

## DZ BANK trusts in ASC

### Advanced Recording Solution for Maximum Compliance

DZ BANK AG (Deutsche Zentral-Genossenschaftsbank), based in Frankfurt am Main, is the central institution for around 700 German credit cooperatives and a key player in the financial sector. As Germany's second largest bank, DZ BANK combines tradition and innovation in the financial sector.

In order to meet the increasing demands on communication, compliance and data security, DZ BANK has chosen ASC as its strategic partner. With Recording Insights, the bank has opted for a powerful solution for legally compliant recording of its communications.



#### CLIENT NAME

DZ BANK AG

#### INDUSTRY

Finance



[www.dzbank.com](http://www.dzbank.com)

#### SOLUTION

Recording Insights in  
Microsoft Teams

#### REGION

Frankfurt,  
Germany

## Requirements

As part of the digitalisation of its workplace model, DZ BANK introduced **Microsoft Teams** and the associated cloud services to enable mobile, flexible and device-independent working. This resulted in new **compliance challenges**, particularly in the capital market area, due to strict **regulatory requirements** such as **MiFID II**.

DZ BANK was therefore looking for a high-performance recording solution that would fulfil both **regulatory and operational requirements**.

The aim was to implement a **future-proof solution** that would not only meet the compliance challenges, but also **improve operational processes and minimise risks**.

## Solution

With extensive experience in the banking sector and proven references, ASC proved to be the ideal partner for DZ BANK. **Recording Insights** is precisely tailored to the requirements and combines state-of-the-art technologies for **compliance recording and secure communication**.

The powerful **recording and AI data analytics solution** enables the secure and seamless recording of all relevant communication channels - from phone calls and chats to video and screen-sharing sessions. Centralised storage in the **cloud** ensures easy search, fast playback and

### The solution...

- needed to fully cover **all relevant communication channels** - voice, chat, video and screen sharing.
- **should store data centrally in the cloud** to enable easy **searching, playback and analysis**.
- had to guarantee the **highest security standards** and ensure long-term compliance.

efficient analysis of the recorded data.

The integrated **AI Policy Engine** supports DZ BANK in consistently adhering to **compliance guidelines**. This enables regulatory requirements to be reliably met and potential risks to be recognised and mitigated at an early stage.

The successful partnership between ASC and DZ BANK shows how **innovative technologies** can be used in a targeted manner to ensure the highest standards of **compliance and security** - and at the same time strengthen the flexibility and performance of one of Germany's leading financial institutions.

**'In ASC, we have found a reliable partner that offers us a flexible and compliant recording solution. The seamless integration into our Microsoft Teams environment enables us to communicate efficiently and securely - anywhere and at any time.'**

# Fulfilment of Compliance - Secure and Reliable

## ● REC

Recording of all media in Teams (voice, video, chat, screen)



Compliance with all legal regulations



AI Policy Engine for detecting compliance violations



Native Teams app, certified by Microsoft



Azure geo-redundancy, any region can be selected



Quick and easy onboarding



## About ASC Technologies

ASC is a worldwide leading provider of software and cloud solutions in the field of omnichannel recording, quality management, and analytics. We offer solutions for recording as well as AI-based analysis and evaluation of all communications – with full flexibility as a cloud service, on-premise or as a hybrid solution. Headquartered in Germany with subsidiaries in 15 countries and experienced system integration partners in over 60 countries, ASC is the #1 Europe-based player in its industry.

[www.asctechnologies.com](http://www.asctechnologies.com)

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