recordia

The Solution for Financial Services
Automated Compliance and Risk Prevention

Financial institutions are some of the most risk-averse and regulated entities in the world. Many countries have tightened financial services regulations and compliance obligations with regard to the storage and management of sensitive data.

Recordia® makes it possible to turn regulatory compliance into timeliness.

> Records and tracks all interactions, regardless of the medium used: landline, mobile, email, chat, videoconferencing or screen sharing.

Recordia® is a software platform that enables secure recording and safekeeping of interactions to comply with regulatory requirements. Our solution incorporates AI analytics and integrates seamlessly with virtually all major telephony systems and UCaaS platforms to turn your recording data into business intelligence.

Recordia® Intelligent Compliance

Capture all omnichannel interactions, including all those executed in Microsoft Teams or Webex (audio, video, screen sharing, or chats).

Integrated yet fully customizable policies to comply with all financial regulatory requirements, such as MiFID II.

Automated detection of sensitive data for the protection of confidential information, such as credit card data.

Automated call categorization for compliance control on the interactions that need it.

Automatic alerts in case of compliance violations.

Customizable dashboards that provide reports on critical KPIs.

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Custody & Storage

Analyze y Categorize

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We record and analyze data to detect critical compliance issues.

Cloud recording of omnichannel interactions

- Record all interactions in a legal way and with the custody period you need to comply with the most demanding regulations such as MIFID II.

- Store the consent of your customers regarding the processing of personal data.

- Prevent data breaches by maintaining fully encrypted recordings end-to-end using 256-bit AES encryption with rotation policies, even at rest.

- Centralize and securely manage all your recordings from a single platform with Recordia®.

- Control access to recordings through two-factor authentication.

- Retrieve interactions at any time in case of audit or consultation, or if their modification or deletion is required by users.

Intelligent analysis to ensure compliance

Customers provide companies with valuable information through multiple channels. More and more companies are recording calls not only to ensure regulatory-mandated logging but to measure and detect other issues in their business through intelligent analysis of those recordings.

Recordia® analyzes all communications completely to comply with legal guidelines and avoid severe fines and penalties.

- Fraud prevention and risk control.

- Detection of issues that indicate the existence of a compliance risk.

- Categorization of calls by topic to guarantee the fulfillment of those that need it.

- Detection of non-compliance requirements and specifications.

- Identification of conversations that do not comply with regulations.

- Identification of conversations that include fraudulent incidents.

- Automatic alerts of compliance violations.

PCI Compliance

Financial institutions handle sensitive data with bank cards, and their recordings must ensure that this data remains safe and secure.

Recordia® has an automated PCI data anonymization solution that provides the necessary security for sensitive credit card data to comply with PCI standards in its recordings and transcriptions to prevent fraud and data theft.

PHASE 1
Voice recognition and audio transcription.

PHASE 2
Search for PCI data in the transcript.

PHASE 3
Anonymization of PCI data in audio and transcription.

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