

CUSTOMER SUCCESS STORY

140 million recordings successfully migrated

How ASC enabled DZ BANK to transition to a future-ready communications compliance platform

DZ BANK

turning communication into trust

INITIAL SITUATION

New communications platform, new recording strategy

DZ BANK AG, headquartered in Frankfurt am Main, is the **central institution** for around 700 German cooperative banks and a **key player** in the cooperative financial sector. Particularly in capital markets, stringent requirements apply to the recording and long-term availability of business-relevant communications.

For many years, the bank used an **on-premises telephony** platform in combination with a third-party recording solution. With the introduction of **Microsoft Teams**, the technical framework changed. DZ BANK used this transition as an opportunity to optimize its **recording infrastructure** and select a future-ready solution for its new communications environment.

The project was not only about future recording in **Microsoft Teams**. In addition to recording the existing trading platform, historical data also needed to remain centrally accessible. Long-term parallel operation of multiple systems or continued use of the legacy system without regular vendor support was not an option.



THE CHALLENGE

13 years of recording history

The key challenge was the exceptionally **large volume of data** combined with significant **time pressure**. In line with DZ BANK's internal requirements, recordings had been retained for a period of **13 years.**

As a result, the existing system contained around 1**40 million individual recordings**. Since the contract for the legacy system had already ended, all historical data had to be fully migrated to the new ASC environment and made available by a fixed deadline.



140 million recordings



13 years of history



Fixed deadline

RECORDING PROVIDER

Why ASC?

01 Future-ready communications compliance platform

02 Native Microsoft Teams integration

03 Central access to new and historical recordings

04 More than 60 years of experience in the financial sector and direct communication channels

MIGRATION APPROACH

An approach for exceptionally large data volumes

A conventional migration would have taken too much time given the volume of data involved. Based on a detailed assessment of the existing data, ASC therefore developed an **optimized migration concept** for DZ BANK.

This resulted in the **History Vault** approach, which enables very large volumes of historical recordings to be migrated more efficiently and made centrally available in the new environment. This significantly accelerated the migration and enabled the project to be completed within the defined timeframe.

DZ BANK was an early adopter of ASC's innovative migration approach. The **successful implementation** demonstrated its performance and scalability and laid the foundation for its successful use in further migration projects.



DZ BANK

ASC provides us with a future-ready solution for the reliable recording of our communications, combined with secure, long-term archiving of our communication data.
This ensures that both new and historical data remain centrally accessible.

Patrick Rau, DZ Bank

The project process

01

Analysis of existing data

Assessment of the volume, structure and age of the existing recordings as well as the relevant retention requirements.

02

Development of the migration concept

Definition of an approach that takes into account both the exceptionally large volume of data and the deadline for replacing the existing system.

03

Technical implementation

Migration of the historical recordings using the developed History Vault approach.

04

Validation and availability

Validation of the migrated data and central availability in the ASC environment.

05

Controlled decommissioning of the legacy system

Following successful completion, the previous recording solution could be decommissioned.

RESULT

140 million recordings migrated in just a few weeks

Despite the exceptionally large volume of data and the tight timeframe, ASC completed the migration within just a **few weeks**. Since then, the historical recordings have been **centrally available** in the new environment and **securely archived** in accordance with DZ BANK's requirements.



Around 140 million historical recordings successfully migrated



Data from 13 years of recording history centrally available



Migration completed within the defined timeframe



Previous recording system decommissioned in a controlled manner



No long-term parallel operation of the legacy system required



Migration approach established as the foundation for further large-scale projects

Are you planning to replace your existing recording solution?

Switching providers does not have to put access to historical recordings at risk or result in the long-term parallel operation of multiple systems. With proven migration processes, ASC transfers your recordings securely and efficiently to the new environment, tailored to your data volume, system landscape and retention requirements.

Talk to our experts about your migration options.

SCHEDULE A MEETING

About ASC

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 communication into trust

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LEADING IN COMMUNICATIONS COMPLIANCE

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