

Valuable Data always under Control

ATIS networks Swiss Banking House



The Customer

Since its origins in the mid 1970s, the Swiss banking house has been providing bespoke financial services to private customers. Watchful for the needs of an ever-growing client base, the bank today also provides comprehensive asset management services tailored to the personal circumstances of its customers.

Building on this exacting standard, the banking house's corporate philosophy is characterised by flexibility of service, ethical business conduct and professionalism in the field of investment.

The private bank runs various branch offices in important banking centres in Switzerland and is also represented with an office overseas.

The Challenge

In the banking sector, discrete recording of advisory telephone conversations is of particular importance due to the sensitive nature of the call contents. This promotes transparency in communication with clients and also serves as qualified evidence for the business. Against this background, the banking house wishes to have direct access to all calls recorded in its Zurich office at any time from its headquarters in Geneva. In addition, the data should also be stored centrally and administered in Geneva.

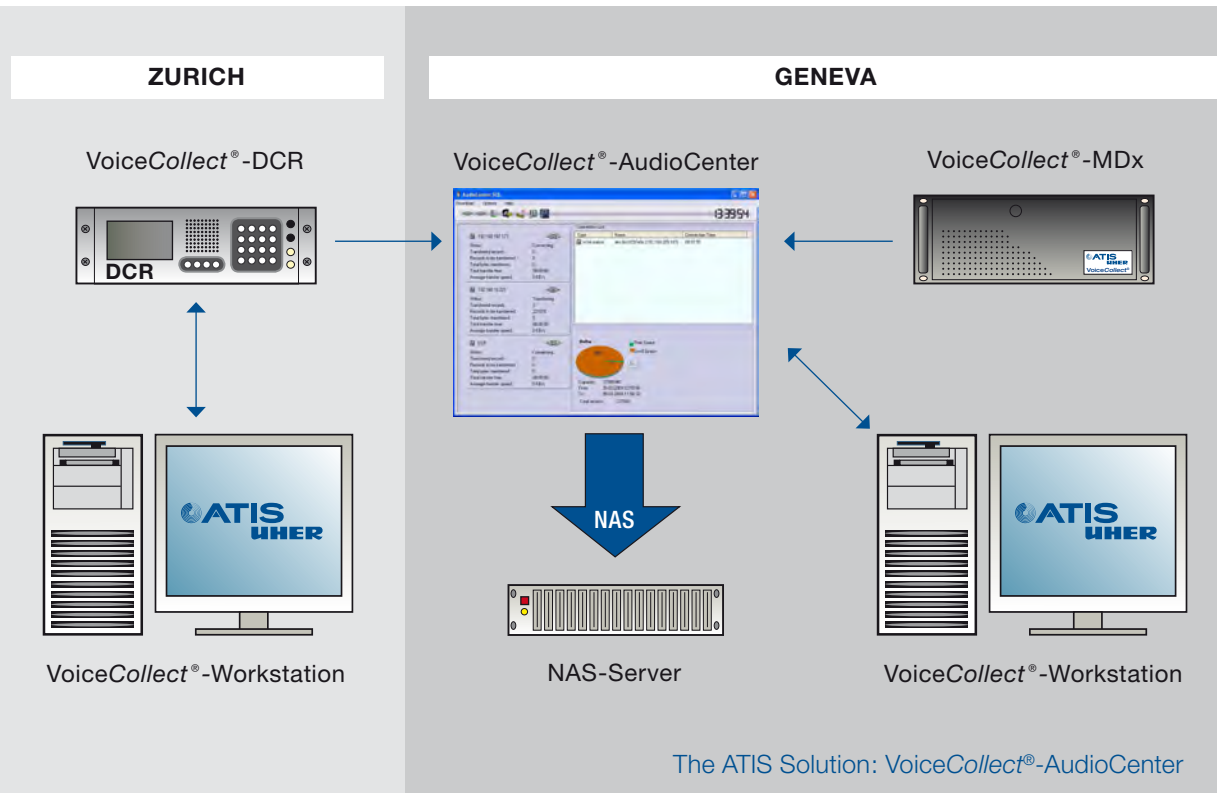
The Initial Situation

The bank's telephone calls in Geneva are recorded with the ATIS VoiceCollect® MDx recording system and in Zurich using ATIS' compact DCR digital recorder. However, the calls are only stored locally at each site and permanent archiving is exclusively effected in Geneva. There is no permanent connection between the head office in Geneva and the branch office in Zurich for this purpose.

The ATIS Solution

For several years already, the brokerage house has been using innovative equipment from ATIS to document its telephone conversations: the **VC MDx** and **VC DCR**.

Now, the ATIS **AudioCenter** application has been installed at the head office in Geneva in order to enable local resources to be networked on the basis of the existing infrastructure:



Thanks to the AudioCenter software, the following network-oriented capabilities requested by the customer could have been implemented in addition to the device-specific features:

- Automatic transfer of all calls recorded in Zurich to Geneva at fixed times of the day or night over a secure data line
- Central archiving of all call data from Geneva and Zurich

Using its intelligent AudioCenter solution, ATIS was thus able to ensure that all call data at its Swiss bank customer is managed centrally and securely providing protection for both the bank and its customers