



We record & analyze communications

CASE STUDY - Airports South America



Administracion Aeronautica Argentina

ASC installed its aviation recording solution for the Administracion Aeronautica Argentina in an arrangement tendered by the ICAO for the airports in Cordoba, Buenos Aires-Ezeiza and Buenos Aires-CIPE

ASC telecom AG

ASC is a leading global provider of innovative solutions to record, analyze and evaluate multimedia-based communications. ASC's solutions reveal information, enabling companies and organizations to considerably improve their value creation: contact centers enhance customer service, efficiently deploy staff and increase productivity. Financial institutions fulfill documentation requirements, achieve a higher level of legal security and reduce costs. First responders and public safety organizations enhance reactivity in emergency staff and increase productivity.

„We are pleased with the new airport projects because they affirm the reliability and superior performance of our solution. The installation of MARATHON EVOLUTION demonstrates the importance of meeting ICAO's strict vendor-neutral standards and shows why we are so popular for industries operating in rigorous environments.“

(Patrick Salg, Director Sales International of ASC)

Aviation Recording for Airports in Argentina

ASC is about to install its aviation recording solutions to three airports in Argentina. ASC will install its primary communications recording system, MARATHON EVOLUTION, for the Administracion Aeronautica Argentina in an arrangement tendered by the ICAO for the airports in Cordoba, Buenos Aires-Ezeiza and Buenos Aires-CIPE (backup for Ezeiza).

Patrick Salg, Senior Export Manager of ASC, said, "We are pleased with the new airport projects because they affirm the reliability and superior performance of our solution. The installation of MARATHON EVOLUTION demonstrates the importance of meeting ICAO's strict vendor-neutral standards and shows why we are so popular for industries operating in rigorous environments."

Prerequisites

Airports must record and archive all air traffic communications and precisely reproduce the temporal flow of all events. The ICAO, through its Technical Cooperation Program, evaluated ASC's solutions for aviation security and use by airports in national and international operations, and found them to be in compliance with its Standards and Recommended Practices (SARPs).

The solution

The airports will be equipped with approximately 1,000 recording channels in all, and the system will provide 1-to-1 redundancy. This capability will ensure complete backup during emergency situations and facilitate reconstruction and analysis of all occurrences.

ASC's systems offer the highest data security because their redundant architecture minimizes the possibility of mechanical failure, and user-friendly, intuitive interfaces help the air-traffic controller focus on the situation at hand, when time is of essence.

MARATHON EVOLUTION, the world's first Linux-based recorder, preserves all transmissions and interactions for four to thousands of channels, with a minimum online storage of 15,000 hours. Calls may be played back over LAN/WAN connections and archived to redundant, removable media, such as DVD or AIT.

Registration by International Civil Aviation Organization (ICAO)

The project, to be completed in 2008, followed ASC's recent registration by the International Civil Aviation Organization (ICAO).

ASC is registered by ICAO as a supplier of communications recording solutions. ICAO's Technical Co-operation Program evaluates solutions for aviation security and use by airports in national and international operations.

Airports must record and archive all air traffic communications. Protection from liability is a crucial requirement, and one reason why ASC's products have been selected by airports all over the world. Now, registration by ICAO indicates these systems meet rigorous requirements and recommended practices.

Patrick Salg, Director Sales International of ASC, said, "We are pleased to meet ICAO's strict vendor-neutral standards. ASC is continually re-designing its products to maximize customer-centric, transparent operation, perhaps, one reason why they are so popular in markets facing critical situations such as airport safety."

All of ASC's registered equipment meets the requirements to record, archive and playback air-traffic communications in compliance with ICAO's Standards and Recommended Practices.





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About ICAO

The ICAO, a specialized agency of the United Nations, was created on December 7, 1944, at the Convention on International Civil Aviation to achieve safe, secure and sustainable development of civil aviation through cooperation among member nations.

To implement this goal, ICAO provides advice on safety, security, environmental protection, efficiency, continuity and rule of law. It assists in the development and implementation of projects across the full spectrum of air transport, and promotes standardized codes to achieve operational safety, as specified in its Standards and Recommended Practices (SARPs).

www.icao.int

About ASC

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Financial institutions fulfill documentation requirements, achieve a higher level of legal security and reduce costs. First responders and public safety organizations enhance reactivity in emergency situations.

ASC's software solutions are used in contact centers to continuously measure and improve the quality of customer contacts. Data from all communication levels in contact centers are collected, brought together and evaluated to help train agents and optimize customer service. Based on the content of recorded calls and screen activities, INSPIRATION_{pro} reveals improvement potentials in contact center operations including processes, marketing, sales activities, time of reaction and problem analysis.

ASC subsidiaries and sales offices in France, Germany, Japan, Poland, Singapore, Switzerland, UA Emirates, UK and USA as well as certified, powerful distribution partners realize ambitious customer projects all over the world. An export quota of more than 50 percent, together with its worldwide service network, makes ASC a powerful global player.

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(Patrick Salg, Director Sales International of ASC)



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