

ASPECT AT A GLANCE

Overview

Aspect Software, Inc. founded the contact center industry and is now the world's largest company focused solely on unified communications for the contact center. Our all-in-one, IT-ready solutions help two-thirds of the FORTUNE Global 100 and a variety of small and medium enterprises to communications-enable their customer service, collections and sales & telemarketing business processes. For more information, visit www.aspect.com.

Company Vision

To transform the way companies interact with their customers.

Value Proposition

Aspect is the largest and most experienced company focused solely on unified communications for the contact center.

Our solutions are proven in some of the most rigorous environments, providing up to 99.999 percent contact delivery reliability. In fact, our technology powers more than 1,000,000 agents at over 5,000 customer sites around the world – sites that manage more than 125,000,000 customer-company interactions every single day.

Our 35-year history of knowledge, skill, innovation and experience in the contact center is backed by nearly 2,000 dedicated individuals who are continuing that tradition today.

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 Software powers contact centers for:

- 7 of the top 7 Global Airlines
- 8 of the top 10 Global Telcos
- 9 of the top 10 North American Health Insurers
- 8 of the top 10 Global Banks
- 8 of the top 10 Indian Outsourcers
- 7 of the top 9 Global General Merchandisers

Aspect Software customers include these leading companies: American Airlines, American Express, 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, MCI, The Royal Bank of Scotland, Verizon, U.S. Airways, VW Credit, Wachovia Corporation and Wipro.

Executive Team

James D. Foy - President and Chief Executive Officer

Gary Barnett - Chief Technology Officer and Executive Vice President, Aspect® Global Services and Engineering

Michael Provenzano - Executive Vice President and Chief Financial Officer

Roger Sumner - Senior Vice President, Technology Office

Jim Mitchell - Senior Vice President, Technology Office

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

Mike Sheridan - Senior Vice President, Strategy and Marketing

Gwen Braygreen - Vice President, Sales Operations

Principal Investors

Golden Gate Capital

Oak Investment Partners



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Key Metrics

Revenue 2007:	Agent Seat Licenses	Customer Interactions	Global Presence	Industry Experience	Employees
\$600 Million	1,500,000 agents	125,000,000 ¹	More than 50 countries ²	35 years	2,000

Aspect Software Products and Services

Unified IP™ Contact Center Product Line

Architected to help organizations execute on their unified communications strategies, the Aspect Software Unified IP™ products are all-in-one, IT-ready solutions that bring extreme flexibility to dynamic organizations. Aspect® Unified IP™ is a session initiation protocol (SIP)-based Voice over Internet Protocol (VoIP) product that unites automatic call distribution (ACD), predictive dialing, voice portal, Internet contact, workflow management, multichannel recording and quality management applications in a single software platform. Unified Command and Control™ is a highly scalable product that consolidates administration, reporting and routing across multiple contact center applications and locations. Aspect voice portal applications, deployable as either standalone software or within Aspect Unified IP, empower customers with speech self service while seamlessly extending to live assistance as required.

Signature Product Line

Based on 35 years of innovation, Aspect Software industry-leading Signature products provide the capabilities and reliability required by companies looking to replace or incrementally add functionality to their contact centers. The product line includes the Aspect® Spectrum® ACD, Aspect® CallCenter® ACD, Aspect® Unison® Predictive Dialer, Aspect® Conversations™ Predictive Dialer and Aspect® Enterprise Contact Server™. These products all offer a seamless migration from traditional voice to Voice over Internet Protocol (VoIP) as customers desire.

PerformanceEdge™

PerformanceEdge combines workforce management, recording and quality management, performance management, campaign management, and coaching and eLearning to enable organizations to holistically respond to changing business conditions. The PerformanceEdge applications dynamically interoperate to help contact center managers consider everything and act immediately. Inbound, outbound and blended contact centers can now more easily control costs, enhance service levels, align performance with strategic goals, and extend those benefits into the enterprise. For more information, visit www.performanceedgesuite.com.

Aspect Software understands that providing comprehensive education, consulting and support services are critical for customers to realize the full business benefit of using our solutions. In each of these areas, Aspect Global Services offers highly-trained experts and fast response times to ensure the highest performance and returns.

Aspect® Professional Services help companies develop and execute business strategies to enhance customer satisfaction and grow valuable customer relationships while maximizing their investments in contact center technologies. Our consultants provide expert analysis, recommendations and implementation services – including project management and deployment, performance management and customized applications development.

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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