



Collins Sarri Statham meets FSA regulations with Teltronics Recording Solution

Collins Sarri Statham Investments is an independent and privately owned stockbroker, founded by three partners with over 40 years experience in the stock market.

Their future lies in fulfilling the increasingly complex needs of their diverse client base. They have pooled a team of experienced, exceptionally talented brokers, analysts and senior industry practitioners, who draw on their unique experience to deliver a professional trading experience for clients.

Collins Sarri Statham Brief

Collins Sarri Statham required a voice recording solution to meet new FSA regulations. From March 2009, UK financial institutions have to record all telephone conversations and electronic communications relating to client orders and the conclusion of transactions in the equity, bond and derivatives markets. All Hedge fund managers, stockbrokers, dealers and traders have to record their calls.

Along with this primary requirement Collins Sarri Statham were also keen to bring in a recording solution to ensure accuracy when dealing with clients over the phone.

"The introduction of the Teltronics **praetorian** VOICE RECORDER™ has given us the ability to confirm and rectify any errors in correspondence with our clients," said Brian Statham, co-founder and Director at Collins Sarri Statham. "The system has been an invaluable tool when monitoring our activities, and has enhanced the training program here at Collins Sarri Statham."

Key Benefits to Collins Sarri Statham

- Improved data analysis
- Enhanced training program
- Errors are resolved quickly and efficiently

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

"The Teltronics system has given us peace of mind, I know the Teltronics team are only a call away if I have a problem and need help," said Brian Statham. "The product is excellent and the technical support from Teltronics is 1st class."



Ideas That Communicate®

Regent Court, Laporte Way, Luton, Bedfordshire, LU4 8AE Tel: 08456 800 724 Fax: 08456 800 732

www.teltronics.co.uk

uksales@teltronics.com