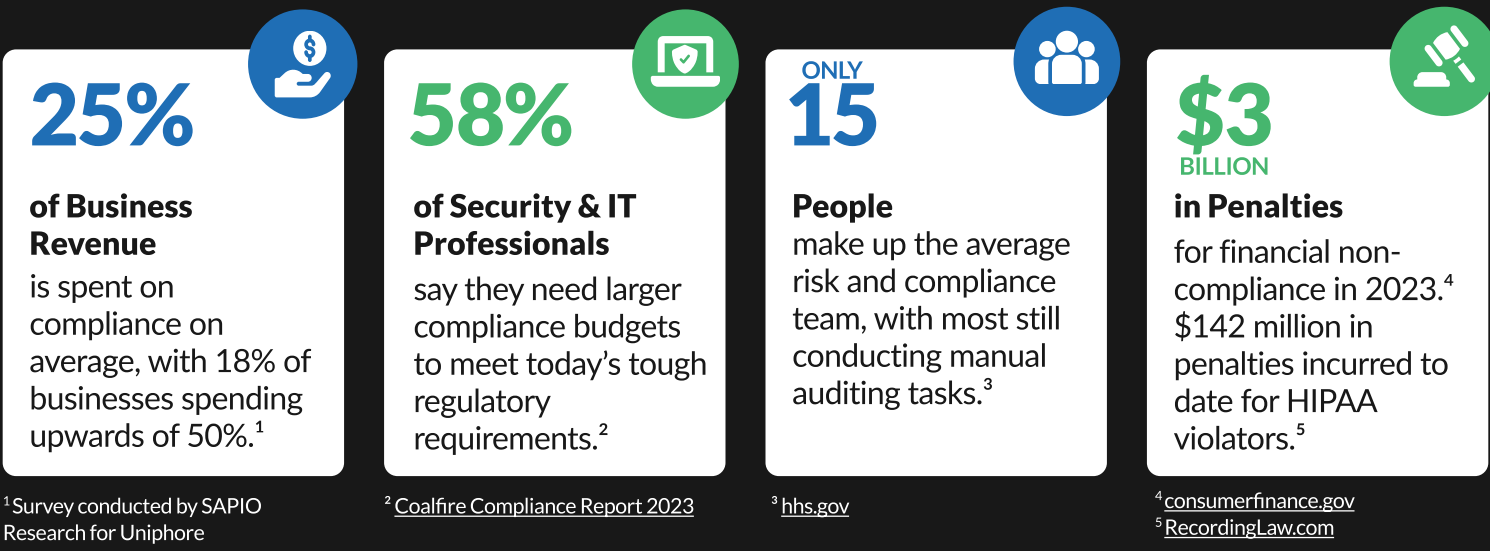# UNIPHORE

ENTERPRISE AI SOLUTIONS BUILT FOR TODAY'S EVOLVING COMPLIANCE LANDSCAPE

From call recording to interaction analytics,
Uniphore has you covered 100% of the time.

The Costs—and Shortcomings—of Compliance

The price of complying with changing local, national and international requirements is going up—and so are the penalties for noncompliance.

25%
of Business Revenue
is spent on compliance on average, with 18% of businesses spending upwards of 50%.[1]

58%
of Security & IT Professionals
say they need larger compliance budgets to meet today's tough regulatory requirements.[2]

ONLY 15
People
make up the average risk and compliance team, with most still conducting manual auditing tasks.[3]

$3 BILLION
in Penalties
for financial non-compliance in 2023.[4] $142 million in penalties incurred to date for HIPAA violators.[5]

[1] Survey conducted by SAPIO Research for Uniphore
[2] Coalfire Compliance Report 2023
[3] hhs.gov
[4] consumerfinance.gov
[5] RecordingLaw.com

Did You Know?

Up to 8% of call recordings are lost before they can be audited, according to various estimates.

Your Total Compliance AI Solution

Uniphore's voice and screen recorder and interaction analytics solution help you ensure total compliance across every enterprise touchpoint.

COMMUNICATION RECORDING AGENT

Enterprise Call and Screen Recording

Enable complete compliance and data governance with AI-ready data captured from every interaction.

CONVERSATION INSIGHTS AGENT

Conversational Intelligence

Unlock accurate, AI-powered insights to elevate contact center performance and drive real business and CX impact.

CASE STUDY

Regulatory Compliance for Wealth Management

An international banking group with 50 compliance team members automated compliance and monitored every conversation with Uniphore.

CHALLENGE

18,000
calls each day—only 5% of which could be audited manually

SOLUTION

- Compliance workflow automation
- Interaction analytics
- Quality monitoring

RESULTS

100% of calls monitored instead of auditing < 5%

50% reduced time needed to audit calls

> "Uniphore transformed our quality and compliance efforts, saving our analysts' time, enabling us to monitor every conversation with investors, and improving compliance scores. Better yet, we're now able to gain actionable insights from the voice of the customer to help us improve the investor engagement and experience."

Senior Vice President of Business Solutions & Change Management

Ensuring Compliance Across Industries

AICPA SOC — SOC 2 TYPE II CERTIFIED

GDPR

HIPAA COMPLIANT

ISO 27001

PCI DSS COMPLIANT

UNIPHORE