

# Congratulations You are the recipient of the

## 2016 Frost & Sullivan Asia Pacific Excellence Awards

ICT Category

Dear Jagannath,

We are pleased to announce that Aspect has been selected as the recipient of the

### 2016 Frost & Sullivan Asia Pacific Outbound Systems Market Share Leadership Award

The Frost & Sullivan Award for Market Share Leadership for Outbound Systems is given to the company that has demonstrated excellence in capturing the highest market share within its industry in a specific year. The award recognizes the company's commitment to continuously evolve and remain a leading participant in the Contact Center Applications industry by adopting technologies and trends that help businesses prosper.

The 2016 Asia Pacific Market Share Leadership for Outbound Systems is presented to Aspect Software for its evident leadership in this applications segment in 2015, continuing excellence in product innovation and enhancing customer value. Riding strong on its robust mindshare in the outbound applications segment in this market, Aspect leveraged its strength in this segment to up-sell its other suite of applications. Aspect's Unified IP solution, which is also positioned as an "Outbound Dialer", has garnered good interest among mid-sized contact centers and greenfield sites.

Aspect has seen good penetration across verticals for predictive dialer functionality in its Outbound solutions, with key strengths in the BFSI, Outsourcing, Travel, and Telecom sectors in the region. It offers a customized solutions each with its own edges as different company has different needs. The solutions address both small (less than 200 seats) as well as large (more than 200 seats) customers.

Congratulations and we wish you every success in the year ahead. We are here to support you in any future endeavors.

Sincerely,



Andrew Milroy  
 Senior Vice President  
 Frost & Sullivan, Asia Pacific

## About The Awards



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## Contact Details

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### About FROST & SULLIVAN

Frost & Sullivan, the Growth Partnership Company, works in collaboration with clients to leverage visionary innovation that addresses the global challenges and related growth opportunities that will make or break today's market participants. For more than 50 years, we have been developing growth strategies for the global 1000, emerging businesses, the public sector and the investment.

