ASC TELECOM
DEVELOPING SPEECH ANALYSIS SOFTWARE FOR THE CALL CENTER

Challenges

Developing new versions of the client's existing product based on the latest technologies

The volume of work having grown, creating an added development center

Developing the new versions in the shortest possible time

Developing a new generation product

Solution

Creating a new professional team for developing, testing and supporting the product

Using new technologies in the creation of a new level product

Developing a new architecture for the product

Reksoft's support of the previous versions of the product

Result

The creation of new versions of the ASC product, while improving the qualification of the Reksoft team

The implementation of the initial ASC ideas and developing a product with a new functionality

Making the software work faster due to its being internally extended

Familiarizing users with the capabilities of the new versions of the product

Client

ASC telecom is among the world's leading suppliers of innovational software solutions for recording, analyzing and evaluating written and oral speech. For over 46 years, ASC telecom has been engaged in developing solutions for analyzing speech communication.

"Reksoft assures a creative approach to developing software for our company. This contract is an important part of our strategy aiming at enhancing our software products for ASC telecom software products and their integration into other business procedures. Reksoft's experience with various branches of industry makes the company ideal as our companion in developing our client base".

Gunter Mueller,
Chairman & CEO,
ASC

Challenge

The ASC telecom company has developed its own software product intended for call centers and services whose functioning depends on efficiently replying to public calls, such as ambulance centers, fire brigades, security services, etc. Because of the large volume of work, the company, needing to improve the product and market its new versions based on the next generation technologies, decided to outsource the effort, commissioning the work from a company capable of completing it fast and highly experienced in developing solutions for mobile, stationary and IP telephone communications. Reksoft being exactly such a company, with a large telecommunications development portfolio, it was selected for the job.

Technology

Microsoft Visual Studio 2010 C++,
Microsoft Build Visual Studio 2010,
Google Protocol Buffers data
interchange format,
Google C++ Testing Framework,
Google C++ Mocking Framework,
JIRA, Java 7, Sip Test Studio,
Sparx Systems Enterprise Architect,
Microsoft Visio, Eclipse

Scale

18 man-years

Type of service

The development center, support,
testing

Timeframe

2010 - ongoing

About Reksoft

Since 1991, Reksoft has been building great teams to develop, migrate or maintain complex, mission-critical software.

We have mastered the dynamics of distributed software engineering, developing a workflow and methodology that improves our performance on every key customer metric, including product quality, time to market, budget adherence, project transparency and issue resolution.

That's why over 97% of our clients come back for more.

Reksoft. Software engineering. Delivered.

Solution

It was decided that the new versions of the product should mainly concentrate on the optimization of business procedures, the creation of a new technology for recording written and oral speech, quality management, speech analysis, eLearning and resource management. The new versions of the product were supposed to use the same workstations, whereas being based on new technologies. They were also supposed to be internally extended so as to work faster.

To enable the Reksoft team to appropriately start working on the new version of the product, the company had to create its own development center. While using just a few people at the start, the Reksoft team was trained at the client's office, assisting in the support of the previous versions of the product. Later, the professional team of developers began creating and testing new versions based on new technologies and using a new architecture.

Result

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