



## Recording and Analysis of Corporate Communications via the Cloud

### Highlights

- Legally compliant communications recording for companies and contact centers
- Quality management and analytics for contact centers, financial institutions and public safety organizations
- Seamless integration with your environment via APIs
- Quick and competent implementation and support
- Always up-to-date, fail-safe and flexibly scalable

Business markets are undergoing transformational changes, and product cycles are becoming increasingly shorter. These challenges force companies to change from common IT infrastructures to pure Cloud services - based on their individual needs. This trend is especially powerful for corporate communications.

ASC's entire portfolio is therefore available via the Cloud.

ASC's *neo* suite has been designed to meet the rigorous requirements of service providers concerning security and performance. The true multi-tenant architecture of *neo* lets you configure an unlimited number of tenants on one platform. Advanced redundancy and security features, such as tenant-specific encryption, lets providers operate a fully secured high-availability service.

# ASC's Cloud Solution for Service Providers

## Solution for Service Providers

Our *neo* suite lets you add tamper-proof recording and quality management as a service to your portfolio. We offer a simple delivery model to extend your market reach.

## Compliance Recording

Our *neo* recording suite captures, saves and archives all communications with comprehensive index data across all channels (phone, screen, video, chat) for companies and contact centers. Since 1964, ASC has offered communications solutions encompassing innovative recording systems to meet our clients' highest demands.

## Analytics

Customers provide companies with essential information in many ways. Through synchronized recording of calls and screen activities, services, campaigns and products can be analyzed, and the results of these

analyses can then be visualized in user-friendly reports. Additional tools like speech and desktop analytics, eLearning and staff planning can be added via the Cloud as needed.

## Maximum Security

The security of customers' data is of utmost importance especially when saved in the Cloud. Professional encryption methods and comprehensive management of access rights guarantee the protection of sensitive information.

## Multi-Tenancy

ASC's *neo* suite has been specifically designed to meet the requirements of the Cloud and offers unrestricted immediate access to all applications as well as tenant-specific encryption. The flexible management of multiple tenants enables the addition of new tenants to the system while keeping their data strictly separated.

## Benefits

- **Multi-Tenancy**  
Configuration of any number of tenants on one platform and storage unit
- **Redundancy and safety**  
High-availability architecture and features guarantee fail-safe operations
- **Flexibility**  
Easily increase capacity and add new features; white-labeling; support of pure Cloud, hybrid or on-premise scenarios
- **Easy to handle**  
Automated user configuration and reporting as well as user-friendly administration via web interfaces or APIs
- **Competent support**  
Customization for unique requirements as well as professional implementation and follow-up support by ASC's Cloud experts

## Advantages for your customers

- **Compliance:** Fulfilling the requirements of major compliance directives like MiFID II or Dodd Frank
- **Minimal risks:** Complying with documentation requirements
- **Efficiency:** Automated recognition of critical communications
- **Quality:** Assessing and improving service quality
- **Trends:** Learning about the customers' needs
- **Customer acquisition:** Through superior customer service

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

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We record & analyze communications

