Recording and Analytics
for Public Safety Organizations

Highlights

- Capturing, storing, and archiving critical communication

- Recording of VoIP, TETRA networks as well as of digital and analog telephony

- Categorizing incoming and identifying critical calls

- Automated logging and archiving of emergency calls

- Evaluation of defined processes

- Comfortable search and replay

Reliable and uninterrupted recording is a vital prerequisite for public safety organizations. In the rush of an emergency situation, it can be a matter of life and death that the last calls can be replayed immediately and the latest information accessed directly.

Sophisticated solutions and more than 50 years of experience in the communication industry allow ASC to support operations centers in recording and analyzing emergency communications. ASC systems are deployed in the entire audio and data communication comprising VoIP, TETRA networks as well as digital and analog telephony.

We record & analyze communications

ASC

Perfectly Equipped by ASC to Deal with Emergencies

Reliable and compliant recording

ASC's recording solution captures, saves, and archives calls including their additional data such as the name of the calling party, group, location, route as well as screen content according to the applicable safety standards. ASC allows recording the entire audio and data communication comprising VoIP, TETRA networks as well as digital and analog telephony.

Analysis technologies for control centers

Analysis technologies are used with increasing frequency in the public safety industry. The ASC solution helps to categorize the entire communication according to the type of incident. Critical calls containing certain keywords and catchphrases trigger an alarm. That way, the crucial information can be retrieved quickly from a large amount of data.

Efficient deployment in control centers of emergency and rescue services

The control centers of emergency and rescue services in several countries have the legal obligation to document all incoming emergency calls. ASC offers public safety organizations such as police, fire department, and ambulance reliable and uninterrupted recording of their incoming emergency calls. ASC's POWERplay Go facilitates reliable short-term documentation and offers an intuitive touchscreen to display all data that are relevant in emergency situations at first sight.

ASC solutions for enterprises with safety-relevant infrastructure

Major industrial complexes, energy suppliers, chemical and pharmaceutical enterprises and many other companies operate in high-security environments on a day-to-day basis. The control centers of these companies must guarantee the safety of its employees and of local residents alike. With ASC solutions, they are perfectly equipped to deal with emergency situations:

- Recording of threat calls
- Replay of incoming emergency calls to support dispatchers
- Reconstruction of accidents and events of damage or loss
- Tamper-proof recording

Aviation safety

Aviation control centers are obliged to conclusively record and archive all communication between tower, pilot, and ground staff. This data can then be used to reconstruct events in detail.

When investigating controversial issues, tamper-proof recordings of calls and their corresponding additional data such as time and phone numbers as well as radar information can be of great help. For this, ASC has the perfect solution up its sleeve: the neo Recording Suite.

Advantages

- Tamper-proof uninterrupted recording
- Quick identification of emergency calls
- Faster response times
- Categorization of incoming calls
- Issuing of alarms for critical keywords
- Automated logging of emergency calls and subsequent archiving
- Assessment of stress levels
- Complaint management

About ASC

ASC is a worldwide leading software provider of omni-channel recording, quality management and analytics addressing all enterprises with recording needs, especially contact centers, financial institutions and public safety organizations. ASC records, analyzes and evaluates interactions across all media, either as an on-premise or cloud solution. Headquartered in Germany and with subsidiaries in United Kingdom, France, Spain, Switzerland, Romania, Dubai, United States, Brazil, Mexico, Hong Kong, Japan and Singapore as well as a worldwide service network, ASC is a powerful global player in its industry.

ASC Technologies AG
Seibelstraße 2 - 4 | Phone +49 6021 5001 0
63768 Hösbach | Fax +49 6021 5001 310
Germany | hq@asctechnologies.com

Please follow us on

asctechnologies.com

We record & analyze communications