

Trading Recording

The Advanced Recording
Platform For Compliance

About NICE

NICE (Nasdaq: NICE) is the worldwide leading provider of both cloud and on-premise enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions.

Comprehensive

NICE Trading Recording (NTR) combines trading-floor and back-office recording to create the most comprehensive Compliance focused recording platform. Combining innovative software and industry-standard hardware, NICE Recording solutions empowers trading floors to actively record and monitor interactions, and adhere to global regulatory requirements.

Secure

Fail-safe data storage is a key regulatory requirement. NICE Trading Recording provides the highest level of secure storage, using 256-bit Rijndael AES audio encryption, coupled with MD5 fingerprinting to secure all audio files against unauthorized alteration or editing. Managed retention and litigation hold can be set for all storage media. Call data can be archived to any network storage device and accessed via the browser-based GUI. The system administrator has full control over access to all recorded calls.



Scalable

Flexible, scalable architecture allows IT managers to easily deploy the platform and grow it as recording needs change. The same solution can scale from small branch to centralized multi-data center recording requirements allowing firms to standardize a single platform across their locations reducing complexity, management resource and cost of ownership.

Flexible

To eliminate hardware and software integration issues and meet the strictest IT security policies, NICE Trading Recording features front and back office recording, an open architecture and is designed for standard off-the-shelf hardware and virtualization solutions. Fast, flexible access to recorded data enables firms to rapidly resolve disputes and clarify transactions.

Reliable

For the utmost reliability in capturing all communications, The NICE solutions ensure that there is no single point of failure throughout the capture system. Resiliency solutions protect firms against operational failures that could lead to loss of recording.

Features

Total Recording

- Recording of all input types
- Combine fixed lines & mobile phones
- Real-time monitoring of calls

Optional Selective Call Deletion

- Automatic deletion by retention expiry
- Scheduled deletion for marked calls
- Litigation hold
- Keep call data even if audio is deleted

Flexible Call Search

- Locate calls using any combination of:
Call duration - Marked calls - Date and time - User name - CLI/dialed number - Notes fields - Channel - Call direction - others
- Optional *Smart Search* application:
Search by content, keywords, company- or person-names

Highest Security

- AES Rijndael 256-bit encryption
- MD5 fingerprinting
- Strict user access profiles
- Strong password policies
- Maker/checker profiles
- OS hardening policy

Standard Storage and Archiving

- Supports WORM compliant archives
- EMC Centera, NetApp Snaplock
- Real-time archiving capabilities
- Choice of compression algorithms
- Archive to standard SAN/NAS

Comprehensive Resilience Options

- Complete secondary system stand-by
- N+1 & N+M solutions
- Disaster recovery solutions Playback
- Integrated Replay over LAN via web browser
- Replay by Phone & Turret solutions
- Up to 32 concurrent channel playback
- Variable speed replay
- Loop playback replay of call sections
- Add remarks to call playback
- Easy navigation through calls
- Replay directly from archiving media
- Skip silence (adjustable thresholds)

Scalable

- Mix analog, digital, trunk, and/or VoIP recording, all in one system
- Combine trading floor and back office
- Add optional mobile phone call recording

Easy Deployment

- Install on standard OS builds
- Install on commercial server hardware
- Install in virtualized environments
- Support for 64-bit Windows OS
- Web based GUI
- Remote installation possibilities

Extensive User Administration

- Web-based user administration

- Extensive rights for different users/groups
- Templates for easy set up

Development Options

- MS-Windows API and SDK available for third-party integrators

Replay Authorization

- Optional automated trader replay authorization application (NTRA)

Connectivity

Trading Platforms

BT, IPC, Etrali Trading Solutions, Unify (Siemens) Xpert, Speakerbus, IPTrade

Active VoIP

Avaya, Cisco, Siemens, Alcatel-Lucent, MS-Lync (Skype for Business)

Telecommunication lines

all types, incl. E1, T1, ISDN, PCM, CAS

Analog, Digital and VoIP extensions

all major PBX types

NEW in version NTR 6.6

The latest software release 6.6 of the NICE Trading Recording (NTR) platform adds these new features:

Windows Server 2012R2

Supports the latest MS-Windows Server editions.

Voice Quality Metrics

Automatic alarm when call files are below a set technical voice quality threshold.

Single Sign-On (SSO)

Support of centralized authentication servers so users do not have to actively enter their credentials more than once.