

# Financial services conglomerate implements single multi-tenant call recording solution across all companies.

## Situation

Traditionally, companies within a conglomerate were left to acquire and maintain their own communication platforms as well as any recording or analytics capabilities for it. The advent of the cloud however has significantly changed the potential for how these corporate conglomerates can streamline their data operations.

Operating across many industries, countries and communication platforms, the conglomerate was looking for a call recording and analytics solution that could be deployed across every company in the group without disrupting their operations or incurring additional unnecessary costs.

## Use Case

- Rapidly deployable solution across on-prem, hybrid, cloud
- True multi-tenant capabilities
- Cost efficiency

## Solution

Having assessed the entirety of the conglomerate's operations, CallCabinet was deployed in a matter of weeks across the group of companies. Each company had the ability to set their own recording policies according to their operational needs while adhering to any group policies required.

The result? Massive cost savings across the group's companies by deploying a single and flexible unified and standardized call recording and analytics solution, regardless of communications platforms involved, region or deployment type. Accommodating on-premise, hybrid or cloud, CallCabinet provided the group with single pane-of-glass views into 100% of the group's conversations.



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