

# enhanced SERVICES:

## MANAGEMENT OF VOICE RECORDING SYSTEM

The administration and monitoring service that facilitates regulatory compliance

### COMPLY WITH EVOLVING REGULATIONS AND REDUCE OPERATIONAL RISK

Operating an IT infrastructure to support the voice recording requirements of Dodd-Frank, Basel III, EMIR and MiFID II is a substantial and critical challenge for capital market firms. IPC Enhanced Services' unparalleled management of voice recording systems helps firms comply with regulations and reduce their operational risk. Our experience, ITIL-based approach and tools ensure the continuous capture and archiving of calls – enabling firms to produce complete records for regulators.

IPC Enhanced Services provides proactive administration and monitoring of a firm's voice recording system:

- Daily health checks of system's recording, archiving and playback capabilities
- 24/7/365 real time platform monitoring and ITIL-based approach to incident management
- Lab testing of products and management of new releases and patches
- Voice recording assessment to verify system resiliency

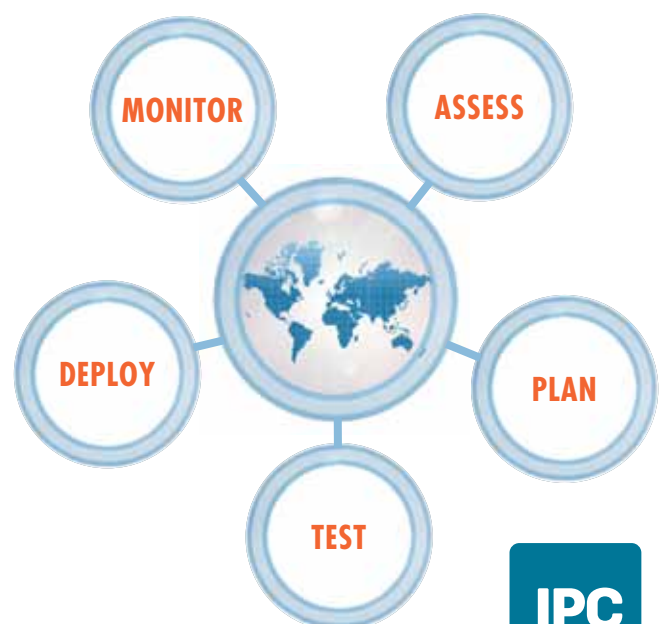
Comprehensive health checks ensure complete records by verifying that turret channels are operational and connected to the voice recording platform, confirming connectivity to the storage device and reviewing the archival status of recordings. The Enhanced Services team recommends new releases and patches that support a client's voice recording objectives and are suitable for their infrastructure. To ensure upgrades and patches are flawless, our engineers collaborate with clients to develop a test plan, perform the test and adhere to an ITIL- based change management process.

### IPC ENHANCED SERVICES HELPS FIRMS:

- Reduce operational risk of managing their voice recording system
- Ensure voice recording systems meet regulatory requirements
- Capture and archive all required calls
- Easily provide complete and timely records to regulators
- Execute upgrades without disrupting your mission critical voice recording platform

### THE ENHANCED SERVICES ADVANTAGE

IPC has over 40 years of experience managing voice recording solutions, from all the major vendors, in regulated markets around the globe plus an unrivaled understanding of voice recording technology. As a member of SIFMA's Compliance and Legal Society and Technology Advisory Group, along with its adoption of best practices such as ITIL, the IPC Enhanced Services team possesses a unique combination of regulatory insight, experience and commitment to customer service.



**INNOVATION IN TRADING COMMUNICATION:**

[www.ipc.com/EnhancedServices](http://www.ipc.com/EnhancedServices)



# IPC CORPORATE HEADQUARTERS AMERICAS EMEA ASIA PACIFIC

IPC Systems offers high and low touch trading communications solutions to the global financial trading community including the top investment banks, hedge funds and investment managers in established and emerging markets. With 100% focus on this sector and 40 years of expertise and an unrivaled record of innovation, IPC provides customers with unified solutions that support collaborative voice trading and real-time electronic trading and market data connectivity.

IPC's market-leading offerings include the first unified communications/application platform, award-winning hard and soft turrets, electronic connectivity services including enhanced voice services, business continuity solutions, and follow-the-sun service and support. IPC's global reach extends to more than 60 countries – including a Financial Extranet of 5,000 on-net locations in over 700 cities and more than 115,000 turrets deployed worldwide. Headquartered in Jersey City, New Jersey, IPC has approximately 1,000 employees located throughout the Americas and the EMEA and Asia-Pacific regions. For more information, visit [www.ipc.com](http://www.ipc.com)

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