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ASC ensures compliance in Teams

Companies from a wide range of industries, in particular the finance and insurance industry, must comply with strict legal requirements for recording, archiving, and processing customer data. ASC developed an application for Microsoft Teams, ASC Recording Insights, that ensures compliance for all communications via Teams.

ASC Recording Insights captures and stores users' entire Teams communications in the Microsoft Azure cloud. By leveraging the security features of Azure, the AI capabilities of Azure Cognitive Services, and the robust features of ASC Recording Insights, organizations can guarantee compliance with the complex requirements of such regulatory regimes as MiFID II and Dodd-Frank, as well as manage their business risks.

Addressing complex legal requirements

The native app ASC Recording Insights was built to address companies with the need to ensure compliance when communicating via Microsoft Teams. Financial institutions especially benefit from the wide range of compliance features, including individual access authorizations, storage location, retention periods, encryption mechanisms, and more.

Challenge

Organizations are increasingly collaborating virtually across borders with the Microsoft Teams workspace, and they need a recording solution that can satisfy an array of compliance requirements.

Solution

ASC Recording Insights helps businesses meet compliance needs by recording all Teams media and archiving the material securely for the required time period using Microsoft Azure.

Results

The native app guarantees the legally compliant recording and archiving of all communication media via Teams, while the solution's analytics functions help to analyze the recorded data.

“ASC Recording Insights allows us to fulfill regulatory requirements for the capture of communications using Teams.”

Brian Fruh, Chief Information Officer, Impax Asset Management

Capturing communications securely

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The analytics functionalities of ASC Recording Insights combine with the innovative AI features of Azure Cognitive Services to offer a proactive approach to compliance management.

All recorded interactions in Microsoft Teams, including chat, phone calls, and videoconferences, can be transcribed from audio to text using speech services.

In addition, natural language processing (NLP) facilitates automated categorization, as well as emotion detection and translation, directly in the app.

Communication content can be categorized, extracted, transcribed, tagged, translated, and analyzed without human involvement. This allows for proactive, real-time detection of

potential compliance risks.

By automating many labor-intensive manual tasks related to translation and transcription, ASC Recording Insights frees compliance officers to focus on more important issues.

Providing a seamless user experience

The ASC Recording Insights solution offers the capability of configuring access rights at the tenant level, ensuring that only authorized users may access any relevant data.

Organizations can also customize settings according to individual requirements.

ASC Recording Insights is an integrated application and part of the Teams interface that can be purchased via the Teams Store. No separate, external recording system is required.



“We use ASC Recording Insights for all calls that must be recorded, including audio, video, screen-sharing, and chat. We have deliberately opted for the ASC solution because it currently is the only native app for compliance recording and archiving in Microsoft Teams, and it fully meets all legal obligations.”

— Dillon Wood, Senior Information Technology Specialist of WealthVest Marketing, WealthVest