

# PRESS RELEASE

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## **ASC's EVO<sub>ip</sub> 10.0 Certified with Cisco UCM 8.0 and 8.5**

### **Voice-over-IP Recording Solution Handles Encryption in Active Recording Environments**

*Hoesbach, July 27, 2011* – ASC ([www.asctelecom.com](http://www.asctelecom.com)), a leading global provider of innovative solutions to record, analyze and evaluate communications, today announced that its Voice Over IP recording solution, EVO<sub>ip</sub> 10.0, successfully passed interoperability verification testing (IVT) with the latest Cisco IP-PBX systems, Unified Communications Manager (UCM) 8.0 and 8.5.

ASC's system includes a fully integrated active recording solution, EVO<sub>ip</sub> active for Cisco, and is enhanced with complete support of encrypted environments. This feature lets customers choose media encryption within a distributed active recording environment, a capability previously limited to passive recording.

Guenther Mueller, Chairman & CEO of ASC, said, "With this certification, EVO<sub>ip</sub> once again proved its full compatibility with Cisco's infrastructure. And in today's security-conscious environment, the ability to work with encrypted communications is more important than ever. ASC is pleased to expand its capabilities in this area and receive this affirmation from Cisco about its success in doing so."

In addition to encryption, EVO<sub>ip</sub> 10.0 offers central control for organizations with multiple branches and provides strict adherence to security requirements, meeting the payment card industry's data security standards (PCI DSS) through e.g. automated muting to prevent storage of card security codes (CSC). Other new features include one-click backup and dynamic enterprise licensing.

EVO<sub>ip</sub> captures telephone calls from the network and enables storage, playback and archiving of the entire interaction. The product is entirely software based. Many functions may be accessed directly through the IP phone, such as record-on-demand, start/stop, keep/delete and search-and-replay for recorded calls.

#### **About ASC**

ASC is a leading global provider of innovative solutions to record, analyze and evaluate multimedia-based communications. ASC's solutions reveal information, enabling companies and organizations to considerably improve their value creation: contact centers enhance customer service, efficiently deploy staff and increase productivity. Financial institutions fulfill documentation requirements, achieve a higher level of legal security and reduce costs. First responders and public safety organizations enhance reactivity in emergency situations.



ASC's software solutions are used in contact centers to continuously measure and improve the quality of customer contacts. Data from all communication levels in contact centers are collected, brought together and evaluated to help train agents and optimize customer service. Based on the content of recorded calls and screen activities, *INSPIRATION<sub>pro</sub>* reveals improvement potentials in contact center operations including processes, marketing, sales activities, time of reaction and problem analysis.

ASC subsidiaries and sales offices in France, Germany, Japan, Singapore, Switzerland, United Arab Emirates, Great Britain and the United States as well as certified, powerful distribution partners realize ambitious customer projects all over the world. An export quota of more than 50 percent, together with its worldwide service network, makes ASC a powerful global player.

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