

Aspect Welcomes Corsidian

Frequently Asked Questions

Corporate and Workforce

Q: Who is Corsidian? Where are they located?

Corsidian is a market leading provider of Aspect solutions in the Latin American region (LATAM), with offices in Brazil, Mexico, Columbia and Puerto Rico. Having been a channel partner for many years, in 2009 and 2010 Corsidian was Aspect's #1 global channel partner for product revenue. They have approximately 100 employees.

Q: Why is Aspect acquiring Corsidian? What are the synergies and opportunities?

Aspect has announced its intent to acquire Corsidian for a number of reasons. LATAM has been strategic region to Aspect for quite some time, and by acquiring Corsidian, Aspect is positioned to build its brand and establish a leadership position in a market that is poised for considerable growth. In fact, Ovum, a leading industry analyst firm, is expecting the contact center market to grow at a compound annual growth rate (CAGR) of 9-10 percent between 2010-2015, which is higher than other regions in the world.

This acquisition also offers organizations in LATAM, who have been limited in their solution choices, a well-resourced, global provider that is a credible alternative to Avaya, Altitude, and others. In addition, having a direct local presence will allow Aspect, in partnership with Microsoft, to quickly bring unified communications and collaboration capabilities to LATAM contact center customers."

Q: How many customers does the combined company have?

The joint company will have more than 3,000 customers in 50 countries.

Q: How many employees does Corsidian have? How many Corsidian employees have been affected as a result of this transaction?

The combined company will have more than 2,000 employees when the acquisition is complete. Corsidian currently has about 100 employees that are joining to Aspect. They have extensive knowledge, experience, expertise and skill sets around Aspect's software and solutions that can immediately be brought to bear for current and future implementations upon completion of the acquisition. No Aspect positions are expected to be impacted by the acquisition, as Corsidian adding direct local sales and services resources that are complementary to Aspect's existing sales model.

Corsidian's CEO and CFO who are responsible for setting the company's strategy and direction will be leaving the company to pursue other projects following the close of the acquisition.

Q: Will Corsidian move its headquarters? Will there be office closings?

The global corporate headquarters for Aspect will remain in Chelmsford, Massachusetts following completion of the acquisition. The Corsidian offices in Brazil, Mexico, Puerto Rico and Columbia will remain as regional offices. Local areas that contain multiple branch offices will consolidate to the single, best location over time.



Q: Does Aspect have any additional M&A planned?

Aspect continually looks for companies that fit with our strategic priorities. Aspect does not comment on current or pending M&A transactions.

Q: Aspect has gone through considerable M&A activity over the years. How is this impacting the company's ability to integrate product and service offerings?

Aspect has a history of successfully integrating operations after mergers and acquisitions. As with previous acquisitions, Aspect will highlight the synergies and bring them to market through solutions that deliver incremental value to customers. The Corsidian acquisition does not involve any integration of products as they currently resell Aspect products and services.

Financials**Q: What were the terms of the deal? Will they be disclosed?**

The terms of this transaction will not be disclosed.

Management Team**Q: Who will lead the new company?**

Jim Foy, President and CEO of Aspect, will continue to lead Aspect. Given the significant presence in LATAM, Aspect will create a fourth global theatre named LATAM which will join the Europe and Africa, Asia Pacific and Middle East and North and Central America theatres. Mike Sheridan, EVP Worldwide Sales will lead the theatre.

Services/Solutions Offerings**Q: How is this acquisition expected to impact any existing project, deployment, or services engagements?**

Corsidian brings a core group of resources that are fully trained and certified on Aspect's customer contact applications that include contact management and workforce optimization capabilities. The added value will be higher and will provide greater support and service to the existing Corsidian customer base, LATAM partners and new customers.

No significant change is anticipated in regards to the customer's sales and services team. It will be business as usual.

Q: For new engagements, who will prospective customers contact?

Following completion of the acquisition, any new prospective customers will contact the regional office that is appropriate to best serve their needs.

Partners and Channels**Q: How will this acquisition impact other channel partners in the CALA region?**

In many theatres, Aspect has traditionally had a mix of a direct and indirect channel go-to-market strategy. As is true in the other theatres, partners will absolutely be an essential part of our go-forward strategy in LATAM. We will be very precise with partners on which customers will receive high-touch from Aspect and which market segments offer the most opportunities for partners.

Q: Can we expect to see more acquisitions of Aspect's channel partners? Is Aspect planning to go direct in more regions in the future?

The longstanding Aspect strategy of a combined direct and indirect go-to-market approach will continue. There are no current plans to acquire other channel partners.

Corporate Headquarters

300 Apollo Drive
Chelmsford, MA 01824

978 250 7900 office
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

aspect.com

**About Aspect**

Aspect builds customer relationships through a combination of customer contact software and Microsoft platform solutions. For more information, visit www.aspect.com.