NTR-X

The Next Generation of
Communication Recording
and Compliance Assurance

NICE

The world around you is changing fast

Across your global enterprise, regulated employees are adopting new ways of communicating, beyond turrets and desktop phones. They're now using mobile phones, instant messaging apps, and unified communications platforms that combine voice, video, text, screen sharing, and chat. Due to social distancing measures, more traders, advisors, and support staff are also working from home offices and other remote sites. In this dynamic environment, recording all regulated employee communications and assuring compliance across the global enterprise is getting more complicated every day.

Against a backdrop of increasingly stringent and granular regulations, these added complexities are also driving up costs, widening compliance gaps, and putting firms at greater risk for fines and reputational damage.

Is your legacy technology falling short? It's time to step up to the next generation of Trading Communications Recording and Compliance Assurance from NICE: NTR-X

Introducing NTR-X

Simplified Compliance
for a Complex World

As everything around you is becoming more complex, NICE has developed a one-of-a-kind next-generation solution to simplify compliance: NTR-X.

NTR-X is the world's first and only fully-integrated, cloud-ready next-generation omnichannel compliance recording and assurance solution. Record all of your regulated employee communications – traditional, unified, mobile – and ensure compliance with all global regulations.

NTR-X's scalable, modular architecture will also significantly lower your total cost of ownership (TCO), and help you take control of your data, while providing a future path to cloud migration.

Complete Coverage with Omnichannel Recording and Proven Integrations

In the past, if you wanted to record different communication modalities – for example, turrets, mobile phones, unified communications – you'd need a separate recorder for each one. This greatly expanded server footprint, and added costs and operational complexities. Or worse, if the vendor lacked integrations to specific systems, you'd be left with coverage gaps.

NTR-X's omnichannel recording gives you the flexibility to capture multiple communications modalities in a single recording platform, **substantially lowering your server footprint and associated costs by up to 65 percent**.

And our proven, certified integrations to leading turrets, mobile phone providers and unified communications platforms mean you can record one hundred percent of your regulated employee communications to meet all of your global regulatory obligations.

Omnichannel recording is especially important in today's work environments with the growing popularity of unified communications (including Microsoft Teams and Cisco WebEx Teams) and more regulated employees now working from remote locations.

In addition to providing more recording capacity, NTR-X's omnichannel recording ensures no recording resources are wasted. You get instant, cost-efficient scalability, with the ability to add new communication modalities as they come into use.
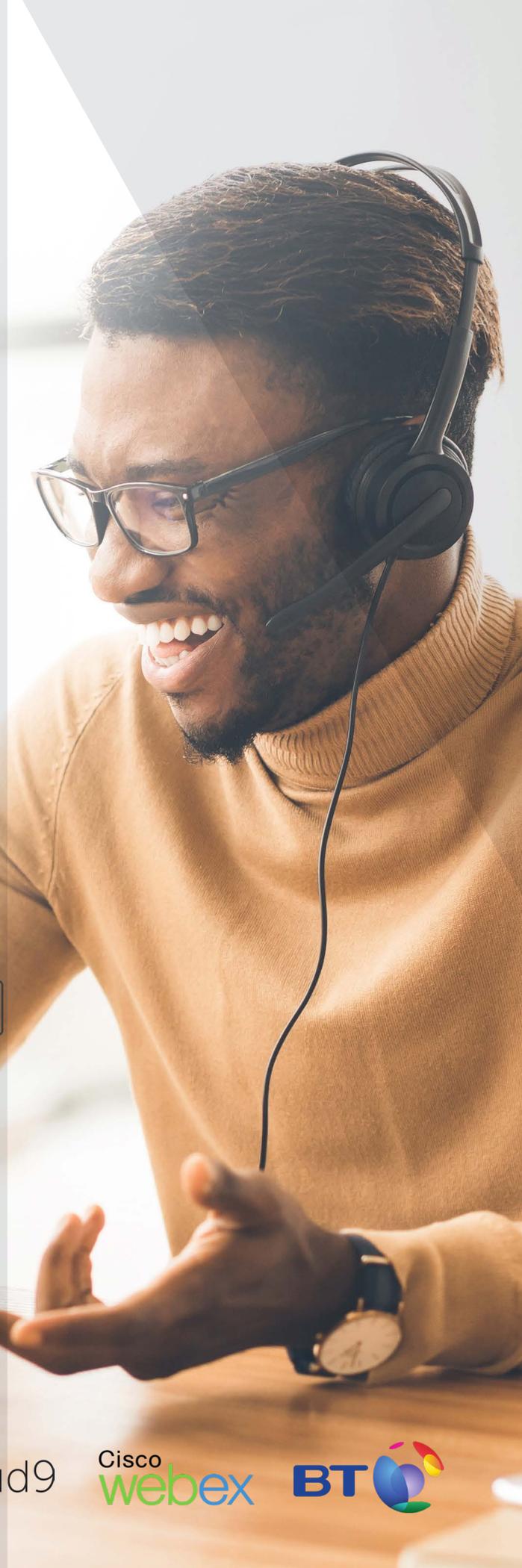
Single, Centralized Solution for Managing Your Entire Global Recording Estate

As financial and energy services firms expand their global footprint, they're looking for compliance solutions that can be deployed anywhere and everywhere, but managed from a central vantagepoint.

The problem is – most recording and compliance solutions are designed to be deployed and managed regionally. This can be cost prohibitive because you need local IT resources with the know-how to maintain and manage the applications.

As the only global communication recording and compliance assurance solution to offer **true centralized global control and oversight**, NTR-X removes this hurdle to reduce your regulatory risk and help you keep costs in check.

For example, through a centralized deployment tool, with the click of a button, an IT professional at your central office location can deploy an upgrade or security patch to recorder resources across all of your global locations.

If your firm has deployed recording systems in far-flung locations across multiple countries, you know that user maintenance can be an even bigger headache. Remote administrators need to log on to each recorder separately to perform moves, adds and changes – which can be extremely time consuming and prone to error.

To address these challenges, NTR-X offers a centralized user administration capability with the ability to make moves, adds or changes for all users and all connected recording systems, from one centralized location.

NTR-X also makes it easier for firms to comply with increasingly complex retention requirements dictated by various regional regulations. A centralized web-based portal allows you to configure retention periods for different trading desks, lines of business, and regulated user groups (to align with specific global and/or regional regulations).
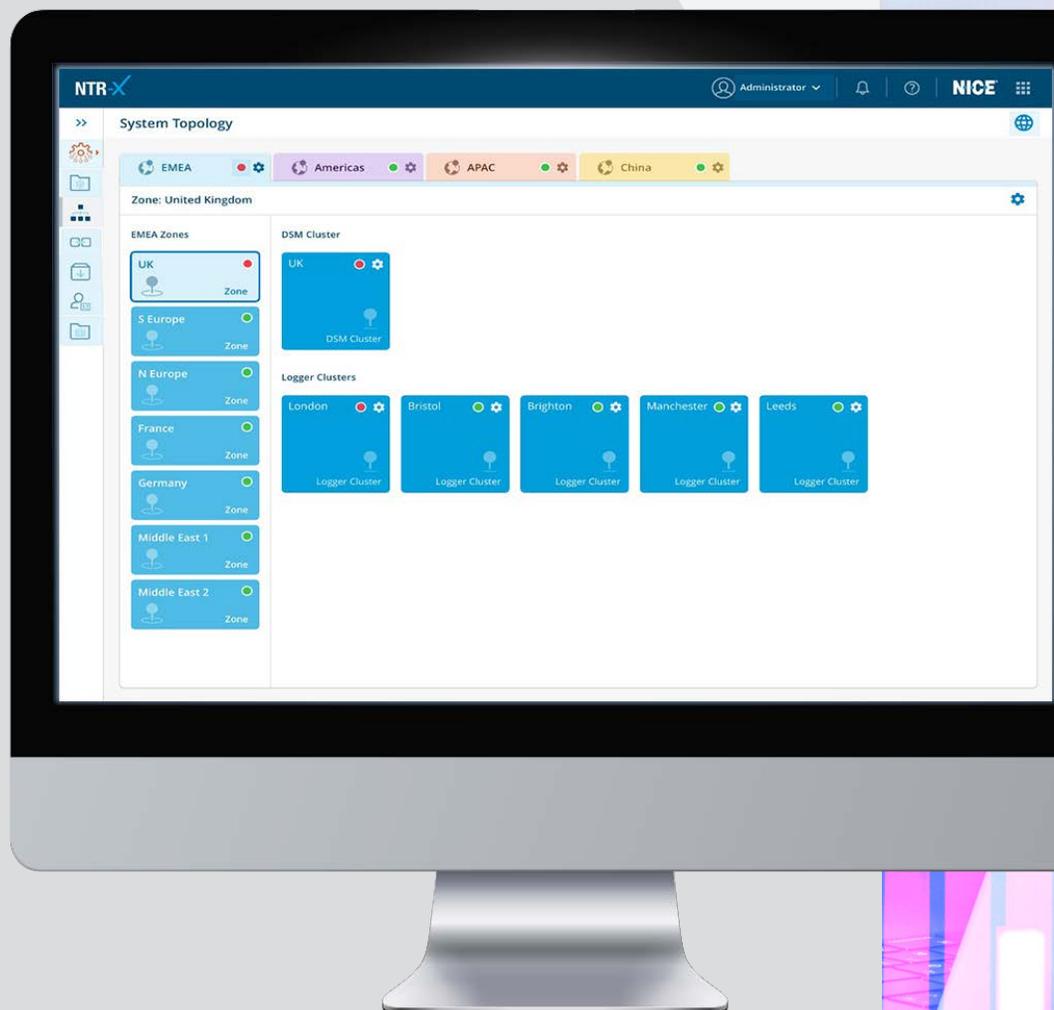
Integrated Recording and Compliance Assurance for Complete Lifecycle Management of Data

Financial and energy firms are drowning under the weight of expanding regulations that require them to record more conversations, for more users, across more modalities, and adhere to strict timetables for responding to regulator requests, while also providing proof of compliance. Relying on manual processes and home grown solutions to navigate this maze of compliance challenges can introduce risk and drive up compliance costs.

For example, recording verification typically involves 'walking the floor' at the start of each trading day, to verify that all endpoints are connected and recording. And complex regulatory investigations can be a long, tedious process, requiring compliance analysts to jump through hoops to find and extract large volumes of calls. Then there are additional costs and delays when recordings need to be sent to an outside company for transcription.

The first and only all-in-one communication recording and compliance assurance solution for **complete lifecycle management of data**, NTR-X reduces compliance risk and saves time by automating processes around compliance assurance and reporting, and responding to regulatory requests. Additionally, all global recording and compliance assurance functions can be centrally managed through one interface.

With NTR-X your firm can confidently comply with all regulations, while also reducing compliance costs through automation. For example, NTR-X automates many previously manual processes, including:

Recording Checks and Reconciliation
to verify that recording is available for every configured endpoint. With real-time recording reconciliation, NTR-X even checks for missing or partially recorded calls. If discrepancies are found, stakeholders are automatically notified so they can immediately troubleshoot underlying issues, and proactively notify regulators.

Provisioning
so you can centrally manage moves, adds and changes, and ensure compliant recording and retention for all regulated users across the enterprise. An expanded API enables NTR-X to automatically synchronize with your golden-source systems for up-to-date information, eliminating errors typically associated with manual data entry.
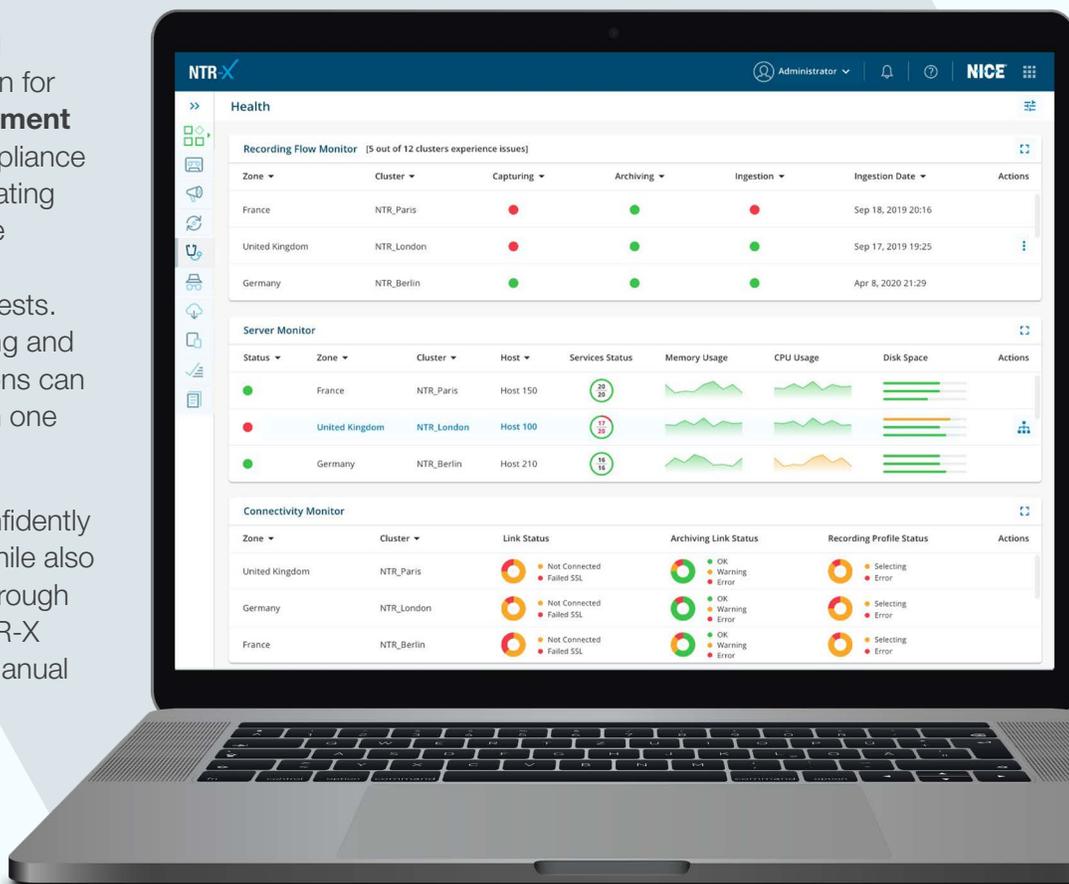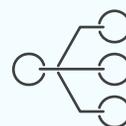
Transcription and Bulk Extraction to accelerate investigation turnaround times and improve responsiveness to regulators. Automate costly and time-consuming manual processes around retrieving, downloading and transcribing trade communications. With NTR-X's bulk extraction tools and highly accurate, cloud-based transcription service, you can download and transcribe over a million recordings a day. There's no waiting to send audio recordings out to an external company for manual transcription, and no waiting days to get transcripts back. NTR-X's speech recognition engine can transcribe audio in over 40 different languages, and returns highly accurate results regardless of audio quality, speaker accents, dialects, slang and non-standard grammatical patterns.

Compliance Assurance Reporting to provide evidence of compliance to internal stakeholders and regulators, while saving time, ensuring compliance and reducing the risk of fines. Track and manage legal holds, and confidently audit and document trade communications recording compliance while also providing evidence to regulators that all regulated users' trade communications are being properly recorded, archived and retained. All information is available through a browser-based dashboard, giving compliance managers complete insight across the global enterprise.
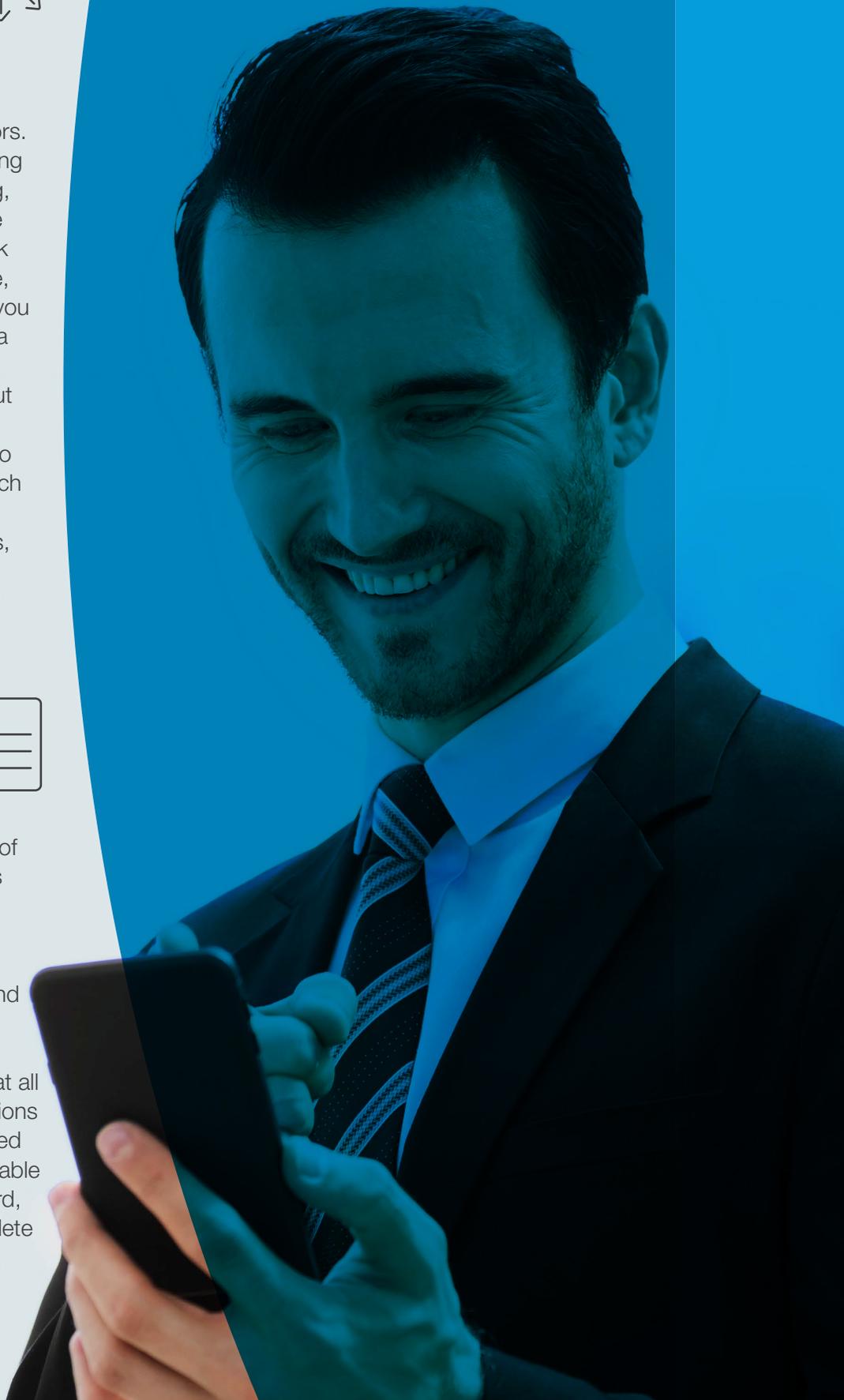
Cloud-Ready, Microservice Architecture

NTR-X is built on a modular microservice architecture which provides a solid foundation for firms to scale their recording and compliance assurance capabilities quickly, cost effectively, and **efficiently in the cloud**.

Firms 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.

With NTR-X, firms have the flexibility to migrate to cloud at their own pace, as their unique needs dictate.

Modern Database Approach: Take Control of Your Data

NTR-X's modern, flexible database approach gives you **control of your data**.

Data storage can be expensive, but with NTR-X you don't need to double up. Instead of using a dedicated, mandated storage device, now you can leverage excess storage you already have to store your firm's captured interactions and metadata, secure that data with your own encryption keys, and manage it more efficiently.

As the gatekeeper of your own data, you can also use NTR-X's open APIs to make that data accessible to others in your organization who can extract intelligence from it.

NTR-X's open APIs also provide the flexibility for NTR-X to connect to other upstream applications (for example, new communications platforms) or downstream applications (for example, analytics platforms or external case management solutions) for real-time alerting and actionable intelligence.

The Benefits of using NTR-X

- **Seamless upgrade path** from NTR (NICE Trading Recording) to NTR-X for current NICE customers

- **Centralized global approach** ensures regulatory compliance, reduces TCO

- **Compliance recording and assurance** in one platform

- **Automates and streamlines** compliance assurance

- **Remote workforce ready** – records all communication modalities

- **Market proven integrations** to leading turrets, desktop phone systems, mobile phones, and unified communications platforms

- **Multi-flavored logger** for all communication modalities

- **Open API's** for integrating to downstream and upstream applications

- **Cloud-ready** – migrate at your own pace

- **Reduces server footprint** by up to 65 percent, and all associated costs

- **Simplifies deployment**, maintenance and upgrades

- **Standards-based security** – open, yet secure; use your own encryption keys

- **Modern database approach** lets firms take control of data

Are you ready to step into the future?

Take the first step with NTR-X. Learn more at **nice.com/NTR-X**

About NICE

NICE (NASDAQ: NICE) is the worldwide leader of soft¬ware solutions that deliver strategic insights by captur¬ing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer ex¬perience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

www.nice.com

NICE Compliance Solutions for Financial Services

The NICE Compliance Solutions are 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.

www.nice.com/compliance

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