

NXO and ASC Join Forces to Address Compliance Challenges of Cloud Collaboration

Strategic collaboration of recording experts in the contact center market

Hösbach, June 1, 2021 – After numerous joint references, the French service company NXO and the German software and cloud provider ASC Technologies AG are now taking the next step by launching a new offering to address the compliance challenges of cloud-hosted communications solutions. The combination of ASC's advanced conversation recording technologies and NXO's expertise as a recognized integrator in the world of contact centers and corporate communications allows greater market opportunities. The collaboration enables the two companies to provide service offerings around integrated solutions for corporate customer relations platforms.

“We are very happy to consolidate our collaboration with NXO as we share the same ambition to accompany our customers in their migration to the cloud”, says Eric Buhagiar, Director General at ASC France.

“Our customers expect us to support them in implementing teleworking by virtualizing their communication and contact center tools in the cloud, while combining related and critical building blocks such as data recording, archiving and security. This partnership with ASC allows us to address these challenges and enrich our value proposition to the market”, adds François Guiraud, Director of Digital Transformation and Business Development at NXO France.

Certified Microsoft Teams compliance recording app combined with turnkey managed service

With Recording Insights, ASC offers a Microsoft certified native app that allows users to record, archive and analyze interactions in Teams, thus enabling companies of any size to easily comply with legal requirements. NXO has designed a turnkey managed service offering to enable, monitor and operate the recording of Teams conversations. By joining their forces ASC and NXO were able to achieve their first commercial successes in the cloud in 2020, as did their customer Swiss Life Banque Privée.

“We accelerated the implementation of telephony in Microsoft Teams to meet the teleworking needs of the health crisis and to ensure continuity of service. Our teams were able to serve our customers regardless of their location, but the issue of recording remained critical to our business. With ASC Recording Insights and NXO's support, we were able to activate the recording of our employees' conversations in Teams and meet our regulatory requirements, all without any on-site intervention and in less than two weeks”, states Armando Guasp, Head of Corporate Resources at Swiss Bank.

Flexible deployments models to suit the need of each company

However, not every company is ready for the cloud, and some still need to capitalize on on-premise solutions, particularly for infrastructure control purposes. Therefore, the ability to address customer needs in several

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deployment models is required to serve a wider range of the market. The partnership of NXO and ASC, which covers both on-premise and cloud models, demonstrates the ability to adapt to the market's evolution towards the cloud, without compromising the need to address today's specific customer needs. Together, ASC and NXO bring benefits such as a simplified user experience and a quick and easy deployment for on-premise, pure cloud or hybrid models.

For more information about ASC's portfolio, please visit www.asctechnologies.com

ABOUT NXO

As an independent and leading services company, NXO integrates and manages digital communications for private companies as well as public administrations. NXO designs, builds and runs Communication & Collaboration, Digital infrastructure and Security solutions. With revenues of 248m€ and 39 locations in France, NXO employs 1.230 people, whose recognized expertise helps attract the best talents.

To learn more, nxo.eu

About ASC

ASC is an internationally leading provider of software and cloud solutions in the field of omni-channel recording, quality management, and analytics. Among our target groups are all companies that record their communication, especially contact centers, financial institutions, and public-safety organizations. ASC offers solutions to record, analyze, and evaluate multimedia interactions – as a service from the cloud as well as on-premise. With its headquarters in Germany and subsidiaries in the United Kingdom, France, Spain, Switzerland, Rumania, Dubai, the USA, Brazil, Mexico, Hong Kong, Japan, and Singapore as well as a global service network, ASC is one of the global players of the industry.

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We record & analyze communications

