Communications & Compliance Recording

neo - the Recording Suite from ASC

The power to drive your business!

ASC's Communications & Compliance Recording Suite helps companies, financial institutions and public safety organizations achieve a higher level of legal security and reduced costs.

We record & analyze communications

ASC

Communications Recording serves as the foundation for subsequent analysis and verification of incidents and transactions for risk and complaints management

The _neo_ Recording Suite helps companies fulfill compliance requirements and achieve a higher level of security and control costs. With _neo_, ASC offers a state-of-the-art solution for complex scenarios – at multiple locations as well as for various technologies, media and recording types.

Ready for now, and the future

The ASC Recording Suite with EVOIP_neo_, EVOLUTION_neo_, EVOLUTION_neo_ XXL and EVOLUTION_neo_ eco includes Communications Recorders and Recording Software for the most demanding requirements of busy financial trading floors, high-volume contact centers, mission-critical air traffic control centers and life-saving public safety organizations.

You can define individual rules for selective recording. Built-in scalability and modular architecture provide a future-proof investment by letting users purchase only what they need and when they need it.

VoIP Recording with EVOIP_neo_

EVOIP_neo_, ASC's software-based VoIP recording solution, has been engineered to perfectly fit the unique requirements of your business. The system can record up to 2,000 channels per unit. EVOIP_neo_ is entirely software-based without any need for proprietary hardware, and it may be installed on any industry-standard server. The calls are recorded directly from the IP network.

EVOIP_neo_ offers post-compression to reduce storage requirements and increase recording capacity while providing significant savings in power and storage costs.

ASC's VoIP recording solution comprises active and passive components. The passive component monitors audio packets on the LAN. It may be used in almost any customer environment and supports virtually all IP vendors. The active component operates like an IP softphone. To record a call, a conference is initiated to the recorder, or the audio streams are routed directly to EVOIP_neo_.

EVOIP_neo_ supports the industry-standard SIP protocol and preserves call-index information, such as incoming and outgoing phone numbers, time of call, etc., to facilitate search-and-replay.

EVOIP_neo_ also offers deeply integrated solutions for all major IP vendors including Alcatel-Lucent Enterprise, Avaya, Cisco, Etrali, Microsoft, Mitel, Unify and many more.

TDM Recording with the EVOLUTION_neo_ Product Line

ASC's TDM recording systems are especially designed to ensure business continuity. They create a stable working environment ideal for mission-critical applications. The systems can be equipped with mirrored and hot-swap hard disks as well as a redundant power supply to ensure fail-safe operation and guarantee data security.

EVOLUTION_neo_ eco is perfect for small and medium-sized businesses and can record up to 60 channels per unit. The system also offers online storage capacity of up to 400,000 recording hours.

EVOLUTION_neo_ is ideal for companies with medium-to-high recording requirements and records up to 720 channels simultaneously per unit. The system offers online storage of up to 800,000 recording hours.

EVOLUTION_neo_ XXL has been designed for high recording capacities. A single recorder is sufficient for up to 1,560 channels, and its six-unit-high chassis fits easily into a standard rack.

Additional Applications

Screen Recording with SCREEN_rec_

Recording phone calls at the same time as screen activities (screen capturing) provides comprehensive insight into business processes. Often, instead of just listening to conversations, you need to visualize how applications are used.

Search and Replay

Select POWER_play_ Instant primarily for immediate retrieval of the most recent

neo Recording Suite - Incredibly sophisticated yet easy to use, install, configure, maintain and expand

call. POWER*play* Pro or POWER*play* Web excel with flexible search criteria and other advanced functions. Customers may choose either the browser-based application POWER*play* Web without the need for any additional software or Java-based client/server technology POWER*play* Pro for replay via a local network.

Recording Control

CLIENT*command* captures data and attaches it to the call database. This application allows free-seating of agents

SCREEN*rec* scan, a powerful software application, automatically initiates recording when a user clicks any pre-defined button or when a particular application or message appears on the computer screen.

Speech & Content Analytics

INSPIRATION*neo*: This software reveals the potential for improvement in contact center operations including processes, marketing, sales activities, time of reaction and problem analysis.

INSPIRATION*neo* for Compliance: Through speech analytics, ASC`s software automatically flags interesting interactions and gives alerts to management or compliance teams regarding potential compliance infringements or insider trading.

Highlights

Hybrid Recording: ASC's solutions allow recording of pure IP or TDM communications as well as hybrid recording in the same unit to facilitate switching from TDM to IP phones without new investments.

PCI-DSS Compliance: ASC's recording systems meet stringent Payment Card Industry (PCI) data security requirements. PCI-DSS, a universal standard to optimize security for credit card transactions, protects against identity theft and makes ASC's recording systems the preferred solution for security-relevant applications.

Open architecture: ASC`s communications recorders are perfect for companies with multiple locations. The solutions may be configured to record, live monitor and archive customer interactions from any branch and then provide search-and-replay, either locally via LAN, through intranets or over the Internet. The system uses a distributed recording mode to connect multiple recording platforms, departments or locations.

Long-Term Preservation: In addition to their high online storage capacity, ASC solutions can preserve data on internal archive drives (DVD, RDX), USB devices (hard disks or USB drives) or NAS/SAN systems. Calls can also be saved as wav files and sent by e-mail.

Outstanding Benefits

- Low cost of ownership, through fast-and-easy deployment and a centralized approach
- Investment protection through virtually unlimited scalability
- Customer-specific solutions based on ASC's engineering power
- Successful integration in complex environments through an all-in-one solution framework
- Speech analytics technology to meet compliance requirements more efficiently
- Real-life view of recorded communications from cradle to grave
- Fulfillment of the highest security standards and compliance regulations through intelligent fail-safe scenarios and high-security architecture
- Easy migration through import of existing recordings

without CTI. The recording system can be controlled from the agent PC with commands for start/stop, keep/delete and mute/unmute.

Future-Oriented Architecture

- n-tier architecture for unlimited scalability and high performance
- The highest availability and resiliency due to intelligent fail-save scenarios
- All-in-one solution framework for fast-and-easy deployment and maintenance
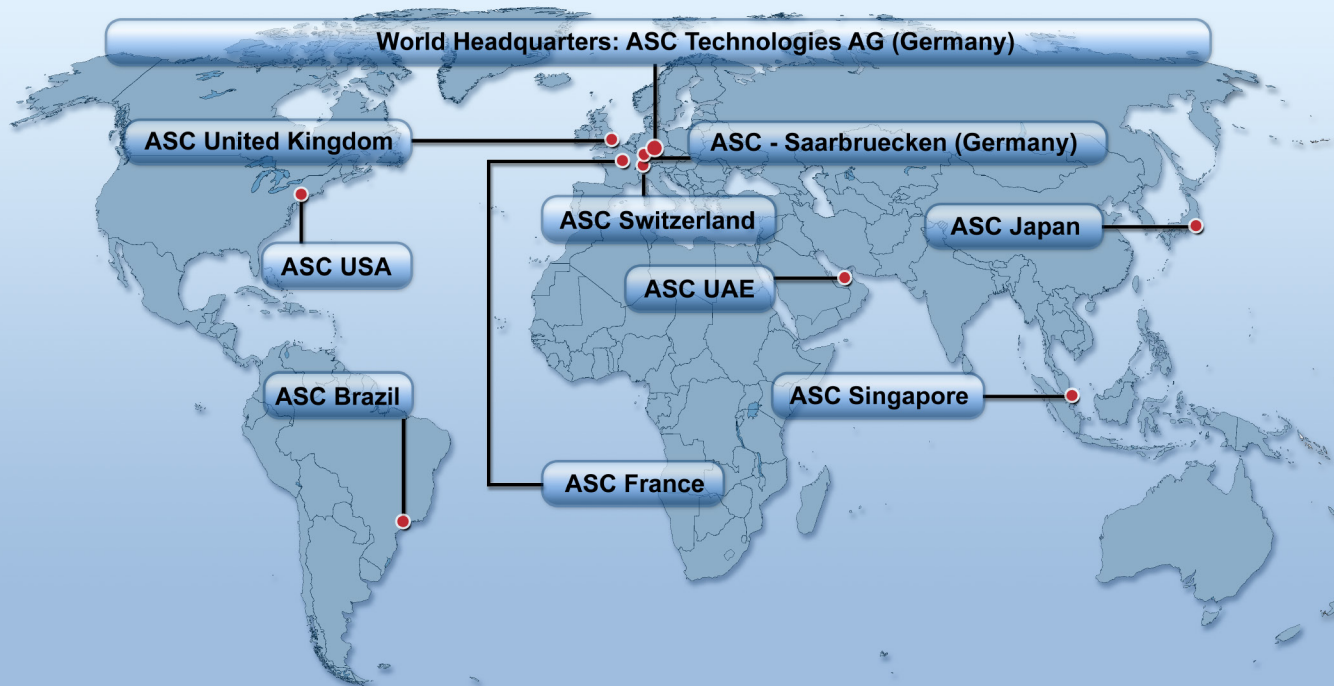
Customer-Friendly Usability

- Centralized configuration for fast and effective tailoring to the customer's environment
- Customizable and intuitive user interfaces

Visionary Cloud Solution

- Real multi-tenancy for superior Cloud solutions
- Secure hosted solutions

Perfect Compliance Recording

- Multi-channel recording architecture to easily include different media
- A real-life view of recorded communications, with transferred and on-hold calls played to replicate the actual user experience
- Seamless integration of the latest analytics technologies for automated alerts

World Headquarters: ASC Technologies AG (Germany)

ASC United Kingdom

ASC - Saarbruecken (Germany)

ASC Switzerland

ASC Japan

ASC USA

ASC UAE

ASC Brazil

ASC Singapore

ASC France

ASC - a Powerful Global Player

ASC is a worldwide leading software company with innovative solutions to record, analyze and evaluate communications. All multimedia interactions in contact centers, financial institutions and public safety organizations are documented and analyzed. The content of communications becomes transparent, critical information is generated and market trends are revealed, providing real-time business intelligence for immediate management action.

ASC solutions make customer experience measurable. Specific actions can be taken to significantly improve customer retention, increasing corporate revenue and creating sustained loyal customers. Thus, ASC's clients are always one step ahead of the competition.

ASC also offers its entire suite as a Cloud solution. Therefore, customers have the choice to retrieve Software as a Service, on demand and always up-to-date, without any risk or pre-investment, and in the most flexible manner.

With subsidiaries in the United Kingdom, France, Switzerland, the United States, Brazil, Japan, Singapore and Dubai, as well as certified and vastly experienced distribution partners, ASC's ambitious projects span more than 60 countries. Headquartered in Germany, ASC is a powerful global player with an export quota of over 70 percent and a worldwide service network.

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