

Recording Insights Empowers **Sunwing Vacations'** Microsoft Teams Users to Meet Both Compliance & Customer Service Goals

Established in 2002, Sunwing Vacations, Inc. is a Canadian-owned and operated company dedicated to delivering frictionless, unique and memorable vacation experiences to Canadians from coast to coast. With the team adapting Microsoft Teams as a replacement to their old telephony solution, it found itself needing a solution to help meet regulatory compliance requirements while ensuring that they continue to deliver the highest levels of customer service that their clients have come to expect.



CLIENT NAME

Sunwing

INDUSTRY

Travel agency services

SOLUTION

Recording Insights
in Microsoft Teams

REGION

Toronto,
Canada



www.sunwing.ca



Market-leading Compliance with Recording Insights

Sunwing Vacations, Inc. was decommissioning their Avaya Telephone system and needed to migrate the Avaya functionality to multiple business units using Microsoft Teams. The leaders at the company found that they needed a more robust solution than what came standard with Microsoft Teams to ensure high levels of customer satisfaction while meeting the team's compliance requirements.

The Results

The team migrated over 100 users to Microsoft Teams with Recording Insights. Sunwing reports that Recording Insights was a native solution that was easy to integrate and use in their Microsoft Teams environment. Along with a user-friendly dashboard that Sunwing's supervisors and administrators can easily navigate, ASC's support team was also there to ensure a successful and seamless deployment – providing guidance and required training for all personnel who needed it.

“As a result, the outcome was that ASC provided a solution that was native, easy to integrate and use in our Teams environment.”

Hilton Reading, Director, IT Infrastructure & Cloud, Sunwing Vacations, Inc.

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.

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