

TOP 10 REASONS FINANCIAL FIRMS EQUIP AT-HOME WORKERS WITH MULTILINE

MultiLine enables financial advisors, wealth managers, investment bankers, brokers, traders and other frontline employees to call and text with customers on a recorded mobile line. The service solves the problem every bank faces: How to ensure gap-free compliance and client service when most regulated users are working from home—and will be for months, if not forever.

01 Rapid Deployment

Banks are up and running with MultiLine in days. One UK firm onboarded its remote workforce within a week. Another bank added 6,000 new users, globally, in less than 4 weeks, accelerating its planned rollout in response to COVID-19.

02 Simple Onboarding

The entire provisioning process is online. There's no need to insert a SIM card or physically pick up or ship a new mobile phone. New users can call or text within minutes of downloading the MultiLine app, with little or no training.

03 No Compliance Gaps

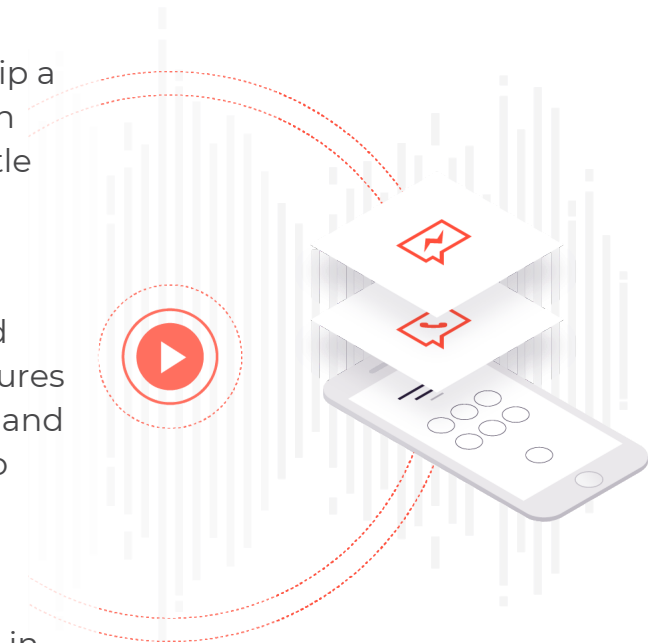
Banks can set up MultiLine to record voice calls and text messages for regulated users. The service captures all communications on the business line—inbound and outbound. Compliance is built-in and automatic; no extra technology or user action is needed.

04 Centralized for Surveillance

MultiLine stores all texts and mobile call recordings in one place, making it easy for compliance and control officers to monitor remote workers and respond to regulators. Banks can also integrate MultiLine with an existing archival solution.

05 Reliable Connectivity

Strained bandwidth? Spotty cellular coverage? Not a problem. MultiLine works on any WiFi, data, or cellular network (GSM). Homebound workers are reachable, productive and compliant wherever they live.



06 Continuity for Bank Clients

Banks can ensure a seamless experience for clients by porting office numbers to MultiLine. There's no service disruption for customers, and traders, brokers, and wealth managers can continue transacting during a time of wild market volatility.

07 Privacy Protections for Staff

MultiLine keeps business and personal communications separate, even when the app is installed on the user's own mobile device. The ability to set designated business hours helps remote users balance work and home life.

08 Rock Solid Security

Several Tier 1 banks have vetted and approved MultiLine's approach to data security and compliance. The service encrypts mobile communications for security and stores recordings on the secure IBM cloud.

09 A Solution to Standardize On

Global banks can avoid a patchwork of regional solutions. MultiLine is available in North America, Europe and Asia Pacific. The service works on any Apple or Android phone over any wireless carrier.

10 Remote Working Will Persist

Bank executives predict remote working will continue well beyond the COVID-19 lockdown. MultiLine enables new, more flexible ways of working as firms prioritize staff safety and rethink the need for office space and desk-based technologies.



[LEARN MORE](#)