Tackling the Challenges of MiFID II with ASC’s Recording Suite

Your obligations:
Compliance with MiFID II

1. Documentation obligation
   Recording all consultations

2. Notification obligation
   Notifying the customer that the conversation is being recorded and archived

3. Retention obligation
   Storing all communications for a minimum of five years

4. Unambiguous allocation
   Tagging the call to the customer for efficient search-and-replay

Complying with MiFID II

The Markets in Financial Instruments Directive, MiFID II, will take full effect on January 3, 2018. It will increase transparency in financial markets and protect investors. One section of MiFID II regulates the recording of consultant calls in securities trading. The legislation mandates comprehensive and evidence-proof recording and archiving of all consultant calls regardless of the channel: phone, video call, chat or e-mail.

Our innovative documentation solutions help you implement required processes to comply with MiFID II regarding communications recording.
Complying with MiFID II
Evidence-proof Recording of Consultant Calls and Customer Communications

Your advantages
Get ready with ASC
1. Evidence-proof recording
   Encrypting and archiving consultant calls for a minimum of five years
2. Efficient and immediate search-and-replay
   Tagging additional call-index data to the recording
3. Highest safety standards
   Tenant separate, fail-safe and tamper-proof architecture
4. Minimizing risks
   Avoiding penalties by supervisory authority
5. Omni-channel Recording
   Recording across all communications channels (voice, telepresence, video or chat)

Recording and Analytics
With our solutions, companies meet MiFID II regulations for compliance recording. Customized access rights fulfill the demands of work councils while flexible redundancy scenarios and state-of-the-art encryption ensure reliability and privacy.

Compliance Recording
ASC’s neo recording suite offers innovative recording to meet the most stringent demands. Financial institutions, contact centers and public-safety organizations capture, save and archive conversations, screen content and corresponding call-index data. Our systems meet the most demanding technical standards in the industry and offer a wide range of redundancy scenarios to guarantee the highest availability and reliability.

Fraud Detection
In addition, our portfolio includes a solution designed to satisfy the unique needs of the financial sector: "INSPIRATIONneo for Compliance." Speech analysis lets you define criteria to filter out all calls possibly violating compliance regulations.

Minimizing Risks Now!
Implementing MiFID II for the everyday business world requires careful preparation and targeted action. At the moment, some details of the legislation have not been conclusively regulated, and the adjustment of processes and workflows will definitely be time-consuming. To ensure the regulations will be meticulously observed, supervisory authorities are currently endowed with extensive power to punish violations. Opting for ASC’s solution now represents a prudent first step to meet the demands of the directive and avoid penalties.

ASC offers integrated solutions for major telecommunications and trading service providers including Alcatel-Lucent Enterprise, Avaya, BT, Cisco, IPC, Mitel, Skype for Business and Unify.

About ASC
ASC is a worldwide leading software provider for multi-channel recording, quality management and analytics addressing all enterprises with recording needs, especially contact centers, financial institutions and public safety organizations. ASC records, analyzes and evaluates interactions across all media, either as an on-premise or Cloud solution. Headquartered in Germany and with subsidiaries in the United Kingdom, France, Switzerland, the United States, Brazil, Japan, Singapore, Hong Kong and Dubai as well as a worldwide service network, ASC is a powerful global player in its industry.

Complying with the Securities Trading Act on Documentation
Since 2010, investment service providers have been required to preserve investment consultation calls with private customers in writing. Violators are subject to hefty fines by the German Federal Financial Supervisory Authority.

Our fail-safe and tamper-proof recording software, EVOIPneo, is the perfect choice to fulfill documentation mandated by the Securities Trading Act as well as the regulations of MiFID II.

CONTACT.
ASC Technologies AG
Seibelstrasse 2 - 4 | Phone +49 6021 5001-0
63768 Hoesbach | Fax +49 6021 5001-310
Germany | hq@asctechnologies.com

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asctechnologies.com

We record & analyze communications

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