



# Cloud Interactions Recording.

**Specifically designed for the Banking Industry.  
Landlines, Mobile Phones, SMSs, Fax and PBXs.**

Recordia® “Finally a Secure Platform based on Cloud that solves all the needs any company may have on recording. Recordia® helps Banks and Financial Institutions comply with the highest security standards and compliance regulations.”

## Why Recording?

Businesses record voice for different reasons: dispute resolution, training and coaching, proof of contract, quality assurance, etc. Additionally, all financial institutions are specifically requested by different laws to keep recordings and audit on any communication with customers. The new EU Directive, MiFID II, is already mandatory to all financial institutions offering services in the EU, starting January 2018.

Recordia® helps banks comply with this new regulation under a SaaS model (no CAPEX) by integrating with the Recordia® Cloud Interaction Recorder.

## Consistent experience

Recordia® is the first in its class to record from either On Premise, hosted, or via Telco Network sources. The same interface consolidates all mobile phone calls or landlines, so your employees can search for any kind of messages: mobile, voice, fax, or SMS.

## Administrative ease

Recordia® Interactions and Mobile Call Recording offers your employees an easy to use UI to access recordings, search, playback, transcript and other advanced features like speech analytics or word spotting. Recordings may be shared only through a secure link ensuring control, security and audit functionalities.

## Use existing integration

Recordia® integrates with existing company infrastructure. There is no need to change your Telco provider or PBX infrastructure, also no need to provision any server or electronic equipments, just have your voice streams point to our cloud. We provide direct support for Cisco Call Manager or Cisco HCS, Alcatel, Unify, Oracle Acme Packet, Asterisk, Broadsoft and many other VoIP platforms.

*The new EU directive, MiFID II, makes provisions for the banking industry across the 28 member states. Starting 2018, all relevant business communications conducted on mobile or land phones, face to face, or any other electronic means (email, fax, chat...) need to be recorded and archived for no less than 5 years (up to 7 in some cases) in all EU member states.*

*In USA, the Dodd-Frank Act, already requires the finance sector professionals to record their mobile phone conversations in addition to their landlines.*

*In the UK, the Financial Conduct Authority (formerly FSA) regulates most UK financial services markets, exchanges and firms. From March 2009 firms are now required to record all telephone conversations and electronic communications involving client orders for the equity, bond and derivatives markets and retain the files.*



## We take security and privacy very seriously

Hosted in multiple Datacenters around the Globe, Recordia® provides security mechanisms for Data Replication, Encryption and Data Sovereignty requirements. Using HSM encryption methods with rotation policies, objects are encrypted using AES256 and connections are performed using secure protocols such as IPSEC and HTTPS or using VPNs and SDNs. Additionally we provide audit and log capabilities for any access to the platform. Recordia® provides customizable retention periods, so retention can be extended to ensure compliance with emerging regulations such as MiFID II.

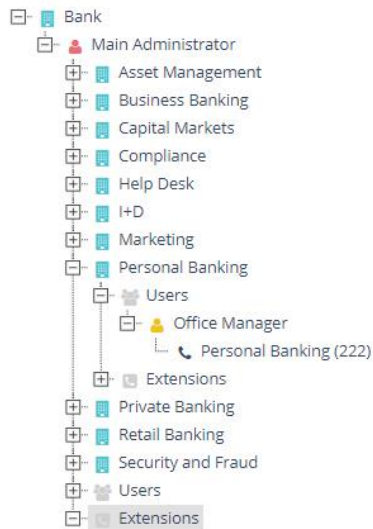
## Features

- Digitally signed recordings for proof of authenticity
- Encryption ensures recordings cannot be accessed and played
- Hash comparison allows to check authenticity of downloaded recordings
- External digital signature ensures integrity and authenticity
- Automatic transcription and translation
- Speech Analytics applications which provide insights to take better business decisions

## Benefits for Financial Institutions

- Comply with strict regulations on data recording (MiFID II) and privacy (GDPR) and Compliant with PCI DSS standard
- No CAPEX or upfront investment, solution is provided as a service and priced per line/month
- Unlimited storage space on all lines serviced
- Customizable retention periods (from days to years)
- Secure Platform access from any PC or mobile device (responsive) with just an internet connection
- Consolidated UI, allowing searches of: mobile, land calls, SMS, email, fax, chat, etc.
- Strong API to integrate with backoffice systems (CRM, ERP, etc.)
- Full service included, support 8x5 or 24x7 (optional)

### COMPANY structure



Cloud Worldwide Services provides Platforms and Software as a Service for Telcos, ISPs, large organizations and Telecom manufacturers. With more than 40.000 users around the world it provides cutting edge applications that increase customer satisfaction in the new digital business era.

[www.cloudworldwideservices.com](http://www.cloudworldwideservices.com)

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