



Aspect® Hosted Architecture

The Aspect Hosted infrastructure is architected to ensure system availability to support your business initiatives – keeping your contact center solutions up and running despite unplanned interruptions

Aspect understands uptime is critical to your business operations. Our Hosted architecture framework is designed to provide you with complete confidence in the reliability of our Hosted environment. With Aspect, you can be assured of the highest availability for your mission critical contact center applications. The Aspect Hosted architecture is backed by industry leading SLAs and 24x7 solution monitoring and management by Aspect experts which ensures your contact center operations are running at optimal levels, at all times.

High Availability Standards

When downtime means loss of revenue and customer confidence, it's a necessity to keep your applications resilient and accessible. Aspect uses key system design approaches and provisioning best practices combine with automated redundancy and recovery to maximize system capacity and availability. To maintain optimal uptime and end-to-end coverage, Aspect uses a combination of active/standby software processes, and N+1 redundancy to achieve high availability of your mission critical contact center applications.

Aspect's unsurpassed reliability of contact delivery, contact routing and data integrity enhanced by increased fault tolerance automation helps to maintain optimal system performance.

Aspect proactively addresses service interruptions to minimize overall system impact for your customer interaction management applications.

- Automated inter-process communication enables each component to maintain critical state information if primary or load-shared component fails
- Notification of a failed component is communicated through an alert mechanism, which determines the sequence of recovery actions to bring backup components online, redirect operations to another available system component, or both

N+1

Aspect adopts an N+1 resiliency strategy for system design and configuration that ensures the system remains available if a component fails.

(N) refers to active/passive or standby components involved in normal operations that have at least one independent backup component (+1).

During failover the level of disruption to system availability (transparency) depends on the specific solution, although system resilience will be temporarily degraded.

- System alerts are created and logged to record all failure and recovery events

While high availability utilizes a redundant system design to maintain functionality for failed components with limited or no impact to contact center applications, Aspect provides business continuity even in the face of operational interruptions.

Aspect's Hosted configuration ensures you can rapidly recover to your applications and systems with minimal business disruption. Our solution can be tailored to the customer's unique configuration.

Aspect's Hosted architecture is designed to take over operational functions for a failed site to achieve the highest possible level of business continuity. It also provides the flexibility for customers to perform updates and upgrades with no downtime on your mission critical customer interaction management applications.

Fully Redundant Data Hosting Facilities

Our state-of-art datacenters and facilities are designed for high performance and reliability. The datacenters are engineered to address security and network redundancy, enabling high uptime availability to our customers. Other features include:

- Redundant heating ventilation air conditioning to provide consistent temperature within the raised floor area
- Fire detection and suppression systems to detect environmental hazards
- Uninterrupted power supplies (UPS) and diesel generators to mitigate the risk of short and long term power failures
- Multiple carrier connectivity options to provide failover communication paths in the event of communications interruption

State-of-the Art Network Operations Center

Aspect is committed to ensuring your applications are available whenever you need it. Active monitoring is in place to ensure system stability. Our support service is available 24 hours a day, 7 days a week, and 365 days a year via phone or internet access to our case management system.

- Fully staffed NOC
- Carrier connectivity monitoring
- Platform performance and monitoring
- Data connectivity performance and monitoring
- Host response performance

Comprehensive Security and Compliance

Aspect provides a comprehensive framework for securing your applications and data at all levels from network, host, and physical security to proactive monitoring. At a network level, our data centers are designed to provide maximum security of your data by detecting, stopping and preventing intruder access. Advanced security measures are put in place to improve server security at the host level. Aspect employs security best practices to include server hardening to help minimize host vulnerability.

Aspect actively monitors all applications and critical infrastructure around the clock to ensure system availability. The proactive monitoring component of the service securely monitors platform, operating system, and database, as well as Aspect applications to ensure optimal performance.

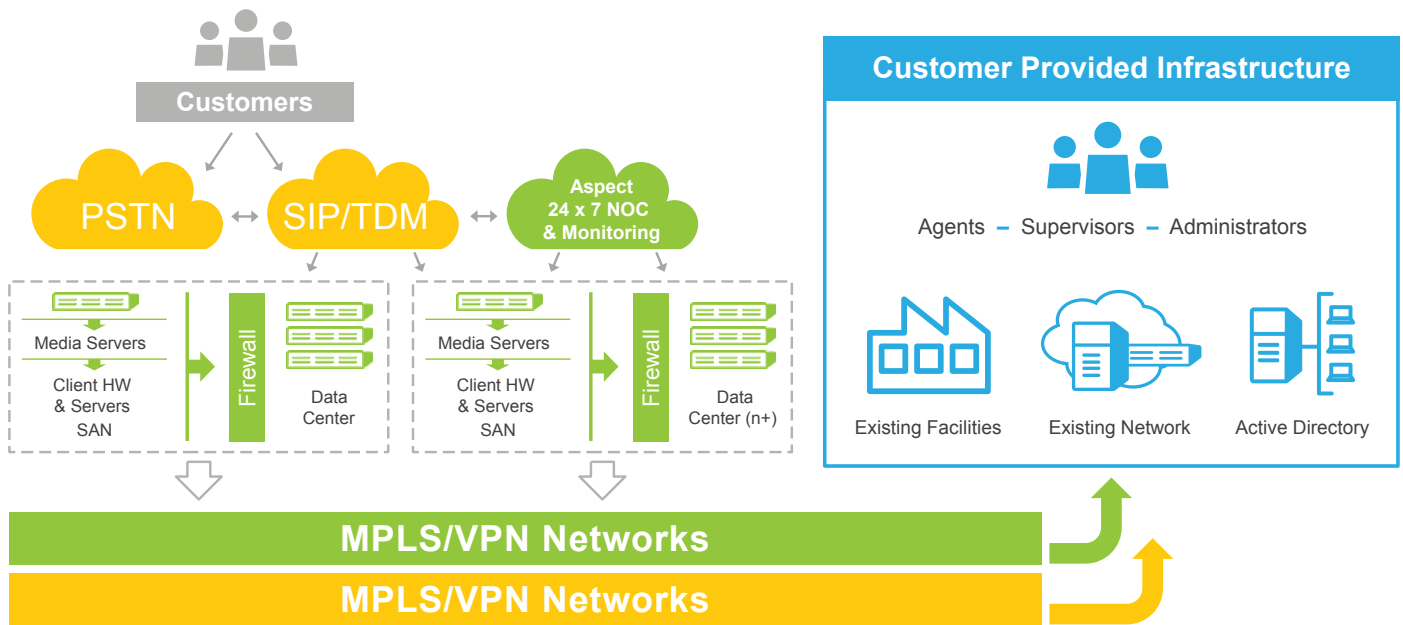
Furthermore, our data facilities are equipped with two-factor authentication, 24x7 manned security, biometric devices, and camera surveillance to help protect physical access to the customer's data and systems at all times.

Aspect's privacy policies meet the world's most stringent data certifications. Our data centers are supported by ITILv3 framework and are certified to the ISO 20000-1 standard, PCI DDS and SSAE 16 compliant giving your business complete confidence in the security of your data.

Service Level Guarantee

Aspect backs up all of its service commitments with industry-leading service level agreements. Our SLAs are designed to meet your organization's business requirements for system availability and accessibility.

Aspect® Hosted Architecture – Dual Data Center



Corporate Headquarters East
 300 Apollo Drive
 Chelmsford, MA 01824
 +(1) 978 250 7900 office
 +(1) 978 244 7410 fax

Corporate Headquarters West
 2325 E. Camelback Road,
 Suite 700
 Phoenix, AZ 85016
 +(1) 602 282 1500 office
 +(1) 602 956 2294 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
 8 Cross Street
 # 25-01/02 PWC Building
 Singapore 048424
 +(65) 6590 0388 office
 +(65) 6324 1003 fax

About Aspect

Aspect's fully-integrated solution unifies the three most important facets of modern customer engagement strategy: 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 and back offices seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit www.aspect.com.

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