

European Investment & Retail Bank

Opportunity

In a highly-regulated industry like banking, accurately and completely recording phone conversations is imperative. For a large investment and retail bank, supporting 120,000 IP telephones across multiple locations, its sheer size and operational complexity posed a significant challenge in meeting this objective.

The financial institution's expansive phone lines and related systems had to be checked manually before the start of each day by staff at each location. Results were then manually recorded and any issues found were communicated locally, but not shared across other locations or the broader organization. In addition, the tests were not consistent between sites and were often based on local and/or onsite knowledge. This impeded the availability of test results to the right teams at the right times, with key trending and incident information not properly circulated or used to improve service over time.

The bank required a system that would enable it to perform automated, centralized testing regardless of its technology infrastructure globally – today or in the future. With the system, the bank also sought to enhance service visibility, improve regulatory compliance, and gain more robust auditing capabilities to support its overall compliance requirements.

Solution

The bank implemented Verint® Automated Verification™ to provide automated end-to-end testing and monitoring of its complex telephony environment. Verint Automated Verification enables organizations to perform system tests across multiple vendor platforms, applications, and communication paths to help ensure their optimum operation. The vendor-independent solution can actively check systems for issues and proactively simulate customer interactions to validate the operation, configuration, and performance of applications, communication flows, and call recording across the enterprise.

After deploying Verint Automated Verification, the bank reproduced its previously manual test flows via automation, with robots simulating the key strokes and system interactions used for each test on each platform. Overall, the bank developed more than 150 tests for its critical voice platforms globally, with dashboards providing a centralized view of all tests, the testing schedule across sites, and alarms and outputs so local and global monitoring teams see all issues as they happen. Access to the dashboards is based on user role, enabling the bank to provide the right level of visibility to staff, as well as limit viewing by site, country, region, or globally, depending on role privileges.

VERINT

Customer Success Story



Solutions

Verint® Automated Verification™



Industry

Investment & Retail Banking



Region

EMEA

Results

- Saved 10,000+ hours of time by eliminating manual system tests.
- Increased the consistency and accuracy of reporting and alerting.
- Improved adherence to voice recording compliance, in turn reducing fines.
- Enhanced staff visibility to tests, results, and issues.

Automating the process and testing with Verint Automated Verification, the bank saved more than 10,000 hours of time, while also increasing the consistency and accuracy of reporting and alerting.

As the bank went about the process of automating its manual tests, Verint Automated Verification helped it uncover and fix several configuration inconsistencies across sites. Moreover, the introduction of automation challenged the bank's support team to ensure that service and infrastructure builds were standardized globally, so automated tests would run consistently time and time again. This focus on configuration consistency not only helped eliminate issues, but resulted in a consistent operational platform based on a standard configuration guideline.

Benefits

The bank's business case for the project was based on savings realized by reducing the amount of time employees had to spend manually testing phone lines and related systems on a daily basis.

Automating the process and testing with Verint Automated Verification, the bank saved more than 10,000 hours of time, while also increasing the consistency and accuracy of reporting and alerting. Additionally, the solution helped the bank improve adherence to voice recording compliance, thus reducing fines. Finally, the bank's local and global monitoring teams benefited from enhanced visibility of tests, results, and issues via a central dashboard.

With Verint Automated Verification delivering automated daily checks that provide assurance that recorders are functioning properly, the bank spends far less time testing and monitoring for issues with its infrastructure. Plus, with the solution raising alarms when there is a mismatch between calls recorded and calls received, and automatically passing diagnostics to the right teams, the bank is able to locate and resolve issues more efficiently and effectively.

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