

CONTROL YOUR LEGACY & LIVE VOICE RECORDING DATA

Challenges

Managing risk and compliance continues to become more complicated, increasing cost to the business both in terms of resource and potential liability. Regulators expect controls for safeguarding against misconduct, and are focused intently on more than just text communications.

You have been using voice recording through several generations of technology, but your data is in separate silos across the organisation. This removes your ability to see the complete picture, and makes your compliance group dependent on technical resource to collect data.

Why Choose the Quick Start Service

We help companies like yours regain control of their live and legacy voice recordings. Through the use of innovative software and industry leading hardware we deliver one platform for voice and legacy data that enables the tools and analytics your current silos prevent.

Our partnership with Business Systems and Dell brings together the best industry solutions to solve your live and legacy voice data problems.

Service Scope

CAE's data management expertise combines with Business Systems' Wordwatch offering to draw call recordings from multiple systems and multiple vendors into one place, and simplify your voice systems into one place to replay, manage and extract your voice data.

This lets you move data from legacy hardware to an easy to manage storage system that removes the need to migrate data in the future.

New systems can be added using the open APIs provided, future proofing you against new capture needs and channels (Skype, Teams, Unigy for example).

Additionally, data can be extracted for analytics, reconstruction, transcription or surveillance, giving you complete flexibility to include new functionality over your voice data.

All elements of the solution preserve the original data format and integrity to ensure complete data confidence.

Finally, the intuitive portal means your users can self-serve with an easy to use interface without needing to rely on IT to unpick legacy systems.

Next Steps

Once the baseline has been established, you will be ready to plan for the delivery of an effective approach to data storage and management.



Cost

The products and services required vary depending on the size of the project. An initial consultation will be completed to discuss the correct approach for you so gain the most value from the service.

START YOUR JOURNEY

Start your journey today by contacting your account manager or hello@thisiscae.com.

Journey

We want to simplify your technology journey and provide you with valuable insights and actionable intel to help start your transformation.

Technology can be used to help your business compete in ever more challenging environments. The range of services and solutions delivered by CAE are offered to help you drive your organisation forward.

Through our commitment, agility and energy we aim to earn the trust and loyalty of our customers, partners and employees, making us the best choice for delivering technology services and setting the standard that others aspire to. For a fully comprehensive understanding of the services that we offer please visit <https://www.thisiscae.com/services>

Customer experience

By working closely together with our customers and partners, we unite them to deliver outstanding technology services in an ever-changing world, inspiring trust and confidence in our people and in our expertise.