

Intelligent Recording Solution for Converging Trading Floors

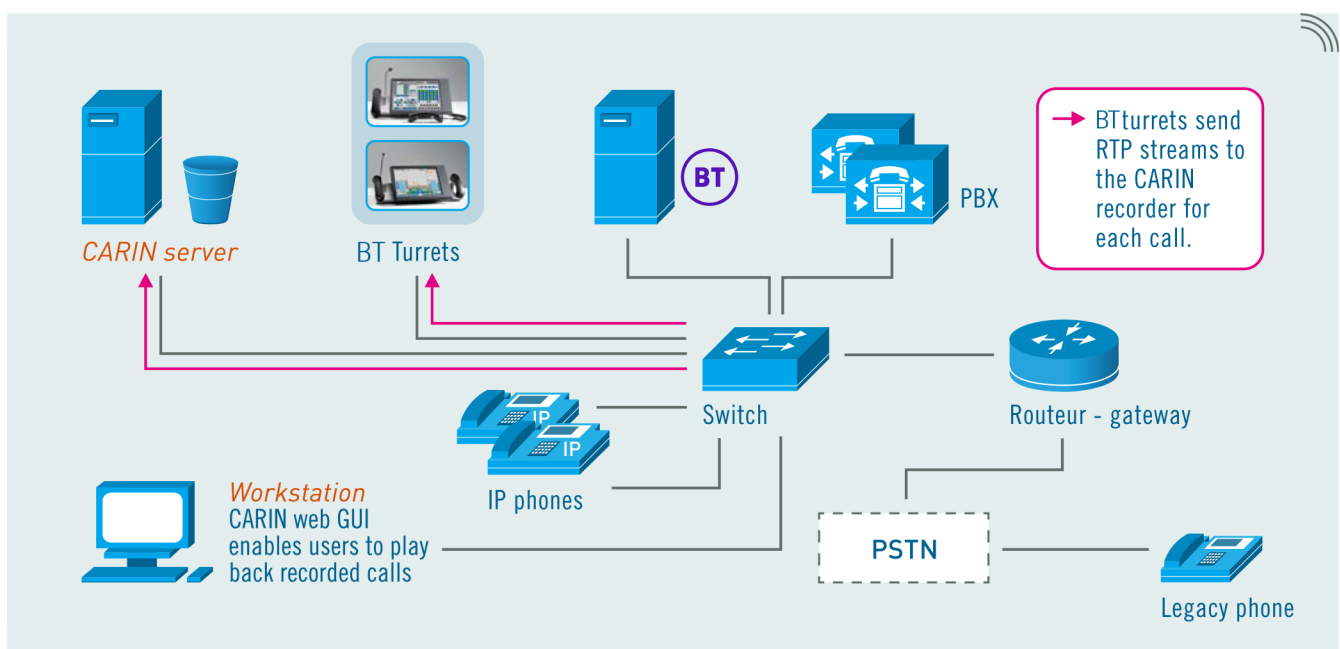
For trading houses, seamless recording is vital when legally required, not only to **record** and **archive** calls, sometimes for several years, but it is also important to be able to easily **retrieve** them on request, **regardless of trader location**.

TC&C is focused on VoIP and Unified Communication innovation. It's strategy is to introduce new, critical concepts like business flexibility that can only be cost-effectively addressed through an IP-based solution. TC&C has been continuously expanding its cooperative efforts with leading vendors, like BT, who provides the most secure and reliable BT Turrets for financial institutions globally.

BT recognizes that most of the added value of IP Convergence comes from the integration of telephony systems with computer-based applications. Therefore, **BT with TC&C provides a complete trading floor solution.** An **interaction and proper recording of the traders' voice** can be made with TC&C's award winning call recording system: **CARIN**.

CARIN is designed from the ground up to meet the demanding requirements of a wide range of industries such as banking, insurance, government and specialized customer contact centers. **CARIN is optimized for multi-site operation, characterized by high performance, video call recording capability, enterprise management and security features; thereby providing a truly high-end solution at a competitive price.** TC&C's recording suite has passed the comprehensive Cisco Compatible certification test.

CARIN offers an **entirely integrated IP call recording solution with the BT Turret system.** The integration between the two platforms is based on active recording. This means that a duplicate media stream of every conversation to be recorded (as there is flexibility in which calls are recorded) is sent from the turret to the CARIN recording server.



Benefits of CARIN on the trading floor:

Reliability, Availability and Serviceability

CARIN is **location independent and provides redundancy** options which ensure that in case of any type of failure recordings will not be missed.

Productivity & Flexibility

CARIN allows traders to move freely, from seat-to-seat while having **both voice and open-line channels recorded** regardless of where they are logged-on.

Benefits over Legacy Recorders

Legacy IP call recorders using passive recording technology are not able to properly record the complex call scenarios in a BT Trade environment, and these systems can not **control the recording functionality directly of the dealer board**, like CARIN does. Passive IP recorders also suffer the disadvantages of the monitor port issues:

- In a complex switching infrastructure, the monitor port configuration can be a headache.
- In a multi-site network, branches where a few calls have to be recorded, requires dedicated recording server.

Cost Efficiency

CARIN is driving down the cost of dedicated recording resources. Recording **resources are only allocated at user log-on** which maximizes the cost efficiency.

Sophisticated Features

Moreover, the integration technology between CARIN and the BT turrets enables new, sophisticated features, such as:

- Use of the same server for BT turret and PBX phone recording.
- Duplication of the media streams to lower the load on the network components.
- Codec modification for lower storage consumption.
- Simple configuration of what to record and how.
- Call flagging and tagging with custom information.
- Replay and advanced search functions on the turret.
- Mixing multiple channels/calls into a single stream, then sending the mixed stream to the recorder.



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