

# PeopleFind

## The Aerospace Corporation Customer Profile

### PeopleFind benefits:

- Advanced communications appliance
- Integrates with any business
- Separates people from the physical infrastructure
- Enhances customer services, traveling, collaboration, disaster recovery, flexible workplace
- Learns and improves like a trusted assistant
- Enhances VoIP investments

The Aerospace Corporation, headquartered in El Segundo, California, is a unique non-profit organization formed in 1960 to serve the Air Force in the scientific and technical planning and management of its missile space programs. The Aerospace Corporation has assisted the military and intelligence communities in the development and acquisition of our nation's critical defense space assets. It also applies decades of experience in space hardware and software to civil and commercial space ventures.

In 2002, Aerospace approached Lyrix to develop a solution to a serious business issue - 25% of the calls coming into its switchboard, were not being answered - a serious situation for any business, for profit or not for profit. For Aerospace, its greatest asset is the technical expertise of its people, and reaching its people is mission critical.

Because additional staffing was not an option in the budget, Aerospace turned to Lyrix for its patent-winning technology, PeopleFind, and found that it fundamentally changed the way Aerospace communicates today.

After PeopleFind was implemented, Aerospace continued to track the calls into PeopleFind: The initial average was 4,000 calls; after switchboard integration it was 5,600 calls; the current monthly average was over 16,000 calls. Aerospace reduced its incoming switchboard traffic by 45%.

Call our PeopleFind at (978) 442-3000 and say "Tell Me More" to learn more about PeopleFind.

## Additional Customer Benefits of PeopleFind

Some additional benefits that Aerospace received from PeopleFind include:

- Current staff could take on other tasks, thus driving productivity.
- PeopleFind speech directory is available beyond standard business hours, extending availability 24x7x365, and is supportive of all company time zones.
- Enhances Aerospace customers' experience and service.
- Provided Legacy application modernization.

## Positive Feedback

The Aerospace Telecom Management team consistently receives positive feedback from users:

**Vice President:** "PeopleFind was an unexpected surprise, a big win!"

**Colleague:** "You got a home run with this service!"

**Employee:** "I love the 411! It is wonderful."

## PeopleFind Was There in Real Life Business Situations

### Columbia Space Shuttle Disaster - 2003

**Issue:** The Houston office supporting NASA was involved in a post-event analysis. The WAN engineer in Los Angeles needed to reach a Program Office engineer in Houston on a Saturday. The WAN engineer was in his car using his cell phone, did not have the Houston office phone number, didn't have a company operator to assist him, and needed real time communications.

**Solution:** Without PeopleFind, the WAN engineer may have driven into the office to use the company phone book. Instead he called into the PeopleFind application, spoke the Houston employee's name, and was connected.

**Issue:** A Business Manager was running late for the next appointment and did not have the phone number to notify the affected party.

**Solution:** He may have called the company operator and waited to be connected, or the department secretary if she were at her desk. Instead he used his cell phone to call PeopleFind, spoke the person's name and was connected in 30 seconds.

## Foundation of Office and Mobile Communications

PeopleFind has become the foundation for Aerospace office employee communication and has expanded PeopleFind to include solutions for the Aerospace Road Warriors -- mobile employees using the PeopleFind Portal, resulting in enhanced productivity and enablement of the mobile workforce. My Contacts allows subscribers to have access to the Corporate directory as well as their own personal contacts, resulting in enhanced collaboration. PeopleFind has allowed for the virtualization of all Aerospace employees -- their most important asset.

## Bottom Line

As Aerospace's business needs have changed and evolved, so has their PeopleFind solution.