



## Case Study: Amundi

A Decade-Long Strategic Partnership in Global Voice Compliance Recording

**Customer:** Amundi

**Industry:** Asset Management

**Headquarters:** Paris, France

**Global Presence:** France, UK, Ireland, Germany, Italy, US, Singapore, Japan

**Partner Since:** 2014

### Overview

Amundi is one of the world's top 10 asset management firms and part of the Crédit Agricole Group, a major European banking group. Since 2014, Amundi has relied on NUSO's recording solutions to meet its global regulatory obligations across voice communications — including trading turrets, office telephony, and collaboration platforms like Microsoft Teams.

NUSO's partnership began with a small integration project in Singapore and grew into a global, multi-system deployment. Over the years, NUSO and Amundi have partnered to replace legacy infrastructure, support platform transitions, and co-develop custom compliance tools to ensure Amundi's regulatory compliance and information security requirements are best-in-class.

### Business Challenge

Amundi needed a flexible, reliable, and compliance-ready recording solution that could scale across regions and adapt to evolving technologies. Their goals were to:

- Replace costly, rigid recording solutions from legacy providers.
- Ensure end-to-end recording across PBX, trading turrets, and unified communications.
- Maintain regulatory compliance under strict French and EU financial regulations.
- Transition seamlessly from legacy platforms like Cisco MediaSense and Skype for Business.

### Our Solution

NUSO provided Amundi with a phased, scalable deployment strategy — one that evolved alongside their communications infrastructure over a 10-year period.



#### Key Milestones:

- 2014–2016: Integrated our gateway with IP Trade (now BT Trade) turrets and Cisco MediaSense.
- 2017: Delivered seamless transition when Cisco discontinued MediaSense — our solution became Amundi's core recording platform.
- 2017–2020: Built custom desktop and mobile recording for Skype for Business.
- 2021–Present: Rolled out full Teams recording solution, replacing Skype.
- Global Deployments: Systems active in Paris, Dublin, London, Singapore, Tokyo (previously Boston).

#### Compliance Features:

- Developed a Call Match app for reconciling PBX and recorder logs.
- Enhanced playback tools tailored for Amundi's compliance team.
- Integrated recorder data with BI systems via APIs and DB views.
- Regular system updates (OS + app) ensured reliability and recurring revenue.

## Results

Exclusive recording vendor for all Amundi platforms:

- Microsoft Teams
- Cisco CUCM
- BT trading turrets

Full trust from executive team and throughout the organization.

€2M+ revenue to date from phased deployments, upgrades, and support.

Regulatory compliance and standards maintained (7+ year retention).

"NUSO has supported us very well throughout all these years. They have listened to us and developed the necessary tools to enable us to have compliant recording solution for multiple sources while respecting our budget."

— **Christophe Bailly**, Amundi Technology France

"Amundi is a real success story — built on trust, technical credibility, and shared commitment to compliance."

— **Mauro Franchin**, NUSO Italy