

Use case: Large US retail bank

Challenge :



A large US retail bank needed to comply with voice and messaging regulations to avoid significant regulatory fines.

What UC Edge enabled :



All trader communications (voice and messaging) are properly routed, captured, and retained across all platforms.

Outcome :



The customer can now move users between platforms on demand and UC Edge will always find them and deliver their calls, achieving compliance, simplifying platform changes, and adding resilience.

Freedom of choice



Zero-friction migration



Operational simplicity



Data sovereignty and regulatory assurance

