

ASC wins Quality Connect as new partner in South Africa

Africa's banks and enterprise business can now use a German recording solution for strategic customer engagement

Hösbach, January 16, 2019 – The international software company ASC Technologies AG is entering a partnership with Quality Connect. This South African company provides solutions for contact centers and financial institutes. Through this partnership, Quality Connect is also marketing the ASC recording and analytics solutions for corporate communication and providing extensive support for local customers.

Quality Connect has more than 25 years of experience in the contact center and financial services market. Its portfolio of solutions is customized for improving business process and increasing productivity in contact center and back office environments. Three of the largest banks and insurance companies, well-known retail groups and telephone corporations in Africa are among the customers of Quality Connect Group of Companies.

“The reliable service, the professional support, and the extensive range of quality management with reporting options including analytic solutions represent real added value for us and for our customers,” says Prem Mungul, Chief Sales Officer of Quality Connect. “In addition, the wide ranging and flexible solutions offering make ASC impressive: No matter if the solution is provided on-premise or as a service from the public or the private cloud – ASC is able to implement any requests”.

“We see great potential in the African market and the many well-known customers of Quality Connect, and we want to continue to grow with our local partner”, says Dr. Gerald Kromer, Chief Executive Officer of ASC. “The philosophies of ASC and Quality Connect go well together because we want to develop the African cloud market together”.

The ASC solutions portfolio provides recording, storage and archiving for the entire scope of corporate communications according to specified security standards and across all channels. The ASC solution is rounded out with mature analytics that can be used for automatic evaluation, categorization, service optimization, and employee qualification.

For more information about ASC's portfolio, please visit www.asctechnologies.com.

PRESS INFORMATION

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, 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.

About Quality Connect

Quality Connect brings to market international experience of over 25 years spanning across the contact center industry including telecommunications, consulting, development and customer engagement solutions. Our solution offerings are designed to create productive business processes and drive performance in the contact center and back office environments.

CONTACT.

ASC Technologies AG
Katrin Henkel, Chief Strategy Officer
Seibelstraße 2-4 Phone +49 6021 5001 264
63768 Hösbach Fax +49 6021 5001 310
Germany k.henkel@asc.de

Please follow us on



www.asctechnologies.com

We record & analyze communications

