



CASE STUDY

World leader in transaction settlements selects best-of-class voice logging system by Tein Technology

Processing more than 163 million transactions a year requires a consolidated and reliable communications platform. For mission critical telephony with flawless voice logging, a world leader in clearing and settlements called on Tein Technology.

International settlements

A world leader in the settlement of national and international securities transactions and the movement of capital is a major player in Belgium.

In 2011 the group settled a global 163 million transactions to a value of 580 trillion euros, with the Belgian arm processing a record 1.9 million transactions worth a total of 498 billion euros. The clearing group's clients are chiefly banks.

The settlement transactions are consolidated and harmonised on a shared platform.

The solution is designed to maximize efficiency, limit risk and accelerate the settlement cycle.

Geocustering on IP network

The financial group uses a flexible IT and communication infrastructure with a very high level of availability.

At the core is a configuration consisting of three data centres. Each centre is strategically located to ensure local and regional disaster recovery. This geocustering eliminates any weak links.

Diverse telecom operators provide both overlapping and supplementary services.

Unified communication

Voice communication via telephone remains a mission critical process for the clearing group.

Basic requirements are the integration and convergence of voice, video and data communications via real time IP telephony linked to accurate voice logging.

"We operate in a serious business environment. We expect dedication and a perfect service."

To deliver this, the clearing group selected Tein Technology.

Tein Technology is a specialist in integrating time-critical business applications such as telephony and dealer

boards for the trading rooms of financial institutions. In Belgium alone, Tein Technology has successfully delivered more than 35 complete systems with more than 1,000 trading turrets.

Compliant VoIP voice logging

Businesses are harmonizing voice and data networks using standard Voice Over IP platforms in a bid not only to limit costs but also to take advantage of the latest applications.

Tein Technology handled the settlement company's migration from its traditional PABXbased landline telephone system with simple parallel voice recording to an IP-based shared network with intelligent voice logging. The network has 2,000 active users.

Specific applications such as voice logging – a Tein Technology speciality – increase the added value of communication for the business environment. They help make .business more efficient and provide support for compliance and legal requirements as well as during crisis situations."

Voice logging with unique redundancy

The voice logging system is centrally

“Tein Technology offers best-of-class voice logging with extreme redundancy – higher than the banking industry average.”

configured in the IP network. The complete architecture is made up of clusters and is redundant across the group’s various data centres.

The management software is extremely flexible, making functions such as dynamic allocation, enhancement of call data, synchronization and the like possible.

All telephone calls are automatically recorded by the voice logging system. The audio and video recordings, however, are insufficient, and the call data record information must be available immediately for retrieval and listening.

This flagship recording platform is capable of reconstructing an incident in full, with all relevant calls accompanied by correct time stamps.

The system unambiguously records agreed orders and the scope of the delivery. Calls recorded in the voice-logging platform also serve as the foundation for an advanced quality control system.

Top quality system integration

The project represents a successful VoIP voice logging operation for specialist integrator Tein Technology.

The client is a demanding customer that places emphasis on a reliable process of documentation, validation, testing, securing, installation and configuration, as well as both corrective and preventative maintenance.

It requires system integration of uncompromising quality and is now

extending its partnership with Tein Technology to include additional locations in Belgium and abroad, including the US.

Tein Technology sees this partnership as a result of its own sophisticated market and client-centred focus in specialized niche markets where it can excel.



CLIENT & SOLUTIONS

Client: World leader in transaction settlements, Brussels

Project date: 2010-2014

Solutions: Trading Rooms

Trading in the dynamic foreign exchange, financial and commodity markets takes connectivity to another level – fast, consolidated real-time communications with high capacity and low latency. The emphasis is on scalability, expertise and compliance.

We combine core strengths to design and implement communication platforms for the financial community.

- True unified communications
- Intelligent trading platforms
- Multi-channel analytics
- Compliance recording capabilities

To find out how your organisation can benefit from Tein Technology’s expertise in traffic management, contact:

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About Tein Technology

Tein Technology is a leading-edge provider in the integration of voice and video platforms for mission critical environments such as financial trading rooms, traffic control for road, rail and waterways, port monitoring, city surveillance and public transport. Tein Technology runs a team of 60 highly qualified specialists and is based in Brussels and Amsterdam.



SMART CITIES



INTELLIGENT TRAFFIC SOLUTIONS



INNOVATIVE MARITIME TECHNOLOGIES



INDUSTRY