

Overcoming communication hurdles in a regulated world




Please note: Kerv Collaboration & Compliance was recently rebranded from Trusted Data Solutions (TDS) when it joined the Kerv Group. This project was delivered at a point when the team was known as TDS.

The most recent impact and change that has affected every market took place in 2020 and has is still prevalent today.

The rapid call to action on regulation and the scrutiny of compliance has become a looming topic especially in the banking and financial sector. With remote regulated end users, increasing mobile usage, increase file sharing, virtual meetings and engagements, and virtual communication becoming the norm for business there is a need to stay compliant throughout the rapid evolution of how business is conducted.

As technology continues to advance and offer companies new ways to connect to their employees and customers many companies that started with Skype for Business have now incorporated platforms such as **Symphony**, **Webex**, and **TEAMS** to handle their communications.





The Challenge

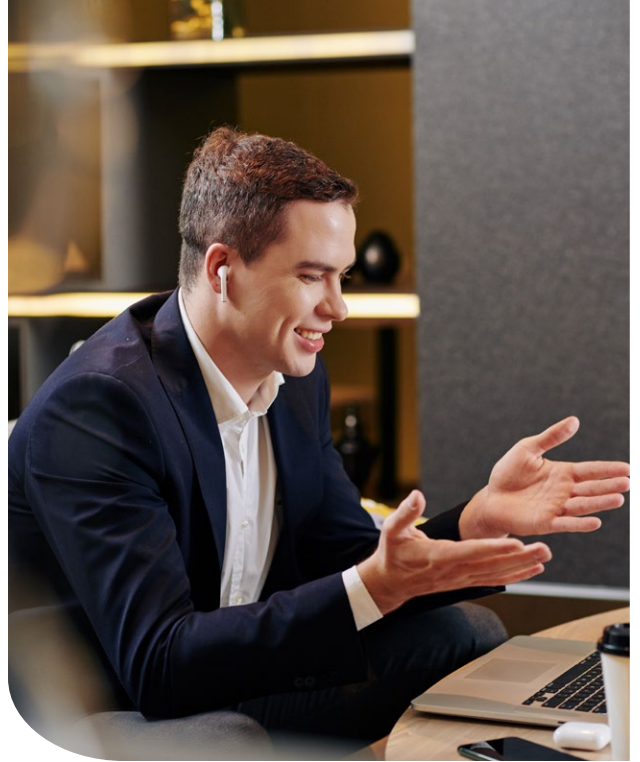
BNP Paribas was now faced with the challenge of providing unified communication for their regulated end users during a rapid change due to Covid. With employees using Symphony to chat and communicate while working remotely, Symphony had already established a way to record and capture the chat history for each user. However there had not yet been a way to record and capture the voice aspect of Symphony. BNP Paribas needed a way to record and archive collaborative solutions. This created a need for BNP to evolve in its compliance journey.



The Solution

BNP Paribas turned to Kerv Collaboration & Compliance (Kerv C&C), the only solution agnostic voice compliance provider in the market. A leader in capturing, migrating, and managing Voice Compliance and Data to provide a solution for their communications via Symphony.

Kerv C&C implemented a custom solution with Symphony to capture the voice functionality. Kerv C&C continues to work with BNP Paribas in managing their unified communication recording as a service integrator deploying tailored solutions as technology needs evolve.



Our Partnership with BNP in the compliance space has been one of the most rewarding & exciting that Kerv C&C have been engaged in during our time assisting financial services organisations on their regulatory challenges.

During this time Kerv C&C have looked to support BNP ensuring the banks continual advancement of technology fits with the existing and future regulatory requirements. Technology can no longer drive change without thinking about the implications and challenges to the compliance and legal teams within the institution.

“ In an ever-changing regulatory environment, financial institutions need technology that’s both flexible and responsive, quickly adapting to business needs, ensuring that you are always aligned with market standards and compliance requirements.”

Paul Willson

Head of Strategy, Kerv C&C

Get in touch with us

For general enquiries please contact
hello@kerv.com

Kerv Group, Unit 1B, 1 Finsbury Avenue, London EC2M 2PP