



End-of-life doesn't mean the end of support for your Aspect systems.

Are you unable to get continued vendor support for your legacy Aspect systems? Or, maybe it's just too expensive. Eckoh can provide ongoing support and save you 30-40% in support costs.

Ongoing support

Have you been impacted by changes at Aspect? Like many other vendors, they want to take their existing customers on a journey to the cloud, or sell them new products which mean business change and added cost. At the same time, their support services are deteriorating, they are reluctant to support older technologies, and you just don't get the feeling of being a valued customer any more..

As a result, many organisations with Aspect legacy systems have been left unsupported or with limited resources given the new support model.

With this uncertainty, as well as common drivers for migration to a new platform, it's no wonder that many Aspect

customers feel forced into upgrading their contact centre solutions.

Eckoh believes that the time for change should be chosen by the customer, not dictated by the vendor's agenda. That's why we have made it our business to provide support for Legacy Aspect systems.

Experts in support

Eckoh provide first-class support and ready access to expertise in legacy technology including Aspect IVR, Aspect Diallers, Aspect ACD, Aspect WFM, Aspect Unified IP. Many Aspect solutions still work well and deliver value so with Eckoh's third-party support, you can extend the life of these solutions - until the time is right for you to upgrade - and save money.

It's time to say 'no' to...

- Feeling pressured into the "next" version
- Soaring maintenance and support costs
- Inferior service levels
- Costly "rip and replace" solutions replacements
- Being told "upgrading is the only option."



Aspect moved many customers to their IP-based all-in-one Unified IP solution, but now many versions of this product are no longer supported by Aspect. Eckoh can provide support for both proprietary hardware and software, allowing you to keep doing what you're doing!

Aspect ACD

Aspect no longer supports the older TDM ACDs, having moved from TDM to IP-based solutions. But perhaps, like many other enterprises, you want to keep using the legacy ACD solution to avoid the high costs of a replacement, but you need continued support?

With Eckoh Aspect Support Services, you get direct access to our own expert technicians and engineers. You won't get caught for hours in multiple tiers of support before anyone understands your problems properly. We can diagnose, debug and fix any issues you face — and answer your questions.

Our highly-experienced team works around the clock. We can access your equipment, network, and servers to resolve any issues. When required, we can be on-site too — within four hours as standard.

Aspect Dialer

One of the challenges in relying on Aspect support is that while Aspect has built up over 25% of the dialer market, this is made up of a combination of four or five dialer companies that Aspect has acquired. Older versions of the Aspect dialer are basically rebrands of these acquisitions.

Many Aspect customers were encouraged to upgrade to the most recent version, Unified IP. Those customers choosing not to migrate created a challenge of securing quality support for the four disparate and legacy solutions created from different technology vendors. Eckoh has stepped up to that challenge with its third-party Aspect support.

The Aspect® dialer has proved to be a robust and resilient product that many organisations are keen to continue to use. Eckoh is able to support this and the applications developed in legacy Generation or Architect products.

Aspect IVR

Aspect's proprietary IVR technology has been designated 'end of life'. But we can still support this traditional TDM-based solution, for as long as you need, with replacement Dialogic cards and standard internal servers.

Aspect WFM

Managing your customer service operations, leveraging the insight and data from your Aspect WFM solution is critical to help you handle the peaks and valleys of calls, contacts and other work in your contact centre. Like any other solution, a move to the next release or cloud platform of this tool should be your decision, on your timeline. Maintaining a robust WFM

