

CUSTOMER:  
ADNOC

Abu Dhabi National Oil Company (ADNOC) is one of the world's leading energy producers and a primary catalyst for the growth and diversification of the Abu Dhabi economy.

CUSTOMER  
REQUIREMENT

ADNOC wanted to replace their trader system that was recorded by CARIN, but they also decided to proceed with recording the new technology with the preferred CARIN call recording system.

CHALLENGE

TC&C had to bridge the difficulties of integrating CARIN with Cloud9 on a short notice.

SOLUTION

Cloud9 API-compatible functionality and configuration had to be developed to receive audio streams and its metadata separately during calls. This required the development of two different APIs, one to receive the metadata of the calls and another to obtain audio of a given period of calls in BULK mode.

Transloading the Cloud9 metadata terminology into CARIN to deliver unified search capabilities was an aggravating factor as it significantly affected the database. TC&C's team resolved the issue of migrating recorded calls from the cloud to the client's data center in a compliant way via the use of CARIN's custom workflow engine.

This custom workflow engine played a key role in the solution because it enabled the development of a system in less than two months that met the technical requirements of the customer in every aspect.

**30 years of innovation**

We create technologies  
for collaboration & compliance

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