



# Client Testimonial

Contact Center Division

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NCMIC Group



## **Why did you buy from DSS Corporation?**

The solution provided is very functional and competitively priced. Seven years ago NCMIC was considering many technologies which provided call recording and quality assurance monitoring. DSS provided a technology called HigherGround, which met and exceeded our needs at the time. After proving their ability to service, train, and support this product, it was very easy for us to implement Equature: The Next Generations of Communication Recording.

## **What were your objectives or goals you wished to achieve when you made the investment?**

Ease of use and reliability are the two most important factors for NCMIC. The Equature solution works as promised and DSS stands behind it. The track record with DSS is excellent and NCMIC wanted to continue the relationship on a better platform.

## **How were we different than your other choices you were looking at?**

The other systems were good also but the other companies just did not see us for what we are – An organization wanting best of breed technology while being treated like a large company.

## **Did anything surprise you after your purchase about our offering?**

There were very high expectations in the Equature product. It has proven very useful in a legal matter which we had not expected. This was a very good surprise. Equature offers the recording and monitoring technologies we had in the past but also offers email and chat capture, archive and retrieval. We have been pleasantly surprised as to what we are now able to capture.

## **Why would you recommend us?**

We would recommend DSS Corporation for all of the reasons we purchased the system. They offer top notch sales and support with all of their solutions. DSS Corporation has been a very good business partner over the past 7 years. It is difficult to find organizations that partner with us as we partner with our customers.