



Success Story

One of the Largest Banks Deploys ASC's Compliance Recording Solution

Major Financial Institution in Europe

ASC's customer is one of the strongest banks in the world. It provides wide-ranging services at multiple locations in North and Central Europe ranging from corporate and consumer services, to investment banking, trading, and life insurances.

"With neo recording and analytics we can protect sensitive information from customers and prevent cyber intrusions by using its advanced encryption tools."

Marco Müller
COO of ASC

The growth of hacking and online theft has catapulted computer security into a major consideration for any large corporation or financial institution. Banks must protect particularly sensitive information, and require 100 percent data security.

Moreover, legal requirements, such as MiFID II Europe, mandates comprehensive and tamper-proof recording of all consultations. The encrypted recording and archiving is indispensable.

One of ASC's customers, a major financial institution, is implementing the neo suite because it is the only vendor supporting recording of encrypted calls for their Mitel MiVoice MX-ONE environment and thus the only one enabling secure handling of sensitive data.

We record & analyze communications



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The Challenge

ASC was selected due to its ability to meet two major challenges:

- Compliance with MiFID II
- Encrypted recording in Mitel environments

The Markets in Financial Instruments Directive MiFID II regulates the recording of all consultations in securities trading. Any interaction with even the potential of a transaction must be preserved and archived for at least five years.

Moreover, the increased frequency of international hacking and cyber intrusions made security indispensable for the bank's Mitel MiVoice MX-ONE environment. The former recording provider was unable to record encrypted conversations to meet this concern.

The Solution

ASC's recording suite offers innovative recording to meet the most stringent regulatory demands including MiFID II in Europe and Dodd Frank in the United States. As the only vendor to support encrypted recording for Mitel MiVoice MX-ONE environments, and widespread experience with financial institutions, ASC was chosen to implement its recording solution.

Mitel and ASC have formed a strong partnership. ASC is certified by Mitel as its preferred vendor for recording, quality management and analytics solutions.

neo was initially provided for several hundred channels with a staged expansion to a total of 8,000 channels. The customized solution is complemented by the advanced search-and-replay functionality offered by ASC's *POWERplay* Pro and *POWERplay* Web.

ASC offers real multi-tenancy enabling agents to separate sensitive data and protect personal rights of their customers. Moreover, it allows the use of a single recording solution for numerous locations.

The Benefits

Thanks to ASC's solution, the financial institution is continuing to provide the privacy and security offered by competing organizations. As an active player in its industry, the bank is prepared to meet requirements from their customers while still satisfying the demands of stringent government regulations.

By securing confidential data and preventing any break-ins to their system, the bank's management can focus on their services and providing the very best, responsive support for their customers, both now and in the future.

Highlights

- Compliance with MiFID II
- Support for Mitel MiVoice MX-ONE environments
- Centralized control for organizations with multiple locations
- Multi-tenancy
- Advanced search-and-replay functionality
- Encrypted recording
- Scalability for future growth

About ASC

ASC is a worldwide leading software provider of omni-channel recording, quality management and analytics addressing all enterprises with recording needs, especially contact centers, financial institutions and public safety organizations. ASC records, analyzes and evaluates interactions across all media, either as an on-premise or cloud solution. Headquartered in Germany and with subsidiaries in United Kingdom, France, Spain, Switzerland, Romania, Dubai, United States, Brazil, Mexico, Hong Kong, Japan and Singapore as well as a worldwide service network, ASC is a powerful global player in its industry.

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