

# Aspect at a Glance

## Overview

Aspect provides software and consulting services that turn the potential of unified communications (UC) into real business results across the enterprise and in the contact center. Applying 35 years of insight and experience, Aspect helps more than 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](http://www.aspect.com).

## Company Vision

To transform the way companies communicate.

## Value Proposition

Fueled by ongoing joint investment with Microsoft®, Aspect applies Microsoft UC based on insight and experience gained from helping the world's leading organizations improve their business processes with communications.

Drawing on decades of insight gained from deploying mission-critical voice applications, Aspect enables organizations to turn the potential of unified communications into real business results, through enhanced knowledge worker and agent productivity and by helping optimize business processes throughout the enterprise and contact center for improved agility and responsiveness.

Aspect has more than 35 years helping customers with strategic planning and technology implementations of high-stakes, complex customer-facing business processes. Our solutions are successful in some of the most rigorous environments, providing up to 99.999% contact delivery reliability. With nearly 1,000 deployments of our unified platform, Aspect has a proven track record of unifying siloed communications technologies.

## Customer Base

Aspect has in-house and outsourced customers managing customer service, collections, and sales interactions in financial services, telecommunications, transportation, retail, government, and a variety of other industries.

### *Aspect powers contact centers for:*

- 7 of the top 7 Global Airlines
- 10 of the top 10 North American Telcos
- 8 of the top 8 North American Software Companies
- 8 of the top 10 Global Banks
- 14 of the top 15 Indian Outsourcers
- 6 of the top 8 Global General Merchandisers

Aspect customers include these leading companies: American Airlines, American Express, British Airways, British Gas, China Eastern Airlines, CitiGroup, Computer Sciences Corp. (CSC), Daimler Chrysler, Discover Financial Services, FedEx, General Electric, Hilton Reservations Worldwide, JC Penney, Lands' End, Lloyds TSB, MCI, The Royal Bank of Scotland, Verizon, U.S. Airways, VW Credit, Wachovia Corporation and Wipro.

## Executive Team

**James D. Foy** - President and Chief Executive Officer

**Michael Provenzano** - Executive Vice President and Chief Financial Officer

**Gary Barnett** - Chief Technology Officer and Executive Vice President of Aspect® Technical Services and Research & Development

**Jamie Ryan** - Senior Vice President, IT and Chief Information Officer

**Kevin Schwartz** - Executive Vice President, Global Professional Services

**Mike Sheridan** - Executive Vice President, Worldwide Sales

**Andrew Bezaitis** - Senior Vice President, Product Management

**Laurie Cairns** - Senior Vice President, Marketing

**David Reibel** - Senior Vice President and General Counsel

**Gwen Braygreen** - Vice President, Customer Experience

## Principal Investors

Golden Gate Capital

Oak Investment Partners



## Key Metrics

Agent Seat Licenses	Customer Interactions	Global Presence	Industry Experience	Employees
1,500,000 agents	125,000,000 <sup>1</sup>	More than 50 countries <sup>2</sup>	35 years	1,700

## Aspect Products and Services

### Unified Communications Applications

**Seamless Customer Service™** coordinates self-service with live agent assisted service to improve first call resolution and enhance the overall customer experience.

**Blended Interaction™** provides greater visibility, control and staffing efficiency in your multichannel contact center to enhance customer satisfaction and improve business results.

**Streamlined Collections™** automates early stage contact and provides a more effective past due account targeting strategy to reduce delinquencies and write-offs.

**Productive Workforce™** provides your managers and agents with the insight, tools, and processes to optimize resource utilization and adopt a continuous improvement culture.

**Optimized Collections™** enhances calling strategies and applies the right resources at the right times to improve debtor contact productivity.

### Contact Center Platform Products

Aspect® Unified IP® is an IT-ready Microsoft .Net Web services platform product that unites customer contact capabilities to help organizations execute on their unified communications strategies.

PerformanceEdge® is an IT-ready Microsoft.Net Web services platform product that synchronizes workforce optimization capabilities to help organizations execute on their unified communications strategies.

<sup>1</sup> Based on an average of 110 interactions per agent per day and assuming all seat licenses, except for Performance Optimization product licenses, are in use.

<sup>2</sup> Describes those countries where Aspect can sell and support its products either directly or through partnerships.

### Aspect® Global Services

Aspect Global Services provides comprehensive consulting, technical and educational services to help customers realize the full potential of their unified communications solutions across the enterprise and in the contact center. The Aspect Global Services team is comprised of business professionals and Microsoft certified experts whose sole focus is to drive the greatest returns for customers by enhancing knowledge worker productivity, streamlining business processes and transforming enterprise communications. Aspect Global Services include Aspect® Professional Services, Aspect® Technical Services, and Aspect® Education Services.

**Aspect Professional Services** delivers Microsoft® unified communications (UC) capabilities in the contact center and throughout the enterprise. Aspect consultants help organizations identify the right opportunities, navigate implementation obstacles and get the right results from UC with services that span conception through completion. From improving individual productivity and heightening collaboration to communications-enabling business processes and transforming enterprise communications, Aspect provides experienced guidance at every step of an organization's UC journey.

**Aspect Technical Services** help ensure optimal operations and continuous system uptime. We provide support throughout the entire lifecycle of the relationship. Our engineers provide 24x7x365 follow-the-sun service via the telephone, Web self-service and email consultation, remote computer access and on-site service.

**Aspect Education Services** offers a variety of courses designed to provide contact center supervisors and administrators with the skills and knowledge needed to enhance productivity and improve customer satisfaction. Courses are offered online, in worldwide Aspect training facilities, and on a customer's site.

#### Corporate Headquarters

300 Apollo Drive  
Chelmsford, MA 01824

+1 978 250 7900 office  
+1 978 244 7410 fax

#### Europe & Africa Headquarters

2 The Square, Stockley Park  
Uxbridge, Middlesex UB11 1AD

+(44) 20 8589 1000 office  
+(44) 20 8589 1001 fax

#### Asia Pacific & Middle East Headquarters

138 Robinson Road,  
#13-00 The Corporate Office  
Singapore 068906

+(65) 6590 0388 office  
+(65) 6324 1003 fax

