

# Remote working meets compliance

Understanding the call recording and monitoring mandate

**The pandemic-induced surge in remote working over the past year has stabilized, with many organizations now opting for a more fluid, hybrid model of remote work – one which is more accommodating of employees' preferred workstyles.**

Working from home is now the default for much of today's workforce. Currently, the fundamental requirement for all organizations to retain productivity and overall performance is enabling effective collaboration and communication streams.

A modern workday experience is one where real-time collaboration is expected. Online collaboration tools enable expansive reach and scope for employees to connect with anyone internal or external to the business; delivering that in itself can be a challenge. But then there's also the issue of compliance.

## **Understanding the compliance conundrum**

Organizations now find themselves under pressure to update, communicate and enforce new security and compliance policies that are aligned and relevant to the new remote working reality.

That's no easy task, especially if the organization's workforce is geographically dispersed. Device and network proliferation adds further complexity. Now, employees are using home networks and personal devices that lack the embedded security of corporate ones.

Clearly, the work-from-home employee has introduced a level of security and compliance complexity that IT teams need to understand and unravel – fast. One area that needs specific attention is call and meeting recording and monitoring. That's because, in recognition of the potential risk inherent in remote working, regulators have stepped up their rules and requirements in this area – especially in highly regulated industries.

**The speed and scale of the adoption of online, cloud-based collaboration tools left the virtual door open for much higher risk to manifest.**

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Security gaps, potential data leaks and legal and compliance adherence were often not addressed with the correct level of vigour.

So, what could go wrong?

Imagine that there is a trading dispute between the bank's client and its client relationship manager and they have been communicating via voice call using Microsoft Teams. Without compliance recording in place, there is no way that the bank can validate this dispute since there is no conversation being recorded.

Or what if the financial regulatory ordered a large insurance provider to provide the chat logs between a client and their customer service agent due to a complaint filed by a client. Without a proper tool to retrieve the chat logs reliably and quickly, the compliance officer has to spend hours to search through the archive logs.

In this case, businesses need to review, or in some cases, completely revisit – their approach to recording compliance and the digital tools they use.

And after conducting this exercise in due diligence, many realize that their existing solutions fall short of the minimum compliance standards for reliable recording and monitoring. They're well aware that the repercussions of noncompliance can be grave – these include protracted investigations and audits, steep fines and the erosion of brand reputation.

To understand the complexity and scope of the challenge, let's consider some use cases from the financial services and insurance sectors.

Understanding and managing this new flavor of security and compliance risk is a challenge for already stretched in-house IT teams. They're already juggling multiple pandemic-related priorities. **Indeed, our 2021 Global Threat Intelligence Report revealed that nearly five in six organizations completely re-thought their IT security to accommodate new ways of working brought about by COVID-19.** Right now, IT teams already have their hands full.



### Compliance complexity mounts in FSI

Most organizations in the FSI industry require that all interactions with customers – be they voice, email, chat or video – be automatically recorded and stored for seven years (as required by law). But now, the days where most contact center agents made and received calls from inside the walls of the physical corporate contact center are gone. Today, a large proportion of agents do their jobs from home.

How do you ensure that every single customer interaction is recorded – securely – when your IT teams

don't have control over what devices people are working on or know which networks they're using to connect?

Simply relying on the built-in – but somewhat basic – recording functionality that comes standard with most digital communication and collaboration tools isn't an approach that's going to pass muster with compliance regulators.

The current global shortage of IT – and specifically, cybersecurity – skills add another layer of complexity for businesses seeking to elevate security and compliance to the top of their business agendas.

## NTT's phased approach

So, what are the options to ensure that your organization meets its compliance mandates?

NTT has seen great success with clients with our Compliance Recording-as-a-Service, a complete enterprise compliance recording solution. It's quick to deploy and allows you to leverage Microsoft Azure cloud technology to adhere to regulatory compliance requirements while still capitalizing on the compelling benefits of digital collaboration.

Our cloud-based solution comes with a verified design and architecture and a tested deployment approach to support your specific business needs without introducing unnecessary complexity for your IT department and ensuring you meet any compliance regulations.

Our packaged professional services provide a highly dependable deployment approach in five phases. This approach ensures that technology and services are delivered with full quality assurance, allowing you to enjoy maximum savings and reduce deployment risk.



### Here are some of the benefits you can look forward to by engaging with us:

- A fully Microsoft Teams certified recording solution
- Centralized recording of voice, video, IM, desktop screen, content and application sharing
- Multi-site, regional and geographical deployments
- Support for Microsoft Azure cloud and hybrid on-prem deployments
- Recording redundancy ensuring that all conversations get into the recorded database to avoid costly disruptions and ensure high availability of your recordings

- Seamlessly integrates with your current communications channels to deliver additional functionality and significant value to your existing UC investment

- Ability to apply communication boundaries (ethical walls) for proactive compliance

So, if you're looking for an economically proportionate solution that'll help your organization become more agile without making any compliance or security sacrifices, why not get in touch?

