

## Reflection – Tracking Workstation Activity



### BUSINESS BENEFITS

- Faithfully records all screen activity
- Helps organisations meet regulatory compliance
- Enables trainers to capture and identify best practice
- Achieves pixel-perfect results with truly lossless compression
- Places exceptionally low demands on the host processors
- Enables sophisticated integration with other media streams
- Enables supervisors and managers to monitor workers' screen activity in real time

Historically, organisations have had little knowledge of exactly what their office-based workers are doing during their daily routine. Whilst they've been able to tell whether they've completed their work, until now it's been more difficult to understand exactly how that work was completed. For those workers in customer-facing roles, the 'how' is of course fundamental. With this knowledge, organisations can identify: where procedures have not been followed, where mis-selling has occurred, where security has been breached, and where additional training is required. Weston Digital Technology's Reflection is helping organisations to identify and address such problems.

Reflection™ is the advanced screen activity recording component of Weston Digital's Symphony™ family of products. It provides pixel-perfect results with truly lossless compression and is able to achieve astonishing levels of data compression with no impact on the end user whilst placing exceptionally low demands on the host processor. Reflection can also be deployed in environments where multi-head monitors are in use with each monitor being recorded independently. Along with other multi-media products managed by Symphony, Reflection can also be used by supervisors and managers to monitor their users' screen activity in real time.

comply need to demonstrate that they have applied best efforts to giving their clients suitable and appropriate advice. This means that in order to demonstrate complete honesty and integrity, all aspects of the customer interaction should be recorded including any onscreen information that was relied upon or any scripted business process that was part of the advice. Reflection, combined with Symphony's other multi-media products, AudioNet™ and InVision™, is enabling organisations to achieve regulatory compliance through the recording, replay and analysis of all screen activity synchronised with telephone conversations and where applicable CCTV recordings.

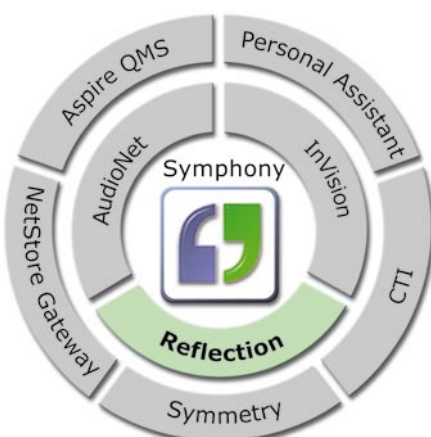
### REGULATORY COMPLIANCE AND TRAINING

There are two key reasons why organisations are increasingly looking towards products that record, store and replay screen activity. Firstly in many industries, regulatory compliance is making this an imperative with organisations being forced to provide full visibility of their customer interactions. Secondly, organisations are finding that this information is critical in determining best practice and providing highly relevant training.

Recent directives such as the Markets in Financial Instruments Directive (MiFID) mean that companies that wish to

By being able to analyse every interaction in depth, organisations are able to closely monitor their employees' performance. Using Reflection, supervisors are now gaining a clear understanding of whether rules and procedures are being followed and whether workers are operating efficiently. This information is being used not only for review purposes, but also to determine the exact training needs of each individual. As well as determining training needs, Reflection combined with Symphony's other multi-media products is enabling trainers to construct real-time training scenarios that demonstrate best, or indeed worst, practice.

### SYMPHONY'S FAMILY OF PRODUCTS



Apart from the obvious benefits of helping organisations achieve regulatory compliance and identify training requirements, Reflection is providing organisations with a host of other potential benefits. These include:

- **Preventing insider trading** – by recording all IM-based communications in conjunction with other media streams, Reflection is enabling Financial institutions to highlight and hence combat all forms of insider trading.
- **Preventing breaches of security** – by knowing exactly what screens have been visited and what telephone calls have been made, organisations now have detailed information which will help identify any breaches in internal security. By alerting staff to the surveillance in place, the chances of security violations being made is reduced.
- **Reducing time wasting activities** – whilst the balance between trust, surveillance and abuse needs to be considered, Reflection is enabling organisations to identify time wasted surfing the web for non work-related activities. Note that conventional network security tools cannot detect this activity, if, for example, the user surfs using one of the increasingly popular anonymous internet browsers.
- **Ensuring remote support is effective** – those companies that provide remote support to customers via workstations are now able to monitor this activity through Reflection. This is helping organisations follow best practice and maintain the highest level of service.
- **Preventing bullying** – both schools and businesses are increasingly concerned about the creation of defamatory information on the internet much of which is created during working hours. Reflection could be used to identify such activity and reduce the chance of organisations incurring substantial legal costs.

## FEATURES AND BENEFITS

### ABILITY TO CAPTURE ALL WORKSTATION ACTIVITY

- Faithfully records all screen activity
- Helps organisations meet regulatory compliance

### POWERFUL TRAINING TOOL

- Enables trainers to capture and identify best practice
- Combines with other media streams to provide real-time training scenarios

### HIGH PERFORMANCE

- Achieves pixel-perfect results with truly lossless compression
- Combines with Symphony to synchronise the replay of contemporaneous events across media types

### NON INTRUSIVE

- No performance impact for the end user
- Places exceptionally low demands on the host processors

### INTUITIVE AND SIMPLE TO USE

- Enables sophisticated integration with other media streams
- Forms part of the Symphony family of products

### REAL-TIME MONITORING

- Enables supervisors and managers to monitor workers' screen activity in real time
- Highlights user training requirements

### HANDLES MULTIPLE SCREENS

- Enables deployment in business environments with multi-head monitors
- Records each monitor independently

### BACKED BY WESTON DIGITAL'S MARKET-LEADING SUPPORT CAPABILITY

- Ensures a smooth, tailored and hassle-free implementation
- Provides access to the highest quality training and customer support

### ABOUT WESTON DIGITAL TECHNOLOGIES

Weston Digital Technologies is one of the world's leading providers of voice, video and data recording solutions. Weston Digital's mission is to provide its private and public sector clients with mission-critical solutions tailored to match specific needs, enabling them to meet their regulatory and business requirements. Headquartered in the UK with regional offices in New York, Hong Kong, Bangkok and Sofia, Weston Digital is a technology-driven company that has long been at the forefront of innovation within the industry.

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