



“Recording Insights demonstrates what is possible in the modern-day technical landscape. It can be rightly described as the next-generation solution.”

Brian Fruh, CIO, Impax Asset Management

Highlights



Compliant recording of all channels



Transcription, translation, and keyword spotting



Integrated to Dynamics 365

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 record, analyze and evaluate interactions across all media, including fixed line and mobile voice, chat, video, screen, SMS and meetings.

Recording Insights helps Impax Asset Management ensure its communication is legally compliant

The challenge

Impax Asset Management's increased use of Microsoft Teams had created the need for a recording solution that could fulfill a broad range of compliance requirements (e. g. Dodd-Frank, MiFID II, FDCPA) to document communications within the Microsoft Teams workspace. Additionally, the company also wanted to analyze and evaluate its communications for quality-management purposes.

The solution

The Microsoft Teams app from ASC was connected to Impax Asset Management's Azure tenant and seamlessly integrated into Microsoft Teams. Now, Recording Insights records all Teams media and archives the material securely for the required time period using Microsoft Azure, while offering important insights about Impax Asset Management's communications.

The results

- **Impax Asset Management is now recording its communications compliantly.** The Microsoft Teams app from ASC ensures that all compliance requirements are fulfilled.
- **All communication media in Microsoft Teams is being documented and archived safely.** Text is transcribed and translated when necessary. Recordings and transcripts can be found easily by keyword search.
- **Recording Insights' analytics features based on Microsoft's Cognitive Services allow Impax Asset Management to analyze its communications.** With keyword tagging, evaluation of sentiment and emotion detection, the company gets important insights into its communications.

Learn more:

[View Recording Insights on AppSource](#)

