



Aspect® Professional Services
THE COMMUNITY



Aspect® Professional Services

THE COMMUNITY of Aspect Professional Services helps you take your customer experience to the next level by turning your technology investments into powerful enterprise business solutions that ensure your business seamlessly aligns people, processes and data sources. We build seamlessly connected, best-in-class solutions for some of the world's leading brands, who rely on us to deliver remarkable experiences for their customers.

Aspect Professional Services includes three dedicated services teams.



Performance Improvement Services *Project Based Expertise and Advisory Services*

A collaborative group of senior leaders and experts with deep industry expertise, world-class thought leadership, and hundreds of collective years working in the customer experience industry. Our focus areas – Operations Excellence, Product & Technology, and Customer Care – are designed to help you meet the challenges of today's contact center head on, while achieving your business objectives.

Operational Excellence: Improving Contact Center Operations resulting in enhanced overall Customer Service

- Agent and supervisor experience
- Customer experience evaluation
- First call resolution

Product and Technology: Helping organizations leverage their Aspect solutions to their fullest potential

- Performance Tuning and Optimization
- Platform Migration Strategy
- Disaster Recovery Planning

Customer Care: Preparing organizations for the relationship revolution

- Omni-Channel Readiness Assessment and Strategy
- Service Delivery Model Strategy



Interaction Enablement Services *Custom and Packaged Software Solutions*

Technology change and adaptation are accelerating more rapidly than ever before.

The need for software, systems, and technology solutions to interact in real time is on the rise. Aspect's Interaction Enablement Services team has the right resources to help you stay ahead of your customers' demands.

Agent and Desktop Experiences: We help build solutions that enable customers to **self-service** themselves and make agents **more efficient** by easier access to information.

Digital Solutions: A Digital Marketing Agency with technical chops, our team develops **mobile, self-service, digital marketing** and **social** solutions to enable world-class customer engagement.

CRM Applications: We work with organizations to design and implement Dynamics CRM to improve customer and interaction tracking.

Analytics: Our team helps organizations leverage complex and disparate data to make decisions that help them serve their customers efficiently.

Collaboration and Business Processes: We help organizations communicate and work more efficiently through the use of automated tools and processes.

Unified Communications with Lync and Office 365: Our Unified Communications expertise helps organizations reduce infrastructure and communications costs while enabling a new way to work in the cloud, on premise or with a hybrid solution to fit your communication needs.

Microsoft Services: As one of 34 Gold Microsoft National System Integrator's, Aspect has the advantage of early access to products, insight into the product roadmap, technical support and continued education for our consultants, positioning Aspect to help you with building applications, deployments and migrations that are integrated with the Microsoft Platform and are right for your business.

Oracle Services: Aspect is the top Oracle training company globally with consulting services available PeopleSoft, Java, Oracle DBA and BI work.



Implementation & Optimization Services

Deployment and Optimization of Aspect Solutions

- Interaction Management
- Workforce Optimization
- Cloud

Our implementation methodology includes a proven project management framework which allows you to achieve your goals on time and on budget, just like we've done for thousands of other clients across a broad range of industries. When you're ready to explore the next level of contact center efficiencies and performance, our team is ready to partner with you to help you achieve new heights. See how to revolutionize your contact center with our numerous service offerings:

- Project/Program Management
- Advanced Product Configuration
- Architecture Design Services
- Staff Augmentation
- Operational & Technical Best Practices
- Business Continuity Planning

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 contact center management: 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 seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit www.aspect.com.

