

NICE Actimize

Brochure

Digital Communications Governance & Archive

Regulatory Certainty. Delivered.

Prove complete capture. Explain every alert.
Find the evidence in seconds.



Your biggest compliance risk could be the communication you never knew was missing

Across jurisdictions, regulators are looking beyond whether records are retained. They're increasingly asking whether required communications were captured from **every** approved channel, preserved according to policy, delivered into surveillance, and available when an investigator or examiner asks. Firms must also be able to identify when a communication fails to move through that process, and pinpoint where the failure occurred. This is the emerging standard for regulatory certainty: evidence that the process worked; and, when it didn't, clarity on where it failed and why.

Meeting this standard gets harder as the communications perimeter expands. Email and chat now sit beside mobile messaging, voice, video, collaboration platforms, screen sharing, and document exchange. Every new source adds another connector, mapping, ingestion, retention, and surveillance dependency. Every dependency creates another place for evidence to disappear.

The most dangerous failures are the ones that stay quiet. A feed can deliver most records, but not all. An attachment can drop while the message arrives. A user can be mapped incorrectly. A channel can be captured and archived, yet never reach surveillance. In each case, enough data keeps flowing to make the environment look healthy. Dashboards stay green. Alerts keep firing. Meanwhile, coverage quietly erodes.

An archive can store only what reaches it. A defensible control environment must show what was expected, what arrived, what did not, where the break occurred, and how it was resolved. That is the difference between retaining data and defending the integrity of the record. For firms, the higher standard comes down to three practical tests.

The regulatory certainty test



Can you prove every required channel and record reached the control environment?



Can you explain why a communication was flagged - or why it was not?



Can you retrieve the complete evidence trail without a manual scramble?

Regulatory certainty, delivered in practice

Regulatory certainty is easy to promise. Delivering it is harder. Capture, archive, surveillance, and investigation must operate as one observable control chain. NICE Actimize brings those capabilities together on a single, open, cloud-native platform, with shared data, governance, and workflow from the endpoint through immutable archive, surveillance, and case management. Evidence stays connected from the start instead of being reconstructed across disconnected systems after the fact.

NICE Actimize captures and governs voice, video, email, chat, SMS, collaboration, mobile, screen-share, and document content across a broad range of enterprise channels. Continuous health monitoring, reconciliation, lineage, and chain of custody expose delayed, missing, misrouted, and captured-but-unsurveilled records. Policy-driven retention, WORM-compliant storage, legal hold, eDiscovery, voice transcription, multilingual support, contextual search, interactive visualization, and compliance-first case management help teams preserve the record, find the right evidence faster, and move it through a governed review process.



The result is more than a larger archive. It is a stronger chain of custody, faster access to evidence, and a clearer answer when someone asks whether the communications control worked.



Complete. Explainable. Intelligent.

Complete

Prove every communication was captured and archived, with no silent failures. NICE Actimize compares expected and actual records across capture, archive, and surveillance. It traces each record from its source through immutable retention and, where applicable, into the surveillance process. It also monitors pipeline health for connector failures, volume anomalies, mapping errors, and reconciliation breaks. Silent gaps become visible before they become regulatory exposure. The result is not an unsupported claim of perfection. It is evidence of what should be present, what arrived, what is missing, and how the issue was resolved.



Explainable

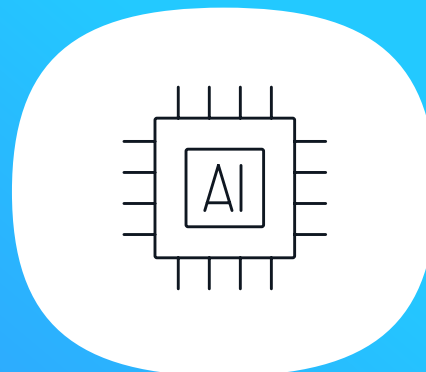
Show why any alert fired, or why it did not, at the model level. NICE Actimize connects policy intent to model scope, logic, thresholds, alert evidence, and workflow decisions, preserving the decision trail behind every outcome. Reviewers can see which rule or model was applied, what evidence contributed, what context was considered, and how the matter was resolved. Compliance leaders, model risk teams, investigators, and regulators get an explanation grounded in evidence, not a black-box assertion. If the decision cannot be explained, it cannot be defended.

Intelligent

Turn governed communications into usable evidence. NICE Actimize uses AI selectively to make large archives easier to search and investigate. AI-assisted contextual search, voice transcription, translation, summarization, and entity extraction help reviewers find relevant communications, understand what they contain, and assemble supporting evidence without rigid filters, exports, or manual stitching. Interactive visualization and compliance-first case management keep the source record, context, review steps, and disposition connected. The result is faster retrieval and more focused review. Teams can surface meaningful conduct risk without drowning in noise, while human judgment, governance, and the audit trail remain intact.



+



Faster retrieval and more focused review

More than an archive. A platform for what comes next.

Many vendors can promise channel coverage or separated surveillance tools onto an archive. The harder test is whether capture, archive, surveillance, search, and case management stay connected, governable, and reliable in production at enterprise scale. NICE Actimize brings those capabilities together on a modular platform built for financial services.

Firms can start with digital communications governance and extend into capital markets surveillance or wealth management supervision on the same platform without a rip-and-replace. Shared data, governance, search, and compliance-first case management let context and evidence follow the risk across domains. Compliance, legal, eDiscovery, IT, model risk, and surveillance teams can work from the same chain of custody instead of reconciling competing versions of the record.

From promise to proof

Regulatory certainty does not mean claiming that every risk will disappear. It means demonstrating that the firm was capable of seeing the relevant communications, that its surveillance decisions can be explained, that investigators could retrieve the evidence, and that gaps were identified and addressed. That's what NICE Actimize delivers.

→ Make every communication count





Know more. Risk less.

info@niceactimize.com

niceactimize.com/blog

[X @NICE_actimize](https://twitter.com/NICE_actimize)

[in /company/actimize](https://www.linkedin.com/company/actimize)

[f NICEactimize](https://www.facebook.com/NICEactimize)

About NICE Actimize

As a global leader in artificial intelligence, platform services, and cloud solutions, NICE Actimize excels in preventing fraud, detecting financial crime, and supporting regulatory compliance. Over 1,000 organizations across more than 70 countries trust NICE Actimize to protect their institutions and safeguard assets throughout the entire customer lifecycle. With NICE Actimize, customers gain deeper insights and mitigate risks. Learn more at www.niceactimize.com