



We record & analyze communications

Alpian Fulfills Their Compliance Requirements with the ASC Solution



Alpian is a fully regulated and licensed bank under the Swiss Financial Market Supervisory Authority (FINMA). It operates in compliance with some of the strictest banking regulations globally. Alpian offers a unique blend of everyday banking services, accessible investment options, and private banking solutions through a user-friendly mobile app, allowing individuals to conveniently manage their financial lives.

Alpian's approach integrates digital tools with experienced wealth managers to deliver a modern and efficient wealth management experience. Committed to innovation, Alpian has seamlessly incorporated ASC's compliance-based cloud solution into its business processes, effectively supporting its operations. Alpian has successfully utilized the ASC solution for over a year.



CLIENT NAME

Alpian SA

INDUSTRY

Finance

SOLUTION

Recording Insights
in Microsoft Teams

REGION

Geneva,
Switzerland

www.alpian.com

Opportunity

Alpian identifies the opportunity presented by the Recording Insights solution in Microsoft Teams to ensure regulatory compliance, monitor quality control, and elevate the customer experience through call recording. Compliance regulations for recorded calls vary by country and industry. To meet the data protection regulations and compliance requirements of Switzerland, Alpian has implemented strict privacy policies and secure technology solutions.

Solution

Alpian chose ASC and its Recording Insights in Teams as a compliance cloud-based solution that natively integrates with Microsoft Teams ensuring regulatory compliance with the Financial Services Act through real-time insights. During the implementation process, ASC provided fast onboarding, allowing Alpian to efficiently start using the solution in less than a day. ASC is focused on innovative developments in the field of cognitive services, which will be of great importance to Alpian in the near future. AI is a topic that is on everyone's minds and will play a significant role in Alpian's future.

“ASC delivers comprehensive support through swift communication channels, guaranteeing round-the-clock functionality. We value our partnership with ASC and endorse it for its dependable performance and smooth integration.”

Jacques Sale, Business Development at Alpian

Benefits of Market-Leading Compliance

-  Capturing all media in Teams (voice, video, chat, screen & others)
-  AI-based Compliance Engine for automated risk management
-  Meet all regulatory compliance
-  Native Teams App, certified by Microsoft
-  Azure geo-redundancy, any selectable region (secure storage in Switzerland)
-  Fast & easy onboarding requirements

ASC Switzerland Ltd.

Gewerbstrasse 6
6330 Cham
Switzerland



FOLLOW US ON



About ASC Technologies

ASC is a worldwide leading provider of software and cloud solutions in the field of omnichannel recording, quality management, and analytics. We offer solutions for recording as well as AI-based analysis and evaluation of all communications – with full flexibility as a cloud service, on-premise or as a hybrid solution. Headquartered in Germany with subsidiaries in 14 countries and experienced system integration partners in over 60 countries, ASC is the #1 Europe-based player in its industry.

www.asctechnologies.com