Aspect Software boosts productivity and enhances insight into customer needs when it turns to IBM Rational software and services.

Aspect Software, Inc. (Aspect) develops and supports call-center software, which helps organizations manage customer service, collections, sales and telemarketing communications. Leveraging its more than three decades of industry experience, Aspect helps its customers balance consumer demands with revenue-generation and cost-reduction goals.

Overview

Aspect Software, Inc.
Chelmsford, Massachusetts,
United States
www.aspect.com

Industry
- Computer Services, Professional Services

Products
- IBM Rational ClearQuest, Version 7

"The IBM Rational Software Services team showed us how easy it is to customize and set up reports to achieve a seemingly insurmountable task. We couldn't be happier with the integration solution and newer version of IBM Rational ClearQuest software."

—Aspect Software, Inc.

Challenge

Aspect had been managing its own customer interactions using a customer care, billing and order management system for telecommunications clientele. And to understand and track customer requests and changes, the product-development team had been using IBM Rational® ClearQuest® software. However, the company's Amdocs solution and the Rational ClearQuest tool were not integrated, making it difficult for Aspect to gain a complete view of the customer experience and insight into customers' needs. The company sought to integrate the applications to improve productivity and cut customer-service costs.

Solution

Aspect turned to IBM Rational Software Services for help integrating the Rational software with the client's customer relationship management (CRM) solution. During the course of 100 hours of services, the IBM team provided consulting and technical support to integrate a newer Rational release—IBM Rational ClearQuest, Version 7 software—with the client's Amdocs solution. By integrating the two solutions, Aspect gains automated communication between its CRM platform and its software-development platform.

The IBM Rational services included vital backup, restore and maintenance services, as well as training for Aspect's IT department.

Benefits

- Heightens employee productivity and cuts customer-service costs

- Enhances reporting capabilities and provides the client with a complete view of the customer experience

- Improves data integrity, thereby reducing the amount of administrative work

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