

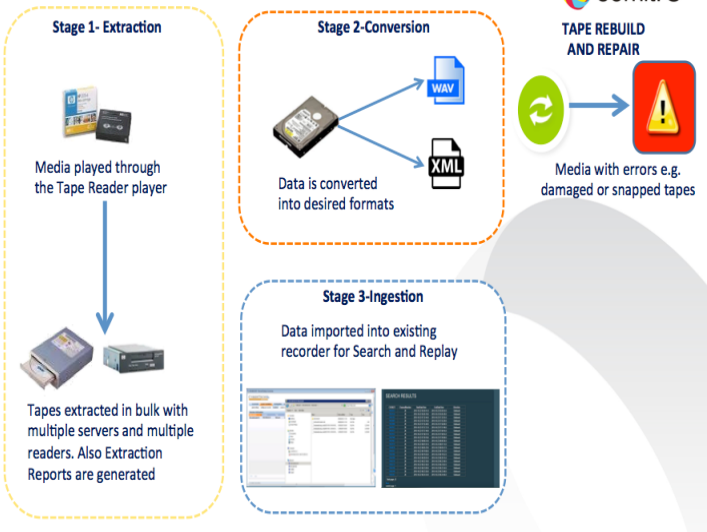
CAS-FOR Compliance

comitFS was engaged to extract voice recordings from historical tapes for a major financial bank. The customer requested that the sensitive call and related meta-data was to be re imported into a local recording system. The full solution was performed in region on the client premises, without the tapes having to be shipped.

Financial institutions have retained historic voice recorder tapes and disks, often from a range of recording vendors, using a wide variety of media including DVD, DAT, AIT and CD. In some regions retention policies can be in excess of 10 years. Legal and compliance teams are being asked to retain media for investigation purposes in a digital format.

Within this context, a major financial institution required tape extractions from a variety of AIT Tapes and DVD Ram. The data was extracted in bulk with multiple readers thus enabling a rapid turnaround and within a customer's own environment without the need to ship to a offsite-processing center. The extracted data was processed to create WAV for audio and XML/Excel files for metadata.

High Level Process



comitFS managed the project, working with key stakeholders to understand the requirements and legislations of the project. An end-to-end process was implemented migrating the legacy recordings to current voice recorders, with calls being re-archived to the corporate EMC storage platform.

comitFS produced an extraction report, which included total calls extracted and a summary of errors identified. Calls were successfully imported into a new instance of the banks recording platform, which enabled new functionality such as the search and replay of recordings.

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