

Turn customer interactions into powerful insights

Recordsure helps financial services organisations understand and optimise their customer interactions using cutting-edge artificial intelligence, data analysis and conduct risk expertise

Record, review and analyse the conversations that matter



Gather

Collect data from all your customer touch points including face-to-face meetings, telephone conversations and written correspondence.



Analyse

Automatically organise and segment your data not just by keywords but by specific topics like due diligence, fact finds or recommendartions.



Implement

Elevate significant events for human review enabling you to take advantage of macro-trends, automatically flag risks and intelligently target customer support to where it is most needed.



Detect risk warnings missed by your staff and advisers



Uncover insight into your customer experiences



Detect advice in non-advised situations / conversations



Improve staff performance management and training



Detect inappropriate advice or guidance given



Enable unparalleled speed and ease of file retrieval



See it in action - arrange a demonstration today!



Increase conduct monitoring accuracy and effectiveness



monitoring coverage in BAU activity



efficiency in remediation projects



increase in spans of control



of irrelevant and insignificant conversations filtered out



reduction in compliance costs

Create process efficiencies to reduce business costs

Mystery shopping costs

Reduce 100%

Customer care call costs

Reduce 100%

Quality assurance costs

Reduce 50%

Complaint handling costs

Reduce 75%

Back office admin task costs

Reduce 50%

Training & competency costs

Reduce 50%

Trust in unique, secure and proven Recordsure technology



Cutting Edge

Our recording devices, automation technology and artificial intelligence are the best there is.



Proven

Recordsure is the trusted choice of some of the UK's largest financial institutions.



Secure

With certification up to ISO 27001:2013, your data is in the safest hands.



Intelligent

Recordsure learns for itself. The more it's used, the smarter it gets.



See it in action - arrange a demonstration today!