We record & analyze communications

ASC Neo cloud Recording as Holistic Solution for KOMSA Cloud Services

KOMSA Cloud Services provides a wide range of offerings including UC solutions, PBXs, infrastructure, and security services. Partners not only receive presales support and provisioning but also benefit from training, legal assistance, and assistance with drafting legally sound end-customer contracts. Additionally, ASC's Neo cloud solution ensures **GDPR-compliant recording, storage and archiving** for various industries such as financial service providers, electricity suppliers, insurance companies, customer service centers, and rescue services. This comprehensive solution supports businesses in assuring quality, optimizing customer service, and meeting **compliance requirements like MiFID II or Dodd-Frank.**

CLIENT NAME
KOMSA Cloud Sales & Services

INDUSTRY
IT

SOLUTION
Neo

REGION
Kamen,
Germany

www.komsa.com

The Challenge
Companies that are already obtaining their communication services from the cloud are increasingly obliged to record their commmunication and many contact centers are facing the challenge to optimize the quality of their service. With Neo cloud, ASC offers a platform which is perfectly suitable for SME thanks to its flexibility, high availability, and scalability.

Compatibility with Existing Solutions
ASC's Neo cloud seamlessly integrates with various manufacturers, facilitating smooth integration into existing infrastructures. Resellers benefit from KOMSA's extensive manufacturer portfolio, enabling easy purchase of Neo cloud as a service and straightforward deployment.

Flexible Scalability
The cloud approach allows resellers to flexibly adjust the deployed capacities to their actual requirements. Contact centers can thus take seasonal fluctuations in terms of the number of deployed licenses in the Neo cloud into account and react to short-term changes efficiently.

Recurring Revenues
Depending on the project request, resellers are granted different purchasing conditions for the ASC/KOMSA services. Many different criteria are considered in the decisionmaking process.

Resellers thus have a certain negotiating scope in their projects which enables them to create the ideal conditions for marketing the Neo cloud.

Direct Contractual Relationship
The contractual relationship is established between the resellers and their business customers so that resellers have all liberties when drawing up a contract. Resellers can create individual contracts for their customers and are therefore not only flexible in terms of scalability but also when it comes to legal aspects.

1st-Level Support
System integrators and specialist retailers are trained by KOMSA which makes support and implementation a one-stop service. Business customers can thus rely on a central contact for all questions and suggestions that mayarise.

2nd-Level Support
For issues which cannot be resolved upon the first attempt, KOMSA offers a 2nd-level support.

"Companies such as banks and, in the future, insurance companies which are obliged by law to record and document consultation communication can deploy the program to approach partners in a target-oriented manner."

Steffen Ebner, B2B Sales Director KOMSA

Benefits of Market-leading Compliance

✓ **Multi-Tenancy**
Individual storage for multiple tenants

✓ **Redundancy**
High-availability architecture ensures safety

✓ **Flexibility**
Scalable, supports various deployment scenarios

✓ **Easy Handling**
Automated configuration, intuitive administration

✓ **Competent Support**
Customization, professional implementation by ASC

About ASC

ASC is a worldwide leading provider of software and cloud solutions in the field of omni-channel recording, quality management, and analytics. We offer solutions for recording as well as AI-based analysis and evaluation of all communications – with full flexibility as a cloud service, on-premise or as a hybrid solution. Headquartered in Germany with subsidiaries in 14 countries and experienced system integration partners in over 60 countries, ASC is the #1 Europe-based player in its industry.