

Aspect in brief:



Founded
1973

Leadership Team

Stephen Beaver
SVP and General Counsel

Manish Chandak
VP, Microsoft Professional Services

Jim Freeze
SVP and Chief Marketing Officer

Chris Koziol
President and GM Interaction Management

Michael Regan
SVP, Engineering and Technology

Employees
1,800+

Stewart Bloom
Chief Executive Officer

Guido de Koning
SVP, Human Capital

Jim Haskin
SVP and Chief Information Officer

Robert Krakauer
EVP, Chief Financial Officer

Partners
157

Gwen Braygreen
SVP, Aspect® Technical Services

Ken Ewell
SVP, Worldwide Professional Services

David Herzog
SVP and GM of Voxeo

Spence Mallder
SVP, GM Workforce Optimization and Chief Technology Officer

Aspect helps enterprise contact centers deliver remarkable customer experiences across every conversation and every channel – through a single, elegant software platform.

As the global leader, our unified interaction management, workforce optimization and back-office solution seamlessly orchestrates people, processes and touchpoints for today's top brands in aviation, financial services, healthcare, manufacturing, telecommunications and retail.

Putting The Contact Center at the Center of the Customer Experience

Today's consumers own the conversation, choosing when, where and how they communicate. The emergence of dynamic, web-based and very public consumer communication channels is thrusting the contact center into the leadership role for delivering an excellent experience to these highly conversational consumers. Organizations that anticipate and adapt to this "relationship revolution" will be better poised to build long-term customer loyalty and value.

Aspect equips you to serve today's demanding customers through seamless, two-way communications across phone, chat, email, IM, SMS and social channels. You can make the most of unified communications and collaboration platforms such as Microsoft SharePoint, Dynamics CRM and Lync by uniting your contact center with these enterprise technologies for more informed, effective customer interactions.

Wherever you're looking to remove communication and workflow barriers or automate more productive business processes, Aspect solutions allow you to build on your existing customer contact, workforce optimization and enterprise technology investments. This flexible, forward-focused design approach delivers exceptional customer experiences.

Three Essentials – One Provider

Aspect's fully-integrated solution unifies the three most important facets of modern contact center management:

- **Interaction management** applies technology-driven processes for more intelligent multi-channel customer communications,
- **Workforce optimization** promotes continuous performance and quality improvement of people and processes, and
- **Back-office optimization** enables superior execution for productivity and effectiveness in the back office to reduce the risk of cost-cutting measures that impact customer-facing people and processes

We help the world's most demanding contact centers seamlessly align their people, processes and touch points to deliver remarkable customer experiences. Professional services from Aspect, offering customer contact, workforce optimization and enterprise technology expertise, align your solution to your specific business needs and objectives on the timeline you choose.

Powered by the combined strengths of these modern contact center essentials, Aspect solutions have already helped thousands of organizations realise new levels of cost savings and productivity gains, and ultimately, better business outcomes.

Market Reach

Aspect powers customer contact for businesses of all sizes in nearly every industry:

- 1.4 million agents worldwide in 70+ countries
- 100+ million customer interactions managed daily
- 59 percent of the Fortune 100
 - 4 of the top 5 commercial banks
 - 6 of the top 10 general merchandisers

Sources

1. Hypatia Research & Advisory – "Benchmarks & Galaxy Vendor Evaluations Series: Exploiting Social Analytics & Intelligence for Customer Service & Support Excellence" March 2013
2. Miercom, Inc., "Performance Verified" certification based on Miercom's independent lab testing, 2011
3. Global Contact Center Systems Market, December 2013
4. Most recent – Pelorus Associates, March 2014 World Contact Center Workforce Management Systems Market report
5. Most recent – CRM Magazine, 2013 Service Leader Awards, March 2013

- 8 of the top 10 health care providers: Insurance and Managed Care
- 9 of the top 10 telecom providers
- 4 out of top 5 food and drug stores
- 5 of the top 5 airlines
- 3 of the top 3 computer software companies

Recognized Leader

Aspect has helped more than 2,000 clients in 70+ countries build better customer-company relationships. We invest 10 percent in R&D annually, have more than 1,000 worldwide patents or patents pending and are certified in 13 Microsoft Gold and Silver competencies. This commitment to quality has consistently earned recognition from industry analysts and other independent experts:

- Named Galaxy Leader in Hypatia study on social customer service and support ¹
- Earned Performance Verified certification from Miercom for contact center architecture in 2011 ²
- Ranked #1 by Frost and Sullivan in the global outbound dialer market, November 2013 ³
- Ranked #1 by Pelorus in global market share for workforce management systems since 2006 ⁴
- Named by CRM Magazine as Leader for Workforce Optimization Suite each year since 2008 ⁵

As a trusted customer experience advisor, business process expert and preferred technology partner, Aspect helps you engage today's consumer throughout the customer lifecycle to increase loyalty and wallet share.

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About Aspect

Aspect's fully-integrated solution unifies the three most important facets of modern contact center management: customer interaction management, workforce optimization, and back-office. Through a full suite of cloud, hosted and hybrid deployment options, we help the world's most demanding contact centers seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit www.aspect.com.

