



We record & analyze communications

CASE STUDY - Optiver Europe, The Netherlands

The Solution: ASC Combines MARATHON EVOLUTION with EVOip for Customized Solution

ASC's solution, based on MARATHON EVOLUTION and EVOip, records all incoming, outgoing and internal calls of Optiver's IPC Voice Trading platform and its Avaya PBX. Centralized recording and a web-based system facilitates playback and administration. Both traders and Avaya users benefit from powerful features including Last Call Repeat.

EVOip captures telephone calls from the network and enables storage, playback and archiving of the entire interaction. It meets strict security standards from the payment card industry (PCI DSS), handles encrypted calls and offers central control for organizations with multiple branches.

MARATHON EVOLUTION, the world's first Linux-based recorder, preserves all transmissions and customer interactions for four to thousands of channels, with a minimum online storage of 15,000 hours. Calls may be played back over LAN/WAN connections and archived to redundant, removable media such as DVD or AIT.

Optiver's solution also ensures protection from liability through long-term storage in a central IAS database. All calls are compressed and encrypted to ensure security.

The Result: Ensuring Optiver's Success

ASC's many years of experience with financial institutions and interoperability certifications with major PBX vendors, including Avaya, helped Optiver achieve the reliability essential in its field while, at the same time, ensuring maximum operational speed of transactions critical to its success.

The ability to meet government regulations through bulk recording and the fail-safe nature of the solution provides two direct benefits to the company: protection from liability by verifying customer transactions and the avoidance of any downtime by complying completely with government regulations.

"ASC's solution has met all of our requirements. A sophisticated, fast and fail-safe communications recording system is essential for our company to both meet internal regulations and comply with a number of government mandates. With 150 channels for traders and 120 PBX users, this task can quickly become overwhelming for most vendors. In addition to close integration with our complex infrastructure, including separate trading, TDM and IP telephony, we also needed secure long-term storage to verify and document transactions. ASC's implementation of MARATHON EVOLUTION and EVOip has passed these requirements with flying colors. We installed their system in 2009 and have avoided any major problems since then."

(IT Relationship Manager, Optiver Europe)

"ASC is popular among financial institutions for many of the same reasons Optiver is expressing satisfaction. Only a company with extensive experience -- ASC has provided communications solutions for more than 45 years -- can provide the reliability and sophisticated performance required for trading floors, where huge sums can be lost or won in seconds. In these situations, you don't want your traders thinking about whether the recording system is working; it needs to become a given, rising to the occasion only when needed."

(Guenther Mueller, Chairman & CEO, ASC telecom AG)

Main points at a glance:

- Integrating communications recording for trading system, TDM and IP telephony
- Secure, encrypted storage on central IAS database
- Bulk recording for compliance and protection from liability
- Reliable and fast operation for critical financial transactions
- Web-based solution for central administration or access from anywhere

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IT Relationship Manager, Optiver Europe



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