

CUSTOMER SUCCESS STORY

ILS Untermain relies on ASC

Innovative recording for maximum compliance

The ILS Bayerischer Untermain coordinates emergency medical services, fire departments, and disaster response for approximately 380,000 residents. Handling around 400 emergency calls daily, it ensures fast, structured, and reliable operational communication and meets the highest standards for availability, documentation, and quality assurance.

To meet the growing demands on control center communication, transparency, and operational reliability, the ILS has chosen ASC as its strategic partner. With our platform, the control center relies on a high-performance solution for complete, quickly accessible, and audit-proof communication recording.

**CUSTOMER NAME**

ILS Bayerischer Untermain

REGIONAschaffenburg,
Germany**INDUSTRY**

Public Safety

www.ils-untermain.de

Requirements for an audit-compliant emergency call recording

As part of the modernization of its control center infrastructure, ILS Bayerischer Untermain faced the challenge of ensuring that emergency call recordings were **fully audit-proof and accessible** at all times, while meeting the high demands of 24/7 operations.

ILS was therefore looking for a **high-performance solution** that would ensure complete documentation, rapid retrieval, and legal traceability, while also enhancing the technical stability of the dispatch system.

The goal was to introduce a **future-proof platform** that improves operational documentation, enhances technical reliability, and sustainably supports the quality of control center processes.



Complete record

All communication channels – telephone, radio, and digital control center communications – are recorded seamlessly and in real time.



Audit-Compliant archiving

Records are stored in a tamper-proof manner and comply with legal requirements for operational documentation that can be traced at any time.



Instant access

Individual conversations can be located and played back with split-second precision – for quick lookups both during operations and afterward.



High availability around the clock

A redundant system architecture ensures reliable, uninterrupted operation even in critical situations.

The solution

With **many years of experience** in safety-critical control center projects, ASC has proven to be the ideal partner for ILS Bayerischer Untermain. Our solution is specifically designed to meet the requirements of modern control centers and combines innovative technologies to ensure **reliable and audit-proof** emergency call recording.

This high-performance solution enables the **comprehensive and secure recording of all relevant communication channels** – from telephone and radio communications to internal control center operations. The centralized system architecture ensures fast searches, immediate playback, and efficient analysis of the recorded data.

Working closely with Eurofunk Kappacher, our platform was seamlessly integrated into the existing control center environment and optimally tailored to the requirements of the ILS.

The geographical proximity between ILS Bayerischer Untermain and the ASC headquarters in Hösbach facilitates direct, personal communication and streamlined coordination processes. Together, they have developed a **trusting, collaborative partnership** based on a shared understanding of the unique requirements of control center operations.



The solution should

- ➔ **Cover all communication channels**
Emergency calls, public safety radio, and internal control center processes.
- ➔ **Store data centrally** and with high availability to enable fast search, retrieval, and analysis.
- ➔ **Meet the highest safety standards** and ensure ongoing transparency and compliance in control center operations.

turning communication into trust

Our motivation:

Satisfied customers



„With ASC, we ensure that our emergency call communications are documented in an audit-proof manner at all times and are immediately traceable. This gives us the transparency and security we need to make informed decisions, even in critical situations.“

– **Alexander Herzing, Office for Fire and Disaster Protection**
ILS Bayerischer Untermain

ABOUT ASC TECHNOLOGIES

ASC turns communication into trust. In a world of growing regulatory complexity, ASC ensures that digital interactions are secure, reliable, and come with full audit-trails. The integrated platform for communication compliance captures and analyzes communication data, providing a centralized view across all media. Companies gain control over their communications, identify risks early on, and make evidence-based decisions. This is not just about innovation, but about responsibility. With headquarters in Germany, subsidiaries in 15 locations, and partners in over 60 countries, ASC is a leading provider of communication governance in Europe and worldwide. ASC protects what is most valuable to companies: their customers' trust.

turning
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into trust

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LEADING IN COMMUNICATION COMPLIANCE

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