



Accelerating today's cloud adoption.
Architecting tomorrow's customer experience.

We help forward-thinking enterprises evolve faster.



Enterprise Cloud Migration

Aspen gets enterprise contact centers to the cloud quickly, efficiently and effectively.



Automation & Intelligence

We automate processes and make machines smarter with vertical data.



Accelerated Evolution

We propel your business into the future through continued partnership.

Experts in the customer contact tech stack

Aspen is leading the way with today's customer contact technology, with deep expertise in Cloud contact centers, CRM, automation, AI, serverless computing, ChatBots, machine learning and other solutions. If you're integrating Cloud tech that touches your customers, Aspen should be your first call.

Making your CRM work harder for you

Your CRM is at the heart of your customer experience. Aspen has years of expertise with nearly every CRM on the market today. We provide thoughtful and visionary solutions for integrating your CRM solution with your customer contact technology to improve both the customer and the user experience.

Engineered for a changing world

Aspen Enhanced Care is an ongoing partnership with your business across the entire Cloud contact center solution. We ensure you remain a Cloud leader, with migration planning, automations, new application integrations, and continuous improvement of your Cloud stack as technology evolves.

Aspen Success Stories

Proven Results

Internal Services Department: Top 5 US Metropolitan Market

Enabling Efficient Service During a Pandemic

Aspen implemented Amazon Connect in the Internal Services call center for a top 5 US market, with quickly growing call volume that ballooned during the pandemic. This allowed more efficient call routing, with AI handling most calls via self-service options. This solution also provided sentiment analysis and real-time feedback on customer interactions to ensure strong CSAT performance.

90% Hold Time Reduction
Translates to
Better Service

60% Cost Savings

17% Volume Reduction
through Automation

Department of Motor Vehicles For A Major US State

Piloting a Dramatic Turnaround

Aspen implemented Amazon Connect and a suite of custom bots and automations in the DMV call center for one of the most populous US states. The client was facing an unprecedented challenge during the pandemic, and the project was executed under a rapid 4-month timeline. The DMV saw immediate results upon implementation with a sharp increase in customer satisfaction along with decreases in hold times and contact center costs.

75% Reduction in Costs

35% Boost in Customer
Satisfaction

120 Day End-To-End
Deployment

Custom Solutions

Top 10 Global IT and Communications Company

Architecting a High-Security, Scalable Solution

Aspen deployed an Amazon Connect global Cloud contact center and support for 4,000 agents across 3 continents. Support for the communications and IT provider continues to include enhancements, changes, customizations, reporting and development as needed by the company.


Global
Deployment


Real-Time
Reporting


Continued
Partnership


Natural Language
Processing


IVR


FAQ Bot

In-Home Healthcare Provider

Enabling a life-like conversational interface

Aspen built a custom Lex chatbot allowing integration of a conversational interface on the company's website, providing life-like conversational interactions. Additionally, Aspen integrated the chatbot with their pre-existing contact center solution, for a seamless omnichannel experience that resulted in better agent productivity and improved overall business operations.