

# Best-of-Breed Solutions for Enterprise Contact Centres

## COMPANY HIGHLIGHTS

**Founded**  
1973

**Employees**  
~1,300

**Partners**  
~200

## LEADERSHIP TEAM

**Patrick Dennis**  
President and CEO

**Ed Berndt**  
Chief Customer Officer

**Michael Harris**  
Chief Product Officer  
and CMO

**David Funck**  
Chief Technology Officer

**Sherri Moyen**  
Chief Financial Officer



**Aspect is committed to helping large contact centres simplify and improve customer and agent engagement at every stage of the interaction, across every channel and touchpoint.**

In an increasingly competitive marketplace dominated by customer experience, businesses can no longer afford to entrust critical call centre operations to anything less than best-of-breed technology. Customer satisfaction is the key to success for top brands across all industries and verticals. It takes an experienced, skilled partner to deliver the type of service today's consumers expect.

Research shows, 80% of customers surveyed feel the experience a company provides is just as important as its products or services.<sup>1</sup> From inbound and outbound voice contact

to automated and self-service interactions, consumers are now gravitating toward organisations that cater to individualised preferences for convenience, choice and personalisation. Likewise, today's agents are seeking greater flexibility and satisfaction in their work lives, and prioritise employers who adopt modern, intuitive, mobile tools to make tasks easier, more engaging and more rewarding.

Aspect helps businesses elevate the quality of their customer experiences and reduce customer churn with a full suite of contact centre and workforce

optimisation solutions, available in cloud, hosted or premise environments. The choice is yours.

### **Aspect's "Customer First" Focus**

For over 45 years, Aspect has helped contact centres seamlessly align their people, processes and objectives to deliver remarkable customer experiences. We succeed only when our customers succeed, which means our objectives are met by helping world-class enterprises meet theirs.

From our commitment to customer-centric product development to responsive customer and technical support, we recognise the impact of quality customer care in everything we do. Our skilled professional services teams not only stand behind every software implementation and deployment, we develop innovations to tailor a solution to meet specific business needs and objectives.

### Driving Customer Loyalty through Optimised Performance

Customers overwhelmingly ranked *effectiveness* as the most important component of great customer service.<sup>2</sup> Empowered, engaged agents are better equipped to deliver the fast, effective resolutions customers expect, while intuitive self-service applications enable customers to find answers quickly and easily.

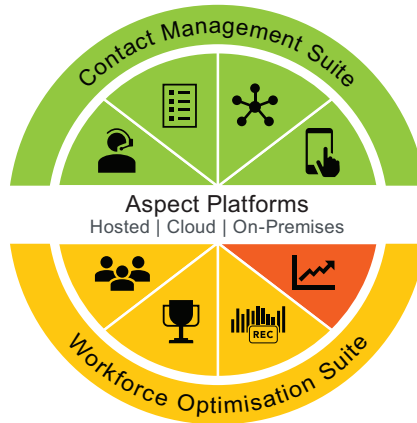
- **Increase customer satisfaction.**

Offer channel choice, provide consistent omnichannel experiences, deploy compliant outbound campaigns and ensure quality across every experience.

- **Keep employees engaged.**

Motivate and empower employees, offer flexible scheduling to meet employee and business needs, reward and incentivise outstanding performance, improve employee self-service options and provide coaching, mentoring and training.

- **Improve operational efficiency.** Improve outbound connect rates, automate list and campaign management, shift simple and routine transactions to self-service and meet business SLA and KPI targets.



### Trusted, Industry-Leading Solutions and Continued Innovation

Aspect powers customer contact and workforce optimisation for more than 1.5 million agents worldwide in 80+ countries. Every day, we help businesses handle over 100 million customer interactions, with over 30+ billion interactions per year. We invest 12 percent in R&D annually, have more than 700 worldwide patents or patents pending.

Our commitment to our customers has earned us recognition as the leading provider of customer and workforce engagement solutions for many of the industry's largest and most prominent enterprises. Aspect software:

- Connects travelers with customer service agents representing the world's largest airlines.
- Helps ensure the right agents are staffed at the right times to help customers complete transactions at many of the top global financial institutions.
- Provides worldwide support for enterprise contact centres with pools of over 50,000 live agents and sophisticated self-service automation.
- Consistently earns recognition from industry analysts and other independent experts, including Forrester, Ventana Research, Destination CRM, Frost & Sullivan and more.

### Aspect Drives Customer Contact and Workforce Optimisation for:



**4 of 5**

Top Commercial Banks



**8 of 10**

Top Telecom Providers



**6 of 6**

Top Airline Carriers



**4 of 4**

Top Tech Companies



**5 of 7**

Top Forbes Global Companies

#### Sources

1. Salesforce, State of the Connected Consumer, 2019
2. Aspect Customer Experience Index, 2018

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#### About Aspect

Aspect is on a mission to simplify and improve customer engagement. Our large-enterprise contact centre software is used by millions of agents every year and supports billions of consumer interactions around the world. Flexible, highly scalable, best-of-breed applications for self-service, live contact management and workforce optimisation help companies keep agents engaged while providing exceptional customer service experiences. Available on-premises or in your choice of hosted, private or public cloud environment. For more information, visit [www.aspect.com/uk](http://www.aspect.com/uk). Follow Aspect on Twitter at [@Aspect\\_Europe](https://twitter.com/Aspect_Europe). Read our blogs at <http://blogs.aspect.com/uk>. #GOODCALL

