

PRESS RELEASE

(Hoesbach/Germany, January 8, 2007)



ASC's INSPIRATIONpro Improves Quality Monitoring for the Netherlands' National Police Department

Hoesbach/Germany, January 8, 2007 – ASC (www.asctelecom.com), a leading provider of communications recording and quality monitoring solutions for contact centers, financial institutions, and public-safety and government organizations, has provided its quality monitoring solution, INSPIRATIONpro, to Unit Teleservice 1-1-2, the service center of the KLPD, the Netherlands' national police department.

Unit Teleservice 1-1-2 employs over one hundred people to answer and route four million "1-1-2" emergency calls from cell phones and one million standard calls to the police every year. As the contact center for the KLPD, it serves as the "front door" of the national police department.

Prior to the installation of INSPIRATIONpro, the KLPD could only evaluate quantitative data such as "the number of emergency calls answered within 10 seconds." Now, it can monitor, analyze and improve intangible skills such as customer friendliness, ability to listen and reassuring the caller.

The Quality Manager of Unit Teleservice, Ms Judith van Paridon, said, "We interact with both internal and external groups including the Ministry of Internal Affairs, and the intelligence and security services. INSPIRATIONpro helps us meet their needs by evaluating the quality of our system and agents on an ongoing basis."

INSPIRATIONpro preserves both the call audio and screen display. It also helps evaluate the infrastructure, such as the ACD routing, adapt work protocols and change the information on an agent's desktop. At the same time, it accurately monitors employees' communications and computer skills.

Bumicom, ASC's partner in the Netherlands, implemented the solution in compliance with the KLPD's quality monitoring protocol and oversight from an internal police commission. The protocol protects employees by informing them in advance when their communications will be monitored and for how long. Moreover, all evaluations must be conducted jointly with the agents, using the recorded sessions and a standard evaluation form.

About Bumicom

Bumicom (www.bumicom.nl) was founded in 1985 and originates from Bumifoon Ratelli (1937), a company active in outside door microphones (Buitendeur Microfoon), radio distribution, telephone equipment, answering machines and traditional, analog, "reel to reel" voice loggers.



Bumicom's business consists of sales, engineering, installation, implementation, user training and maintenance of recording solutions.

The company has been involved in several major national projects in the Netherlands. Its commitment to long-term relationships with customers, suppliers and employees is conveyed by its statement, "Realize what others only promise."

About ASC

ASC, headquartered in Hoesbach, Germany, is a leading global provider of integrated communications recording and quality monitoring solutions for contact centers, financial institutions, and public-safety and government organizations. With more than 40 years experience in the communications industry, ASC has over 20,000 installations in more than 60 countries.

Focused on quality, liability and risk management, ASC's communications recording solutions preserve, evaluate and analyze all customer interactions by telephone (including VoIP), fax, e-mail, web chat/browsing and desktop computer activity in both traditional and web-based environments.

ASC's quality monitoring solutions improve the performance of contact center agents and the entire customer experience. The browser-based products are easy to access, use and deploy, and increase productivity and customer loyalty while decreasing staff turnover and security risks.

With subsidiary companies in the United States, Great Britain, France, Switzerland, Hong Kong and Singapore, and selected distribution partners, ASC integrates with leading providers including Alcatel, Avaya, Cisco, Mitel, NEC, NextiraOne, Nortel, Siemens and T-Systems, allowing customers to easily implement ASC solutions in almost every environment.

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