

The NICE logo is displayed in white, bold, uppercase letters. A blue horizontal line with a white square in the center crosses through the letter 'I'.

NICE

The IPC logo consists of a circular gradient from pink to purple, with the letters 'IPC' in white, bold, uppercase font centered inside.

IPC

**IPC and NICE
Make Upgrading
from NTR to NTR-X Easy**

The partnership between IPC and NICE has been instrumental in providing market leading trader voice and compliance solutions to the financial services industry. IPC's commitment to continuous technological innovation in trader voice communications and electronic integration is evidenced by its 50+ year record of success delivering cutting-edge solutions and services to this industry segment.

The IPC QE Centre plays a crucial role in ensuring the quality and performance of its solutions at scale. The fact that we have more specialist NICE-trained engineers than any other supplier is a testament to our dedication to customer support. Our R&D investment and presence in major financial hubs further strengthens our position as a leading provider to the financial services industry.

The extensive experience, technological advancements, and global resources of IPC and NICE makes them collectively well-equipped to meet the ever-evolving trader voice and compliance needs of financial services organizations.

The world around you is changing fast

Across your global enterprise, regulated employees are adopting new ways of communicating. Beyond the IPC Unigy platform and desktop phones, they may be using mobile phones, instant messaging apps and other unified communications platforms that combine voice, video, text, screen sharing and chat. At the same time, a growing number of traders, advisors and support staff now works from home offices and other remote sites.

In this dynamic environment it is getting more complicated every day to effectively record regulated employee communications to meet compliance obligations. Against a backdrop of increasingly stringent and granular regulations, these added complexities are driving up costs, widening compliance gaps and putting firms at greater risk of fines and reputational damage.

The world around you is changing fast and legacy technology can quickly fall short of requirements. It's time to step up to the next generation of trading communications recording and compliance assurance - NTR-X.

Introducing NTR-X

As everything around becomes more complex, NTR-X helps you to simplify compliance. NTR-X is the world's first and only fully-integrated, cloud-ready, truly next-generation omnichannel compliance recording and assurance solution.

Record all of your regulated employee communications – traditional, unified, mobile – and ensure compliance with all global regulations. NTR-X's scalable, modular architecture

significantly lowers total cost of ownership (TCO), helps you take control of your data and builds a future path to cloud migration.

Complete Coverage with Omnichannel Recording and Proven Integrations

Until now, recording different communication modalities – for example, IPC Unigy, mobile phones, unified communications platforms like Zoom – requires a separate recorder for each one. This greatly increases your server footprint and adds costs and operational complexities. Worse still, if a vendor can not provide integrations to specific systems, you are left with coverage gaps.

NTR-X's omnichannel recording gives you the flexibility to capture multiple communications modalities in a single recording platform, substantially lowering your server footprint and reducing associated costs by up to 65 percent. Proven, certified integrations with IPC Unigy, mobile phone providers and unified communications platforms mean you can record one hundred percent of your regulated employee communications and meet all of your global regulatory compliance obligations.

Omnichannel recording is especially important in today's work environments with the growing popularity of unified communications (including Microsoft Teams and Cisco WebEx) and with more regulated employees working from remote locations. In addition to providing more recording capacity, NTR-X's omnichannel recording ensures no recording resources are wasted. You get instant, cost-efficient scalability, with the ability to add new communication modalities as they come into use.

Single, Centralized Solution for Managing Your Entire Global Recording Estate

As financial and energy services firms expand their global footprint, they're looking for compliance solutions that can be deployed anywhere and everywhere, but managed from a central vantagepoint. The problem is that most recording and compliance solutions are designed to be deployed and managed regionally. This can be cost prohibitive because it requires investment in local IT resources with the know-how to maintain and manage the applications.



As the only global communication recording and compliance assurance solution to offer true centralized global control and oversight, NTR-X removes this hurdle, reducing your regulatory risk and helping you keep costs in check. For example, through a centralized deployment tool and with the click of a button, an IT professional at your central office location can deploy an upgrade or security patch to recording resources across all of your global locations.

If your firm has deployed recording systems in far-flung locations across multiple countries, user maintenance is an even bigger headache - remote administrators need to log on to each recorder separately to perform moves, adds and changes, an extremely time consuming and error-prone process.

NTR-X addresses these challenges with a centralized user administration capability that can move, add and change things, for all users and all connected recording systems, from one location. NTR-X also makes it easier for firms to comply with increasingly complex retention requirements dictated by various regional regulations. A centralized web-based portal allows you to configure retention periods for different trading desks, lines of business, and regulated user groups (to align with specific global and/or regional regulations).

Integrated Recording and Compliance Assurance for Complete Lifecycle Management of Data

Financial and energy firms are drowning under the weight of expanding regulations that require them to record more conversations, for more users, across more modalities, and adhere to strict timetables for responding to regulator requests, while also providing proof of compliance. Relying on manual processes and home-grown solutions to navigate this maze of compliance challenges can introduce risk and drive up compliance costs.

For example, recording verification typically involves 'walking the floor' at the start of each trading day, to verify that all endpoints are connected and recording. And complex regulatory investigations can be a long, tedious process, requiring compliance analysts to jump through hoops to find and extract large volumes of calls. Then there are additional costs and delays when recordings need to be sent to an outside company for transcription.

The first and only all-in-one communication recording and compliance assurance solution for complete lifecycle management of data, NTR-X reduces compliance risk and saves time by automating processes around compliance assurance and reporting, and responding to regulatory requests. Additionally, all global recording and compliance assurance functions can be centrally managed through one interface.

With NTR-X your firm can confidently comply with all regulations, while also reducing compliance costs through automation. For example, NTR-X automates many previously manual processes, including:

- **Recording checks and reconciliation**
- **Verify that recording is available for every configured endpoint.** With real-time recording reconciliation, NTR-X even checks for missing or partially recorded calls. If discrepancies are found, stakeholders are automatically notified so they can immediately troubleshoot underlying issues, and proactively notify regulators.
- **Provisioning to centrally manage moves, adds and changes**
- **Ensure compliant recording and retention for all regulated users across the enterprise.** An expanded API enables NTR-X to automatically synchronize with your golden-source systems for up-to-date information, eliminating errors typically associated with manual data entry
- **Transcription and bulk extraction**
- **Accelerate investigation turnaround times and improve responsiveness to regulators.** Automate costly and time-consuming manual processes around retrieving, downloading and transcribing trade communications. With NTR-X's bulk extraction tools and highly accurate, cloud-based transcription service, you can download and transcribe over a million recordings a day. There's no waiting to send audio recordings out to an external company for manual transcription, and no waiting days to get transcripts back. NTR-X's speech recognition engine can transcribe audio in over 40 different languages, and returns highly accurate results regardless of audio quality, speaker accents, dialects, slang and nonstandard grammatical patterns.
- **Compliance assurance reporting**
- **Provide evidence of compliance** to internal stakeholders and regulators, while saving time, ensuring compliance and reducing the risk of fines. Track and manage legal holds, and confidently audit and document trade communications recording compliance, while also providing evidence to regulators that all regulated users' trade communications are being properly recorded, archived and retained. All information is available through a browser-based dashboard, giving compliance managers complete insight across the global enterprise.



Cloud-Ready, Microservice Architecture

NTR-X is built on a modular microservice architecture which provides a solid foundation for firms to scale their recording and compliance assurance capabilities quickly, cost effectively, and efficiently in the cloud. Firms can deploy NTR-X in any configuration – as an on-premise, a hybrid on-premise, private cloud, or a pure cloud solution (recording and compliance assurance as an NTR-X service) for added versatility and lower TCO. With NTR-X, firms have the flexibility to migrate to cloud at their own pace, as their unique needs dictate.

NTR-X Cloud Bridge

NTR-X Cloud Bridge uses store and forward, the process of saving an interaction (call) file locally and then transmitting it to the cloud for storage. This mechanism ensures seamless connectivity between the NICE cloud and IPC Unigy, whether deployed on-premises or in the cloud. If there are any interruptions or problems with the network connection during the transfer, the process can be paused and resumed once the connection is reestablished. The local copy of the interaction file is retained for reference or backup purposes until acknowledgement has been received from the NICE cloud.



Key benefits

- **Seamless upgrade** path from NTR (NICE Trading Recording) to NTR-X for current NICE customers
- **Centralized global approach** ensures regulatory compliance, reduces TCO Compliance recording and assurance in one platform
- **Automated and streamlined** compliance assurance
- **Remote workforce ready** – records all communication modalities
- **Market proven integrations** to leading turrets, desktop phone systems, mobile phones, and unified communications platforms
- **Multi-flavored logger** for all communication modalities
- **Open APIs** for integrating downstream and upstream applications
- **Cloud-ready** – migrate at your own pace
- **Server footprint reduced** by up to 65 percent (and associated costs)
- **Simplified deployment**, maintenance and upgrades
- **Standards-based security** – open, yet secure; use your own encryption keys
- Modern database approach lets firms take control of data



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