

# Aspect at a Glance

## Overview

Aspect is a global software and IT services firm specializing in applying Microsoft® unified communications and collaboration to help customers achieve optimal results through enhanced business processes across the enterprise and in the contact center. Aspect provides IT consulting, integration services and business applications. For more information, visit [www.aspect.com](http://www.aspect.com).

## Company Vision

To transform the way companies communicate.

## Value Proposition

Fueled by ongoing joint investment with Microsoft, Aspect applies Microsoft UC based on insight and experience gained from helping the world's leading organizations improve their business processes with communications.

Drawing on decades of insight gained from deploying mission-critical voice applications, Aspect enables organizations to turn the potential of unified communications into real business results, through enhanced knowledge worker and agent productivity and by helping optimize business processes throughout the enterprise and contact center for improved agility and responsiveness.

Aspect has more than 35 years helping customers with strategic planning and technology implementations of high-stakes, complex customer-facing business processes. Our solutions are successful in some of the most rigorous environments, providing up to 99.999% contact delivery reliability. With nearly 1,000 deployments of our unified platform, Aspect has a proven track record of unifying siloed communications technologies.

## Customer Base

Aspect has in-house and outsourced customers managing customer service, collections, and sales interactions in financial services, telecommunications, transportation, retail, government, and a variety of other industries.

### *Aspect powers contact centers for:*

- 6 of the top 6 North American Airlines
- 6 of the top 6 Global Airlines
- 10 of the top 10 North American Commercial Banks
- 9 of the top 10 North American General Merchandisers
- 7 of the top 10 Global Banks

The two global numbers are based on the 2009 Global 500 numbers.

The three North American numbers are based on the 2010 Fortune 500 numbers.

Aspect customers include: American Airlines, American Express, Boy Scouts of America, British Airways, British Gas, China Eastern Airlines, CitiGroup, Computer Sciences Corp. (CSC), Daimler Chrysler, Discover Financial Services, FedEx, General Electric, Hilton Reservations Worldwide, JC Penney, Lands' End, Lloyds TSB, Lockheed Martin, MCI, The Royal Bank of Scotland, State of Arkansas, Verizon, U.S. Airways, VW Credit, Wachovia Corporation and Wipro, State of Arkansas.

## Executive Team

**James D. Foy** - President and Chief Executive Officer

**Michael Provenzano** - Executive Vice President and Chief Financial Officer

**Gary Barnett** - Chief Technology Officer and Executive Vice President

**Jamie Ryan** - Senior Vice President, IT and Chief Information Officer

**Kevin Schwartz** - Executive Vice President, Global Professional Services

**Mike Sheridan** - Executive Vice President, Worldwide Sales

**Laurie Cairns** - Senior Vice President, Marketing

**David Reibel** - Senior Vice President and General Counsel

**Gwen Braygreen** – Senior Vice President of Aspect® Technical Services and Continuing Engineering

**David Herzog** – Vice President of Customer Experience

## Principal Investors

Golden Gate Capital

Oak Investment Partners



## Key Metrics

Agent Seat Licenses	Customer Interactions	Global Presence	Industry Experience	Employees
1,500,000 agents	125,000,000 <sup>1</sup>	More than 50 countries <sup>2</sup>	35 years	1,800

## Aspect Products and Services

### Unified Communications Applications

**Seamless Customer Service™** coordinates self-service with live agent assisted service to improve first call resolution and enhance the overall customer experience.

**Blended Interaction™** provides greater visibility, control and staffing efficiency in your multichannel contact center to enhance customer satisfaction and improve business results.

**Streamlined Collections™** automates early stage contact and provides a more effective past due account targeting strategy to reduce delinquencies and write-offs.

**Productive Workforce™** provides your managers and agents with the insight, tools, and processes to optimize resource utilization and adopt a continuous improvement culture.

**Optimized Collections™** enhances calling strategies and applies the right resources at the right times to improve debtor contact productivity.

### Contact Center Platform Products

Aspect® Unified IP® is an IT-ready Microsoft .Net Web services platform product that unites customer contact capabilities to help organizations execute on their unified communications strategies.

PerformanceEdge® is an IT-ready Microsoft.Net Web services platform product that synchronizes workforce optimization capabilities to help organizations execute on their unified communications strategies.

<sup>1</sup> Based on an average of 110 interactions per agent per day and assuming all seat licenses, except for Performance Optimization product licenses, are in use.

<sup>2</sup> Describes those countries where Aspect can sell and support its products either directly or through partnerships.

### Aspect® Global Services

Aspect Global Services provides comprehensive consulting, technical and educational services to help customers realize the full potential of their unified communications solutions across the enterprise and in the contact center. The Aspect Global Services team is comprised of business professionals and Microsoft certified experts whose sole focus is to drive the greatest returns for customers by enhancing knowledge worker productivity, streamlining business processes and transforming enterprise communications. Aspect Global Services include Aspect® Professional Services, Aspect® Technical Services, and Aspect® Education Services.

**Aspect Professional Services** delivers Microsoft® unified communications (UC) capabilities in the contact center and throughout the enterprise. Aspect consultants help organizations identify the right opportunities, navigate implementation obstacles and get the right results from UC with services that span conception through completion. From improving individual productivity and heightening collaboration to communications-enabling business processes and transforming enterprise communications, Aspect provides experienced guidance at every step of an organization's UC journey.

**Aspect Technical Services** help ensure optimal operations and continuous system uptime. We provide support throughout the entire lifecycle of the relationship. Our engineers provide 24x7x365 follow-the-sun service via the telephone, Web self-service and email consultation, remote computer access and on-site service.

**Aspect Education Services** offers a variety of courses designed to provide contact center supervisors and administrators with the skills and knowledge needed to enhance productivity and improve customer satisfaction. Courses are offered online, in worldwide Aspect training facilities, and on a customer's site.

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