

ARIOSE CAPITAL MANAGEMENT ALLOWS COMPLIANT TRADING AND ORDER PROCESSING OVER WECHAT MESSAGING

WeChat \ WeCom communication
for regulated financial markets

Ariose Capital
Management

 TeleMessage

Case Study



WeChat Archiver

Communicate over WeChat and WeCom
in a secure and compliant manner

Ariose Capital Management (ACM)

Company Overview

Ariose Capital Management Ltd is a Hedge Fund Manager located in Hong Kong, Asia, and was founded in 1995.

Ariose Capital Management Ltd is an active investor in Asian securities. Ariose primary regulators are the SFC and the SEC, with the SEC being the most relevant of the regulators focusing on text messaging archiving compliance.

With a multitude of professionals dedicated to the core hedge fund management, and investor relations for the firm, Ariose is required to record all chats and calls to comply with regulations, its internal cybersecurity and record keeping policies, and other governance rules.

The Challenge

To allow better and faster trades, Ariose understood that it had to allow WeChat communication and collaboration amongst its traders. This had to be done while complying with Hong Kong's regulations and key controls, enforcing archiving and monitoring procedures for receiving client orders through Instant Messaging and SEC record keeping rules.

While Ariose looked at other service providers, they chose TeleMessage's WeChat Archiver, which allows them seamless integration with their archiving vendors Smarsh and Microsoft. TeleMessage allowed direct connectors into these compliance platforms while allowing seamless WeChat and WeCom communication, with transparent message capture; unlike alternative solutions that required launching a mini app to ensure a complete chat archive.

“Our compliance efforts consisted of migrating daily email archives to systematically be delivered into Microsoft 365 and Smarsh. Eliminating the delays that we were experiencing from collecting and moving daily archive through email. The seamless work and compliance experience has been our greatest TeleMessage benefit” noted Nikita Leung, Compliance Officer.

“Compliance-focused officers can just go back to chat rooms which are backed up on our local server with a copy stored in our Microsoft 365. We’re able to use the readymade TeleMessage data connectors for Microsoft 365 and simplify our communication compliance and advanced discovery processes, leveraging capabilities and functionalities that made us more efficient.”

The Covid-19 outbreak, intensified the urgency for a compliant secure communication channel, like WeChat as many team members were required to work from home (WFH), and thus seeking a go-to-communication tool for regulated WFH employees.

THE SOLUTION

TeleMessage WeChat Archiver

With the WeChat Archiver firms can capture and archive WeChat and WeCom activity of their employees, including chats and calls. The service works on iOS and Android devices for corporate-owned or BYOD phones.

Nikita Leung adds: “Our WeChat trader chat group is being recorded. It includes a Portfolio Manager and traders, and the transactions are passing compliance surveillance as well as routine monitoring of communication between our traders and brokers. An added advantage of TeleMessage is its ability to seamlessly archive the native communication and aggregate and present all chats with potential prospects or investors.”

“The onboarding and maintenance processes have been quite smooth without any problems. Our check group is geographically distributed within Hong Kong, hybrid working from both home and in the office. The TeleMessage archiving, by officially allowing WeChat communication, has assisted both our employees and made it easy for the compliance team, with no setup issues or service interruptions. “

Benefits for ACM

IMPROVED CUSTOMER EXPERIENCE AND REACH:

- Facilitates uninterrupted communication with global financial market customers, peers and brokers, becoming a key channel for deal making.
- The Ariose team adopted the TeleMessage WeChat Archiver to facilitate trade and brokerage activity.
- Entails hybrid work arrangements for employees at home and at the office, as well as people using the mobile and desktop interfaces..
- Fully addressing WeChat client communication expectations, whenever the firm is called or receives WeChat messages, which are captured directly from the Tencent servers using the WeChat Archiver connector.

IMPROVED EFFICIENCY:

- Use WeChat to communicate more efficiently: protect revenue streams and drive more deal-making while maintaining regulatory compliance.
- In a world where remote-working and WFH became the norm, allowing WeChat communication allowed Ariose to be flexible, risk free and to maintain business as usual.
- Be where your customers and peers are: Enable instant chat with multimedia sharing, group chat and broadcast with full delivery and read receipts on mobile, desktop, either from home or at the office.
- Seamless automated capture and archive of all enterprise chats and calls, for compliance with regulations.
- TeleMessage owns a Chinese ICP (Internet Content Provider) license allowing international customer to gain access to WeChat communication from outside of China.

CUSTOMER'S RESPONSE

"Using TeleMessage to archive our WeChat communication within our check group enabled us a fast and efficient trade execution. Previously, we were manually tracking all archive history, impacting our compliance abilities and imposing delays on our backup access and monitoring. Now, compliance is focused on the real trade surveillance."

Nikita Leung, Compliance Officer

WeChat Archiver Benefits

- Communicate using WeChat and stay compliant
- Use WeChat Work from the web interface or mobile app while capturing communication
- Capture all chats: groups or individuals, text, multimedia, documents and deleted messages
- Search and filter calls and messages by: employee name, email, mobile number, message type, attachments and more



ABOUT TELEMESAGE

TeleMessage has been providing robust enterprise messaging solutions since 1999. Our innovative mobile communication archiving, mass messaging and secure messaging products are successfully deployed and used by thousands of enterprises; we power billions of messages through customers' networks.

For more information, please visit www.telemessage.com