

Manage Risk Maximise Value

Simplify communications compliance
and unlock the full potential of your
interaction data.





5 Billion & Growing

Audio files supported
& managed by
Wordwatch



90%

Server reduction by
aggregating 10 Recording
Systems into a single
Wordwatch Server



166x Import

< 2 days **Wordwatch**
> 200 days **Competition**

Time to ingest through API for
50 Million Interactions

75+

Recording Systems
aggregated into
Wordwatch for a
single Tier 1 bank

87%

Reduction in storage
capacity. **Wordwatch**
maintains original
media format from the
Recording System

< 400k

Quantity of audio files
competitor
tools extract daily

Non-scalable and open
to delays by design



Server 2008



Server 2012



Best Quality Assured for Transcription

Wordwatch does not
degrade media quality
to feed transcription
systems

> 12m

Quantity of audio files
Wordwatch extract daily

62x Faster

Fully-scalable and avoid
delays by design

The Wordwatch Solution

If you operate in a highly regulated industry, the stronger your requirement is for managing record keeping effectively:

- **Banking**
- **Contact Centre**
- **Financial Services**
- **Insurance**
- **Trading Floor**

Optimising record-keeping practices within highly regulated business sectors is paramount. By implementing robust record-keeping protocols, you not only ensure adherence to regulations but also streamline audits, mitigate risks, and enhance decision-making processes.

Investing in effective record management systems and supporting procedures is essential to navigate the complexities of regulatory obligations and maintain reputational integrity.

Wordwatch is engineered to streamline highly regulated organisations' approach to managing, accessing, and extracting value from interaction recordings. It transcends the limitations of disparate systems and vendors, seamlessly integrating live and historic recordings, to provide unparalleled control and insight into all interaction data. Empowering informed decision making and driving meaningful outcomes.

- **Voice Recordings**
- **Email**
- **Instant Messages**
- **SMS**

Compliance Empowerment

In today's regulatory landscape, effective compliance management is critical.

In an era marked by increased regulations, heightened data scrutiny, penalties for data mismanagement, and growing requirements for analysis of organisational data, leveraging innovative technology is vital.

Wordwatch offers native support for recorded media, ensuring authenticity, reliability, and accessibility of all your live or historic call and interaction recordings.

Wordwatch removes the complex challenges associated with managing legacy systems, providing a 'single pane of glass' view of your interaction data.

Key Features:

- **Native support for recorded media types**
- **Ability to verify authenticity of original recordings, for compliance**
- **Fast bulk ingest and scalable search capabilities**
- **Secure data access and management**
- **Flexible deployment options: Full Cloud, Full On-Premise, or Hybrid**

Why Choose Wordwatch?

Streamline Architecture:

Simplify your voice and interaction recording landscape, reduce complexity and wasted costs resulting from system mergers and upgrades.



Data Export:

Definable rapid export options provide small scale, simple playback and metadata, through to extensive bulk exports in original formats for verifiable authenticity.



Holistic View:

Consolidate separate silos of interaction data from multiple systems into a single user interface to enhance control and auditability, streamline access, and simplify compliance management assurance.



Manage Compliance:

Comprehensive data management controls help meet local jurisdiction requirements to safeguard global regulatory compliance adherence, manage breach risks, and enforce necessary ethical walls.



Scalable Searches at Speed:

Rapidly locate and retrieve specific recordings amongst up to 10 billion records, with search results returned in a matter of seconds to ensure optimum efficiency and productivity.



Cost Savings:

Decommission legacy systems to streamline infrastructure and reduce operational costs. Eliminate maintenance expenses associated with outdated recording platforms, simplify IT management, lower energy consumption, and free up valuable resource.



Avoid Over-Retention:

Create rules so recordings are automatically removed once the regulatory retention date has passed, to reduce risk of over-retention.



Lower Server Footprint:

Optimise server resources with cloud deployment and modernisation.





Flexibility:

Seamlessly transition to cloud data storage when needed, or operate via a hybrid arrangement, to suit your requirements.



Data Integrity:

Preserve original recording formats with a verified Chain-of-Custody to mitigate risks associated with tampering or unauthorised access and demonstrate the authenticity and reliability of data. Provides a verified Chain-of-Custody protocol that safeguards against data manipulation, bolsters trust with stakeholders and regulatory bodies to protect against potential liabilities and reputational damage.



Meta Data Enrichment:

Access, replay and manage all data in one single portal, with the ability to search billions of recordings using meta data such as Date, Time, Username and Recorder ID. Also enrich meta data through accurate transcription, translation, biometric identification and AI.



Self-Service:

Empower Compliance Teams with the tools and capabilities to independently access and retrieve records, streamlining their workflow, enhancing efficiency, and reducing reliance on IT or administrative support. Enabling them to respond promptly to compliance inquiries.



External Applications:

Full API offers additional capabilities, including central data management, compliance workflows, authentication and authorisation, insights, audits, data enrichment, transcription orchestration, comms surveillance, and biometric ID for group call recordings.



Unlock Value:

Monetise a single customer view by leveraging voice and interaction data insights.



Future-Proof:

Stay ahead with Wordwatch's adaptability to future capture systems and applications.

Experience the Power of Wordwatch

Join leading organisations worldwide in managing risk, unifying records and maximising the value of your interaction data with Wordwatch.

Contact us today to schedule a demo and discover how Wordwatch can simplify your communications compliance management and unlock new opportunities for your business.

Wordwatch

- A Trusted Voice Partner for over 35-Years
- Cyber Essentials Certified
- ISO2001 Accredited



wordwatch

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