Wilmac's Voice Archive Management Series:

Legacy Voice Extraction

It seems like a clear, routine business requirement: Extract voice recordings from an obsolete system and retain them in a secure place until the retention requirement has expired. Your IT staff probably moves data all the time – every time a system is upgraded or replaced. Voice recordings shouldn't be much different, right? After all, yours is a highly regulated industry and voice recordings must be retained for many years. When the regulators come calling, they may give you an all-too-brief window of time to hand over large volumes of recordings. So surely there are widely available solutions.

But you quickly find that bulk extraction isn't built into the recording platform that has otherwise served you well for so many years. The millions of voice files that it stores (along with the all-important indexes in the database) are in proprietary formats which only the manufacturer of the platform seems to understand. When you reach out to them to help with data migration, the options they offer are limited to either migrating to a newer platform from the same manufacturer or paying shockingly high prices for extraction tools and services.

It's YOUR data, but in fact, virtually all call recording systems use unique file formats, audio encoding, and database schemas. You're not alone if you feel that your mission-critical data is being held hostage in an obsolete platform. You're getting pressure from your IT staff to get rid of old servers with old operating systems that pose a security risk, but your compliance officers are insisting that the voice recordings must be retained to meet regulatory obligations. What can you do?

Enter Wilmac and our Legacy Voice Extraction services. We at Wilmac have been experts in compliance voice recording for over thirty years. Our engineers have the tools and the know-how to free voice recordings (and associated metadata) from virtually any platform, and securely convert them into an open-standard format. We can even extract voice recordings from old DVD and tape media. Over the years, we've helped many organizations, from small brokerages to global financial services companies, liberate voice recordings and retire obsolete systems. We put you back in control, so you're no longer forced to stay with one manufacturer or pay exorbitant prices just to get your hands on your own data. Wilmac is on your side.

We have the experience and capacity to convert large volumes of voice files – millions, tens of millions, even billions or more. We offer unique, flexible options to meet your organization's voice management needs. From remotely connecting to your network, coming on site, or even shipping media via white glove service to our labs for processing. We'll work with you to ensure a security strategy that meets your regulatory requirements and your goals.