

# SUCCESS STORY

## Collins Sarri Statham Investments Meets FSA Regulations With Teltronics Call Recording Solution



HigherGround®

**Client:** Collins Sarri  
Statham Investments  
**Location:** London, United Kingdom  
**Industry:** Service  
**Solution:** Call Recording  
**History:** Collins Sarri Statham Investments is an independent and privately owned investment company with over 40 years experience in the stock market.

*"The Teltronics system has given us peace of mind. I know the Teltronics team is only a call away if I have a problem and need help. The product is excellent and the technical support from Teltronics is first class."*

**▲ Brian Statham,  
Co-Founder and Director  
at Collins Sarri Statham**



COLLINS SARRI STATHAM  
INVESTMENTS

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### THE CHALLENGE

The future of Collins Sarri Statham lies in protecting the sensitive material required by companies in the financial industry. It is imperative the company provides accurate information and advice to every client.

### THE SITUATION

Starting March 2009, UK financial institutions were required by the Financial Services Authority (FSA) to record all telephone conversations and electronic communications relating to client orders and the conclusion of transactions in the equity, bond and derivatives markets. Now, all hedge fund managers, stockbrokers, dealers and traders must record their calls. Not only was the Company required to incorporate a call recording solution, they also wanted to so they could ensure accuracy when dealing with clients over the phone.



### WHY TELTRONICS?

Collins Sarri Statham reviewed three other voice recording platforms during the selection process and chose the Teltronics solution based on its functionality and price.



### THE RESULTS

- Improved data analysis
- Enhanced employee training
- Quick and efficient error resolution

*"The introduction of the Teltronics call recording solution confirms and rectifies errors in correspondence with our clients," said Brian Statham, Co-Founder and Director at Collins Sarri Statham. "The system is an invaluable tool when monitoring our activities and has enhanced the training program here at Collins Sarri Statham."*

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