



Universal Communications Recording Solution **MARATHON EVOLUTION**

What ASC offers:

- Communications recording solutions for traditional telephony, Voice over IP and radio
- Optimal solutions for contact centers, financial institutions, air traffic control and public safety organizations
- Open and flexible interfaces for seamless integration with existing IT infrastructure
- Scalable architecture and à-la-carte feature selection -- only purchase what you need

ASC Communications Recorders:

- MARATHON EVO*lite* -- compact system for up to 64 channels*
- MARATHON EVOLUTION -- universal communications recording solution for up to 720 channels*
- MARATHON EVOLUTION XXL -- high-end system for up to 1560 channels*

*The actual possible number of channels may vary, depending on the chosen connection type and other configuration details. Please contact ASC for further information.

We record & analyze communications



Communications Recorder MARATHON EVOLite, MARATHON EVOLUTION and MARATHON EVOLUTION XXL

Fits all needs -- current and future

MARATHON EVOLUTION, MARATHON EVOLite and MARATHON EVOLUTION XXL are universal communications recorders for the most demanding requirements of busy financial trading floors, high-volume contact centers, mission-critical air traffic control centers and life-saving public safety organizations.

MARATHON EVOLite is perfect for small and medium-sized businesses and can record up to 64 channels* per unit. The system offers online storage capacity of up to 400,000 recording hours.

MARATHON EVOLUTION is ideal for companies with medium-to-high channel numbers and records up to 720 channels* simultaneously per unit. The system offers online storage of up to 400,000 recording hours.

MARATHON EVOLUTION XXL has been designed for high channel numbers. A single recorder is sufficient for up to 1560 channels* and its six-units high chassis fits easily into a standard rack. The system offers online storage capacity of up to 280,000 recording hours.

Open architecture

ASC's communications recorders are perfect for companies with multiple locations. The solutions may be configured to record, live monitor and archive customer interactions from any branch and then provide search-and-replay either locally, via LAN, through intranets or over the Internet. The system uses a distributed recording mode to connect multiple recording platforms, departments or locations, and it automatically transfers the data to a central INTERACTION platform for online access.

Capture what matters

Recording can be initiated by pre-defined rules, at the push of a button or in bulk in order to verify transactions or to meet compliance requirements. In addition to their high online storage capacity, ASC solutions can preserve data on one or two archive drives (DVD, RDX) or can be connected to NAS/DAS/SAN systems. Calls can also be saved as *.wav files and sent by e-mail.

Future-proof investment

The ASC communications recorders are especially designed to ensure business continuity. Its open-source Linux operating system creates a stable working environment ideal for mission-critical applications. It also provides increased protection against viruses.

The system's mirrored and hot-swap hard disks as well as a redundant power supply ensure fail-safe operation and guarantee data security.

Built-in scalability and modular architecture provide a future-proof investment and let users purchase only what they need.

Recording, replay and analysis

- Select **INSTANTplay** or **INSTANT WEB-play** primarily for immediate retrieval of the most recent call. **POWERplay** or **WEBplay** excel with flexible search criteria and other advanced functions. Customers may choose either the browser-based application working without the need for any additional software required or Java-based client/server technology for replay via a local network.

- **Threat Call Recording** helps organizations protect their company and employees. It can be activated by the agent at any point during a call to record the entire conversation.

- **Last Call Repeat (LCR)** provides access to the most recent calls by telephone.

- **Workforce Optimization solution INSPIRATIONpro** based on the content of recorded calls and screen activities. **INSPIRATIONpro** reveals the potential for improvement in contact center operations including processes, marketing, sales activities, time of reaction and problem analysis. As a result, campaigns become more efficient, and costs of ownership are significantly reduced.

Seamless integration

ASC systems and technologies may be easily integrated with partner products and services:

- **SCREENscan**, a powerful software application, automatically initiates recording when a user clicks any pre-defined button or when a particular application, or error message appears on the desktop.
- **Application Data Integration (ADI)** captures data and attaches it to the call database. This application provides free-seating for agents without CTI and may also control when the recorder starts and stops to meet Payment Card Industry (PCI) data security standards.
- **Application Programming Interfaces (API)** shares and integrates data among ASC's systems and its customers.
- **ASC's CTI (RIA) solutions** capture additional call-index data, thus enhancing fast and efficient searching of archived calls.

Subject to change without notice. Please note that the maximum channel capacity is only valid under standard conditions. Depending on the usage, the complexity of a specific configuration, and the number and types of software applications installed, certain restrictions may apply. Please contact ASC for further information.

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