



# Aspect® Proactive Monitoring and Management™

Let Aspect actively monitor and manage your technology to optimize performance and maximize the effectiveness of scarce IT resources. Rely on the expertise, knowledge and experience that only Aspect, a leader in omni-channel customer experience technology, can provide.

Take the worry out of keeping your Aspect solution running optimally with Aspect Proactive Monitoring and Management services. You can focus on your customers and leave the management of your contact center infrastructure and technology to the people who designed and built it. Aspect proactively monitors your Aspect applications and infrastructure to ensure the solutions you have invested in from Aspect are operating at optimal levels, at all times. Feel confident knowing our service commitment is backed by best-in-class service level agreements for both platform and application uptime. It's just one of the many ways Aspect provides managed services which allow you to focus on the business needs that are most important to you.

## Key Differentiators for Aspect

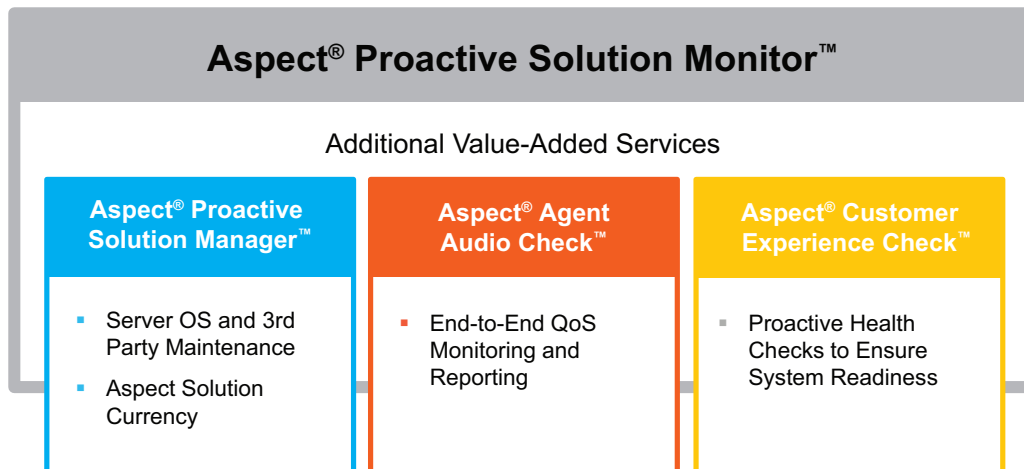
- ✓ **Best-in-Class Service Level Agreements**  
Know that your Aspect environment will be available when your customers need you.
- ✓ **Reduces Costs for IT and Staffing**  
Aspect assumes the responsibility for recruiting, hiring, training and scheduling the key resources needed to manage your Aspect solution while converting IT cost to a predictable operational expense.
- ✓ **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.
- ✓ **Allows More Time to Focus on Your Core Business**  
Without the worries and complexities of managing the system, 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. Using Aspect's experienced personnel, upgrades and maintenance windows are predictable with minimal downtime.
- ✓ **Maintains Best Practices and Resilient Operations**  
Insure your system recovery and data retention strategies are up-to-date and performed regularly. Let Aspect take the worry out of your recovery and retention processes through proven, quality and auditing best practices.
- ✓ **Levels the Playing Field for Small Companies**  
Take advantage of the economies of scale and benefit from Aspect's expertise, which gives all companies, small or large, a competitive advantage when leveraging Aspect technology and services.
- ✓ **Aspect Knows Aspect Software Best**  
As the solution provider, Aspect is best prepared to support and optimize the applications as well as the infrastructure that the Aspect software was built to run on.

## Key Components

Aspect offers Managed Services for solution monitoring and management capabilities to customers worldwide. Engagements start with the Aspect® Proactive Solution Monitor™ service, with the ability to add other value-added services as needed. The Aspect Proactive Solution Monitor service actively monitors your Aspect applications and supporting infrastructure, both hardware and software to optimize application specific performance and is tuned for your specific Aspect environment. With the addition of the Aspect® Proactive Solution Manager™ service, Aspect updates operating systems, keeps virus software current, and provides verification of backup processes. Likewise, Aspect updates covered applications with current releases which keeps your Aspect solutions operating at optimal levels, at all times.

Aspect® Technical Services operates the Aspect® Network Operations Center (NOC), which is located in the USA and is fully operational 24 x 7. The NOC provides monitoring and management services, opens cases, and works with Aspect Tier 1-3 support to respond to notifications and requests. The NOC also works in conjunction with the Managed Services Program Office, which is responsible for program oversight and customer governance, in addition to being the point of contact for the customer.

## Aspect® Proactive Monitoring and Management™



### Aspect Proactive Solution Monitor

Aspect Proactive Solution Monitor service actively oversees the Aspect operating environment in order to optimize performance. We actively monitor your Aspect applications and supporting infrastructure, both hardware and software. Aspect Proactive Solution Monitor service optimizes application-specific performance and is tuned for your specific Aspect environment. The service proactively monitors your physical infrastructure for alerts related to capacity, network connectivity and other hardware conditions. Additionally trend analysis and automated log review helps anticipate conditions that could impact operations. The Aspect NOC plays a key role in timely communications and dispatch.

Aspect Will	Customer Will
<ul style="list-style-type: none"> <li>• Utilize proactive monitoring software tools to generate alerts and alarms through event correlation and analysis 24 x 7</li> <li>• Support enhanced Service Level Agreements for platform and application uptime</li> <li>• Proactively alert Aspect Support and customer of production impacting events and dispatch resources as needed</li> <li>• Configure connectivity between the monitoring solution and Aspect's NOC</li> </ul>	<ul style="list-style-type: none"> <li>• Provide connectivity for platform monitoring</li> <li>• Authorize access and connectivity within the customer environment as needed</li> </ul>

## Add-on Services:

- Application specific
- Ensures optimal performance across your Aspect environment
- Proactively monitor environmental conditions
- Anticipate conditions that could impact operations

## Aspect® Proactive Solution Manager™

The Aspect Proactive Solution Manager service works in conjunction with Proactive Solution Monitor to provide complete solution management and ensure optimal performance across your Aspect environment. The Aspect Proactive Solution Manager combats technology obsolescence and minimizes customer investment risk by keeping your solution current with the latest technology and applications updates. This includes updates to operating systems, virus scanning software, patches, code mods and updates to the Aspect solutions. Product upgrades, both major and minor, are handled by Aspect® Professional Services via SOW – a Statement of Work.

This service requires subscription to Aspect® Proactive Solution Monitor™.

Aspect Will	Customer Will
<ul style="list-style-type: none"> <li>• Schedule and implement operating systems updates</li> <li>• Schedule and implement third party applications updates such as VMWare and virus protection software</li> <li>• Schedule and implement Aspect patches, code mods and update packages to keep the customer system at currently supported levels</li> </ul>	<ul style="list-style-type: none"> <li>• Provide access to facilities in order to maintain Aspect hardware platforms as required</li> <li>• Authorize and provide for deployment of software solution updates within the customer environment</li> <li>• System backups remain the responsibility of the customer but the solution monitoring and management offerings will verify the process is successful and if changes need to be implemented (by customer or under SOW)</li> </ul>

## Aspect® Agent Audio Check™

Aspect Agent Audio Check monitors the audio quality of service (QoS) from the Aspect platform to the agent voice path. This service is designed to pinpoint problem areas that are impacting voice quality across the network, and thus affecting the quality of the customer’s experience. Aspect continuously collects and monitors VoIP quality information including latency, jitter and other key data points. Trunk and resource performance is monitored and reporting is maintained on through MOS Score and R-Factor measurements – independent of VoIP manufacturer. Audio Quality Monitoring provides real-time visualization of your VoIP ecosystem - including detailed call path monitoring and analysis.

This service requires subscription to Aspect® Proactive Solution Monitor™ service.

Aspect Will	Customer Will
<ul style="list-style-type: none"> <li>• Provide VoIP Application Client for monitoring of quality of service</li> <li>• Deploy, configure and test the VoIP Application Client</li> </ul>	<ul style="list-style-type: none"> <li>• Authorize and provide for deployment of monitoring software toolsets within the customer environment</li> </ul>

## Aspect® Customer Experience Check™

Aspect Customer Experience Check service is an add-on to the Aspect® Proactive Solution Monitor™ service or can be utilized independent of managed services. This service replicates customer interaction with the system and validates it is operating properly and providing a high quality service experience. These health checks can be scheduled as needed – start of business, hourly, peak business timeframes, etc. with the goal of providing a consistent customer experience. Aspect Customer Experience Check uses a simulation process to replicate the customer experience. This experience check validates that proper greetings are being played, data is received either through DTMF or voice recognition, response times are as reported, the responses to customer requests are accurate and the audio quality is at or above acceptable levels.

## Aspect® Professional Services Retainer™

Aspect Professional Services Retainer services can be added to any of the managed services offerings. Aspect can provide dedicated on-site expertise and support to perform maintenance, consulting and/or system administration functions. Prices and services will be quoted and governed by a Statement of Work.

## Aspect Staff Augmentation

Have Aspect trained experts on-site to augment your current staff. We can help you through your routine tasks or with special initiatives and projects. Aspect can provide assistance with project management, technology applications and system administration. Let Aspect supplement and enhance your existing team to transform your contact center.

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### 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](http://www.aspect.com).

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