



## Recording and Analysis of Corporate Communications **via the Cloud**

### Highlights

What you can expect.

- 1 Legally compliant communications recording for companies and contact centers
- 2 Workforce optimization including analytics for contact centers, financial institutions and public-safety organizations
- 3 Seamless integration of complex infrastructures via APIs
- 4 Quick and competent implementation and support
- 5 Always up to date, fail-safe and flexibly scalable

### Speech Recording Made to Last

---

Volatile markets and shorter product cycles present a tremendous challenge for global players as well as small and mid-size companies.

Cloud solutions are the answer! We have developed *neo* for service providers requiring safety and availability. We offer evidence-proof recording and quality management as a service for you or your end-customers.

We record & analyze communications



# ASC's Cloud Solution for Service Providers

Offer evidence-proof recording and quality management as a service

## Your Advantages

Recording and WFO  
via the Cloud.

1

### Multi-tenancy

Configuration of any number of tenants on one platform and storage unit.

2

### Redundancy and safety

High-availability architecture and features such as tenant-specific data encryption guarantee fail-safe operations.

3

### Flexibility

Easily increase capacity and add new features; white-labelling; support of pure Cloud, hybrid or on-premise scenarios.

4

### Easy to handle

Automated user configuration and reporting as well as user-friendly administration via web interfaces or APIs.

5

### Competent support

Customization for unique requirements as well as professional implementation and follow-up support by ASC's Cloud experts.

## 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.

### CONTACT.

ASC Technologies AG  
Seibelstrasse 2 - 4 | Phone +49 6021 5001-0  
63768 Hoesbach | Fax +49 6021 5001-310  
Germany | [hq@asctechnologies.com](mailto:hq@asctechnologies.com)

Please follow us on



[asctechnologies.com](http://asctechnologies.com)

## Cloud Solution for Service Providers

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

### Compliance Recording

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

### Workforce Optimization

Customers provide companies with essential information in many ways. Our workforce optimization software, INSPIRATION*neo*, captures this information and offers a wide range of tools to assess it. 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 for the management of processes, eLearning, speech and desktop analytics 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 this sensitive information. ASC's software meets extremely strict national directives on data protection.

### 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. The flexible management of multiple tenants enables the addition of new tenants to the system while keeping their data strictly separated.

### Advantages for your customers

- **Compliance:** Fulfilling the requirements of MiFID II, Dodd Frank and other directives
- **Minimum 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 experiences

We record & analyze communications

