



NTR Fusion

Consolidating all Trading
Recording 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.

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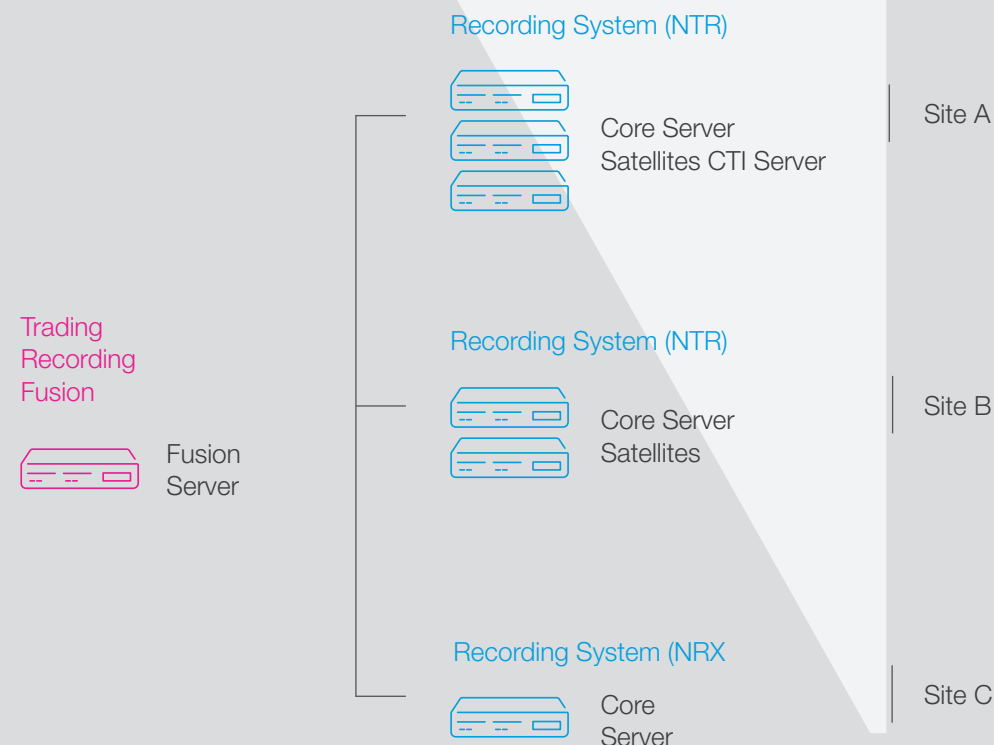
Compliance Recording

NICE Trading Recording (NTR) provides a complete solution to meet regulatory compliance through automated call recording and retention of all communications. Recording trade floor front office, back office and mobile telephony, NTR combines innovative software and industry standard hardware to empower regulated firms to actively record and monitor their communications and adhere to local and global regulatory requirements.

Fusion Of Multiple Systems

The NICE Trading Recording Fusion Server links distributed recording systems to create a single enterprise portal with

- Federated search and replay of calls
- Bulk download and litigation hold rules
- User management



Key Benefits

- Simplifies search by automatically searching across all NTR servers
- Reduces manual data error by providing a single administration portal
- Speeds up compliance processes by providing flexible hold rules and bulk actions

Search & Replay

A search request on the Fusion Server is relayed to all the underlying Core recording servers. The results are sent back to the Fusion Server, where a list is presented of all the calls found. A call can be directly replayed from the list and is retrieved from the linked archive location. With the result list, several bulk action can be performed on the selected calls.

Bulk Actions

For compliance investigations, it may be necessary to perform actions on a large number of selected calls. Whether it's a bulk download of calls, or putting all the selected calls on litigation hold, the Fusion Server is able to perform all these actions with one click. This will result in a faster compliance process.

User Management

The Centralized User Management feature of NTR Fusion is based on a new linkage model and can display and manage all users and their retention settings across all of the distributed recording servers. Advanced features include automatic creation of new users and a new and improved user import tool.

Features Overview

Compliance Features with Bulk Actions on selected calls

- Retention Management - change user or group retention including historical retention
- Litigation Hold Rules - automation of user based litigation holds for all historic and future calls
- Bulk download - save call search results and download content and metadata directly
- Ad-Hoc Hold - put a single call on hold secured by a personal ID

Centralized User Administration Features

- Create Fusion users with selective access and specific compliance roles
- Link multiple devices (e.g. desk phones and mobile phone) to a single Recording user
- Import user data from external sources (Active Directory, .csv files, etc.)
- Perform bulk user maintenance by importing Move/Add/Changes (MAC) files

Resilience Features

- Senses 2N and N+1 recording server status and automatically provides best search results across clusters
- Recording Servers work independently of Fusion status ensuring recording is not impacted during maintenance windows
- Fusion Standby Server and VMWare HA resilience options
- Independent alarming features and SNMP traps for alerts

Architecture Overview

NTR Fusion Server

The Fusion Server can be added to the NICE Trading Recording (NTR) platform for central control of up to 40,000 channels or 100 NTR Servers.

NTR Core Server

The Core Server of the NTR system contains the database and runs the main services of a local recording system with max. 4,000 channels.

NTR Express Server

The NICE Recording eXpress (NRX) version is available for branches or small sites. This version has the same features as NTR, but has a maximum of 200 recording channels total.