

Services *offering*

Enterprise Collaboration Strategy



Aspect® Professional Services
THE COMMUNITY

Enterprise Collaboration Strategy

We help you define a strategy that works

Enabling collaboration between employee groups significantly **improves first call resolution**

39% of employees worldwide say their organizations **don't collaborate enough**

More than half of employees without official collaboration spaces will **create their own, outside the enterprise**



THE COMMUNITY

The Aspect Collaboration Practice provides the expertise to drive collaboration and communication across the enterprise so our clients can deliver on their customer engagement commitments.

Aspect can help your team take advantage of omni-channel customer contact breakthroughs. But the story doesn't stop there. In order for you to truly drive success it is critical that your internal systems and processes are operating at maximum efficiency and performance; and that your teams are collaborating at a people level rather than a system level.

Aspect's Enterprise Collaboration Strategy Offering helps you understand modern collaboration, define your plan, and determine the timeline and implementation approach that fits within your organization.

Aspect's Collaboration Practice brings the expertise to drive a high level of enterprise collaboration – focused on laying the internal groundwork that allows teams to collaborate and share the right information when it is needed most. It is critical that internal systems and processes are operating at maximum efficiency and performance and that teams are collaborating at a people level rather than a system level.

Even with the best technology and tools, collaboration doesn't always work because it's not tailored to your organization. Our consultants listen to your business needs and evaluate the opportunities within your people – processes – and technologies to help you build a strategy that works for *your* enterprise.



Building an enterprise collaboration strategy involves pulling in key business leaders, with support of IT, into a facilitated workshop atmosphere to understand current collaboration philosophies and principles, address specific enterprise requirements and security concerns, and to develop a working vision of the future plan.

Aspect's **Enterprise Collaboration Strategy Offering** helps you -

- Understand differentiating modern collaboration concepts
- Define a plan that works for your organization
- Determine the timeline and implementation approach
- Set up the metrics to track your success at each stage

Schedule your Enterprise Collaboration Strategy Session TODAY!

Contact your Aspect Account Executive or Judy Nichols, Sr. Director Collaboration Practice, judy.nichols@aspect.com or 978-905-3582