



Modern Portal Solution from Aspect

The Modern Portal Solution focuses on deploying Aspect's Modern Portal Framework in your organization's environment without getting slowed down by extended planning cycles that may not deliver value to your users.

Aspect's Modern Portal Framework allows your organization to achieve an accelerated time to value when deploying a new Intranet Portal. The features and functionality included in the Framework are designed to rapidly deliver business value and capabilities for your users without getting slowed down by extended planning cycles. This allows your organization to quickly establish a Modern Portal while retaining the ability to evolve in the future based on feedback and direction from users and stakeholders.

Framework Benefits

- Modern look and feel
- Responsive design
- Multiple form factor and device support
- Cloud and Office 365 ready
- Enterprise search ready
- Integrated social experience
- Inclusive video center

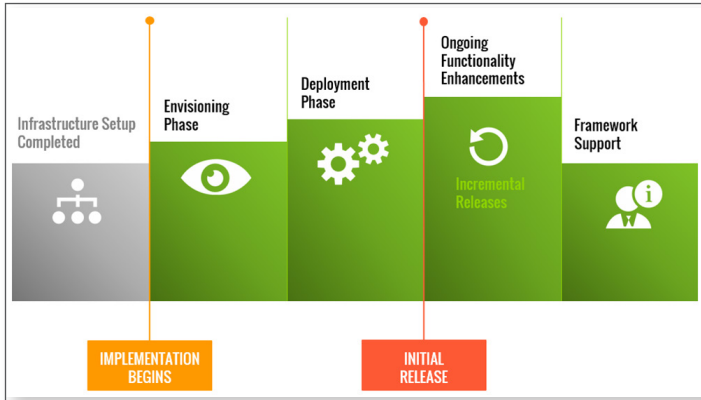
Envisioning Phase

The Envisioning Phase will kick off the Modern Portal Solution. In this phase, Aspect will guide you through the requirements process to define the necessary capabilities and plan for the portal through a series of interviews and worksheets. Aspect will then categorize these requirements into work items that can be accomplished via framework configuration and those that need custom solution development. The items needing custom development will be cataloged for future phases.

The screenshot shows the Aspect Modern Portal Framework homepage with the following features highlighted by numbered callouts:

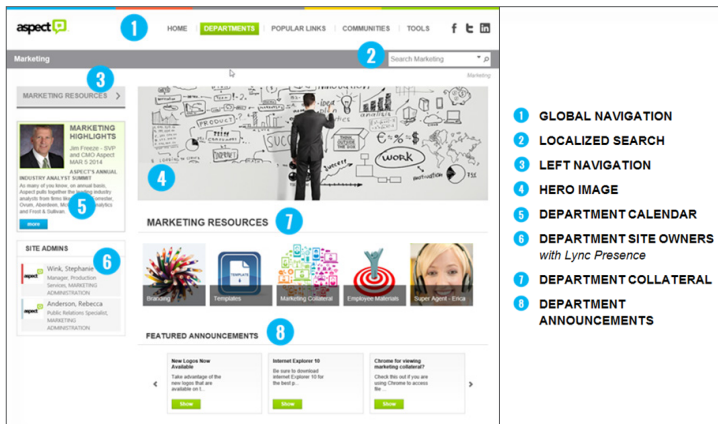
- GLOBAL NAVIGATION**: The top navigation bar with links for HOME, DEPARTMENTS, POPULAR LINKS, COMMUNITIES, and TOOLS.
- ENTERPRISE SEARCH**: A search bar labeled 'Search Everything'.
- ROTATING HERO BANNER CAROUSEL**: A large video player area with a woman pointing at a screen.
- COMMUNICATION BANNER**: A banner with the text 'OBSTACLES ARE THOSE FRIGHTFUL THINGS YOU SEE WHEN YOU TAKE YOUR EYES OFF THE GOAL' and a quote by Henry Ford.
- EXECUTIVE/HR COMMUNICATION**: A section titled 'IN A FEW WORDS...' featuring a profile of Joe Gagnon, Senior Vice President and General Manager Cloud Solutions.
- COMPANY CALENDAR**: A calendar widget showing 'CCNG EVENT- IMPROVING CUSTOMER SERVICE' on July 14.
- PROJECT COMMUNICATION**: A section titled 'What's Going On...' with a 'Company' filter selected.
- COMPANY & MARKETING COMMUNICATION**: A news item titled 'Lombard celebrated it's ping pong championships with a summer barbeque'.
- INTEGRATED SOCIAL MEDIA**: Social media icons for Facebook, Twitter, and LinkedIn.
- INTEGRATED VIDEO SUPPORT**: A video player interface with a 'WATCH THE VIDEO' button.

The Modern Portal Solution uses Aspect's Modern Portal Framework as a template to guide your organization to your own functioning portal. An example of our homepage is shown here.



The following activities will occur during the Envisioning Phase:

- Create homepage and department site visual comps
- Define initial Taxonomy and Metadata
- Establish Information Architecture and Navigation
- Plan initial Governance strategy
- Develop framework requirements and features to be implemented
- Finalize overall schedule and timeline based on Product Backlog



As part of the Deployment Phase, up to four department sites will be created. An example of a Marketing Department site is shown here.

Deployment Phase

The Deployment Phase will result in the first release of your new Modern Portal based upon customizations determined during the Envisioning Phase. During this phase, up to four department or secondary sites will be established and populated. Rollout training will be provided to users and administrators to ensure the success of your Modern Portal.

The following activities will occur during the Deployment Phase:

- Customize and deploy Modern Portal framework
- Integrate Lync Presence (if applicable)
- Build and configure personal sites
- Enable and configure social features and communities
- Lead rollout training sessions for users and administrators
- Build and configure homepage and up to four department sites

Functionality Enhancements and Support

As users embrace your new Modern Portal, it will continue to need attention in order to thrive and remain engaging to your users. This will include the planning and implementation of longer term functionality enhancements. These enhancements can vary from new sites and templates to re-writing or integrating existing systems into the Modern Portal.

Once enhancements have been completed, Aspect's Managed Services continue to keep your Modern Portal optimized, resulting in predictable operating costs and less headaches. Services available include server and environment maintenance, administration and configuration support, break/fix resolution, and direct end user support.

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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.

