Guide to

Guardian Assurance

Guardian
Assurance
by kerv

Guardian Assurance by Kerv is a suite of solutions designed to ensure **complete and accurate call recording compliance.**

The core problem it addresses is the challenge of guaranteeing that all in-scope communications are captured and that recording systems are functioning correctly.

Guardian Assurance offers three key components: **CDR Assure** for reconciling call data with recordings, **Config Assure** for monitoring recording platform configurations, and **Endpoint Assure** for proactively testing recording devices.

By providing proactive assurance, continuous monitoring, and detailed reporting, Guardian Assurance aims to give compliance teams full control and the ability to confidently demonstrate adherence to regulations, ultimately mitigating the risk of penalties associated with missed recordings.

Your call recording compliance with Kerv's Guardian Assurance

In today's heavily regulated environment, financial institutions and other organisations face the constant pressure of ensuring complete and accurate call recording for regulatory compliance.

The risk of missing even a single in-scope communication can lead to significant regulatory scrutiny and costly penalties. Traditional call recording solutions often leave Compliance teams in a state of uncertainty, guessing whether all necessary communications are being captured and if their recording systems are functioning as intended.

Kerv's Guardian Assurance offers a paradigm shift in this landscape. It is a unique suite of solutions specifically designed to move organisations beyond reactive measures and into a state of proactive assurance and transparency. Unlike conventional approaches, Guardian Assurance empowers Compliance teams to maintain full control and readily demonstrate adherence to regulations by providing tangible evidence of recording completeness and system integrity.

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The Guardian Assurance Product Suite comprises three key, integrated elements:

Guardian CDR Assure by kerv

CDR Assure focuses on the critical question: "Is every in-scope call made, recorded?" It achieves this by performing near real-time cross-comparison of call data against recording metadata, significantly reducing the risk of missing recorded calls and providing a high level of confidence in capture completeness. CDR Assure can ingest data from multiple communication modalities including Verint, NICE, Teams, Zoom, and many others, offering a unified view across diverse platforms.
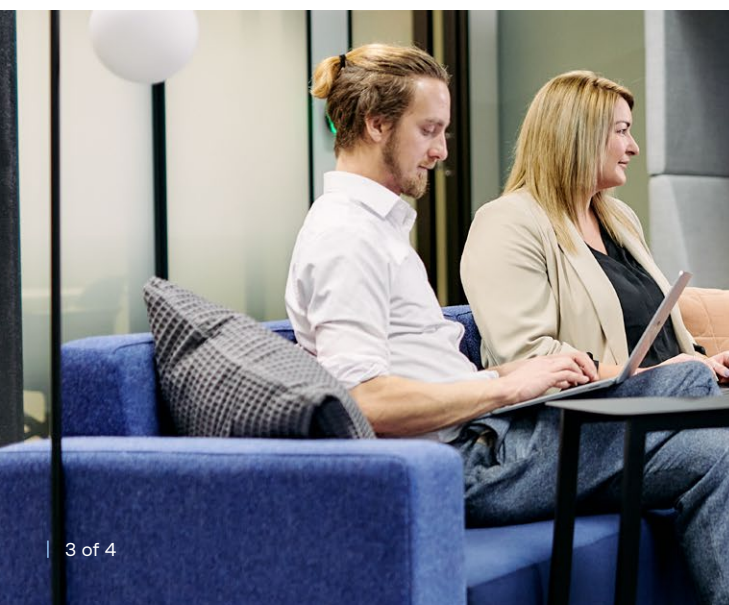
Guardian Config Assure by kerv

Config Assure addresses the fundamental requirement: "Is every recording device and platform set up to record correctly?" This element continuously monitors the configuration of your recording platforms against a defined baseline. It immediately triggers alerts upon detection of any changes, ensuring that unauthorised or accidental modifications that could impact recording are promptly addressed.

Guardian Endpoint Assure by kerv

Endpoint Assure proactively tackles the challenge: "Is every endpoint device recording and is the recording audible?" It proactively tests recording endpoints daily to ensure they are ready for recording before critical business activities commence or following system changes. Furthermore, it efficiently measures audio quality by leveraging existing transcription infrastructure and using Word Error Rate (WER) comparison.

What sets Guardian Assurance apart is its **integrated approach**. By combining **near real-time reconciliation (CDR Assure), proactive endpoint testing (Endpoint Assure)**, and **continuous configuration monitoring (Config Assure)**, Kerv delivers a level of **complete compliance visibility** and **confidence** that traditional, disparate solutions simply cannot match. This unique integration allows Compliance and Operations Teams to confidently meet regulatory requirements and significantly mitigate the risk of costly errors and penalties.

With such a comprehensive platform, housing multiple dashboards depending on the query or required output, a demonstration is the only way to truly appreciate the complexity and uniqueness of this solution.

Book yours today.

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Why Kerv?

Guardian Assurance by Kerv offers a comprehensive and efficient solution for all communication capture.
By managing the entire process end-to-end and supporting multiple communication channels without the need for user applications, it simplifies compliance operations and reduces risk.

The integration of Guardian CDR Assure provides an unparalleled level of assurance by monitoring and reconciling call data in near real-time, guaranteeing greater accuracy and completeness of recorded communications. This single-source-of-truth approach provided by Kerv, now enhanced with Guardian CDR Assure, empowers organisations to confidently meet regulatory requirements, streamline e-discovery, and reduce the complexities associated with mobile communication compliance.

Kerv's ownership of the end-to-end service, including the advanced reconciliation capabilities of Guardian CDR Assure, allows teams to concentrate on their compliance strategy rather than the intricacies of technology operations management.

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