

PRESS RELEASE

(Hoesbach/Germany, September 7, 2009)



ASC Releases New VoIP Recording Solution

EVOip 9.0 Described as Revolutionary in Features, Compatibility, Licensing

Hoesbach/Germany, September 7, 2009 – ASC (www.asctelecom.com), a leading global provider of innovative solutions to record, analyze and evaluate communications, today announced the release of EVOip Server Software 9.0, its new VoIP recording solution.

Available for both Windows and Linux operating systems, EVOip 9.0 now offers post-compression of recorded calls and recording of screen activities. It provides new and enhanced integrations with IP phone systems while reducing overall complexity and employing new user-friendly graphical interfaces with supplementary ASC products such as WEBplay and INSTANTplay.

Guenther Mueller, CEO & Chairman of ASC, said, “It’s truly exciting to see the impact of EVOip 9.0 on the market for VoIP recording solutions. I’m particularly proud of the way it is revolutionizing the whole process, both in terms of new features and customer convenience.”

Guenther Mueller went on to describe improved protection of customer data by meeting stringent Payment Card Industry (PCI) data security standards. He also noted new flexible licensing possibilities including the ability to use systems without a hardware dongle by connecting to a central license server.

In terms of features, Guenther Mueller expanded on the impact of post-compression. He described it as a way to reduce bandwidth requirements and increase channel hour capacity while providing significant savings in power and storage costs by avoiding operation at peak hours.

EVOip 9.0 provides the ability to record screen activities independent of the company’s quality monitoring solution, INSPIRATIONpro. The screen capability is triggered by audio recording, and search-and-replay is executed in conjunction with POWERplay.

EVOip 9.0 is now compatible with Avaya Integral Enterprise, Aastra Solidus eCare and Thales Norumat TIP and offers enhanced integration with Siemens, Avaya, Mitel and Innovaphone.

EVOip captures telephone calls from the network and enables storage, playback and archiving of the entire interaction. It is entirely software-based and designed for maximum flexibility, scalability, and ease of integration and installation. It



records encrypted calls and provides adjustable modes for individual, bulk or selective recording.

The product can record up to 280 channels simultaneously and also works with the common SIP protocol. Many functions may be accessed directly through the IP phone, such as record-on-demand, start/stop, keep/delete and search-and-replay for recorded calls. CTIntegration facilitates this search by tagging calls with comprehensive index data.

About ASC

ASC is a leading global provider of innovative solutions to record, analyze and evaluate multimedia-based communications. ASC's solutions reveal information, enabling companies and organizations to considerably improve their value creation: contact centers enhance customer service, efficiently deploy staff and increase productivity. Financial institutions fulfill documentation requirements, achieve a higher level of legal security and reduce costs. First responders and public safety organizations enhance reactivity in emergency situations.

ASC's software solutions are used in contact centers to continuously measure and improve the quality of customer contacts. Data from all communication levels in contact centers are collected, brought together and evaluated to help train agents and optimize customer service. Based on the content of recorded calls and screen activities, *INSPIRATION_{pro}* reveals improvement potentials in contact center operations including processes, marketing, sales activities, time of reaction and problem analysis.

ASC subsidiaries and sales offices in Great Britain, France, Poland, Switzerland, the United States, Japan and Singapore as well as certified, powerful distribution partners realize ambitious customer projects in more than 60 countries. An export quota of almost 70 percent, together with its worldwide service network, makes ASC a powerful global player.

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