



Compliance Solution overview

Phone calls are the undiscovered mine of business sensitive information. **JUMPTO** combines voice and text data to give wider trend analysis than conventional compliance tools.

Key features

- Interfaces with voice and text based systems
- Automatically converts voice data into indexable text
- Trend analysis to show potentially unusual behaviour
- Customisable alerts
- Information time-slicing to analyse key periods
- Identify issues by organisation, client, department, or individual
- Fully hosted solution to minimise IT overheads
- Add a taxonomy for particular watch phrases or events

"Ignorance of the law excuses no man: Not that all men know the law, but because 'tis an excuse every man will plead, and no man can tell how to refute him."

John Selden (1584-1654)

The Compliance Challenge

Ensuring any organisation complies with relevant legislation and regulatory codes is a time-consuming business. As more and more data is generated, via e-mail, trading platforms, word-processing, instant messaging, social networking sites and phones calls, the resource needed to manage it increases at the same rate.

In effect, that means employing more staff to monitor other staff, who in turn need to be monitored themselves.

Increasingly, "no-win/no-fee" arrangements make legal and employment claims more likely and more expensive. Regulators are becoming tougher on organisations that breach the rules that govern their behaviour. Extreme cases such as Lloyds-TSB's £180million payout to US regulators just highlights the increasing seriousness of the issue.

In an ideal world, every piece of correspondence, every call and every transaction would be pored over by highly qualified staff to ensure that the organisation was safe. In reality this is not economically viable. More and more, IT solutions are used to help identify suspicious items, some highly tailored to specific tasks.

Without voice, though, what they lack is all of the information.

Hearing Voices

Many organisations now employ call recording solutions to archive their conversations. Some have gone to the lengths of employing phonetic search and "word-spotting" solutions, to allow a pre-defined list of words to be identified from conversations, for later reporting.

These solutions rely upon the construction of a phonetic representation of the search term, and matching it to the speech patterns, in other words, they do not convert the speech to text.

While this is a perfectly valid approach to dealing with voice in a silo, it fails to deal with how you take the mass of text data that an organisation generates, and cross-referencing it with the voice conversations to get a holistic compliance view on the business.



Chase Products

- VOX BOX

Converts single and multi-party voice and telephone call files to indexable text

- CALM Intelligent Theme Engine

Takes large volumes of text and identifies unusual elements using thematic analysis

- CALM DMS+

Fully outsourced Document Management engine, with VOX BOX and CITE capability

- CALM C/S

Industry leading Claims and Underwriting System

- CALM Protect&Share

PDF encryption and delivery platform for secure document delivery and viewing

- CALM M/REC

Mobile phone recording platform

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CALM C/S is a registered trade mark

The JUMPTO Solution

JUMPTO brings together the VOX BOX and CALM Intelligent Theme Engine (CITE) products to give a feature-rich view on the information passing through an organisation.

The VOX BOX takes multi-party telephone calls (including conference calls), and produces indexable text from the calls. Using a series of different algorithms, the VOX BOX “learns” your business over time, which means that the quality of results continually improves. Individual calls can be retrieved using a free-text search, and the VOX BOX *JumpTo* function places you directly into the call at the relevant point.

CITE not only uses the output of the VOX BOX, but brings in any other text data, and looks for themes and trends within the data passing through. The system does not have to be given a pre-defined taxonomy (i.e. a “watch-list”), although this is a built-in feature, but instead analyses all information passing through to see what is potentially anomalous in the context of what else is going on in the business.

Via a web portal, the user is shown a list of phrases identified by the system that it believes may warrant further investigation. A single click brings up the relevant documents that contain the phrase, enabling a quick assessment to be made.

Alerts are configurable to allow pin-pointed monitoring, for example of certain key individuals or departments. This can be especially useful when someone has recently been made redundant, or if they are dealing with particularly sensitive information

The system also allows for historical analysis, so that particular timeframes and people can be looked at.

Only by capturing a wider array of corporate information can an automated compliance function be truly effective.