

Siemens and Aspect team to integrate Siemens HiPath technology with Aspect's Uniphi architecture

Submitted by: Gray Associates

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Siemens Information and Communication Networks (IC Networks) and Aspect Communications Corporation (Nasdaq: ASPT), a leading provider of

enterprise customer contact solutions, announce today that they will team to deliver applications for the rapidly growing market for IP communications and services. As an OEM partner, Aspect will integrate Siemens HiPath technology with its Uniphi architecture to ensure that companies will also be able to use traditional voice applications on IP-based systems.

Today, many applications in contact centres still run on circuit-switched systems, despite the ongoing advance of the package-oriented IP protocol as the enterprise-wide standard. This presents many companies with the challenge of combining the traditional switching technology with the new IP world. HiPath makes Siemens IC Networks the leading provider of IP communication solutions for companies. Aspect now plans to integrate HiPath technology with its Uniphi architecture to enable contact centre applications based on conventional systems to run on IP-based

communication systems as well. This offers companies cost-effective migration options, especially because existing contact centre applications can then be used

in heterogeneous environments. As a result, IT managers can either gradually

migrate an existing network to IP communication or implement a completely

new communication technology.

The basis for this joint solution, which will be marketed by Aspect, is formed by Aspect's Uniphi architecture and Siemens HiPath technology and combines the advantages of IP networking with the performance range, wealth of applications and high availability of a traditional circuit-switched system.

Background Information:

Siemens has been a sales partner for Aspect products since 1995 and has sold Aspect solutions to more than 170 customers throughout Europe. This successful relationship formed the basis for a new agreement in which Aspect acts as an OEM partner for Siemens HiPath technology in the enterprise sector and at the same time markets its own mission-critical business communications solutions.

Aspect's Uniphi architecture is designed to "unify" the contact centre and the enterprise by integrating the applications that drive customer communications, contact centre and customer information and workforce productivity-resulting in better insight to business and customer activity.

Uniphi extends Aspect's vision of delivering proven, multi-product solutions, whether PSTN, IP hybrid or pure VoIP, while still lowering total costs of ownership and protecting contact centre investments as new technologies and standards emerge.

HiPath is the enterprise convergence architecture from Siemens. A comprehensive solution and service portfolio enables companies to further expand their existing voice and data infrastructures, safeguard their existing capital investment and implement second-generation IP (2gIP) applications. 2gIP applications optimize company processes and lead to a sustained improvement in productivity for the corporation. Thanks to the continuous further development of its products and software, Siemens

Enterprise Networks is an innovation leader on the path to a seamless integration of real-time communication in the IT world. According to analysts, HiPath has ensured that Siemens is the world's number one supplier of VoIP connections. With a market share of 38.6 percent, Siemens aims to further expand this position. Over 70 percent of the Fortune 500 corporations have selected a HiPath solution. Customers include BMW, DaimlerChrysler, Deutsche Bank, Ford, IBM, Kodak, SAP, BP and Volvo.

Additional information about HiPath is available at <http://www.hipath.com>.

About Siemens Information and Communication Networks (IC Networks)

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Siemens Information and Communication Networks (IC Networks) is a leading provider of network technology for enterprises, carriers and service providers. Its comprehensive portfolio-HiPath for enterprises, SURPASS for carriers-comprises IP-based convergence solutions for voice and data, a full range of solutions for broadband access and optical transport networks.

The Siemens Group thus provides complete solutions from a single source for

the infrastructure of the next generation network-optimized for a prompt return on investment and to open up new business opportunities for customers. In fiscal 2002 (year-end Sept. 30) IC Networks posted sales of EUR 9.6 billion.

Further information about ICN is available at

<http://www.siemens.com/networks>.

About Aspect Communications

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Aspect Communications Corporation (Nasdaq: ASPT) is the world's largest company focused exclusively on contact centre solutions, and the only one that unifies workforce, information and communications to deliver exceptional customer service. The Aspect brand is trusted by more than 75 percent of the Fortune 50, and more than 3 million customer sales and service professionals worldwide rely on Aspect's mission-critical business communications solutions. The company's leadership is based on 18 years of expertise gained from more than 8,000 successful implementations worldwide.

Aspect is headquartered in San Jose, Calif., with 24 offices in 11 countries

around the world. Aspect's UK offices are in Stockley Park, Uxbridge, Middlesex and can be reached on 0800 ASPECT (i.e. 0800 277328). For more information, visit Aspect's Web site at www.aspect.com.

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