

BT for Financial Services.

# BT Automated Compliance Assurance.

Powered by Nxtera.



## Executive summary.

Today's voice infrastructure teams face the daily challenge of ensuring that relevant conversations on trading floors and in contact centres are continuously recorded.

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Ever more stringent global compliance regulations and punishments mean that voice recorder assurance can no longer be ignored. Legislation such as the Dodd-Frank, Basel III and MIFID II have substantially increased the levels of complexity that institutions have to manage.

Firms are now expected to oversee and monitor their systems and controls to ensure that they are robust enough to identify risks before they become systemic in their business. In fact, the UK senior managers and certification regime scheduled to be introduced in March 2016 shifts accountability for failures of oversight more directly on to the shoulders of senior management.

As news stories of hefty fines levied in the financial sector multiply, firms are exposed to ever greater reputational risk.

Compliance teams are under more pressure than ever before from regulatory boards to ensure that the quality and availability of their recordings are fit for purpose and compliant and that their retention policies ensure information can always be retrieved in a timely manner.

Historically, banks have often had little choice but to invest in more human resources to demonstrate that the trader voice and wider enterprise voice, video and conferencing estate were working to the documented policies set out by a bank and specified by the regulators.

But there is another way.

Many of the routine daily tasks traditionally undertaken by engineering teams can now be automated.

This paper sets out how BT and Nxtera are working together to deliver Automated Compliance Assurance that goes beyond the passive alarm monitoring that many banks have relied on up to now.





## The challenges.

“My dashboard said my turrets were being recorded and operational, but when I needed to retrieve the audio file it couldn’t be found.”

“When I found the file I was looking for the audio quality was terrible.”

These are complaints that are heard all too often on the trading floor.

Compliance teams need to audit and demonstrate robust processes to the regulator. But how can you be sure that the calls you receive are actually recorded and that the quality of those calls is audible on a local, regional and global basis?

Managing compliance and handling varying retention policies across an entire enterprise places great strains on infrastructure and budgets. Some of the gaps and issues banks are all too frequently experiencing include:

- Pre-morning operational readiness checks that are not identifying issues before traders find them
- Regular evening and weekend moves and changes that create unforeseen outages
- The frequency at which testing is required needs to increase, but there is not enough budget to recruit additional staff
- Smaller locations have no on-site technical capability to undertake any regular testing
- Recordings that are missing or found to have inaccurate metadata are discovered only when an attempt is made to retrieve them
- There is no automated way of demonstrating that calls are being captured, filed and archived or deleted according to policy
- A combination of failures that undermine a banks’ credibility with the regulator.



## Automated Compliance Assurance from BT and Nxtera.

BT and Nxtera have developed a suite of Automated Compliance Assurance tools that work together with your existing service assurance tooling.

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BT Automated Compliance Assurance moves beyond modifying and managing events to offer customers end-to-end service integrity that replicates the tasks normally undertaken by an engineer. Our reporting dashboard can sit alongside your existing service assurance dashboard.

BT Automated Compliance Assurance is designed to be both device and recorder agnostic. This ensures that BT can deliver a service that works over a mixed or evolving recorder and device estate. It is fully automated, so we can scale the end-to-end assurance testing to a level of accuracy a human alone cannot achieve. Full confidentiality is maintained as no human being is required to listen to recorded calls to validate quality.

Our assurance platform delivers real-time dashboard reporting through a single pane of glass. The browser is fully customisable allowing a variety of views, including annotated maps, reports and workflow views. This means that you can carry out service engineer testing in scale and before the start of each trading day.

The BT Automated Compliance Assurance suite of tools powered by Nxtera tests, monitors and delivers operational intelligence using four modules: **Proof, Parity, Reflect and Retrieve.**

## Proof

Proof replicates the tests an engineer undertakes to ensure both the device and recorder are working. It logs on to a phone, dialling a number and ensures that the meta data has been generated into the recorder. Most customers schedule testing overnight to ensure faults can be addressed before the start of the trading day and not when a trader reports a fault.

## Reflect

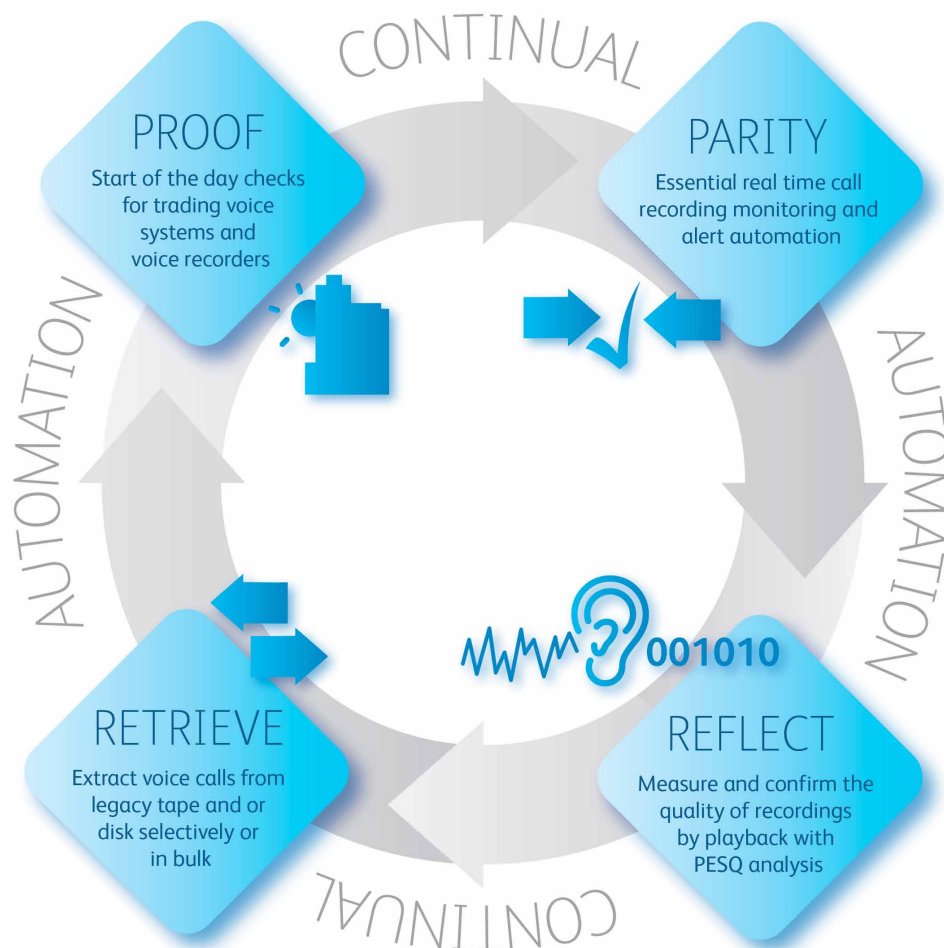
Reflect verifies that the test calls generated by proof are of a consistent call quality by forensically checking that each call captured is of audible quality against the master audio file. By comparing the two files Reflect is able to generate a Perception Evaluation of Speech Quality [PESQ] score.

## Parity

Parity gives you the confidence that every call that should be recorded has been recorded. It acts as your eyes and ears, ensuring that all calls received are being recorded in real time and in line with your policies. As well as reporting on real-time call trending, it flags up where there are voice recordings of zero file size, lost calls and potentially missing metadata files associated with individual calls.

## Retrieve

Retrieve offers reputation and risk management for voice compliance – custodian, BAU or bulk retrieval, enabling a scheduled repeatable process to extract call records and recordings into a highly secure, digitally signed, auditable open standards customer database. Real-time dashboard reporting highlights the number of tapes extracted and metadata is retained for orphaned calls.







## Why BT Automated Compliance Assurance?

BT Automated Compliance Assurance not only brings you peace of mind that you are able to operate compliantly, it offers significant business benefits too:

### Operational benefits

- Standard, repeatable processes can be introduced across environments and geographies.
- Redundancy testing can be automated, removing the need for calls on engineering resources throughout the evening or at weekends.
- Once the execution of a move, add or change is completed, you can automate the test using Proof and Parity to ensure the device is working to quality and policy.
- The testing regime can quickly be extended to new sites.
- Any faults and failures are picked up sooner and have less impact on your business.
- Mundane testing can be automated allowing you to redeploy your human resources to higher value activities.

### Compliance benefits

- Tooling measures and reports that calls are being recorded to policy and quality.
- Your reputation improves because you are able to provide evidence of the status of your trading floor and recorder estate.
- You lose fewer calls as call failures are picked up in near real time.
- Capturing to quality and policy improves wider trade reconstruction strategy as input data is more accurate.
- A central compliance dashboard gives you immediate status feedback.
- There are fewer outages during the working day as any failures are identified and can be rectified before trading starts.



## Case history

One bank that deployed Nxtera automated tools had 60+ global trading floors with 8,500 turrets and 120,000 IP phones.

Like many organisations, each country/location had its own staff and budgets to fund the Service Delivery and operations of their voice infrastructures. Prior to automation, the bank would undertake an annual audit, which was quickly out of date and it took several weeks to get an updated data set.

Both the compliance and regulator teams were asking more and more in-depth questions about the voice estate and how it was being audited for consistency and internally. The global nature of the bank meant that many people were involved and the answers were not easy to get, validate, audit and report against.

The first set of tests was developed for the trading systems, closely followed by the voice recorders, the IP phone handset estate and the audio visual estate.

A vital element for the bank customer was to have the Infrastructure consistently tested/checked every day across all the sites (manned and unmanned) and to be able to demonstrate voice recording compliance to the regulator. The critical success factor was to ensure that the tests were undertaken by somebody well versed in using the systems rather than by a local technician who would carry out only rudimentary tests. It was also vital to have an audit trail to underpin the testing. The output of these tests would be published as exception alerts on a dashboard in one of the bank's three global operation centres.

The agreed solution architecture included three Central Nxtera Cores and half a dozen agents at both data centres. These were to be run centrally and covered the 60+ trader floor locations. The bank trained three employees to develop their own scripts, so minor tweaks and adjustments could be made as required.

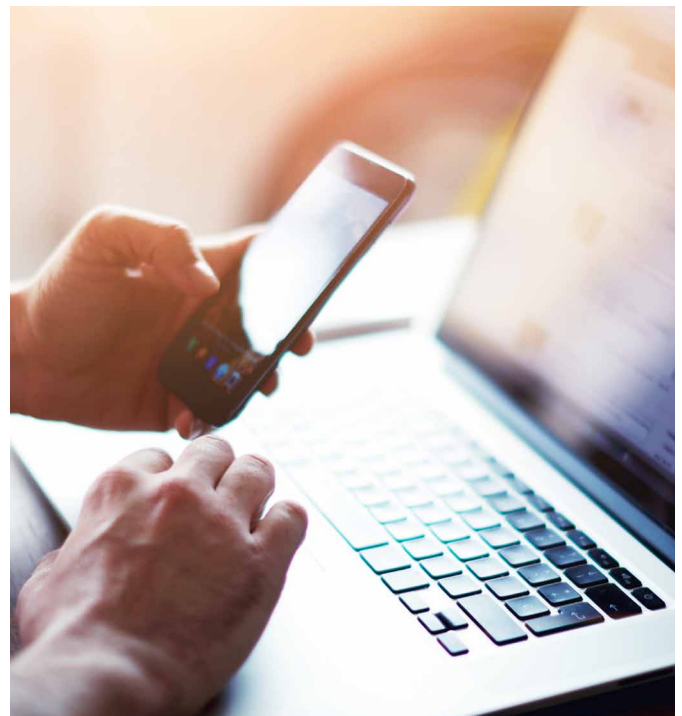
Having implemented the automated testing, the bank quickly expanded the service to include testing on new devices. Automation was set up against 1,200 Cisco Tandberg video rooms, to provide a similar testing function to that which had previously been provided by on-site people. No additional servers or agents were required for this rollout due to the centralisation of the infrastructure.

The bank now has automated testing occurring each day across all its voice assets. The results are monitored by the bank's Network Operations Centre and faults on turrets or voice recorders are automatically dispatched to the vendor undertaking the maintenance of the device and or recorder.

This has enabled the bank to 'police' its own environment whilst providing updates to key business users on any issues which might have affected service without being reliant on vendor updates. The initial ROI model used within the bank was to re-deploy on-site staff away from low level manual testing and into tasks that are more constructive.

In some cases multiple pieces of hardware and software were brought together to run one test. Each test was put through a Lab development and UAT state before being placed on the production floor to ensure that it was seen as an enhancement to the manual tests and would not create an additional load on the servers/environment. The solution also had to be flexible but also 'evergreen' and agnostic in its ability to work with multiple legacy systems for both voice- and data-related systems.

The bank rolled-out the Compliance Assurance tools in 120 days on the trading floor. The Nxtera solution integrates with various SQL databases, SharePoint farms, real-time reporting applications (QlikView) and multiple other vendor dashboards. The bank now has a platform it can use for voice, video and data related testing – including mobile phones, tablets and UC related platforms of the future.



# Why BT and Nxtera?

BT has been providing mission-critical communications to the trading floor for over 30 years. In these rapidly changing times we recognise that organisations need more flexible and cost-effective solutions that allow them to get in and out of markets with greater agility whilst managing risk and complying with increased regulation more effectively.

Our priority is to deliver a full suite of compliance services on a scale that ensures our customers can demonstrate accountability, resiliency and investor protection on a national, regional and global basis.

Nxtera already works with some of the world's largest organisations including a Tier 1 bank with 120,000 end points being monitored by Proof and Reflect alone. A major US contact centre handling some 360,000 calls a day is also being constantly checked using Parity. Nxtera has chosen to work with BT as its only turret manufacturer partner.

BT reviewed the services of several automated vendors before selecting Nxtera as our channel partner. Nxtera is fully compatible with BT Session Manager as well as the legacy ITS platforms, and when you choose BT Automated Compliance Assurance powered by Nxtera our service will work with all the major turret, PBX and recorder vendors.

## Want to know more?

If you would like to arrange a demonstration contact:

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### Offices Worldwide

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