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## How a Major North American Bank Cut Retrieval Times from Weeks to Hours with CC1

**A major North American bank used CC1 to modernize its entire compliance estate.**

They cut storage costs, retired legacy infrastructure, and accessed decades of regulated communication data instantly.

In their own words:

*“Custodia's flexibility and partnership approach turned a ground-breaking migration into a milestone of success. We've gone from siloed legacy systems to a future-ready, compliant cloud environment.”*

### The Challenge

The bank was struggling with:

- More than 8 petabytes of legacy call data locked in outdated, siloed recorders
- Retrieval times that slowed audits and investigations for weeks
- High storage and maintenance costs tied to ageing on-premises hardware
- Fragmented compliance visibility and inconsistent governance
- Heavy operational burdens from manual, resource-intensive workflows

They needed a solution that enabled modernization at scale, without sacrificing compliance.

### The Solution

CC1 modernized the bank's compliance data estate by capturing, assuring, and unifying its legacy communication records into a single cloud environment.

The bank was able to:

- Compress and migrate over 8 PB of legacy recordings into a secure 110 TB cloud archive
- Unify legacy and real-time data into a single searchable service
- Standardize governance with enriched metadata, real-time reconciliation, and full audit trails
- Retire outdated recorders and remove costly on-prem infrastructure
- Ensure end-to-end data integrity to reduce risk and improve audit readiness
- Enable automated reporting and instant data retrieval

### The Outcomes



Retrieval times reduced from weeks to hours, meaning investigations and audits are accelerated



Reduced storage costs through migrating to CC1's cloud archive



Lower operational costs by removing maintenance-heavy legacy systems



Total compliance visibility across all communication channels through a single, unified view



Improved audit-readiness through rich, searchable metadata and detailed audit trails



A future-ready foundation for AI, analytics, and automation, unlocking advanced compliance insights



Faster audit and investigation workflows supported by consistent, validated data

**See CC1 in Action:  
Capture. Assure. Access.**

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