



SUCCESS STORY

Saudi Public Pension Agency



Public Pension Agency

Established in 1958 as the Retirement Pension Department, the organization was converted into a Public Pension Agency (PPA) by the cabinet of Saudi Arabia in 2002. Its goals include the provision of high-quality sophisticated service for its beneficiaries by developing investments, making the best use of its human and material capabilities, and adopting the latest information and communications technology.

“ASC’s recording solutions fulfilled relevant compliance regulations and met all of our requirements and expectations to improve the quality of services provided to PPA customers.”

Sami Al-Jammaz
IT and Communications Manager
Public Pension Agency

Modern Technology for Modern Services

The government of Saudi Arabia is modernizing its services for its citizens and employees. Nowhere is this more evident than in its Public Pension Agency (PPA). To attract investments and provide a secure future, the government converted its Retirement Pension Department into a Public Pension Agency. This PPA was set up to provide Saudi government workers with a secure future after years of service. To accomplish this, the level of customer service must be elevated to provide professional and knowledgeable support for the beneficiaries. ASC’s recording solution helps to improve the quality of service for customer interactions.

We record & analyze communications



Monitoring Agents and Improving Quality of Service

Highlights:

- 1 Improving quality of service for customer interactions
- 2 Easy search-and-retrieval of calls for best practices training
- 3 Stability and reliability through redundancy and data recovery
- 4 Technical support and 24-hour hotline
- 5 Encryption for protection of privacy
- 6 50-year communications track record of excellence
- 7 Heavy duty systems for high-volume organizations with 1,000 employees

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The Challenge

Saudi Arabia wanted to modernize retirement support for government employees. To do so, it converted its Retirement Pension Department into a Public Pension Agency. By relying on this PPA, government workers would feel more secure and would be amply rewarded for devoting their working lives to participation in the Saudi government. In order to offer the best service possible, the Public Pension Agency was looking for an outstanding quality monitoring program.

Saudi Arabia needed to provide omni-channel capabilities to record the voice and data of all incoming and outgoing calls over various media on PPA communications networks.

The Solution

The Saudi Public Pension Agency instituted a call recording system to monitor and audit the quality of service for its customers. ASC's solution was implemented for PPA, a public Saudi agency with more than 1,000 employees. The communications recording is supplemented by ASC's POWERplay Web application to provide rapid search-and-retrieval of agent calls and facilitate easy use of best practices training.

The Benefits

ASC's solution is perfect for a government organization.

Encryption ensures the privacy of all communications while the reliability of the system minimizes any down time. No periodic maintenance is required, but technical support is always available through ASC's partner support in Saudi Arabia and a 24/7 hotline.

The high volume of customer interactions typical for a government agency is easily handled through compression of recorded calls and powerful search-and-replay functionality via POWERplay Web. Redundant features and easy data recovery protect the government in case of major system failure.

Sami Al-Jammaz, IT and Communications Manager for the Saudi Public Pension Agency, said, "After more than a year since initial implementation, ASC's solution is stable, reliable and easy to access for search and replay. It fully meets our requirements and provides all the tasks we envisioned. We chose ASC for its 50-year track record of excellence, and we are thrilled by the results."

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 the United Kingdom, France, Switzerland, the United States, Brazil, Japan, Singapore, Hong Kong and Dubai as well as a worldwide service network, ASC is a powerful global player in its industry.

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