CARIN365
Compliance Recording, Data Managing and Sharing Application for Unified Communications

Overview

CARIN365 is an award-winning solution to record, analyze and archive voice and video calls, TelePresence sessions, mobile phone interactions, instant messages and screen contents.

CARIN365 outperforms similar products not only by **recording multiple modes of communication** but also by providing unique features such as high volume processing, efficient multi-site support, reliable and scalable architecture, secured data access, feature-rich control from an IP phone and a High Availability option.

Built-in modules and special functions

- Customizable data retention policy
- High-Availability and redundancy
- Automated notification system
- Preconfigured categorization of calls and messages
- Stereo recording allows users to play back call channels separately in order to increase distinctness
- Private call handling through the user interface
- Support for timezone management
- Robust integrated reporting tool with report scheduling
- Full audit trail
- Across-the-board searchable datase
- multiple recording modes

CARIN Features

Optimized for single and multi-site

CARIN supports both single and multi-site configurations, giving it the **flexibility to grow with the enterprise**. Each site has one or more Local Recorders (LR) connected to the central location via LAN/WAN. At the central location, recorded data files and other call information are stored on the Central Controller (CC), which coordinates the LRs' operation and acts as an archive server.

In a single-site environment, the LR and the CC software components can be installed on a single server.

An extremely cost-effective configuration is to utilize the **CARIN Desktop Edition**. In this case the recorder application is installed on the PC workstation that is connected to the IP phone thereby avoiding the need for an LR. Recorded voice files are uploaded from the CARIN Desktop Recorder to the CC after completion of the call.

- Fully centralized solution with distributable system components
- WAN failure resiliency
- Support for Survivable Remote Site Telephony (SRST) and for blade and VMware servers for even smaller footprint
- Full-featured compliance recording solution meet regulations and mitigate risk

Cloud-based Compliance Recording for Voice Trading

TC&C has broadened CARIN's capturing capability through an **integration with** the cloud-based **Cloud9** communications platform.

Cloud9 Technologies is the leading voice communication and analytics platform designed for the unique needs of the financial markets. **The fusion of CARIN and C9 results in a compliant cloud-based unified communications environment** with the known and accustomed stability of on-premise architectures. Adapting to market requirements with a cloud-based, ultimate call recording platform provides financial companies with a solution that supports traders both on the trading floor and remotely, providing the necessary flexibility as the industry continues to move to cloud-based platforms and work-from-home environments.

Cloud9 connects counterparties across all asset classes via a cloud-based communication platform with front-office focused data and transcription, while CARIN365 ensures compliance recording and data life cycle and call share management supported by several built-in and additional feature options to utilize the valuable dataset of trading floors and financial organizations.

Enhanced Search Capabilities

Unified administration is indispensable to capture, manage, store, process and retrieve recorded data in a compliant manner. The web-based CARIN user interface is available from any device at any time which further facilitates the benefits of **centralized data management**. The unified approach supplemented by the **CARIN quick search functionality** enables retrieval of relevant data.

Businesses and organizations within the financial and contact center related industry must implement comprehensive recording solutions to fulfill certain legislative requirements and ensure compliance. To provide businesses the ability to utilize collected data for business development purposes, CARIN offers a quick search functionality so customers can retrieve, extract and analyze relevant data from a **fully searchable database**. The system provides call tagging and commenting functionalities which takes **compliance data-extraction** to a whole new level.

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