



Avoca Capital: Call Recording Case Study

Project Summary:

Supplied phone recording system on phones, and ISDN Trunk Line in Dublin and London offices

About Avoca Capital

Avoca Capital was established in 2002 and was one of the first non-bank investors in sub-investment grade credit in Europe.

The Avoca team is comprised of 57 people, based at 75 St Stephens Green, Dublin, and in their London Office at Bishopsgate, London

Phone Recording System

This company needed to record calls for regulatory reasons and dispute resolution. Daily remote archiving of all recordings was a priority for them also.

Finance

Avoca were an expanding firm with offices in London and Dublin. We proposed a Primary Rate Jusan Recorder: for both offices

All equipment supplied for London, 12months warranty and remote maintenance:

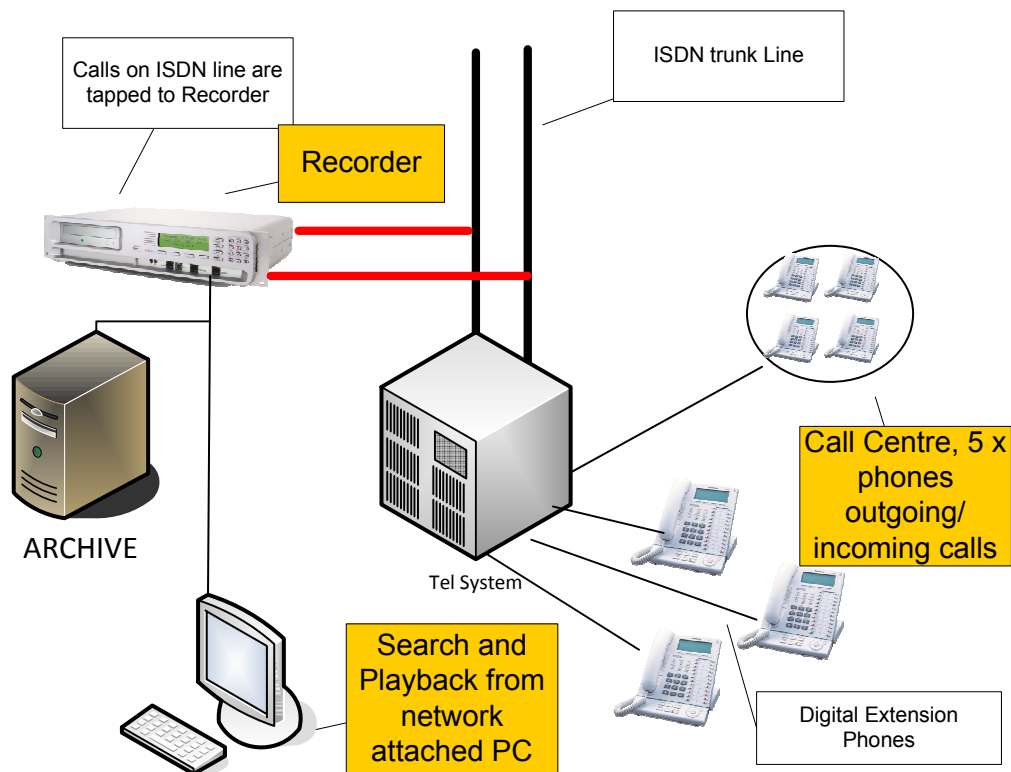
Integrate recordings to Dublin office

Year 2 extended warrant and remote maintenance:

The Challenge:

- To record both offices and have recordings on one database
- Remotely access recordings for compliance





Solution

Acer Networks installed Recorders connected to their primary rate 16 channel trunk line. This meant that all calls could be recorded both incoming and outgoing and extra extensions could be added without changing or expanding the recording system.

Project Implementation

Installation was carried on after hours and there was no disruption to calls. IT staff were trained in search and archive.

Results

The compliance requirements have been met and sale training is ongoing using sample recordings to portray the optimum methods in dealing with clients.

On-going changes and maintenance:

Acer monitor fault reports and are pro-active in identifying possible problems
 Acer are regularly asked to add to or change notification list and will upgrade software levels and firmware.

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