



Integra Technology Consulting Implements Oracle's 11i E-business Suite at Aspect Software

*Creates a systems and business process platform to accommodate
business growth*

Waltham, MA – April 10, 2006 – Integra provides application integration and is a premier Oracle partner. Aspect Software engaged Integra to spearhead the integration of two major Oracle ERP systems environments into a single environment—a need that resulted from Aspect's successful merger with the FirstPoint Contact division of Rockwell International.

Aspect Software selected Integra based on their need for a strategic partner that could not only assist them with the technical aspects of this undertaking, but also could deliver the business process re-engineering functions associated with the consolidation of the Oracle systems and the upgrade to the Oracle 11i E-business Suite.

"Aspect Software has been engaged in a merger/acquisition business strategy," said Jamie Ryan, senior vice president and chief information officer, Aspect Software. "We chose to partner with Integra Technology Consulting to consolidate our two Oracle applications environments into a unified global instance. Integra exceeded our expectations with their ability to address the strategic vision of senior management and pragmatically address the operational needs of our departmental personnel. The functional and technical resources provided by Integra produced a flawless go-live of our Oracle 11i applications. Based on our experiences and the results of this project, we have partnered with Integra for our next system consolidation project."

The Process

Working together with Aspect Software, Integra provided a comprehensive approach to support the business model changes that needed to be implemented. In addition, Integra dedicated a senior technical team to carry over the changes in the go-forward Oracle production system.

"We carefully considered Aspect's business requirements and processes, and the available Oracle applications," said David Teplow, CEO, Integra Technology Consulting. "We also wanted to make sure we selected the right systems to handle Aspect's continued growth and their future business needs. It was a winning formula for a tailored solution that met Aspect's immediate, intermediate and long-term goals. Measurable value—that's what clients want."

To ensure that the integration of the two existing environments into the new Oracle 11i E-Business Suite netted the desired results from a business perspective, Integra developed a structured approach using a series of workshops and conference room pilots that focused on matching business requirements and processes to the Oracle applications.

"This tailored approach fit well with the culture of Aspect and its desire to truly understand how the Oracle applications work," said Jim Elkind, Vice President of Integra's Applications practice.

Using this method, Aspect Software adopted new processes to consolidate financial reporting, streamline accounts payable processing, improve invoicing and collections management, and increase inventory accuracy.

To achieve the most effective, time-efficient consolidation of data from the two legacy Oracle systems, Integra's technical team used a robust data migration approach. They leveraged the team's extensive data warehouse extract, transform and load experience to streamline the merge of data from the two disparate environments. A cornerstone of the Aspect Software data migration was a custom database schema created by Integra that translated the incompatible data structures from the two legacy systems into a new, common structure. The Integra technical team also guided client developers in the use of this migration approach.

The Results

Aspect has realized immediate benefits, including reduced headcount, lower DSO (days sales outstanding), more timely and accurate reporting, and improved customer satisfaction. Most importantly, Integra helped Aspect create a systems and business process platform that accommodates for additional growth, as well as future mergers and acquisitions.

About Aspect Software

Aspect Software, Inc., the founder of the contact center industry, is the world's largest company solely focused on providing proven, innovative contact center products and services that enable the key business processes of customer service, collections, and sales and telemarketing. Each day, thousands of in-house and outsourced contact centers around the globe conduct more than 125 million customer interactions using Aspect Software products. Aspect Software believes in using the power of technology to positively transform the customer-company experience. That belief has led Aspect Software to accept the challenge of developing the world's most reliable automatic call distributors (ACDs), most trusted dialers, most widely used and respected workforce management (WFM) solutions, most flexible voice self service systems and the industry's first and most comprehensive unified, multi-channel contact center solution. Headquartered in Westford, Mass., Aspect Software has operations across the Americas, Europe, Africa, the Middle East and Asia Pacific. For more information, visit www.aspect.com.

About Integra Technology Consulting

Headquartered in Waltham, Mass., and a premier Oracle partner, Integra is a technology consulting firm focusing on high volume, high performance data-centric application integration. Integra's value proposition is founded upon three fundamental competencies: data architecture, application implementation and integration strategy. Its heritage incorporates deep expertise in relational database technology, data transformation and movement, and state-of-the-art application implementation methodology. Integra's professionals are seasoned IT experts who are committed to delivering measurable value by designing tailored solutions to meet immediate, intermediate and long-term goals. Integra prides itself on setting realistic client expectations, and meeting them consistently. Most importantly, it strives to understand the client's business problems, so that reasonable and practical solutions can be applied. For more information, visit www.IntegraTC.com.

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