

Aspect Software

www.aspect.com

Call Center Software
Chelmsford, Massachusetts

The Situation

The size doubling merger between Concerto Software and Rockwell's FirstPoint Contact created a new organization with scale and products to dominate the contact center automation market. Both pre-merger organizations relied on Oracle's E-Business Suite for managing their business. The merger created the need for Concerto (now Aspect, following a subsequent merger) to unify business processes and data, and realize enhanced results to win in its competitive market.

The Challenge

Aspect Software needed a strategic partner to assist with the reimplementation of the Oracle EBS Suite and the business process harmonization that follows any merger. Requirements were complex due to the varying nature of the separate business processes, the disparate data sources, and the various delivery methods that were required to impart critical information used to run the business. The re-implementation was further complicated by fact that the applications were used across the enterprise.

The Solution

Aspect hired Integra as its consulting partner. Integra quickly deployed a senior project team consisting of a Program Manager, business analysts, and senior technologists. Working together with Aspect, Integra provided a comprehensive approach to support the business model changes, and the technical expertise to implement these changes in the go-forward production system.

The Results

Integra's assistance in the new implementation of the Oracle applications streamlined many of the processes, including maintenance, contract creation and renewals, revenue management, and procurement. In addition, Aspect also improved collections and receivables, unified pricing and discounting models, reduced order management re-work and improved reporting capabilities which enhance their decision-making. Most importantly, Integra helped create a systems and business process platform that supports additional growth as well as mergers and acquisitions.



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