

Microsoft/Aspect Global Strategic Alliance

The Microsoft/Aspect Global Strategic Alliance is an ongoing joint investment that combines unified communications (UC) leadership from Microsoft with more than 30 years of experience in communications-enabling business processes from Aspect. Leveraging this alliance, Aspect is dedicated to delivering industry leading software and services to help the world's leading organizations turn the potential of unified communications into real business results.

With a decade-long history of partnering, Microsoft and Aspect formed this Alliance to focus on building a professional services practice dedicated to helping companies implement UC across their enterprises, and to deliver a joint solution for UC in the contact center.

Investments in Joint Success

- Microsoft has taken an equity position in Aspect.
- Aspect, with Microsoft investment assistance, is building one of the largest global professional services practices for Microsoft Unified Communications.
 - Aspect will achieve full Microsoft unified communications certification with 225 employees certified by the end of June 2009.
- Aspect and Microsoft are jointly investing in a product roadmap to bring unified communications across the enterprise and into the contact center, and have delivered the first release of Aspect Unified IP v 6.6 which is optimized for Office Communication Server 2007.
 - The companies have outlined a three year roadmap for increasingly greater integration between Microsoft Office Communications Servers and Aspect® Unified IP™.
- Aspect and Microsoft are jointly investing in market awareness and education to help companies realize the benefits of Unified Communications.
 - Aspect and Microsoft have each hired dedicated field personnel to support the alliance.
 - Aspect has created Demonstration Centers in Boston, London, and Singapore to showcase the joint solution.
 - Aspect is now rolling out Microsoft Office Communications Server 2007 R2, replacing its PBXs, to 2,000 Aspect employees across 20 countries.
 - Aspect and Microsoft have created Business Investment Funds to help customers rapidly deploy UC at a reduced cost to them.

Microsoft Unified Communications and Aspect Contact Center Integration

Aspect has developed its products on Microsoft platforms for many years and Aspect® Unified IP™, built on a .NET architecture, is the most comprehensive, feature-rich unified contact center solution available in the market today. Going forward, the Aspect Unified IP roadmap will be co-developed with Microsoft investment and guidance. The initial result of that product collaboration is the December 2008 v6.6 release of Aspect Unified IP that integrates with Microsoft Office Communications Server 2007 to provide contact center agents easy and structured access to experts throughout the enterprise.

Aspect® Professional Services in the Enterprise

Aspect recognizes that UC is a journey that begins with enhanced individual productivity, and progresses to heightened workgroup collaboration, communications-enabled business processes and transformative customer and partner communications. Having led one of the largest enterprise adoptions of UC with its own roll-out, and with more than three decades of communications-enabling complex and critical communications processes, Aspect knows that achieving UC benefits at every stage requires a comprehensive and structured approach.

Aspect Professional Services consultants provide expert analysis, recommendations and implementation services from building a UC strategy and business case to network architecture planning and design; from UC business process consulting to implementation, integration, and user adoption. The Aspect team will lead the way to gaining a clear understanding of the process and the results organizations can achieve.

Aspect Professional Services is uniquely positioned to be a leading unified communications Global Systems Integrator (GSI):

- Global presence and sizeable installed base
- Agility and proven ability to scale
- Extensive experience in mission critical voice deployments
- Focus on Microsoft unified communications: Services and product integration

About Aspect

Aspect provides software and consulting services that turn the potential of unified communications into real business results across the enterprise and in the contact center. Applying 35 years of insight and experience, Aspect helps two-thirds of the FORTUNE Global 100, as well as small and medium enterprises, power their business processes with communications. For more information, visit www.aspect.com.

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