

# SERVICES FOR FINANCIAL

Expert Services for Financial Industry

## OVERVIEW

Vocal IP provides a robust mission-critical Integrated Communications Platform to the financial services industry. Built on 20+ years of white glove service delivery to the finance community, we understand its high-fidelity technology requirements.

Vocal IP futureproofs businesses with cutting-edge Business Phone system enabling smooth transition from expensive proprietary PBXs. Unifying distributed offices and remote workers, Vocal IP delivers a flexible, feature-rich solution with highly attentive service.

## BENEFITS



### Compliance

Our platform meets financial industry compliance standards with enterprise-grade encryption



### Web Portal

Web-based portal provides cutting-edge features to streamline efficiency of business communications



### Integration

Seamless integration with an ecosystem of business applications like Salesforce, MS Teams, Box.com, Zapier & more



### Interoperability

Enabling interoperability with legacy industry-specific technologies like trading turrets and ringdown lines



### Business Continuity

We provide redundancy and failover capabilities ensuring business continuity in case of any disruptions

## SERVICES

### Integrated Communications Platform

✓ UCaaS – Feature-full Voice-as-an-Integrated Service	✓ Contact Center to improve the customer experience
✓ SIP Trunking for legacy PRI-based PBX systems	✓ Hosted VoIP turret system emulation
✓ Integration with ringdown systems	✓ FINRA and GLBA-compliant call recording, transcription, and extended call detail records (CDRs)
✓ End-to-End encrypted calls	✓ White-glove service

### Integration Services

✓ Seamless MS Teams integration, use Teams as your softphone
✓ Salesforce CTI/WebRTC integration for transparent operation inside Salesforce
✓ Logging calls, call recordings and transcriptions in NetSuite, or other CRMs/ERPs
✓ Call recordings and faxes may be stored in Box.com, Dropbox.com, Google Docs, Microsoft SharePoint and many more
✓ Recorded calls and voicemails can be transcribed to text for compliance reporting or sentiment analysis using third-party tools

### Managed Network

✓ Protected Dedicated Internet with intelligent prioritization of real-time communications
✓ SD-WAN with Unified Threat Protection to protect internal IT infrastructure
✓ Centralized Cloud Firewall to protect multiple location with unified cybersecurity policies
✓ Multiple Internet access options, managed circuits, broadband

### Physical Security

✓ Managed Video Surveillance systems with cloud or on-prem storage
✓ Video Analytics, heatmaps, people counting