neo cloud Services

New Revenue Opportunities for Service Providers

Highlights

- Secure, legally compliant and highly available communications recording

- Quality management and analytics services to address strong and increasing need across a variety of industries

- Services for contact centers, financial institutions, and public safety organizations

- Always up to date, fail safe and flexibly scalable

- Reports & dashboards provide valuable data on various topics

Business markets are undergoing transformational changes and product cycles are becoming increasingly shorter. These challenges force companies to switch from common IT infrastructures to pure cloud services - based on their individual needs. This trend is especially notable in corporate communications.

ASC considers the cloud the essential technology to face future challenges and therefore offers its entire product portfolio from the cloud.

ASC operates its *neo* cloud on Microsoft Azure and provides recording, quality management, and analytics as a service from the cloud.

We record & analyze communications

ASC

Recording, Analytics & Quality Management as a Service

Solution for Service Providers

Our *neo* cloud lets you add tamper-proof recording, analytics, and quality management as a service to your portfolio. We offer a simple delivery model to extend your market reach.

Compliance Recording

Financial institutions have to meet compliance requirements imposed by regulatory frameworks such as Dodd-Frank, MiFID II etc. Our *neo* recording services captures, saves, and archives all communications with comprehensive index data across all channels (phone, screen, video and chat) for companies and contact centers. Since 1964, ASC has offered communications solutions encompassing innovative recording systems to meet our clients' highest demands.

Analytics

The enormous amount of incoming information is useless unless it is structured and analyzed. But by means of analytics, data can be transformed into valuable knowledge supporting companies in any department. ASC offers keyword and phrase spotting to find content with highest possible accuracy. Transcription converts spoken words into written documents. Emotion detection alerts when emotional signals appear in customer interactions.

Data Security

The security of customers' data is of utmost importance especially when saved in the cloud. Professional encryption methods on a tenant basis and comprehensive management of access rights guarantee the protection of sensitive information.

Multi-Tenancy

ASC's *neo* suite has been specifically designed to meet the requirements of the cloud. The flexible management of multiple tenants and a unique reseller layer allow strict data separation as well as easy and secure administration of multilayered partner models.

Benefits

- **Easy Deployment**
  Automated provision to quickly add new tenants and users

- **Reseller Layer**
  Easy and secure administration of layered partner models

- **Excellent User Experience**
  Seamless integration with your environment via APIs

- **Flexibility**
  Increase capacity by adding new features; white-labeling

- **On-Premise Integration**
  Data import and integration with on-premise PBX to directly record with *neo* cloud

- **Safe Storage**
  Recorded data are stored in Azure Blob Storage

- **Fully Managed**
  Managed services operated and monitored by ASC with 24/7 support

ASC Services Address Needs of a Variety of Industries

Compliance & Safety
- Fulfillment of regulations
- Protection against legal disputes
- Capturing mission-critical comm.
- Threat call recording
- Risk management

Quality & Productivity
- Measuring customer service quality
- Monitoring process guidelines
- Documenting agent's knowledge level
- Increasing staff productivity
- Automated quality management

Documentation & Analysis
- Mobile phone recording
- Trend recognition
- Documentation of transactions
- Business insights
- Detecting business opportunities

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.

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