



CUSTOMER SUCCESS STORY

# Swiss Life Cooperates with ASC Enhancing Compliance and Data Security

With over 160 years of legacy, Swiss Life, a premier Zurich-based provider of insurance and financial services, has teamed up with ASC Technologies to elevate the quality of customer service within the Microsoft Teams environment, specifically focusing on Compliance Recording for contact centers. Swiss Life is committed to delivering outstanding service, and ASC's cutting-edge technology provides the ideal solution to support this mission through optimized communication and service processes.



#### CLIENT NAME

Swiss Life AG

#### INDUSTRY

Insurance

#### SOLUTION

Recording Insights  
in Microsoft Teams

#### REGION

Zurich,  
Switzerland



SwissLife

[www.swisslife.ch](http://www.swisslife.ch)

## Opportunity

Swiss Life had to fulfill critical compliance and quality assurance requirements in their Contact Center. The company required a voice recording solution that adheres to the highest legal standards, enhances training and performance management for their advisors. The requirement was clear for a contact center solution capable of selectively recording only the agent interactions to drive employee efficiency and continuous improvement in service delivery.

ASC was the ideal partner, offering a tailored solution perfectly aligned with Swiss Life's needs. The implementation began with Nimbus agents and quickly expanded to include up to 150 users across Swiss Life's entire Swiss operations.

By just adopting ASC's one-sided recording approach alone, Swiss Life gains invaluable insights into customer interactions, enabling them to exceed client expectations and deliver outstanding service.

## Solution

Swiss Life relies on ASC's comprehensive recording processes to meet compliance obligations and advance its customer service strategy. The implementation of one-sided recordings alone has proven pivotal for training customer advisors, offering a wealth of data to fine-tune communication techniques. These recordings not only support regulatory adherence but also empower Swiss Life to maintain top-tier service quality by closely monitoring and analyzing customer interactions.

The recorded data serves as a cornerstone for both security and operational efficiency, ensuring that Swiss Life remains at the forefront of customer satisfaction while upholding the highest standards in compliance.

## Benefits of Market-leading Compliance



**Capturing all media in Teams**  
(voice, video, chat, screen & others)



**AI-based Compliance Engine**  
for automated risk management



**Meet all regulatory**  
compliance



**Native Teams App,**  
certified by Microsoft



**Azure geo-redundancy, any selectable**  
region (secure storage in Switzerland)



**Fast & easy onboarding**  
requirements

### 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 14 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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