



ANDTEK

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Pre-qualified for ISPN

Yes

Industry Focus

Financial

Theatre Coverage

US
EMEA
APAC

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Business Application Overview

The ANDTEK Financial and Insurance Solution delivers advanced features on our scalable platform for financial institutions. Integrating ANDTEK services into Cisco Unified Communications networks enables financial institutions and insurance companies to fully leverage their communications infrastructure and meet regulatory and compliance requirements.

Reduced complexity by implementing a highly available and flexible platform offers voice recording and monitoring services as well as emergency announcements, hoot-and-holler functionality and integration of financial databases and directories into the unified communications system - all on one platform with optimized administration and standards compliant integration into Cisco Unified Communications Manager.

Market Opportunity

Financial industries are facing major challenges and require improving processes and meeting compliance regulations to stay competitive. Especially expense reduction and risk management are an important factor for future survival and require the proper strategy in unified communications. Therefore increased demand for advanced tools can be seen to leverage the existing infrastructure.

Benefits for financial services customers are:

- Meet legal regulations and compliance requirements for recording financial transactions
- Increase revenue and customer satisfaction through financial business process integration
- Provide a common view of customer interactions and indisputable records for resolving customer complaints
- Increase staff productivity and operational efficiency through better access to information and faster communication

- Improve business processes and enhance customer care by deploying new services
- Reduce operational costs by using existing directory information for the whole environment and offer single point of information update
- Public announcement systems to streamline communication inside and outside the financial institution
- Increase trading efficiency with network based Hoot-n-Holler services
- Prevent IP phone misuse and increase security throughout the communications system

Associated Cisco Technology

Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unified Contact Center Express, Cisco Unified Messaging

Required Cisco Specializations

Cisco Advanced Unified Communications Specialization

Target Partner

Cisco partners delivering unified communications solutions. Preferred partners have a focus on government services.

- Cisco Advanced Unified Communication Specialized Partners
- Cisco Authorized Technology Provider Partners
- Cisco Gold and Cisco Silver Partners

Partner Engagement Model

ANDTEK solutions are sold through Cisco partners and VARs only. Our ANDTEK partner program allows partners to select their desired level of partnership to add value for customer solutions. Besides offering pre- and postsales support to our partners we deliver technical services through our ANDTEK support center.

Application Specific Sales & Technical Training

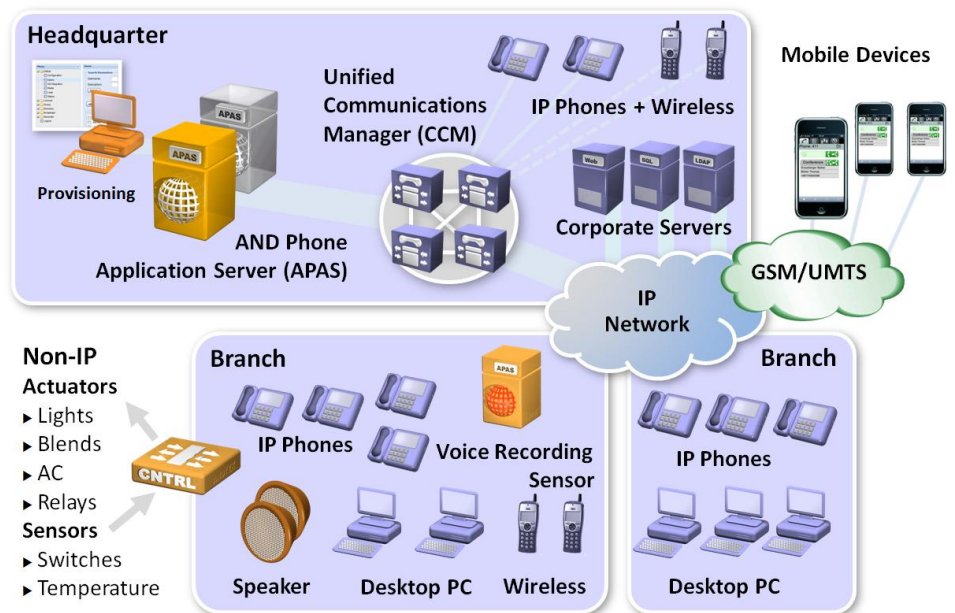
ANDTEK offers online and onsite training for certified partners. Besides training there are downloadable resources, like presentations, brochures and technical manuals available for partners. Available onsite trainings are:

- [ANDTEK Applications for Unified Communications - Technical \(AUCT\)](#)
- [ANDTEK Applications for Unified Communications - Sales \(AUCS\)](#)

Get Started Now

Contact us now at info@andtek.com and let us establish a beneficial partnership for you and your customers.

Reference Architectures



Sales Tools

[ANDTEK Solutions Overview](#)

[ANDTEK Financial Solutions](#)

[AND Phone Software](#)

[AND Desktop Software](#)