

Overview

Aspect Software is the world's largest company solely focused on providing products and services for customer care, sales, telemarketing and collections for in-house and outsourcer contact centers. Each day, companies around the globe conduct more than 125 million customer interactions using Aspect's flexible, reliable solutions for automatic call distribution (ACD), predictive dialing, workforce management, analytics, IVR and multi-channel contact. Headquartered in Westford, Mass., Aspect conducts business across the Americas, Europe, the Middle East, Asia Pacific and Africa.

Value Proposition

Proven

- Company luminaries' broad experience and insight ensures that products support customer-centric contact center strategies
- 1,000,000+ agents at 5,000+ customer sites worldwide manage 125,000,000+ interactions every day with Aspect solutions
- Clear market leader in workforce management, unified contact center software and outbound dialing functionality; leading provider of multi-channel automatic call distributors, performance analytics and virtual contact center solutions

Focused

- 2,100+ dedicated individuals focus solely on the requirements of the contact center
- More than 30 years of knowledge, skill and experience in the contact center industry

Astute Innovators

- Invented the predictive dialer, automatic call distributor, and workforce management; continuously evolved each of these into market-leading offerings and proudly maintain that position today
- 300+ patents for contact center innovations with over 200 patents presently in process
- Design products to meet market need for reduced complexity and increased contact center capability

Driven

- 85%+ of existing customers invest in follow-on orders
- Uniquely positioned to protect customers' investments while enabling them to take advantage of the flexibility and cost-saving benefits of VoIP, presence, VoiceXML and web services as their business needs dictate

Always There

- Up to 99.999% contact delivery reliability
- 24x7x365 "follow the sun" global customer care
- Strong track record of profitable revenue growth and financial stability

Executive Team

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

Gary Barnett - *Chief Technology Officer and Executive Vice President, Worldwide Customer Support*

Ralph Breslauer - *Executive Vice President, Sales and Marketing*

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

Alex Tellez - *Executive Vice President, Engineering*

Roger Sumner - *Senior Vice President, Technology Office*

Jim Mitchell - *Senior Vice President, Technology Office*

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

Connie Fortunato - *Vice President, Human Resources*

Customer Base

Aspect has more than 5,000 in-house and outsource global customers managing customer service, collections, and sales interactions in financial services, telecommunications, transportation, retail, government, and a variety of other industries. Customers include more than two-thirds of the Fortune 50 and other leading companies such as America West, 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 worldwide reservations, JC Penney, Lands' End, Lloyds TSB, MCI, The Royal Bank of Scotland, Verizon, Wachovia Corporation and Wipro.

Key Metrics

Revenue 2004:	Agent Seat Licenses	Estimated Daily Customer Interactions	Global Presence	Industry Experience
\$559 Million ¹	1,150,000 agents ²	125,000,000 ³	Over 50 countries ⁴	30+ years

History

- 1973: Rockwell founds modern-day inbound contact center industry; first customer is Continental Airlines*
- 1975: Workforce management software pioneer, TCS Management Group, Inc., is founded*
- 1981: Davox® Corporation is established (originally under the name Datavox Communications Corporation) and founds modern-day outbound contact center industry*
- 1981: Voicetek Corporation, a company that would become a leading provider of software platforms and application solutions - including highly scalable, mission-critical interactive voice response (IVR) and network-deployed enhanced services solutions - is founded*
- 1985: Aspect incorporates; introduces first standards-based ACD system*
- 1995: Aspect acquires TCS Management Group, Inc.*
- 1996: Aspect acquires Prospect Software Inc., a provider of application development tools for building connectivity to a variety of call center systems and network-based computer applications; CELLIT® Technologies offers first generation of Unified Contact Center platform; Positive Software invents virtual outbound enterprise campaign management*
- 1998: Aspect completes acquisition of Voicetek Corporation*
- 2000: Aspect acquires PakNetX Corporation, a provider of multimedia-over-IP technology*
- 2002: Davox acquires CELLIT and the companies become Concerto Software*
- 2004: Concerto acquires Melita, CenterForce, Positive Software and Rockwell FirstPoint Contact*
- 2005: Concerto and Aspect Communications become Aspect Software*

Principal Investors

Golden Gate Capital is a private equity firm with \$2.5+ billion of capital under management dedicated to investing in high-growth businesses in change-intensive industries. The company's charter is to partner with world-class management teams to make equity investments in situations where there is a demonstrable opportunity to significantly enhance a company's value.

Oak Investment Partners is a multi-stage venture capital firm with a total of \$5.8 billion in committed capital. Investments are primarily focused on growth companies that address large, dislocating or expanding new markets. Over the company's 25-year history, Oak has achieved a strong track record as a stage-independent investor funding more than 350 companies at various points in their lifecycle.

Aspect Software is the largest portfolio company investment for both Golden Gate Capital and Oak Investment Partners.

¹ Excludes pre-acquisition revenue from Rockwell FirstPoint Contact, Melita, Positive Software and CenterForce Technologies.

² Includes the former Concerto's outbound dialing and automatic call distributor licenses sold to-date; and includes an estimate of the former Aspect's automatic call distributor licenses sold to date.

³ Based on an average of 110 interactions per agent per day and assuming all seat licenses are in use.

⁴ Describes those countries where Aspect Software can sell and support its products either directly or through partnerships.