



Highlights

Custom Software Application services from Aspect is ideal for companies:

- Wishing to formalize their application development standards and processes
- Experiencing problems managing requirements, change, quality or project transparency
- Looking for an experienced partner to develop, enhance or support critical business applications
- Needing to augment their development staff for short term or long term projects
- Wanting to leverage the latest Microsoft technologies to develop high impact applications



Custom Software Applications from Aspect

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Specializing in delivering large application development projects using Microsoft .NET technologies, Aspect is a recognized leader in delivering custom software solutions. Aspect collaborates with clients to create a common vision to solve complex business problems. Our primary objective is delivering high quality custom software applications that meet your business and technical requirements on time, under budget and with proper documentation.

Aspect's Custom Software Applications teams use industry-proven best practices, tools and technologies to help you develop, integrate, enhance and support mission-critical business systems. With an emphasis on leveraging Microsoft .NET technologies, Aspect helps you minimize risks and costs within agreeable timeframes to deliver software applications that meet your business and technical requirements.

Why Aspect?

- Consultants and developers offer a wide range of professional certifications and possess deep technical expertise
- Uses Microsoft Application Lifecycle management tools such as Microsoft Visual Studio Team System and other industry proven best practices to help clients create powerful software solutions that reduce risk and manage change while meeting business requirements
- Actively participate in Microsoft Product Technology Adoption Programs leveraging the latest technologies to develop and deploy custom solutions months before most technologies are released to market

- Uses Microsoft Solutions Frameworks, such as Agile and Capability Maturity Model Integration (CMMI), to guide the use of tools and processes to promote traceability, visibility, quality and documentation
- Flexible delivery models range from basic staff augmentation to full project accountability
- Member of the Microsoft Inner Circle, a Development Tools Ecosystem comprised of global Gold-Certified Partners who collaborate by sharing real world development experiences and innovative solutions using industry best practices enabling Aspect to provide even greater value to clients

Application Lifecycle Management Assessment and Benchmark

The Application Lifecycle Management Assessment and Benchmark service offerings are designed to help clients improve their internal development capabilities and make the most of their IT investments using a vendor-agnostic assessment that allows organizations to gain an overview of their internal capabilities against comparable organizations.

Just as the name implies, the Application Lifecycle Management Assessment assesses all facets of software engineering such as documenting business and technical requirements, architecture, code design, tools, project tracking, change management, communications, testing, debugging and release management.

The Aspect Application Lifecycle Management engagement is typically a short two week project that employs an online survey and face-to-face interviews with an organization's IT staff to create a Baseline Application Lifecycle Management Report and a Roadmap Report.

The Baseline Application Lifecycle Management Report uses the Microsoft Application Lifecycle Management Maturity Model to create a quantitative and qualitative assessment of an organization's software development processes and use of tools. The report is used to identify the impact of investments to improve in-house development capabilities while providing a baseline to measure progress against industry-accepted best practices.

The Roadmap is a recommended plan outlining proposed initiatives to improve the Application Lifecycle Management maturity levels of the organization. Each initiative is supported with tactical activities and target dates to address the challenges with the highest impact discovered in the initial assessment.

The project includes a comprehensive evaluation and establishment of benchmarks for the following Application Lifecycle Management areas and capabilities:

- Architecture & Design
- Governance
- Requirements Engineering & User Experience
- Deployment & Operations
- Development
- Project Planning & Management
- Software Configuration Management
- Testing & Quality Assurance

Custom .NET Solutions Development and Integration

Aspect offers full lifecycle support for developing custom software applications from strategic planning, analysis, design, development, testing, deployment, enhancements and support.

We leverage the latest tools including:

- Microsoft .NET 2.0 – 4.0 (Microsoft Windows Presentation Foundation and Windows Communication Foundation)
- ASP .NET web applications and AJAX technologies
- Windows Multi-Touch and Microsoft Surface
- Microsoft Office 2007 and 2010
- Microsoft SharePoint 2007 and 2010
- Microsoft SQL Server 2005 and 2008
- Microsoft Visual Studio Team System 2008 and 2010
- Thick client technologies such as Windows Forms and XBAP

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About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit www.aspect.com.

