

Aspect® Professional Services

Integrated Solution Services

In order to enjoy the maximum possible return on investment in your contact center technology, you must be able to tailor your solutions to meet your unique business requirements. You may have a collection of multi-vendor contact center, front office and back office products that must work seamlessly together to achieve your customer satisfaction and contact center productivity goals. Or you may simply need to customize or extend the capabilities of your Aspect solutions to tie more closely into your existing environment.

Aspect Professional Services offers you Integrated Solution Services - the way to go when you're looking at your overall contact center and wondering how to achieve the greatest possible benefit from its collective application to your business needs. With the assistance of our experienced contact center integration experts, you can quickly realize:

- **Productivity improvement** - resulting from:
 - The deployment of custom applications developed from the "ground up" to meet your specific needs.
 - The combined application of multi-solution best-of-breed capabilities.
- **Cost savings** - due to re-usable applications that apply proven applications to specific needs.
- **Investment Protection** - resulting from the re-use and extension of capabilities already in place.

Services Overview

Keys to the successful development of a rock solid integrated solution are knowledge, leadership and planning. When you engage the Aspect Professional Services Integration Solution Services group, you get an overall system integrator - providing the technical and project management expertise to define, develop and deploy the solution.

Our experienced integration teams have delivered solutions to meet a wide range of needs, from simple extensions of our own solutions beyond their standard product configurations to creation of new, customer-specific product components, to extremely complex multi-vendor, multi-product integrations.

Examples of Integration Solutions Services engagements include:

- New event based Data Element calculations.
- Customer-specific software components - e.g. Data Connectors for IVR, Desktop, Data Directed Routing.



Benefits

- Productivity improvement.
- Cost savings.
- Investment protection.

Pre-Sales Process

- Investigation/ discovery.
- Discovery.
- Solution workshops.
- Create custom statement of work.
- Functional description.
- Architectural approach.
- Operation descriptions.

- Media Feeds for distribution of media via Aspect routing.
- Solution specific Customer Relationship Management connectors for routing and desktop functionality.

Comprehensive Pre-Sales and Post-Sales Processes

In a typical year, over 85% of customers that utilize Aspect® Professional Services agree to be referenceable at the completion of their engagement. A key reason for this high rate of referenceability is our adherence to a standard, comprehensive pre- and post-sales process focused on ensuring we meet your expectations.

Critical to a successful end result is a comprehensive pre-sales process during which the project scope and expectations are clearly defined and agreed upon. These steps include:

- Initial investigation/discovery sessions.
- Solution workshops.
- Statement of Work creation and presentation.
- Functional description creation and presentation.
- Architectural approach definition and approval.
- Operation description development and approval.

To ensure the stability and long-term viability of the solution we create for you, our project teams follow a rigorous post-sales solution development process that flows into a disciplined software development process. Our Integration Solution Services teams utilize standard software development methodologies and partner with third parties as needed in the creation of your customized solution. Our standard process includes:

- Project management/Kickoff.
- Architecture definition and design.
- Detailed Component Design and code review.
- Component development.
- Aspect lab testing of software components and integrated solutions.
- Customer lab testing.
- Installation site testing.
- Formal solution acceptance procedures.

This approach ensures that we deliver to you a robust, supportable solution that operates according to the business and technical criteria you defined.

For more information

If you are interested in learning more about how our Aspect Professional Service Integration Solution Services can improve the operational efficiency of your contact center, please contact your Aspect Account Executive.

About Aspect and Aspect® Global Services

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 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.

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.

Post-Sales Process

- Project management/ kickoff.
- Architecture definition and design.
- Detailed component design.
- Component development.
- Aspect lab testing.
- Customer lab testing.
- Site testing.
- Solution acceptance.

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