relying on IT teams to sift through mountains of information to find specific files relating to urgent cases, your Surveillance team can now easily search by recorder, site, user, time, date and all available metadata, whether the data is live or legacy.

Integrity of Data

In Wordwatch, recordings are kept in their original format ensuring their integrity and validity. The ability to ingest, replay, manage, extract and report on calls from live and legacy systems while retaining all data in its original format and file structure allows financial organisations to de-commission aging voice recorders and mitigate against risk while extracting value from the recordings themselves.

Evolving Channels

Wordwatch addresses the proliferation of multiple new channels and voice recording platforms, for example conversations taking place in Teams, Skype, Unigy etc. As well as incorporating all legacy calls, Wordwatch can perform a full on-going ingest of all live calls across all new interaction platforms into one central interface, ready to be replayed and extracted to your chosen application.

Bulk Extract

Wordwatch gives organisations the ability to extract all voice recordings in bulk regardless of the underlying voice recording system or location and delivers those files to the required business application, for example a transcription tool. Using open APIs, organisations can future proof if and when they change their applications. Wordwatch can easily extract data into these new applications with no detriment to the underlying infrastructure.

Managing Infrastructure

With several generations of call recording technology, upgrades, end of life systems and new systems, voice infrastructure is becoming complex and costly to manage. By deploying Wordwatch, this mixed bag of call recording platforms can be brought together into one single point of access, providing significant savings with the removal of legacy systems, a lower server footprint and provides the ultimate safety net for compliance.

Figure 1

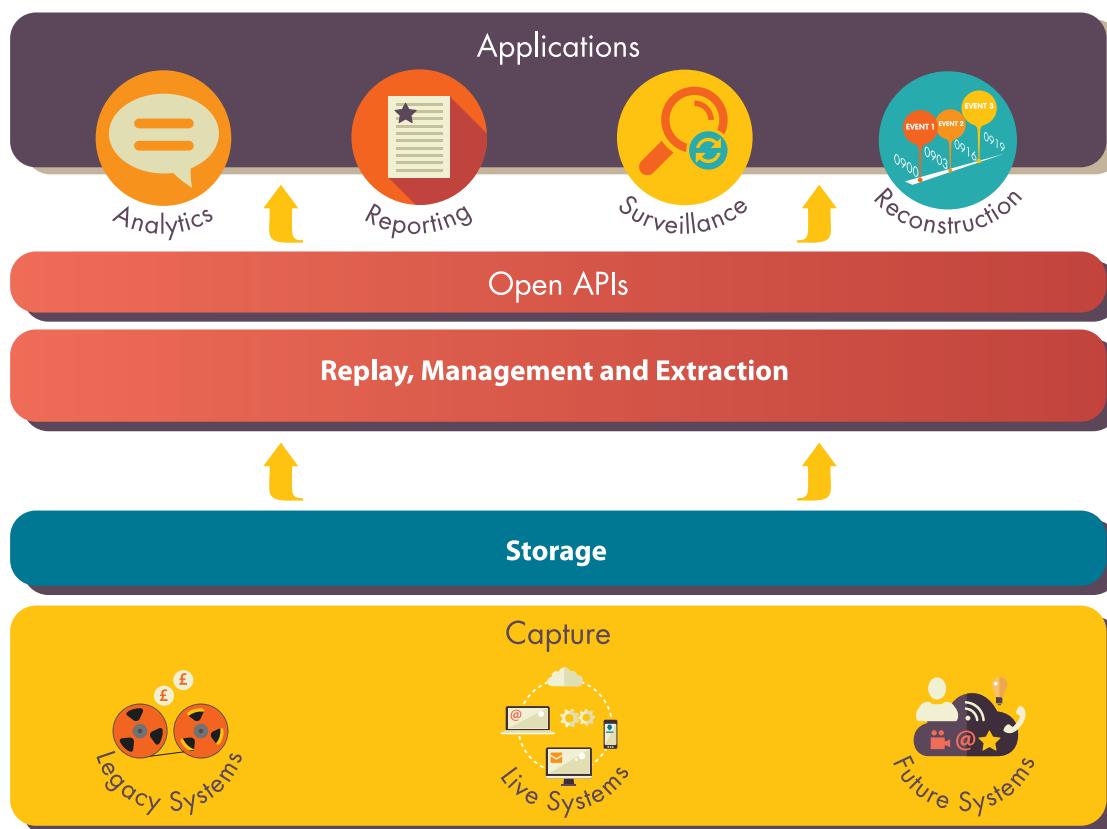


Figure 1 – Wordwatch will sit on top of any voice CAPTURE systems whether live and/or legacy and even gives you the ability to add future systems as and when you need them. The data will then be STORED in your existing location or a new on-premise/ cloud location. Then using Wordwatch you will be able to access, REPLAY and MANAGE all your data in one single portal and with the use of our open APIs you can EXTRACT data into required applications such as a Surveillance platform, transcription tools, trade Reconstruction tools, analytics etc.



About Business Systems (UK) Ltd

As an Enterprise Communications Solutions provider, we partner with our financial services customers to solve their workforce optimisation, compliance and productivity challenges.

With over 30 years' experience, we started trading when we recognised a need in the market for call recording in the finance sector to help resolve trading disputes, since then the business has evolved globally, so we can continue to build sustainable growth for our customers in the future.

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We helped a large investment bank record interactions and access them from one central point for over a thousand users daily from turrets, landlines, mobiles, skype and legacy & live voice recorders simplifying the surveillance oversight process.

We helped a large bank manage retention periods, reduce end-of-life support costs, move away from legacy hardware and operating systems and provide the ability for their compliance team to self serve streamlining their architecture while helping them future proof against future changes.