

ACE

- Banks are required to maintain voice recording for compliance reasons.
- Modern recorders are able to store these on modern long term storage for quick online retrieval and playback.
- However, legacy recorder uses tape as storage media. Retrieval and playback on these legacy tape media can be painstaking slow and maintaining a separate legacy playback machine adds operations cost.
- And also these playback machines are often running on End Of Support Operating System.

Operation Challenges we observed

Automated

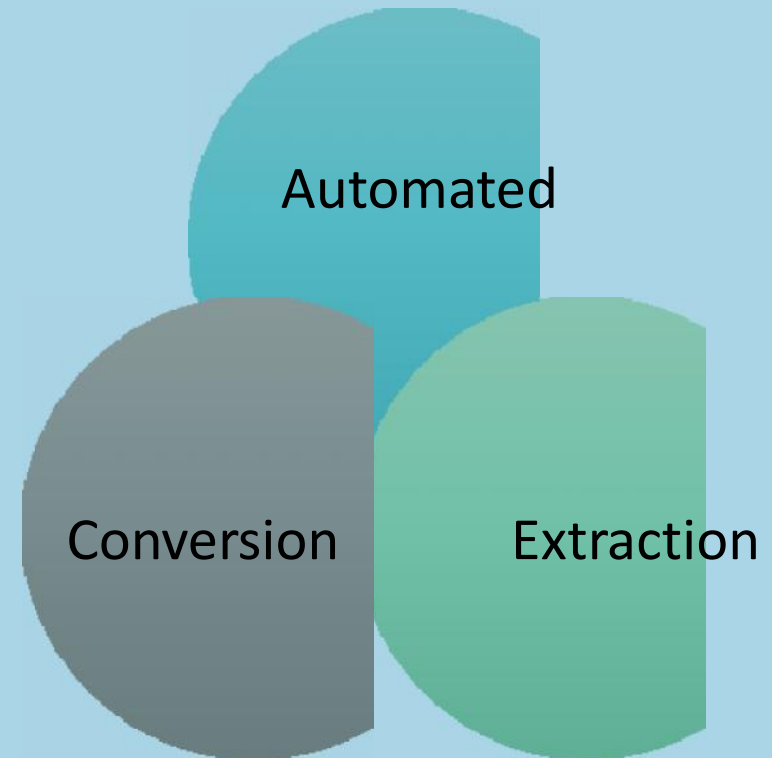
ACE automates the manual process of extracting voice call from legacy tapes to open audio format with call information. Hence, reducing the time required for extraction and conversion.

Conversion

ACE convert proprietary audio format to open audio format for easy playback and retrieval with call information. And write the converted audio file to modern long term storage solution.

Extraction

ACE extracts from legacy tape format (AIT, DDS) for any recording platform.

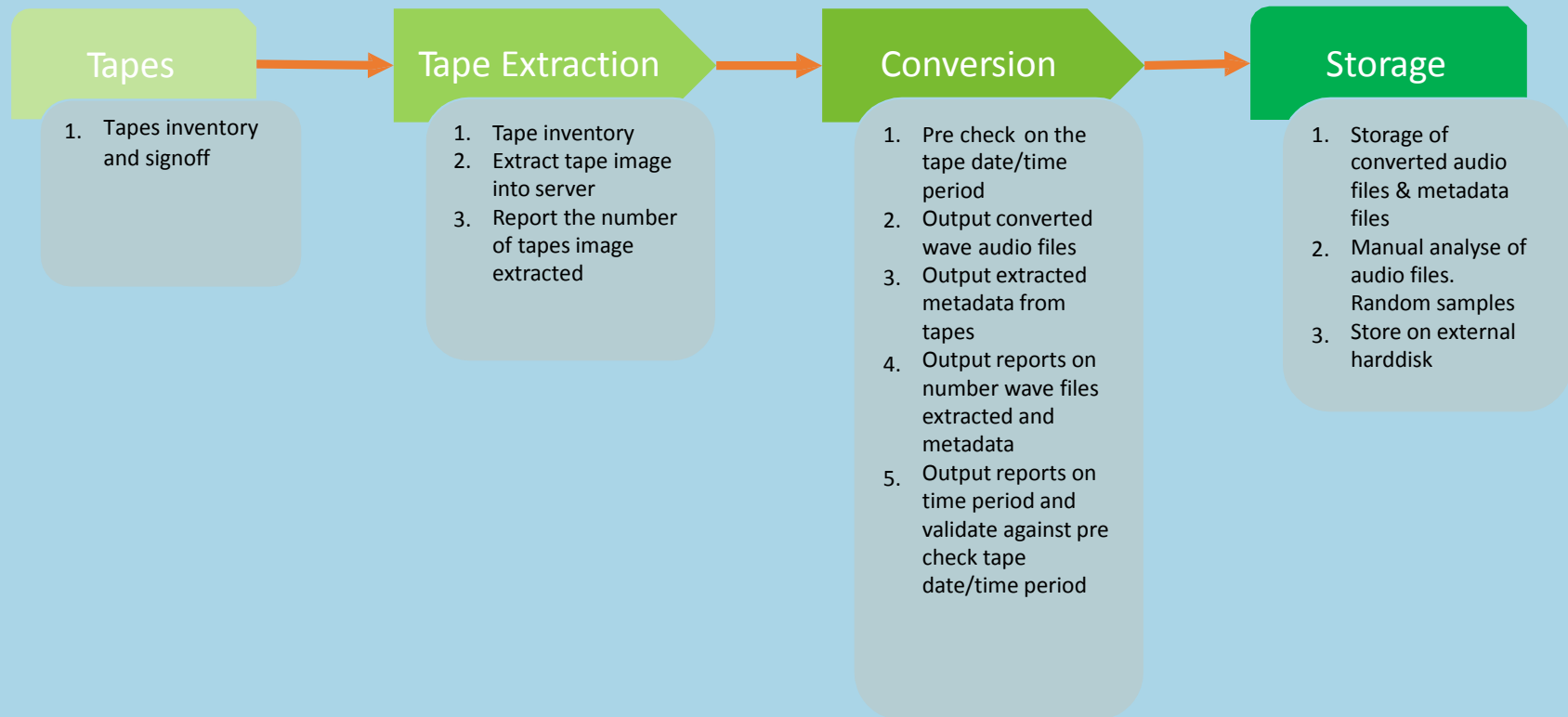


ACE Modules

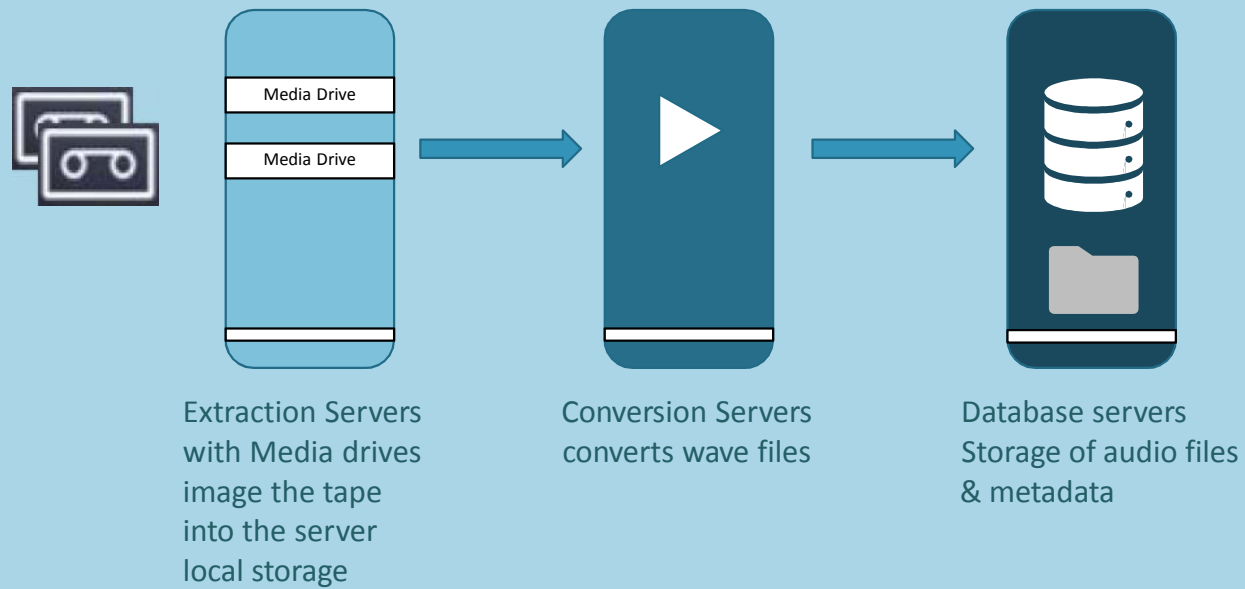
ACE is engineered to address the legacy tapes faced by operation

- Quicker & Faster extraction of tapes
- Reduce time needed and reduce resources
- Extract audio file with call information
- Work with modern long term storage solution
- Integrate to existing playback portal of choice
- Tape format: AIT & DDS
- Centralise playback
- No need to maintain separate playback machine

ACE Benefits



ACE Operation Flow



High Level Architecture

Challenges

Large inventory of tapes with long retention period.

Have to maintain playback logger with end of support operating system.

Risk of tape condition deteriorating over time in uncontrol environment.

Solution

ACE automates extract process and shorten the time and resources required.

ACE digitize audio files and store them on long term storage

Business Case

Old playback logger can be decommissioned

Playback retrieval will be faster with online storage

Summary