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Wilmac is a premier provider of the best and most appropriate Call Recording solutions for you - the decision maker, leader, or information-technology-enthusiast who wants to bring the best solution to their workplace. Here you'll find industry news, upcoming events, educational articles, and hot takes from our own Call Recording and Voice Management experts.

Keep in Touch

Upcoming events, software upgrades, and content releases.

September 22: Essay 1 of the Voice Archive Management Series

September 27: Essay 2 of the Voice Archive Management Series

September 28: NYS 911 Coordinators Conference in Syracuse, NY

October 1: Essay 3 of the Voice Archive Management Series

October 5: Microsoft releasing Windows 11

October 6: Wilmac's Guide to Legacy Voice Archive Management (Webinar) from 1-2pm EST

Operations Advisor

Our IT Tip of the Month

Understand what browser version is supported before making wide sweeping policy changes in the areas of desktop browser support.

Wilmac is continually tracking the supported browser versions from NICE to stay up to date on what our customers need to know. Since most NICE product functionality is conducted in a browser-based graphical user interface (GUI), this tip is a must!

Here's an infographic for NICE Platform Browser Support with relevant products if you're thinking about making a policy change.

Partner of the Month

NICE Financial Compliance

The NICE Compliance team has a strategic goal to be the clear leader in Financial Markets interaction and transaction compliance by leveraging unified communications (UC) disruption and expanding total addressable market (TAM) to all Financial markets sectors. By partnering with Wilmac, your firm is also partnering with NICE - the industry leader in compliance technology.

A partnership with Wilmac means your firm will enjoy the plethora of benefits that NICE Trade Recording provides:

- Comply with global regulations for recording regulated-specific users
 - Extend Microsoft Teams through the Enterprise
 - Seamless integration with Microsoft Teams
- Cloud service hosted in Azure
- Easy and fast deployment
 - Integrated workflow and assurance benefits
 - Lower total cost of ownership (TCO) and increased efficiency

Wilmac is a proud partner of NICE Compliance. We will continue to work together to solve all of your monitoring, compliance, and recording needs.



NICE Trade Recording, or NTR

Looking for a solution to capture and retain your regulated user communications? Look no further than NICE Trade Recording. The industry's only all-in-one compliant trade conversation recording platform, NICE Trade Recording is used to record and retain trade conversations from turrets, desktop phones, mobile phones, and Unified Communication platforms. Here are three reasons NICE Trade Recording should be your go-to solution for Teams and other compliance recording needs:

1. One Solution for All Communication Platforms and Modalities

One system to record and manage all communications and adapt to all ways your regulated users communicate.

- Unified communications (UC) Platforms Microsoft Teams, Symphony, and Cisco Webex
- IPC Unigy or other turrets, Cloud9, mobile phones, or PBX (desk phones)

2. Intergraded Compliance Assurance and Capture in a Single Platform

The first and only all-in-one communication recording and compliance assurance solution for complete life-cycle management of data.

- Recorder check, Reconciliation, Dashboard and Reporting, and Bulk Extraction and Download

3. Cloud-Ready: Migrate at Your Own Pace

Modern, cloud-ready, microservice architecture design that provides an enterprise grade, secure and proven foundation for multinational firms to scale their recording and compliance assurance capabilities quickly, cost effectively, and efficiently.

Mac of the Month



Our first ever Mac of the Month is...

Annette Friery!

Annette has been at Wilmac for 6 years. She is responsible for customer renewal maintenance

agreements for both the US and Canada and the vendor support agreements tied to them. Annette's colleagues describe her as persistent, diligent, productive, and accountable. While Annette's role is largely behind the scenes, she is an instrumental piece to the Wilmac sales wheel and office environment. Thank you for all you do, Annette!

“Working with Annette is a lot of fun - she has a great sense of humor and is a hardworking, detailed, and caring team player. Her being a team player makes a lot of sense since she is an avid sports fan with the Steelers, Cubs, and Duke being her favorite teams.” -Cheryl A., Staff Accountant

Content Corner

Webinar

Engaging a Remote Workforce: 45 Tips in 45 Minutes

NICE CX360 | wilmac

Blog

What is Proactive Compliance?

Blog

The Top 3 Reasons to Work with a Third Party Service Provider

Blog

Next-Gen 911: The Future of the PSAP

POLICE

Blog

Wilmac joins the Rochester Chamber of Commerce

