IPC

# *IPC* x Business Systems

### IPC/Partner Services

Wordwatch, the cutting-edge Interaction Data Management solution from Business Systems, is now available for purchase through IPC. With the addition of Wordwatch to its Trading Communications Systems, IPC can now provide clients with a unified management interface. This interface makes data more accessible, supports regulatory compliance, and enables end-to-end management of interaction communications.

The partnership combines IPC's over 45 years of experience in voice recording and best-in-class support organisation with Business Systems' continuous investment in product development and innovation. This ensures that IPC's clients benefit from the latest and most advanced data management technology and a holistic solution for the migration, management and capture of compliant recordings.

### Solutions

Wordwatch seamlessly ingests and manages both legacy and live interaction recordings from any platform. It consolidates this data into a centralised 'single pane of glass' portal, helping organisations to tackle their data management challenges and extract greater value from their interaction data.

### BENEFITS FOR IPC:

*Partnering with Business Systems*
IPC is able to offer a consultancy-led, best-fit solution to our customers. Underpinned by aggressive commercials, IPC can offer a holistic approach to voice recording, addressing migration to new systems, as well as legacy records.

### BENEFITS FOR CLIENTS:

*Decommissioning Legacy Systems & Ensuring Compliance*
Where retention exceeds the life of the recorder, recordings are at risk of being stranded on unsupported systems. Wordwatch facilitates the decommissioning of these platforms while ensuring data integrity.

### Break Down Data Silos
Wordwatch eliminates the need for multiple, disparate systems, consolidating voice recordings from various sources into a single, centralised repository. This unified approach breaks down data silos, streamlining access and enabling comprehensive insights.

### Reduce Operating Costs
By unifying voice data landscapes, Wordwatch reduces the costs associated with running multiple recording platforms and siloed databanks.

### Over-Retention
Without an easy way of identifying and managing multiple data retention rules, businesses are often forced to over-retain data rather than risk data loss. Wordwatch manages the retention of multiple overlapping policies and applies holds indefinitely when needed.

### Accessing Information as an Asset
Whether a financial institution needs to export 100,000 calls per day for surveillance or a business looking to route calls to an analytics application using an API, it's no longer necessary to be tied to the recording manufacturer. Wordwatch's open API layer allows organisations to unlock the value in their data.

### Migrating Data
Some migration methods mandate conversion to a favoured file format, changing the original data file and rendering it inadmissible in court. This also inflates storage size pots and risks data corruption. Wordwatch retains the recording's original file format, ensuring low-risk migration & maintaining a full chain of custody for data.

### Tailored to Unique Business Requirements
Wordwatch adapts to each organisation's specific needs, providing granular access controls and customisable workflows to align with individual security and compliance protocols.

### About IPC
A specialist technology and service leader powering global financial markets for over 50 years. IPC Systems is at the forefront of electronic trading connectivity and state-of-the-art cloud communications, setting the standard for exceptional service, innovation, and expertise.

Our customer-first approach is bolstered by an extensive and diverse global financial ecosystem that spans all asset classes and connects all market participants anywhere in the world for enhanced communication, collaboration, and compliance.

Integrated and interoperable solutions support traders and other regulated users across the entire transaction life cycle, including sell-side firms, buy-side firms, inter-dealer brokers, exchanges, and other liquidity venues, clearing and settlement firms, corporate finance departments, market data providers and independent software vendors.

*To learn more, visit www.ipc.com*

### About Business Systems
Home to one of Europe's largest engineering teams of voice and data specialists, and trusted by world-leading banks for compliance, for over 35 years, Business Systems has been a trusted leader in the digital transformation and regulatory compliance landscape. Their dedicated team of experts craft customised, innovative solutions; spanning system and process design, project management, and service delivery, to drive growth and elevate Compliance and Customer Experience (CX) – and can wrap it all in a managed service.

Business Systems' solution, WordWatch, is an innovative solution that seamlessly ingests, manages, and delivers both legacy and live interactions recordings from any platform, consolidating this data into a 'single pane of glass view' on a centralised portal. Simplifying IT and compliance needs and empowering businesses to generate more value from their interaction data.