



Recording Insights helps Impax Asset Management ensure communications are legally compliant

The challenge

Impax Asset Management's increased use of Microsoft Teams had created the need for a recording solution that could fulfill a broad range of compliance requirements to document communications within the Microsoft Teams workspace. Additionally, the company also wanted to analyze and evaluate its communications for quality-management purposes.

The solution

The Microsoft Teams app from ASC Technologies was connected to Impax Asset Management's Azure tenant and seamlessly integrated into Microsoft Teams. Now, Recording Insights records all Teams media and archives the material securely for the required time period using Microsoft Azure, while offering important insights about Impax Asset Management's communications.

“Recording Insights demonstrates what is possible in the modern-day technical landscape. It can be rightly described as the next-generation solution.”

Brian Fruh, CIO, Impax Asset Management

Highlights



Compliant recording of all channels



Transcription, translation, and keyword spotting



Integrated to Dynamics 365

About partner

Recording Insights is a compliant recording solution for its communications in Teams – including chat, phone calls, meetings, and video conferences for Calling Plan, PSTN, or Direct Routing. In addition, Microsoft Cognitive Services are used to analyze communications using transcription and other services.

The results

- **Impax Asset Management is now recording its communications compliantly.** The Microsoft Teams app from ASC Technologies ensures that all compliance requirements are fulfilled.
- **All communication media in Microsoft Teams is being documented and archived safely.** All communications are transcribed and translated when necessary. Recordings and transcripts can be found easily by keyword search.
- **Recording Insights' analytics features allow Impax Asset Management to analyze its communications.** With keyword tagging, evaluation of sentiment and emotion detection, Impax Asset Management gets important insights into its communications.

Learn more

[View Recording Insights on AppSource](#)

