



Technologies for
Collaboration
& Compliance



CARIN365

Compliance Recording and Analyzing for Unified Collaboration

TC&C's mission is to create technology for collaboration and compliance, via providing solutions that are able to bridge the gap between operating an extensive customer service and legislations.

CARIN is a compliance focused solution to record, analyze and archive interactions. CARIN outperforms similar products not only by recording multiple modes of communication, high volume processing, efficient multi-site support, secured data access and a high-availability option but also by providing unique features such as analyzing calls with AI-driven analytic features.

Technologies for collaboration and compliance

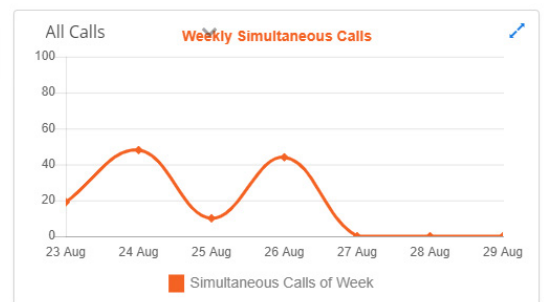
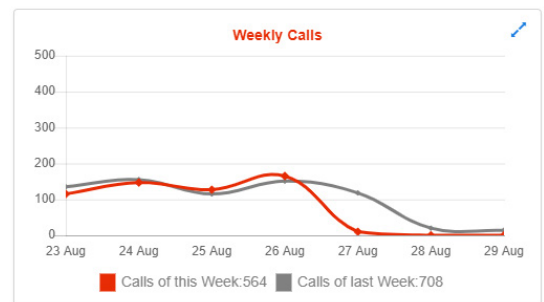
- Ensure compliance with legal requirements such as GDPR, MiFID II, HIPAA, Dodd-Frank, FDCA, etc.
- Omni-channel recording & archiving of all communications
- Integrate with multiple vendors and solutions
- Capture insights to improve business performance

Dashboard

Dashboard Settings

Calls System

Today Week Month Quarter Year



Supported technologies and vendors

- Full Cisco compatibility /CUCM, Webex, Jabber/
- Microsoft Teams compliance recording
- Zoom
- BT Trading Turret and Console systems
- Cloud9
- Avaya
- Time-machine based authorization system
- Monitoring and alerting tools that support business continuity
- Sophisticated notification system
- Secure access to system data
- Full audit trail

Multiple recording modes:

- Full
- Selective
- On-demand
- Relevant part only
- Sensitive part suppressed

Smart player for analytics insights

AI-boosted emotion detection, transcription and translation engines help businesses to utilize the data, that they already have due to compliance requirements. The development of CARIN tends toward the AI-driven analysis of interactions based on more objective aspects, such as words, pace and pauses, which also largely determine the quality of interactions, yet entails less legislative hazard.

Capturing all communications

- Secure recording & archiving of audio and video calls
- Video conferencing
- Mobile phone interactions
- Screen content and chat



CARIN can be the potential right choice for a wide range of industries due to its reliable and scalable architecture and its extensive integration possibilities. The system seamlessly matches with the standard call center devices, analytic and reporting applications; CRM and SAP systems.

Financial Institutions

Several legislative requirements target asset protection and fraud detection for the protection of customers and also for a legal and transparent global financial environment. CARIN is a web-based recording application that not only ensures compliance, but enables users to utilize recorded data in a compliant manner.

Trading Floors

Trading floors require special call center-like features and capabilities when it comes to call handling, free seating and call barging. CARIN's compatibility with the BT and C9 platforms result in an extensive application for traders both on-prem and in the cloud.

Call Centers

Optimize customer experience through demand-oriented communication capture. Unified administration enables efficient and coherent workflow, which supplemented by AI-boosted analytic features can greatly elevate voice experience and increase customer engagement.

Educational Institutions

CARIN LectureCorder is a recorder specialized for the demands and necessities of distance learning.

- Automated recording processes
- Recording of Zoom, Webex and Microsoft Teams
- Unified administration and file formats for seamless post-processing