



We record & analyze communications

# Recording Insights ensures the highest security and service for Peterborough's Social Services



Peterborough is a city on the Otonabee River in Ontario, Canada, about 125 kilometres (78 miles) northeast of Toronto. Like all government institutions, the city's Social Services department needed a recording solution that could fulfill a broad range of compliance requirements to document communications within the Microsoft Teams workspace in order to ensure the highest level of security and service for its constituents.



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# Market-leading Compliance with Recording Insights:

Peterborough's Social Services department switched to Microsoft Teams in order to better service the needs of its staff and constituents. Out of the box, they report that Microsoft Teams did not give them the capability to record and review all transactions in order to ensure that every interaction meets their customer service standards. They operated under these conditions for two years while their IT department looked for a suitable solution.

They found that ASC's Recording Insights met all their requirements and more. The managers of the department lauded our international team for being responsive to their requests and needs. The Social Services department also reports that Recording Insights responds much quicker than their previous software, which already expands on its ease of use.

## HIGHLIGHTS

- Supervisors report that they now find calls much quicker and have had no issues sorting calls to individual team members.
- Customizable reporting functions based on user rights makes for a seamless user experience.
- Having the ability to create individual rules was also a valued feature.



“ **ASC was a life saver**  
in terms of the solution we were searching for.

— Joe Crooks, Manager of Innovation & Quality Assurance  
Peterborough Social Services



Mitigate Compliance Risks with  
**Recording Insights and Azure Open AI**

[Learn more by watching this short video.](#)

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