

ASC Americas Announces Partnership with Planete Mobile Canada

Global Microsoft Teams recording solutions technology leader to provide recording and compliance solutions supporting Planete Mobile's Microsoft 365 Canadian client engagement

Hösbach, July 27, 2021 – ASC Americas, a market-leading software and cloud solutions provider in the field of omni-channel recording, quality management and analytics, today announced its partnership with Planete Mobile for the Canadian market. As an authorized dealer by Rogers, a leading Canadian technology and media company for businesses, Planete Mobile offers cutting-edge telecommunications services including Microsoft 365 solutions. Through the partnership, ASC Americas will provide its world-class Recording Insights solution – a certified and native app ensuring legally compliant recording and archiving within Microsoft Teams - to companies in Canada.

Planete Mobile Canada will market ASC Americas comprehensive Recording Insights technology platform including the following services:

- **COMPLIANCE RECORDING**
The app guarantees legally compliant recording of all communication channels in Microsoft Teams - including audio calls (internal and external calls), chat conversations and video meetings. This enables customers to capture and store the entire communication in the Microsoft Azure Cloud guaranteeing compliance with the complex requirements of MIFID II, HIPAA, Dodd-Frank or GDPR when using Microsoft Teams.
- **RISK MANAGEMENT WITH ANALYTICS**
The analytics functionalities of ASC Recording Insights coupled with the innovative AI features of Microsoft's Cognitive Services offer a proactive approach to compliance management. All recorded interaction in Microsoft Teams can be transcribed from audio to text using speech services. On top of that, Natural Language Processing facilitates automated categorization as well as emotion detection and translation directly in the app. Communication content can be categorized, extracted, transcribed, tagged, translated, and analyzed without human involvement. Potential compliance risks can thus be detected in real time proactively.

In addition to providing its Microsoft Compliance and Recording Insight solutions, ASC Americas will work closely with Planete Mobile to deliver unique content and solutions for the Canadian market. Furthermore sharing exclusive recording industry insights to Planete Mobile's vast and growing client database and further support their commitment to meet industry compliance requirements.

Franco Pola, Director of Business Solutions at Planete Mobile, comments on the joint alignment: "Microsoft Teams is evolving as one of the most important collaboration platforms in the UC market, particularly for us in Canada. Recognizing a large gap in the market, but at the same time a great opportunity for compliance solutions in Canada, we were searching for a Microsoft certified partner to provide a suitable recording solution

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for Microsoft Teams. We approached ASC because their Recording Insights provides the most comprehensive and easy-to-use recording solution, with a very attractive pricing strategy for both small and large companies. We believe Recording Insights was the missing piece-of-the-puzzle for our initiative to offer a complete turnkey compliance solution. Together, we are able to drive the promotion of Microsoft 365 to a truly new level.”

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

About ASC

ASC is a worldwide 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 service providers, and public safety organizations. We record, analyze and evaluate interactions across all media – as a service from the cloud as well as on-premise. We believe in cloud, and thus offer a truly multi-tenant, highly scalable family of products and services – giving our customers full flexibility, allowing them to invest as they grow, always leveraging our latest technology. Headquartered in Germany, ASC is the #1 Europe-based player in its industry with local sales and service units in currently twelve countries.

About Planete Mobile

A long-tenured wireless and wireline telecommunications company founded in 1996, Planete Mobile is one of the largest Rogers Authorized Dealers in Canada. Its sophisticated sales approach focuses on customer service, technical support and innovation. Areas of expertise include cloud-based hosting, data centers, wireless mobility, internet access and Microsoft 365 solutions. The company is constantly evolving to understand, evaluate and offer its customers tailor-made solutions for today and for tomorrow.

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