



Focus your efforts on managing your business instead of hardware and software. Select a cloud vendor that meets all of your technological challenges and allows you to concentrate on the strategic direction of your business.

Businesses are facing daily challenges due to unpredictable global economic conditions, mounting customer demands, and constant pressure on profitability. To succeed, organizations must simplify their operating environment, reduce costs, optimize internal operations and respond quickly to customer needs. Finding cost effective options for high touch customer service is vital to retain customers and high satisfaction.







Aspect's solutions offer the advantage of unified technologies with inherent support for a flexible deployment models. With cloud- based Aspect Hosted, you can selectively adopt market-leading multi-channel interaction management, workforce optimization products and telephony services essential for driving profitable results. Modernize or add functionality to your contact center without bearing the burden of significant additional, up-front capital and IT investment. Ensuring remarkable experiences and making the most of available personnel are easier to achieve because you have the latest and greatest technology at your disposal at all times.

Key Differentiators for Aspect





- ✓ **Provides Qualified, Trained and Experienced IT Resources**
Aspect's experts are at the forefront of industry trends and are well-versed in contact center and hosted services. Aspect has the knowledge and experience to maximize system performance and efficiency.
- ✓ **Best-in-Class Service Level Agreements**
Installed and managed in fully redundant data centers, know that your Aspect applications and platforms will be available when your customers need you. 24x7 solution monitoring and management by Aspect experts ensures your contact center operations are running at optimal levels, at all times.
- ✓ **Reduce TCO and Costs for IT and Staffing**
Aspect shoulders the responsibility for installing and configuring your dedicated solution in our managed data center; recruiting, hiring, training and scheduling the key resources needed to manage your Aspect solution while converting IT cost to a predictable operational expense.
- ✓ **Allows More Time to Focus on Your Core Business**
Without the worries and complexities of managing systems and infrastructure, you'll be better positioned to concentrate on your company's strategic initiatives and other objectives critical to your company's success.
- ✓ **No More Maintenance Worries**
Let Aspect take the hassle out of technology refresh and updates when we manage them for you in our data center. Using Aspect's experienced personnel, upgrades and maintenance windows are predictable with minimal downtime.
- ✓ **Ready When You Are**
Aspect Hosted is ready when you are and provides flexibility and control of your contact center with the ability to add options as needed. Aspect makes it easy for you to access new Aspect capabilities without having to make significant, up-front CapEx investments.



Contact Center

-  Automated Self-Service
-  Intelligent Multi-channel Contact Routing
-  Compliant Proactive Outreach
-  Interactive Mobile Self-service
-  Social Customer Care
-  Unified Reporting and Administration

Workforce Optimization

-  Workforce Management
-  Quality Management
-  Performance Management
-  Speech, Text and Desktop Analytics

Aspect® Hosted – market-leading multi-channel, interaction management and workforce optimization solution essential for driving business results, without bearing the burden of significant additional capital and IT investments

More Time to Manage Your Business with Cost-effective and Flexible Cloud-based Solutions

Aspect's flexible and cost-effective hosted solution is configured to your requirements and gives you the freedom to scale based on your current needs. Predictable monthly billing assures you have access to all of the features and capabilities of our industry leading Aspect® Unified IP® and Aspect® Workforce Optimization solutions as soon as they are available from anywhere, at any time.

Aspect Hosted provides a flexible, single platform for both interaction management and workforce optimization technologies. Delivered through a managed, secure data center with resilience built in, Aspect Hosted allows your organization to focus less on infrastructure and more on the services your customers deserve.

Deploy a Dependable Solution Perfectly Suited to Your Needs

Aspect's cloud-based solution is uniquely configured to your specifications. This environment is monitored 24x7 to ensure it is providing the level of services your staff and your customers demand. Aspect Hosted combines active monitoring of the network operations center with automated assurance processes including carrier, platform and data connectivity monitoring, as well as data and host response performance measures.

The integrity of your Aspect Hosted environment is maintained through close adherence to policies and processes that work together to deliver ongoing, uninterrupted value. Planned and scheduled maintenance windows conform to your requirements and the specific needs of your business.

Telephony Services for Aspect Hosted

When selecting a communications provider you need to consider cost, reliability, quality, availability and security. Aspect Hosted Telephony Services deliver a premium service that addresses all of these requirements by offering businesses a cost effective alternative to deploying their own telephony services.

Aspect Hosted Telephony Services are ideal for all your customer engagement telecommunication needs. We provide inbound and outbound voice services at competitive, usage-based prices for US and international calling that leverage the economies of scale we derive as a result of the two billion+ minutes of traffic our network carries yearly. This offering enables Aspect customers to manage all of their communication requirements through a single vendor.

Aspect maintains status as an independent RespOrg (a FCC designation short for "responsible organization") which means Aspect is entirely carrier agnostic. All calls to Aspect toll-free numbers leverage multiple carriers; ensuring any temporary variations in capacity at one carrier will never impact your connectivity. To emulate a multi-carrier environment like Aspect's would likely be cost prohibitive even for the largest organizations. This makes Aspect's telephony solution a significant value.

While Aspect's Hosted Telephony Services are comprehensive, some organizations may elect to maintain existing telephony relationships because they already have resources dedicated to telephony, long-term contracts that make an immediate switch cost prohibitive, or bundled corporate phone services. For these companies, we support the ability to bring-your-network solution for both MPLS (data) and SIP (voice), and terminating directly at the Aspect data center.

Critical to the telephony arrangement is the path and means in which Aspect establishes the "agent" or contact center side of the communication. Customers have a number of options: bringing their own MPLS, or to contract Aspect as part of our Voice Telephony Package to provide a fully managed by Aspect MPLS connection for high quality connections.

Aspect Hosted Architecture

Aspect uses state-of-the-art security best practices and advanced tools to secure your applications. Data centers are monitored and managed 24x7, 365 days per year by Aspect Customer Care experts to ensure your Aspect solutions you have invested in from Aspect are operating at optimal levels, at all times.

Aspect takes the complexity out of implementing and managing your telecommunications requirements enabling you to focus on your core business activities

Reliable

Aspect leverages multiple carriers to ensure reliability and diversity to limit impact to your connectivity and avoid costly downtime.

Affordable

Our economies of scale enables low flat rates for inbound and outbound.

Flexible

Aspect can manage your solution or support the ability to bring-your-own-network solution.

Feature-Rich Service

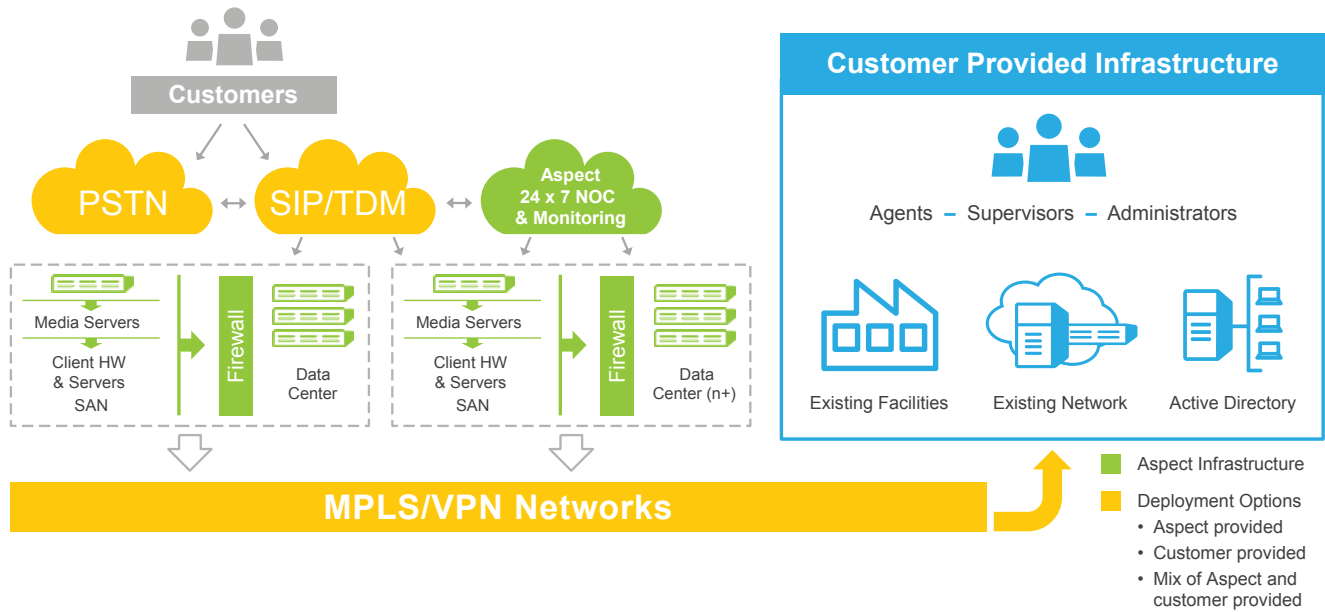
Features such as DID, CNAM control and high rate of outbound dialing throughput provide richer interactions with your customers.

Eliminate Multiple Vendor and Communication Providers

A single provider for your communication solution provides simplicity, convenience and eliminates the cost of managing your own systems.

Global Telecom Management Expertise

An expert team with more than 15 years of carrier experience ensures reliable, telephony grade service.



Getting Started

Aspect works closely with you to create an environment that fits your current requirements and can easily scale to accommodate your future needs. As part of your Aspect® Hosted engagement, Aspect:

- Ensures your environment is properly configured
- Works with you to meet your business-specific requirements
- Configures, deploys, tests and transitions the environment to you and your staff

Your Aspect Hosted environment is fully supported by Aspect through initial implementation, custom configuration to your unique requirements, user training, and ongoing monitoring and maintenance. This cloud-based solution puts advanced award-winning multi-channel interaction management and workforce optimization technology within easy reach. An economical path to next-generation customer contact, Aspect Hosted also frees your valuable IT resources from ongoing maintenance worries and complexity, as well as minimizing your start-up costs.

The Choice is Aspect

When choosing a cloud vendor, select a partner that not only provides hosted solutions but meets all your operational and business challenges and allows you to concentrate on what’s really important to your organization. Aspect provides the best architecture, enabling tools and OPEX business model to help you increase operational efficiency, decrease cost and improve customer satisfaction.

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.

