



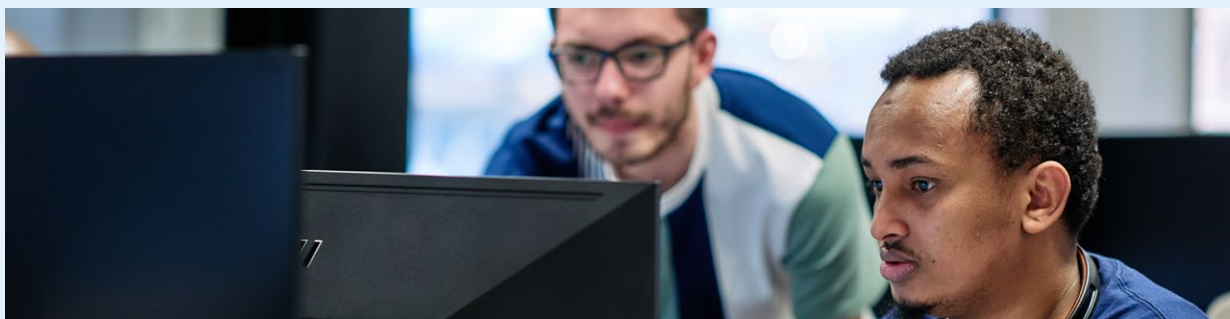
End-to-End Communications and Compliance Services



Collaboration
& Compliance

With around 200,000 recorded users under management globally, Kerv is one of the world's leading integrators of compliance recording, archiving and monitoring services.

As well as some of the world's largest Tier 1 banks, we work with countless small to medium-sized financial institutions. Often with relatively small Compliance and IT departments, these firms come to us and stay with us because they appreciate having a single trusted partner for all their communications compliance needs.



The challenges we address

With employees now spending a lot more time working away from the office, the increasing use of collaboration tools, mobile phones and messaging applications is great for productivity but a nightmare for compliance and IT teams with limited resources, especially when having to deal with multiple suppliers.

With Kerv, you can have all your recording and archiving services under one roof.

We offer compliance solutions for all major communication channels, including:



Consumer messaging apps:

WhatsApp, WeChat, Signal, Telegram, LINE



Financial IM tools:

Bloomberg, ICE, Eikon



Mobile Voice & SMS:

Network, App and SIM-based solutions



Phone systems and dealerboards:

Cisco, Avaya, Genesys, IPC, Cloud9



iMessage



Email



Collaboration platforms:

MS Teams, Zoom, Webex



And many more...

Ensuring compliance across multiple communication channels



With so many tools available for the capture of different communication channels, **many firms struggle to identify the best ones to suit their business**. Our agnostic approach, combined with decades of experience in the financial services sector and other heavily regulated industries, guarantees a tailor-made solution that simplifies processes and reduces workload.

For companies with limited financial and human resources, implementing change can be stressful and costly. Kerv's ability to provide not only the compliance tools you need **but also the underlying telephony platforms that power them, means you can save time, money and stress by dealing with a single provider.**



If you're one of the many firms currently looking to move your telephony services to MS Teams, we can not only implement a compliant Teams recording service but also provide the necessary Microsoft licences, design the solution and manage the whole migration process.



Why Kerv?

Kerv Collaboration and Compliance are unique in that we offer **not only end-to-end voice and mobile telecom services and data connectivity solutions but also a full compliance wrap to organisations across the UK and beyond.**

We help our customers minimise operational risk by implementing robust, resilient communications and collaboration services while mitigating regulatory risk through innovative, multi-channel compliance solutions.



Key Differentiators



End to end compliance provider

An advanced compliance recording and archiving service from a single experienced provider, capture and store voice and electronic communications across all channels.



Full managed service

Proactive management, monitoring and problem resolution of all compliance applications, hardware and data.



Single trusted partner

A single supplier to manage all your communications services and the systems needed to record them for regulatory compliance.

Use case: Regulatory change



The Issue

A small hedge fund is struggling to keep up with the rapid changes in financial services regulations. They don't have the experience or IT resources to effectively implement a multi-channel communications compliance solution. In addition, with many staff adopting hybrid working practices, the firm is also looking to deploy a compliant, cloud-based telephone system and provide employees with recorded company mobile phones. An internal audit found significant gaps in their communications recording and archiving. If not corrected this could result in a significant regulatory penalty.



The Solution

Kerv has a holistic compliance solution to enable the hedge fund to easily implement a multi-channel recording, archiving and analysis solution. This can be deployed with minimal impact and involvement from their IT team. Kerv can also provide its award-winning proprietary cloud phone system, Voxivo and provide corporate mobiles to the necessary staff, all securely recorded and archived.

Customer Benefits



Fully managed compliance service



Complete compliance solution



Minimal IT resource needed



Easily upgradable to support new messaging applications



Reduces compliance risk





Use case: Multi-channel compliance



The Issue

A medium sized bank has a problem with their existing compliance infrastructure. It is built on multiple platforms from a range of vendors. The bank now has a requirement to add WhatsApp recording to monitor key trading personnel. This is expensive, difficult to implement, and the existing solution has proved to be unreliable. An attempt to prevent the use of WhatsApp has failed, and this has left the bank exposed to significant risk.



The Solution

Kerv can replace the existing compliance platforms with a single managed service. This would be more reliable, have a lower total cost of ownership and allow WhatsApp messaging to be recorded, archived and easily monitored.

Customer Benefits



New platform can be easily upgraded



>160 media types recorded



Can be enabled for BYOD devices



Single vendor to manage



Did you know?

We provide a host of services, allowing you to work more efficiently with one trusted supplier:



Digital

Talk to us about Microsoft Business Applications, CRM Systems, Data and AI

Experience

Talk to us about contact centres and customer experience

Transform

Talk to us about IT Managed services and cyber security

Connect

Talk to us about Multi-cloud, on-prem, networking, security and SD-WAN

Consult

Our consultancy services work to successfully deliver IT projects & digital transformation



Contact us to talk to an expert about your unique requirements or arrange a free audit:

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