

# Detica Chooses Aspect Communications' IP Contact Centre Solution Suite

Submitted by: Gray Associates

Tuesday, 18 February 2003

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## DETICA CHOOSES ASPECT COMMUNICATIONS' IP CONTACT CENTRE SOLUTION SUITE FOR SHOWCASE CENTRE

Stockley Park, Uxbridge 18 February 2003 - Aspect Communications Corporation (Nasdaq: ASPT), the leading provider of enterprise customer contact solutions has joined forces with UK-based Detica, the specialist IT consultancy, to demonstrate best-of-breed contact centre technology.

Detica has selected the Aspect IP Contact Suite to include in its dedicated visioning and planning environment, named 'Showcase,' based in Guilford.

Without parallel anywhere in Europe, Showcase has been specifically designed to help organisations decide how they can reap the benefits of Customer Management. Companies that have used Detica's Showcase to date include Prudential, Eurostar and Centrica.

"Detica offers impartial advice to companies seeking to transform their businesses through improved customer service, reduced customer churn and enhanced marketing," said Allen McCaskill, Alliances Manager, Detica. "We chose the Aspect IP Contact suite for our demonstration centre as it fits perfectly. Customer management is under scrutiny and we must work with solid technologies that consistently deliver results - the involvement of Aspect in Showcase really demonstrates this capability."

The Aspect IP Contact Suite allows businesses to integrate communications across all channels, including traditional voice technologies (PSTN), IP telephony, email and Web collaboration. Using VoIP, voice travels over the same IP network as data, offering powerful business advantages from reduced infrastructure costs to ease of management of customer communications.

All communications are merged into a unified queue and delivered to customer service representatives with browser-based desktop applications that allow them to respond to all channels - voice, email, Web chat, assisted browsing - from a single desktop.

John Crosby, Sales Director for Aspect Communications UK said, "We're proud to be working with businesses such as Detica, which understand that to promote a truly effective business solution, technology cannot be viewed in isolation from overall operational objectives."

### About Detica

Detica is a leading specialist IT consultancy, providing business consulting, system design and implementation services, and is focused on helping major corporations harness technology to serve their customers better. Impartial and vendor-independent, Detica's edge, derived from its strong technological

heritage, is a deep understanding of how to transform businesses to create sustainable value and enhanced customer benefits.

In April 2002, Detica became the first technology company to float on the London Stock Exchange in over 12 months. Detica's clients include British Airways, Centrica, Prudential, Hutchison 3G, Eurostar, National Express plus Government departments including HM Customs & Excise and the Ministry of Defence.

#### About Aspect Communications

Aspect Communications Corporation is the leading provider of business communications solutions that help companies improve customer satisfaction, reduce operating costs, gather market intelligence and increase revenue.

Aspect is the trusted mission-critical partner of 76 percent of the Fortune 50, daily managing more than 3 million customer sales and service professionals worldwide. Aspect is the only company that provides the mission-critical software platform, development environment and applications that seamlessly integrate voice-over-IP, traditional telephony, e-mail, voicemail, Web, fax and wireless business communications, while guaranteeing investment protection in a company's front-office, back-office, Internet and telephony infrastructures. Aspect's leadership in business communications solutions is based on more than 16 years of experience and over 8,000 implementations deployed worldwide. The company is headquartered in San Jose, California, with offices around the world as well as an extensive global network of systems integrators, independent software vendors and distribution partners. Aspect's UK offices are in Stockley Park, Uxbridge, Middlesex and be reached on 0800 ASPECT (i.e. 0800 277328).

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