

Conduct Surveillance



The World's Leading Communications Analytics Solution for the Banking Industry

Surveillance in the banking industry has never been more demanding due to tougher regulations and increased monitoring standards. With Digital Reasoning's Conduct Surveillance platform you can seamlessly analyze email, voice, and chat communications, break down analytics silos, and mitigate conduct risk within your organization.

Why Digital Reasoning?

- The #1 choice among global banks, including the majority of top 10 investment banks
- Co-developed with banks through multiple regulatory audits
- Integrated platform to seamlessly analyze eComms, aComms, and chat communications
- Trusted to monitor 200,000+ employees and over 8 billion messages each year
- Proven to deliver a 5x increase in risks identified, and a 3x increase in escalations, with up to a 95% false positive reduction
- Pre-trained text and voice analytics models that map to 179 regulations across FCA, FINRA, MAS, etc.
- Enterprise-grade performance and scalability
- International delivery team to manage complex migrations and deployments

Created in Partnership with Major Banks

We've partnered with the leading names in finance and specialize in conduct-specific analytics to create our market-leading surveillance platform. This industry-led, collaborative approach helps our customers adapt to shifting priorities and emerging challenges, such as increased scrutiny of voice channels.

The latest edition of Conduct Surveillance offers integrated text and voice analytics, human-centric monitoring, and agile AI model training. Our new managed hosted offering brings our proven capabilities to major cloud platforms.



Unrivalled Communications Surveillance

Our best-in-class text (email and chat) analytics has been honed over 19 years of innovation and is trusted to monitor millions of messages daily.



Voice Analytics Built for Conduct

By transcribing entire conversations with our market-leading accuracy, our solution minimizes false positives and knowledge gaps.



State-Of-The-Art Machine Education

Our model training tools dramatically decrease the time and cost of developing AI models so you can continuously improve accuracy and efficiency.



Recognized By

WatersTech Best AI Winner 2017/18/19 Gartner Cool Vendor for Smart Technology
Forbes Fintech 50 2016/18/19 Chartis RiskTech 100 2017/18/19 Fast Company Top 10 Most Innovative Companies in AI 2018