

Communication Surveillance

A proactive approach to trading compliance



TAKE COMPLIANCE CONTROL

The challenges of trading compliance are further complicated by new regulation and new methods of communication. The Traders use many new methods of communication; not just the traditional phone, but also mobile phones, email, instant messaging and social media. How do you ensure that you are monitoring all communication channels effectively?

Communication Surveillance from NICE provides the ability to take complete control over your Trading Floor communications, and pro actively detect breaches of compliance rules or fraud. It also provides analysis and reports on new and emerging risks by creating management overviews and highlights trends. By automatically presenting indicators for potential risks, protection against compliance breaching and fraud is optimized, while maximizing ROI.

REGULATORY REQUIREMENTS

Many new regulations have these similar new regulatory requirements:

- All relevant communication must be captured.
- Ability to reconstruct trades as they occurred.
- All communication must be monitored by the same rules.

Communication Surveillance from NICE provides the ability to re-construct trade communications as they happen link them to transactions and enable a search through every type of related interaction including voice, instant messaging, text and email. By pro actively monitoring all communications, you can prove your ability to be in compliance and reduce costs of manual processes and recourses to meet all regulatory requirements.

■ Smart Index

Unified communication index for voice, chat, email and social media. Over 20 different languages supported with advanced linguistics and trained for Trading terminology.

■ Rule Check

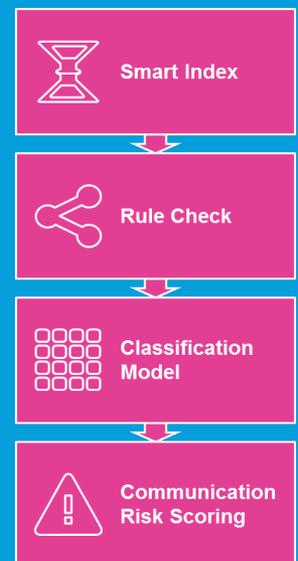
Out-of-the-Box & extendable Dictionary Lexicons with smart search capability including word proximity and meta-data checks, including checks for Wall Crossing.

■ Classification Model

Automatic comparison with prior risk communications and with pattern recognition algorithm. Self-learning capabilities through training sets and user feedback.

■ Communication Risk Scoring

Risk scoring and alerts, user feedback trains the model to reduce false positives.



RISK MANAGEMENT PROGRAM

As part of a risk management program, Communication Surveillance from NICE uses advanced applications to perform cross-channel Interaction Analytics – powerful technology for analyzing speech, emails, chats, and other interaction channels, to automatically analyze the content of interactions and categorise them according to various risk management questions, such as:

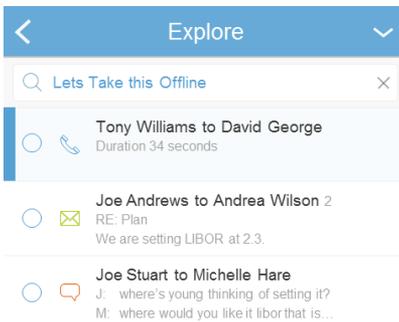
- What was a conversation about?
- Did certain conversation patterns occur?
- What are the trending topics?
- Did the trader comply with all regulations?
- Were corporate policies followed?

Each module of the Communication Surveillance suite provides additional possibilities for a structured risk management process.



EXPLORE

As part of Communication Surveillance, the Explorer module offers an intelligent investigation function that reduces time and manual errors in searching. The search tool is able to offer a single interface to review voice calls, emails, SMS, chats and social media feeds. This is made more powerful by offering a search tool that can actually search for conversations in context to what was discussed as well as offering intelligent logical options when trying to find interactions.



INVESTIGATE

The Investigate module offers the ability to reconstruct all trade communications via the different channels as they happened over time and to correlate transactions and communications to make them searchable “by trade”. The multimedia player shows graphically the interactions synchronized in time, and highlighting the relevant parts. By zooming in on those highlighted details, the communication can be investigated and explored to discover risk potential.



Benefits of a proactive approach

- Maximize protection by monitoring all communication and presenting indicators for potential risks.
- Decrease penalties by implementing an automated risk management solution.
- Reduce costs and exposure resources by empowering compliance officers with automated capabilities.



OBSERVE

The Observe module pro actively monitors all Communications and discovers compliance risks. It can then automatically raise alerts on current non-compliant activities. This module can prove that all communications are actively monitored while having the ability to learn enhanced risk factors.

The Observe module provides a fully interactive Compliance dashboard to discover communications topics and trends that will highlight communications or individuals of possible interest.



Integration with Trade Surveillance from NICE Actimize

Communication Surveillance from NICE is available as a standalone solution or with full integration with the Trade Surveillance solutions from NICE Actimize, to provide a holistic view of all trade-related activities.

The NICE Actimize Trade Surveillance solutions suite is a full-service compliance offering for brokers, asset managers, and clearing firms for firm-level and trader-level monitoring and market surveillance. Deployment options for the solution include an on-premises installation, a hosted solution through cloud technology, or a hybrid deployment combining the two.

The solutions are designed to monitor the full trade life cycle with the ability to analyse relevant news events, coupled with the capability to run trading activity through advanced algorithms to determine suspicious activity. NICE Actimize offers a variety of data-sourcing options; data may be drawn directly from your trading systems, proprietary systems, market data vendors, or via your data warehouses.



ABOUT NICE

NICE Systems (NASDAQ: NICE), is the worldwide leader of intent-based solutions that capture and analyse interactions and transactions, realise intent, and extract and leverage insights to deliver impact in real time. Driven by cross-channel and multi-sensor analytics, NICE solutions enable organisations to improve business performance, increase operational efficiency, prevent financial crime, ensure compliance, and enhance safety and security. NICE serves over 25,000 organisations in the enterprise and security sectors, representing a variety of sizes and industries in more than 150 countries, and including over 80 of the Fortune 100 companies.

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