



# Redundancy options for secure recording

Be on the safe side!

## ***neo*** - ASC's Recording Suite with redundancy options

For financial trading floors or public control centers, a communications recording system is essential for seamless operations in many areas. Through sophisticated safety concepts, ASC guarantees uninterrupted communications recording.

# neo Multi-Core Recording System

**Main Enterprise Core**

- ▶ System Administration
- ▶ Central Replay
- ▶ Tenant Management

**Site 1**

**EVOIPneo Recording Server**

**Local Enterprise Core**

- ▶ Core Redundancy
- ▶ Failover Handling
- ▶ Local Replay

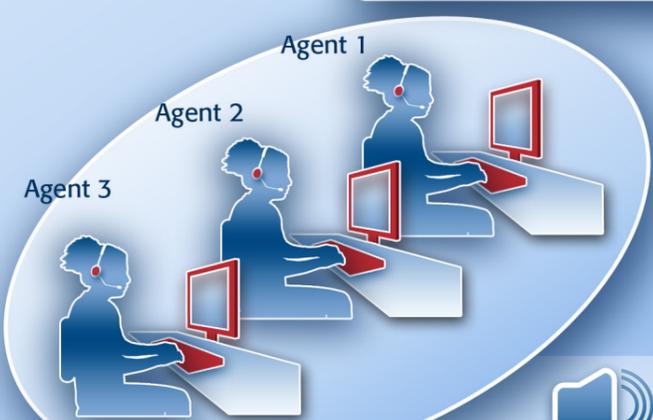
**Recording Modules**

- CTIconnect
- Recording Control
- EVOIPneo Recording Module

**PBX**

TDM  
VoIP  
Radio

Agent 1  
Agent 2  
Agent 3



**Data Base Server**



**Site 2**

**EVOIPneo Recording Server**

**Local Enterprise Core**

- ▶ Core Redundancy
- ▶ Failover Handling
- ▶ Local Replay

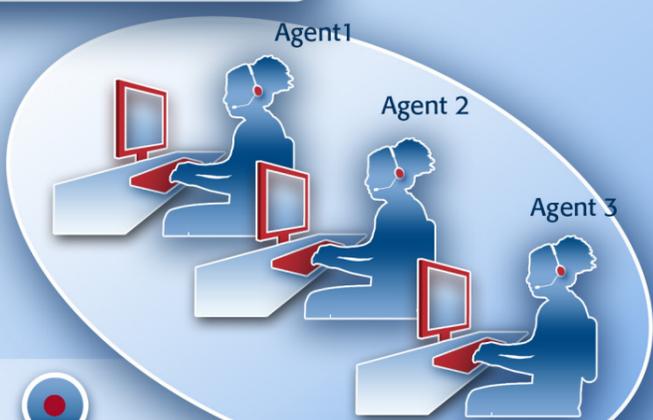
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**Highlights**

- Reliability
- Customizable
- Redundancy of all Systems components



# Redundancy and Secure Recording

For financial trading floors or public control centers, a communications recording system is essential for seamless operations. ASC's advanced security concepts enable uninterrupted communications recording. If the recording system fails, all trading must be stopped, at an enormous cost, due to documentation requirements, or emergency centers are hobbled, and that can even endanger human lives.

ASC considers comprehensive scenarios to ensure the recording of all conversations in any customer environment. It can configure a customized fail-safe system for every special usage.

The Enterprise Core, the center of our recording system, serves as the interface for administration and operation of single servers.

Recording modules are fundamental building blocks of *neo's* system architecture, either for a single-server system or to enable redundancy of all components. The recording servers connect to the PBX to capture call data via the recording module.

If the connection to the Enterprise Core is interrupted, recording continues and is automatically transferred, when the connection is restored. The servers and the recording modules installed on them do not need to be connected to the system database. The communications are handled centrally through the Enterprise Core.

For failover, fallback or load distribution, you can install further Enterprise Core servers, additionally to the redundancy of the recording components. These local units use the same database as the main Enterprise Core. Database redundancy can be provided as well.

The appropriate Enterprise Core servers are prioritized for related recording modules. In this way, the local Enterprise Core can be utilized as first instance and the recording modules will automatically connect in case of a failure to the fallback server – in this case the main Enterprise Core. This process guarantees trouble-free operation of the entire recording system.

For search-and-replay of recorded conversations and data, the appropriate Enterprise Core can be used for load distribution. In this case, the main Enterprise Core could also be used as fallback for search-and-replay if the local core breaks down.

## The Enterprise Core provides:

- System administration
- Configuration of the recording solution
- Tenant- and user-administration
- Replay of recorded conversations
- Connection to the database



## ASC's redundancy options offer:

- Multiple system-architecture models
- Secure and uninterrupted communications recording, to save money and protect lives
- Fail-safe solutions that can be individually adapted as required
- Failover, fallback or load distribution through redundancy of recording components and additional Enterprise Core servers
- Database redundancy
- Central configuration

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