asurion

Customer Success Story

Processing on-premises and streaming data in real-time

Asurion, a leading provider of device insurance, warranty & support services for cell phones, consumer electronics & home appliances, needed a cloud-hosted text-to-speech and natural language processing solution. The solution was needed to assist in voice analysis, speech recognition, and sentiment analysis of call center recordings. With a collection of ~23 million hours of recordings, Asurion needed a comprehensive system to process both existing on-premises and real-time streaming data.

Challenges:

- ~23 million hours of recordings
- Needed to process on-premises and streaming data in real-time
- Needed to accurately detect voice sentiment

Solutions:

- Incorporates Microsoft's cloud offerings
- Built on top of Cognitive Services natural language processing (NLP) API's
- Provides a comprehensive NLP and text analytics platform

Results:

- Replaced existing on-premises NLP system
- Meets security and business requirements
- Demonstrated Microsoft's capabilities were a better fit than competitor's cloud offerings

Learn more about how KiZAN can transform your data into business insights.

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