

Arctera Transcription Service

The Power of Precision in Electronic Communications Monitoring and Transcription

Financial institutions face escalating compliance challenges in monitoring and transcribing electronic communications to meet organizational and industry regulations. With 54% relying on manual tracking and 71% managing multiple communication tools, current methods could be more efficient and error-prone. The spike in remote work further exacerbates these issues, amplifying compliance risks and potential fines.

Despite challenges with transcription technology, there has been a significant 79% adoption rate by financial institutions. Many of these institutions are looking for improved speed, accuracy, and security in automated solutions. That's where Arctera™ makes all the difference.

Arctera Voice Transcription Service

Arctera Transcription Services offers a comprehensive solution to address compliance challenges in monitoring electronic communications. Our platform provides accurate and efficient transcription of audio and video media files, enabling institutions to safeguard against regulatory threats while enhancing operational efficiency.

Key Features and Benefits

- **Recording Audio and Video:** Our advanced system efficiently collects audio and video files from different sources.
- **Organized Data Management:** We use a structured method to name and store attachments, making accessing and retrieving media files easy.
- **Gathering Metadata:** We capture important metadata, such as participant details, recording start and end times, and additional activity metadata, to enhance the comprehensiveness of the data.
- **Customizable XML Mapping:** Flexible mapping using customizable XML templates accommodates specific metadata requirements and variations in source formats.
- **High Accuracy:** Veritas Transcription Service offers exceptional accuracy compared to competitors, with a significantly lower word error rate (WER) ensuring precise transcriptions.
- **Industry-Specific Policies and Processes:** We implement industry-specific policies and processes to identify and address risks, ensure regulatory compliance, and minimize potential fines.
- **Quick Information Retrieval:** Accurate transcription enables timely information retrieval, enhancing operational efficiency and decision-making processes.
- **Classification before Archiving:** Our platform classifies communications before archiving, ensuring clear identification of data that needs to be retained and preserved.
- **Prioritized Supervision/Monitoring:** Accurate transcription enables institutions to prioritize communications for supervision and monitoring, enabling efficient risk management and compliance efforts.

How it Works

Our transcription process leverages cutting-edge technology to ensure accuracy and efficiency in converting audio and video files into text. Arctera Transcription Services offers a seamless solution for monitoring electronic communications by employing advanced transcription models and purpose-built review tools.

The process starts with capturing the audio with a call recording tool like Verint, Dubber, Nice, etc. Arctera then captures the audio and video files directly via API or customer exports. These files are transcribed, indexed, and classified. The transcriptions and the attached audio/video are seamlessly added to the message bodies and archived for Supervision and eDiscovery.

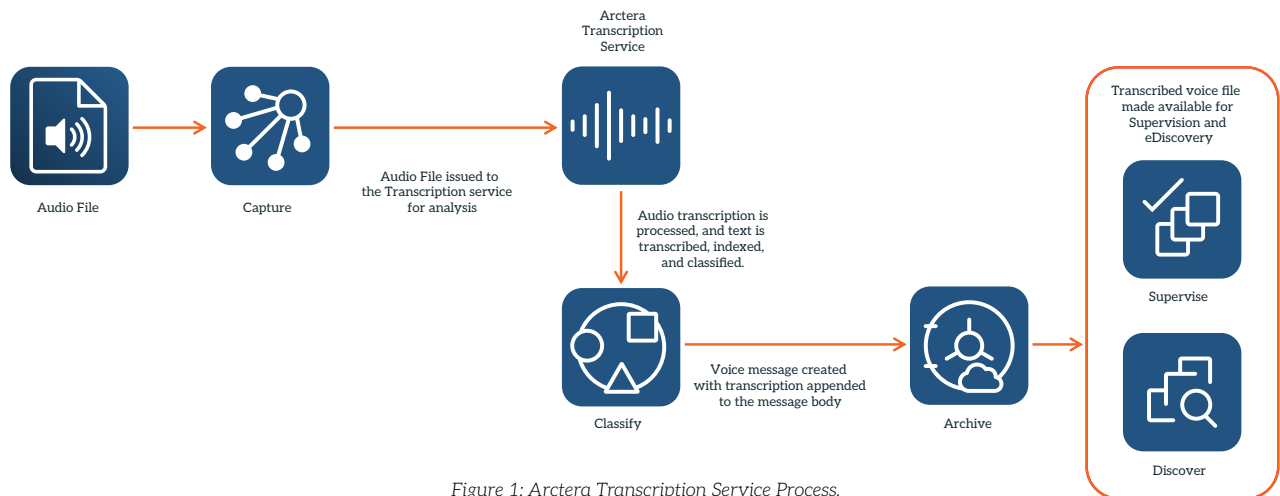


Figure 1: Arctera Transcription Service Process.

Processing Technology

Arctera utilizes Microsoft's Azure AI Speech technology, consisting of two transcription models:

- Microsoft Azure Speech Whisper: This model transcribes audio files into text. Trained on a vast dataset of English audio and text, it ensures high accuracy in transcribing speech. The model is optimized for English but can be transcribed into other languages.
- Microsoft AI Speech Batch Transcription: Batch transcription processes large volumes of audio data stored within and outside Azure. It caters to applications requiring bulk transcription, including transcriptions for pre-recorded audio, contact center post-call analytics, and diarization.

These models offer speech-to-text and text-to-speech capabilities, enabling accurate transcription, natural-sounding speech synthesis, translation of spoken audio, and speaker recognition during conversations.

Leveraging Microsoft Azure AI Speech technology with two transcription models ensures accuracy and efficiency.

Purpose-Built Review

After transcription, audio and video files undergo postprocessing review in **Arctera™ Insight Surveillance**. This step facilitates hot word review and supports eDiscovery investigations, ensuring comprehensive analysis and compliance adherence.

- Option to bring in transcript only or include original video.
- Classification and Hot word hits appear within the transcript.
- Transcript appears in line with the message body for easy review.

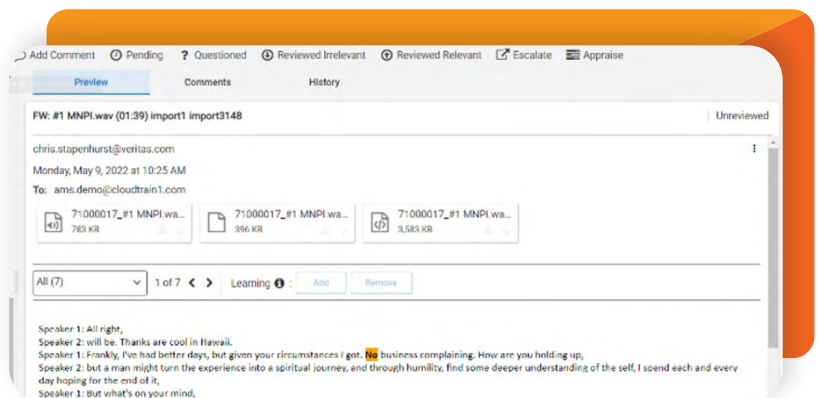


Figure 2: Initiative View for Voice/Video

Native Review

Our platform offers a new native preview option for reviewing transcribed audio and video files. Key features:

- Content metadata (date and recipients)
- Waveform display
- Progress indicator
- Play controls
- Transcribed content – active view
- Keyword selector – moves playback to the selected keyword

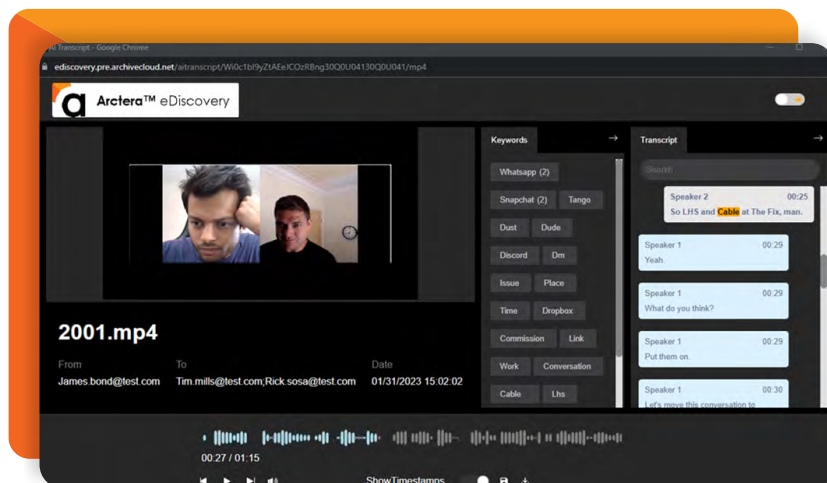


Figure 3: Immersive AI transcript player.

This combination of advanced transcription technology and purpose-built review tools ensures accurate transcription, efficient analysis, and effective compliance monitoring for financial institutions.

Empowering Compliance Monitoring with Arctera Transcription Service

Arctera Transcription Services provides a reliable and efficient solution for overcoming compliance challenges in monitoring electronic communications. With advanced features for capturing and organizing audio/video content, our transcription capability empowers institutions to safeguard against regulatory threats while enhancing operational efficiency.

Learn More

Contact us to learn how Arctera Transcription Services can enhance and optimize your supervision process.

Sources:

Arctera Risk and Regulatory Intelligence Report

About Arctera

Arctera, a business unit of Cloud Software Group, is the leading global provider of compliance and governance solutions that enable firms to unleash game-changing technologies into their organizations while minimizing risk. Created in 2024 from Veritas Technologies, Arctera helps the biggest companies in the world monitor and control exactly how their information is being accessed, used and shared. The Arctera Insight Platform is able to capture data from over 130+ different content sources, and more than 280 AI policies help firms streamline compliance and adapt to evolving regulations.



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Contact: press@arctera.com