

voxlog professional Success Story

sDIS - Dezentrale IT-Infrastruktur Services GmbH

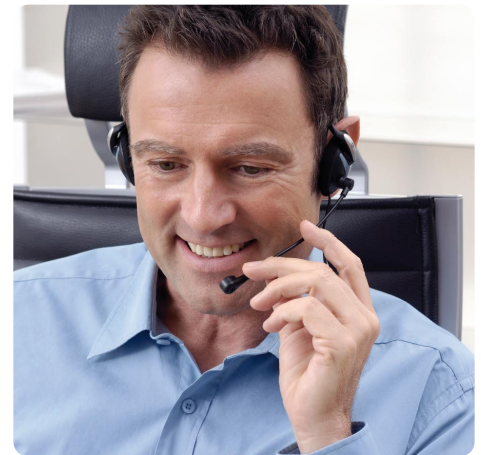
voxtronic
TECHNOLOGY



In VOXTRONIC we have found an experienced partner capable of fully meeting all our voice recording requirements.



Director of Voice Telecommunication, sDIS



The company

sDIS has a workforce of 180 in nine locations across Austria and runs the entire IT infrastructure for both Sparkasse and ERSTE BANK. Using a high performance data network, sDIS supports and services over 20,000 workstations, 1,500 servers and 4,000 self-service devices (for example automatic teller machines and statement printers) at more than 1,200 locations throughout Austria. In addition sDIS is responsible for the sCALL telephone system through which all subscribers can be accessed by dialling 05 0100.

The challenge

sDIS was then charged with the task of modernising the voice recording system used by the trading section at ERSTE BANK. This process involved equipping 450 workstations with a reliable, modern, IT-based system which would permit voice documents to be managed and analysed using state of the art technology. It goes without saying that it also needed to fit seamlessly into the architecture of the bank's existing data network.

The solution

sDIS chose *voxlog professional* from the recording professionals, VOXTRONIC, a decision taken in part because the task of installing and

Company:

sDIS - Dezentrale IT-Infrastruktur Services GmbH
www.s-dis.net

Industry:

Banks, finance houses

Region:

Throughout Europe

Results:

- Fail-safe, court-admissible recordings of conversations and transactions
- Increased use of the existing information and telecommunications landscape
- Reduced running costs thanks to the high level of system distribution.
- Compliance with Basle II

configuring the system was so simple. "We act as a supplier of operator models in the telecommunications industry, to provide ERSTE BANK and Sparkasse with the products and solutions they need", explains the Director of Voice Telecommunications at sDIS. "Essentially, the successful launch of a new service or a new product depends on three factors: reliability, the ability to adapt quickly to customer requirements and really easy operation. In VOXTRONIC, we have found an experienced partner capable of providing voice recordings that meet all of these requirements."

The system has now been installed in 12 centres throughout Austria. Bank staff can be trained in the use of the system at the sDIS service centre. *voxlog* also allows a system family made up of identical components to be created, thus helping to reduce running costs. Since the administration and security features that are specific to *voxlog* comply with the requisite "Four-Eyes Principle", the system also meets sDIS's own requirements in this respect.

Voice recording data are archived automatically to a central data server with unlimited capacity. This is made possible by the intelligent use of jukeboxes. This complies with the legal requirement in Austria that data be archived for 7 years and also easily satisfies the future requirements of 'Basle II'.

VOXTRONIC is a global leader in digital voice and data recordings and their analysis. It has also pioneered the development of security solutions for industry, commerce and local authorities.

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