## About Aspect Software

*Aspect Software, Inc. founded the contact center industry and is currently the world's largest company focused solely on Internet Protocol (IP) and traditional voice-based contact center products and services. Privately held, Aspect Software has a customer base of more than 5000 in-house and outsourced global sites managing customer service, collections, sales and telemarketing business processes. Headquartered in Chelmsford, Mass., Aspect Software employs more than 2000 people worldwide with operations in the Americas, Europe, Africa, the Middle East and Asia Pacific. Aspect has a wealth of more than 35 years of experience and expertise in the contact center industry. For more information, visit www.aspect.com.*

## The Challenge

*Aspect Software recently relocated its executive staff and other employees to their new corporate headquarters in Chelmsford, MA. This entailed a number of logistical, practical and technological steps which needed to be considered.*

*Aspect is a large operation with numerous employees that would require relocation. As communication is vital, the search for a complete telephony infrastructure serving all company IT requirements was initiated and evaluated by the IT department at Aspect Software.*

*"It was important to consider if Aspect should relocate with existing telephony equipment or rather purchase new equipment from a traditional equipment provider and look at various alternatives," said Jamie Ryan, Chief Information Officer at Aspect Software.*

*A number of elements needed to be taken into account in regards to selecting the correct telephony system for Aspect. In addition a list of specifications for the new Aspect Software global headquarters have been listed below:*

- *Relocate more than 270 employees*
- *34 remote voicemail only users*
- *14 fax machines*
- *36 conference room and executive office phones*
- *38 general access area phones*
- *4 receptionist/assistant expansion phones*
- *100+ contact center agents*
- *Minimize cost of system and avoid any expensive or specialized wiring*
- *Ensure high availability with redundancy*

## The Solution

Following in-depth research, Ryan and the IT team at Aspect Software chose to build a solution based on AudioCodes' robust, scalable, best-of-breed products. The Mediant™ 2000 and MediaPack™ were specifically selected from the AudioCodes product portfolio for their ability to provide high voice quality, standard interfaces, compatibility, reliability and more. In addition to AudioCodes' gateways, Polycom IP Phones and Digium Asterisk Business Edition IP-PBX software were deployed in a fully-redundant and load-balanced architecture.
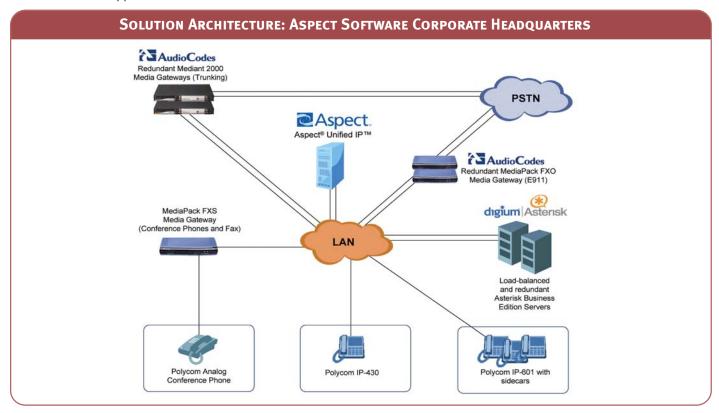
The IT department went through the usual due diligence process which is conducted when evaluating any application implemented at Aspect Software. This included an extensive IT review of the company's infrastructure and how the solution would integrate with the company's unified contact center solution, Aspect® Unified IP™, which provides automatic call distributor (ACD), voice portal, dialer, recording and quality management capabilities. Following that evaluation, the IT team developed a deployment plan to ensure there would be no downtime in the company's contact center and throughout the operation. Aspect Software also created a process to easily transfer the infrastructure from its old location to its new destination, enabling a smooth transition for the contact center. Based on the evaluation and the processes developed to ensure a seamless move, the decision to go with an open source and VoIP-based infrastructure was approved.

"Basing our solution on AudioCodes, Polycom and Digium, coupled with Aspect' Unified IP, was the right decision for our new headquarters," said Ryan. "The deployment cost less than bids by other vendors, and it was highly and easily customizable. We've found that external callers don't realize that they are calling us on an open source VoIP-based telephony system - no one is the wiser, because it just works. The implementation was incredibly easy and the quality of the calls has been great. The solution enabled us to leverage the strategic direction that we are taking with our own products and demonstrates their reliability and ease of integration with our contact center solutions."

## The Benefits

Aspect Software reports that they have experienced results surpassing their expectations.

"By deploying AudioCodes' best-of-breed Mediant family, we were able to achieve a high voice quality, standard interfaces, compatibility and reliability. In addition the ability to be compatible with Digium/Asterisk created a win-win situation, allowing all chosen elements to interoperate together," stated Ryan.



SOLUTION ARCHITECTURE: ASPECT SOFTWARE CORPORATE HEADQUARTERS

## Results

The new telephony system went live in March 2007 and has been supporting traffic in and out of corporate headquarters ever since. After a successful implementation, Aspect Software continues to seek innovative ways to further enhance its telephony infrastructure and deliver a positive customer experience. The company has also incorporated Aspect Unified IP with the Asterisk Business Edition open source IP PBX, AudioCodes Media Gateways, and Polycom IP Phones as it moved to a new office in San Jose, Calif., and is looking to continue with this trend for future office relocations or openings.

## About the AudioCodes MediaPack™ Series

The MediaPack Series Analog VoIP Gateways are cost-effective, best-of-breed technology products. These stand-alone analog VoIP Gateways provide superior voice technology for connecting legacy telephones, fax machines and PBX systems with IP-based telephony networks, as well as for integration with new IP-based PBX systems. These products are designed and tested to be fully interoperable with leading Softswitches, SIP servers and H.323 gatekeepers. MediaPacks are well suited for commercial VoIP deployment because of their mature and field-proven voice and fax technology. Their rich feature set allows integration with a wide range of Carriers and Enterprise network applications. MediaPack gateways are used by Carriers and Service Providers in Access networks for connecting Multi-Tenant Units (MTU), IP-Centrex subscribers, payphones and rural users over various wireless and satellite links.

MP - 11x

MP - 124

## About the Mediant™ 2000

The Mediant 2000 VoIP Gateway is a member of AudioCodes' family of market-ready, standards-compliant, media gateway systems. Designed for wireline, wireless, cable, and broadband access the Mediant 2000 is currently utilized by enterprise and service providers. This Media Gateway is intelligently packaged in a stackable 1U chassis and is the right-sized solution for small-scale needs. Incorporating AudioCodes' leading Voice over Packet technology, the Mediant 2000 enables Network Equipment Providers (NEPs) and System Integrators (SIs) rapid time-to-market and reliable cost-effective deployment of next-generation networks. The gateway is based on VoIPerfect™ architecture, AudioCodes' underlying best-of-breed core media gateway technology for all of its products.

MEDIANT 2000

## About AudioCodes

AudioCodes Ltd. (NASDAQ: AUDC) provides innovative, reliable and cost-effective Voice over IP (VoIP) technology, Voice Network Products, and Value Added Applications to Service Providers, Enterprises, OEMs, Network Equipment Providers and System Integrators worldwide. AudioCodes provides a diverse range of flexible, comprehensive media gateway, and media processing enabling technologies based on VoIPerfect™ – AudioCodes' underlying, best-of-breed, core media architecture. The company is a market leader in VoIP equipment, focused on VoIP Media Gateway, Media Server, Session Border Controllers (SBC), Security Gateways and Value Added Application network products. AudioCodes has deployed tens of millions of media gateway and media server channels globally over the past ten years and is a key player in the emerging best-of-breed, IMS based, VoIP market. The Company is a VoIP technology leader focused on quality and interoperability, with a proven track record in product and network interoperability with industry leaders in the Service Provider and Enterprise space. AudioCodes Voice Network Products feature media gateway and media server platforms for packet-based applications in the converged, wireline, wireless, broadband access, cable, enhanced voice services, video, and Enterprise IP Telephony markets. AudioCodes' headquarters are located in Israel with R&D in the U.S. Other AudioCodes' offices are located in Europe, India, the Far East, and Latin America.

**Contact us: www.audiocodes.com/info**
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