BEHAVOX

CASE STUDY | 〜Red Box

Global Banks Use Behavox and Red Box to Capture Voice Communications and Monitor for Fraud

THE CHALLENGE

Behavox works with some of the largest global banks in the world, with offices spread across multiple countries, thousands of monitored employees, and hundreds of disparate corporate voice communication systems. Many of our customers have partnered with Red Box to begin capturing all voice data in one centralized platform. While this ensures the banks meet regulatory requirements, they must also effectively monitor voice communications for fraud.

THE SOLUTION

In order to start monitoring voice communications for fraud, we implement Behavox Voice for our enterprise customers that prioritise risk mitigation. This way, all voice communications data captured in Red Box is fed directly to Behavox Voice, where it's transcribed and analyzed for risks, such as market manipulation, insider dealing, and the unauthorized disclosure of insider information.

Behavox Voice is deployed as a SaaS solution so it can seamlessly scale its coverage in line with increasing volume of data and geographical scope.

> **Red Box and Behavox enables firms to securely capture and monitor corporate voice communication data at unprecedented scale to meet their regulatory requirements and minimize the risk of fraudulent activity."**
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> - **Pete Ellis** | Chief Product Officer at Red Box

> **Behavox Voice enables enterprises to generate useful insights from communications that no other solution can provide. Whether it's financial institutions identifying the fraud that's harbored in their voice communications or an organization gaining a understanding of employee behavior, Behavox Voice can unlock the potential of your data."**
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> - **Nabeel Ebrahim** | Chief Revenue Officer at Behavox

THE IMPACT

By using Red Box to capture all corporate voice communication data, and then leveraging Behavox Voice to monitor that data for fraud, global banks are able to meet regulatory requirements, and identify risks that would have otherwise been missed.

The accuracy of Behavox Voice ensures that banks are able to scale their monitoring without generating an overwhelming number of alerts. A bank was able to enhance its voice coverage to include its entire global workforce, increasing the volume of voice content by 94%. Behavox Voice continues to identify problematic content within the bank's voice data while over 99% of content is deemed safe and does not require review. The accuracy of Behavox Voice ensures a manageable amount of alerts are generated and compliance teams can work efficiently, knowing that they are only reviewing relevant voice content.