

# Aspect® Professional Services

## Project Services

**You're excited about the contact center solution you just purchased but you're wondering what comes next. How can you be certain that you will experience a smooth, on-schedule implementation with minimal impact on your day-to-day operations? How much of your time will it take to manage the process? How do you know that your new solution will be installed and configured according to your expectations and that there will be no loose ends once the installation team leaves your site?**

Aspect Professional Services Project Services delivers a proven project management and installation methodology. Our experienced Project Services team members ensure that your new solution will be up and running according to the agreed-upon specifications and timeframe, and our extensive contact center experience allows us to minimize operational disruption. Our standard methodology ensures that expectations are clearly documented and met and that processes are consistent and repeatable should multiple sites or systems be impacted.

### Services Overview

The Aspect Professional Services Project Services team transitions you from the sales process through the implementation process to full system operation and on to post-installation support. You will be assigned a Project Manager who will serve as the focal point for communication and execution for all of your project needs.

Your Project Manager will work with you to develop specific project and resource plans tailored to the scope of your project. Early on in the process, a detailed list of milestones and scheduled completion dates will be mutually-agreed upon. Milestones for a typical installation project involving hardware and software include:

- Contract signed.
- Project Manager assigned, internal transition meeting completed.
- Project initiation meeting.
- Hardware provided for staging.
- Project plan and resource schedule completed.
- Software specification documentation completed.
- Customer provided hardware received and staged.
- Site readiness verified.



### Benefits

- Minimal disruption to operations.
- Performance that meets expectations.
- Consistency and repeatability.

- On-site deployment.
- Solution services development.
- Transition to customer.
- Project wrap up.

### Proven Project Management Methodology

Your project will be a success if it is on-time, on budget and delivered according to your expectations. We achieve this by following a proven project management methodology — one that has resulted in many years of highly satisfied customers. Following each implementation, Aspect® Professional Services requests that every customer completes a post-engagement survey. In a typical year, more than 85% of our customers agree to serve as references after experiencing successful deployments.

Our standard project management process includes four key phases: Project Initiation, Implementation Planning, On-site Deployment and Completion. Key milestones in each of these phases are:

Project initiation.	On-site deployment.
<ul style="list-style-type: none"> <li>- Internal project transition meeting.</li> <li>- Solutions blueprint review.</li> <li>- Statement of Work (SOW) review.</li> </ul>	<ul style="list-style-type: none"> <li>- Product installation, integration, testing &amp; QA.</li> <li>- User testing.</li> <li>- On-site custom (SOW) development, testing and QA.</li> </ul>
Implementation planning.	<ul style="list-style-type: none"> <li>- User testing.</li> <li>- Production readiness.</li> </ul>
<ul style="list-style-type: none"> <li>- Customer project initiation meeting.</li> <li>- Project planning.</li> <li>- Resource planning &amp; scheduling.</li> <li>- Software specification data gathering.</li> <li>- System staging.</li> <li>- Site readiness preparation.</li> <li>- Training.</li> </ul>	Move to production.
Staging.	Project completion.
Site ready.	<ul style="list-style-type: none"> <li>- SIGMA service.</li> <li>- Customer transition.</li> <li>- PCC transition.</li> <li>- Project closure.</li> </ul>

Aspect takes a standardized, disciplined approach that ensures there are no surprises and that your solution is up and running on-time and on budget.

### For More Information

To learn more about how a Professional Services Application Support Plan can help improve your contact center reliability and performance, 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](http://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.

### Project Phases

- Project Initiation.
- Implementation planning.
- Staging.
- Site ready.
- On-site deployment.
- Move to production.
- Project completion.

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