

Simplifying communications compliance with Wordwatch

At a glance

Consolidated five legacy call recording systems into one platform

Achieved significant cost savings while enhancing compliance processes

Reduced compliance risks by retiring unsupported legacy technology

Improved access to 45+ million recordings with plans to integrate an additional 15 million interactions

Positioned for future cloud migration as part of a digital transformation initiative

No need for future legacy recording migration projects

Client:

A leading UK financial and administration services organisation

Industry:

Financial Services

Interviewee:

Unified Communications Service Owner

Overview

A prominent UK-based financial services provider faced significant challenges in managing voice recording data.

With a regulatory requirement to retain data for at least seven years, the organisation needed a solution to consolidate recordings from multiple legacy recording systems and ensure compliance while streamlining IT infrastructure.



"Previously, our recording systems were fragmented across different servers. Each platform stored data in its own format, making it difficult and time-consuming to manage, especially when responding to compliance requests".

The challenge

Over time, the organisation had accumulated various recording platforms, including **Redbox**, **Calabrio**, **NiCE**, and **Five9**, each storing compliance-critical communications data. Managing these disparate systems was complex and resource-intensive, increasing the risk of non-compliance.

"Previously, our recording systems were fragmented across different servers. Each platform stored data in its own format, making it difficult and time-consuming to manage, especially when responding to compliance requests," explained the Unified Communications Service Owner.

The key objective was to unify these systems into a single platform, simplify infrastructure, and reduce compliance risks.

Why Wordwatch?

The organisation selected Wordwatch for its ability to consolidate data from multiple platforms into a single, unified system. "Wordwatch's capability to integrate recordings from different systems, combined with its advanced metadata features, was a game-changer for us" noted the Communications Service Owner.

Transitioning from an on-premise Mitel system to a cloud-based Cisco solution rendered the existing Redbox system obsolete, driving the need for a more flexible and scalable solution.

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Implementation & Integration

The migration process enabled the organisation to retire multiple legacy systems, significantly simplifying its compliance archive.

Today, with over 45 million recordings consolidated into Wordwatch, the organisation can meet its seven-year retention obligation while streamlining access and management.

Key Benefits

Simplified Compliance: Consolidating five recording systems has saved time and reduced operational complexity. Compliance teams can now quickly locate recordings for legal and regulatory requests.

Enhanced Data Accessibility: Wordwatch's advanced search capabilities, enriched with metadata, have made locating specific recordings faster and more efficient.

Data Compliance: The platform ensures secure data management, supporting retention, deletion, and regulatory compliance. "Being able to identify, access, and delete recordings as needed is essential for maintaining data privacy," stated the Communications Service Owner.

Cost and Resource Savings: The consolidation has reduced infrastructure and maintenance costs, with one system migration alone saving approximately **£30,000 annually**.

Looking Ahead

As part of its digital transformation strategy, the organisation plans to migrate all voice and digital communications recordings to cloud storage by 2026. Currently evaluating Amazon Connect, the organisation continues to collaborate with Wordwatch to ensure seamless integration.

"Consolidating interaction recordings into a single, secure platform has eliminated the inefficiencies of legacy systems, providing peace of mind as we move toward a cloud-first approach," concluded the Communications Service Owner.

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About Wordwatch

Wordwatch is a unified compliance platform purpose-built for regulated industries. It helps compliance, surveillance, and IT teams manage voice and digital communications with clarity, control, and confidence.

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