

VOICE RECORDING ▾

Our client provides organisations with the essential IT services that improve business productivity, increase quality of IT service and reduce IT costs. Their main customers and contracts are with O2, E.ON, Experian and Capita.

REQUIREMENTS AND THE SOLUTION ▾

The end customer needed to implement a new voice recording system for its main UK call centre without disruption to the existing IT infrastructure.

Amplicon were approached to assist in providing a solution to allow the end customer to maximise the PCI expansion available on the existing PC Servers. In addition to this as the call centre operated on a 24 hours a day basis the need for a reliable redundant system was critical.

After a successful evaluation, Amplicon provided the MAGMA P7RR 7 Slot PCI Expansion chassis with redundant 400W power supply to house the PCI voice recording cards, allowing the existing servers to run the call recording software 24/7.



THE RESULTS ▾

The end customer has now successfully completed the upgrade to its UK call centre to meet the EU 2006/24/EC directive, at minimal cost and with no disruption to their activities.

Application story

WHY AMPLICON? 🏡

This project was the result of some lengthy discussions with the Amplicon sales and application engineering teams. Amplicon along with the client took time to ensure the correct solution was implemented. The first system was delivered one month after the initial testing.

It was Amplicon's 40 years of engineering experience and a long-standing relationship with the customer that made Amplicon the right choice for this application.