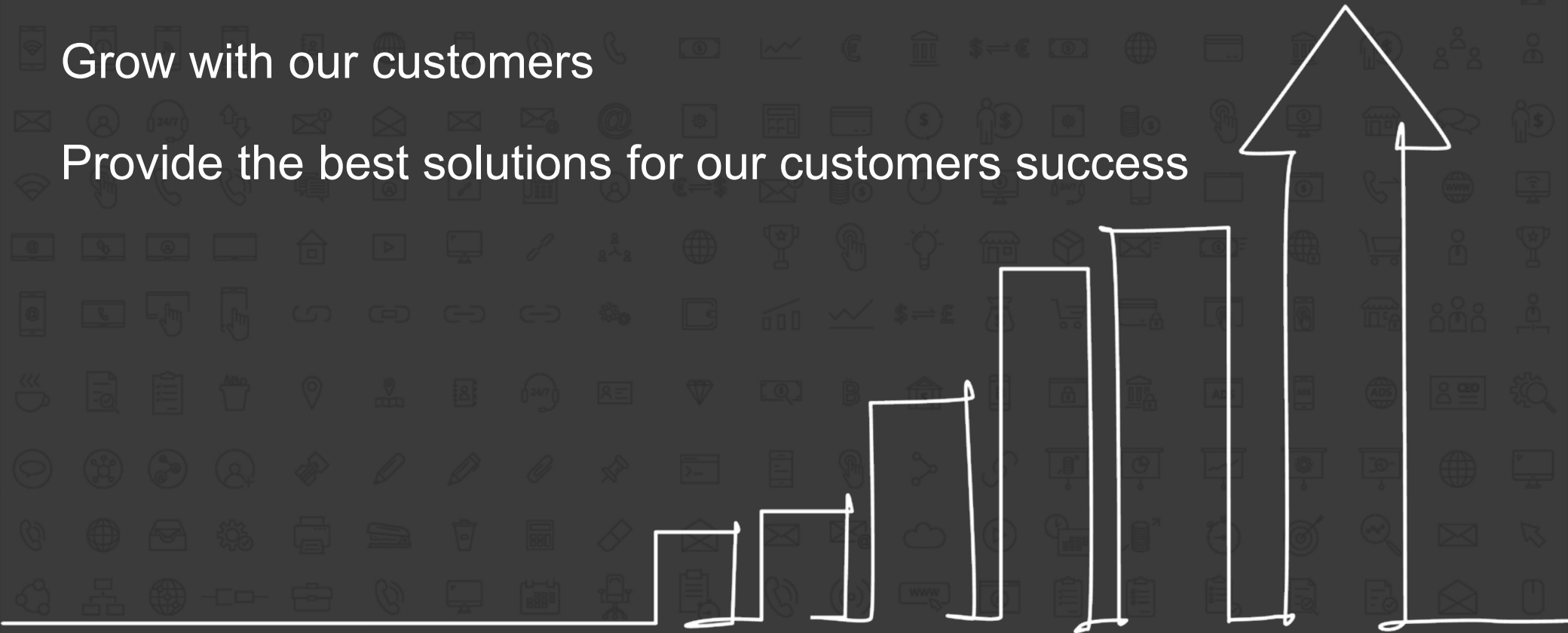Enterprise Communication Solutions

Introduction to ECS Telecom

Grow with our customers

Provide the best solutions for our customers success

ECS

Through ECS Numbers

7th Oct. 1999
Founding date

198
Employees

75.2%
Ratio of engineers on staff

A+
Credit rating

200+
Customers

802 billion won
Revenue*

23 consecutive years
Financial Profitability

No.1
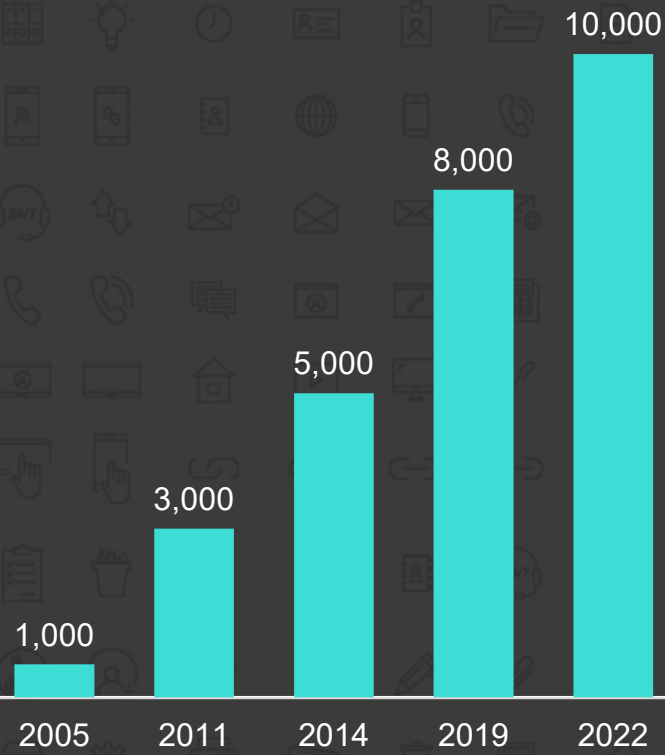Rated in industry / Global vendor partnership

3 consecutive years
Good company to work(2019, 2020, 2021)
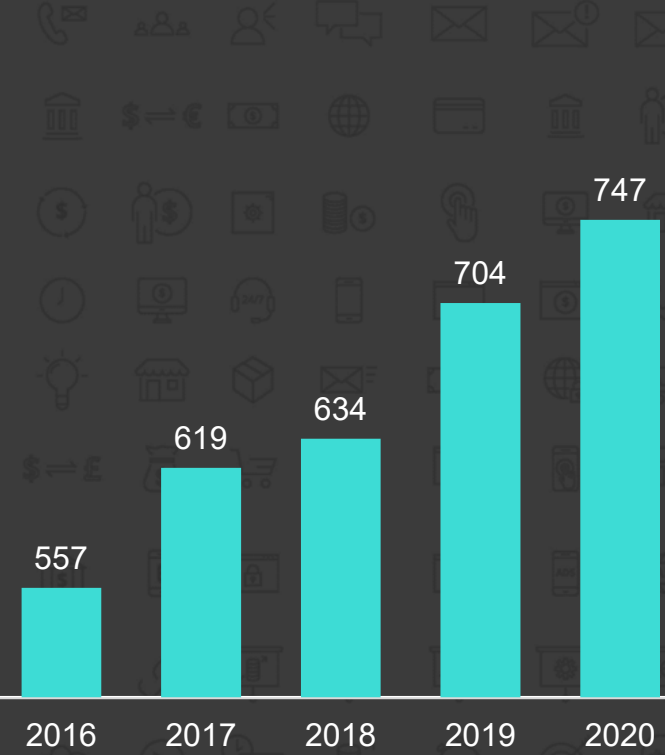
*Based on 31st March 2022

Through ECS Numbers

Cumulative order amount

[Unit : Billion won]

Year	Amount
2005	1,000
2011	3,000
2014	5,000
2019	8,000
2022	10,000

Revenue

[Unit : Billion won]

Year	Amount
2016	557
2017	619
2018	634
2019	704
2020	747

Partners

CISCO
Cisco Gold Certified Partner
Cisco ATP(Authorized Technology Provider)

AVAYA
Avaya 1 Tier Reseller Partner
Avaya Diamond Level

ECS PARTNERSHIP

zoom
Zoom Direct Partner
Zoom Phone & Rooms Certified Integrator

Google Cloud
Google Cloud Partner Level
Google Cloud Architect Professional Certified

ALVARIA™
Alvaria Platinum Partner
Alvaria Expertise

ECS Telecom,

Our Businesses

Customer Success

Digital Workplace

ETaaS, at your service

ECS Telecom is committed to the success of our customers by providing Digital Workplace business solutions focusing on the core value of communication. In addition, we provide ETaaS, which fosters growth alongside our customers, focusing on addressing our customers' challenges, while suggesting new solutions beyond just product sales. ECS Telecoms' Customer Success business solutions combine various IT implementations such as AI, chatbot, STT/TA, and voice authentication based on the establishment of a call infrastructure system to provide answers and create a smart contact center. Our Digital Workplace business solutions are a guide for implementing smart office solutions to maximize work efficiencies such as video conferencing, unified communication, and network integration.

Customer Success

The System Integration services diagnose the current status and problems of the customer's system, such as CC, UC, Video, Network, etc., and provides system planning, design, construction, and insight services suitable for each customer's work requirements and processes.

Diagnosis　　Analysis　　Design　　Implementation　　Operation　　Insight

Customer Success

IPCC (IP Contact Center) provides customized services throughout the customer journey by connecting various multi-channels such as call centers, websites, applications, SNS, e-mails, and chat-based on IP infrastructure. As a result, it can increase the work efficiency of consultants by shortening customer response time while maximizing the customer experience and providing consistent quality service.
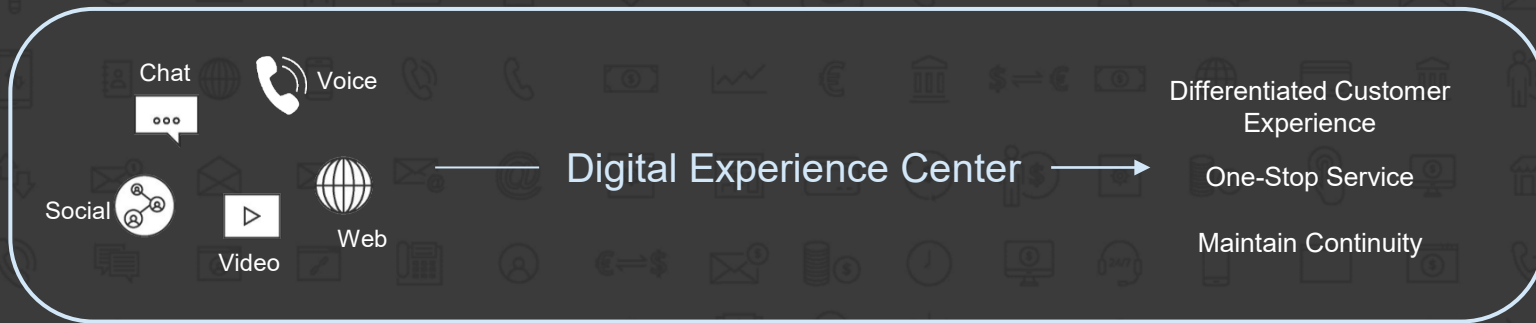
App

Voice

PBX

E-mail

Fax

CTI

Inbound

IPCC

Outbound

Video

IVR

Web

Recording

Board

SNS

Chat
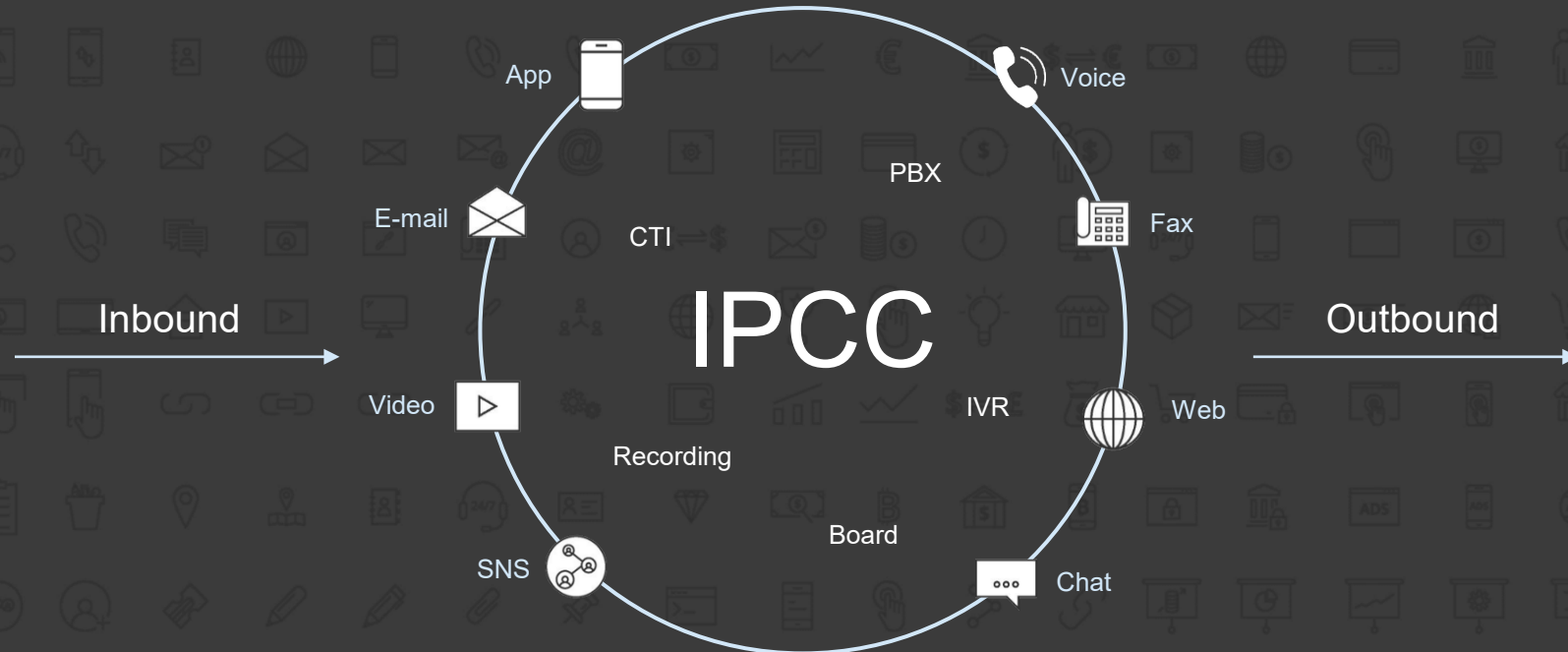
Omnichannel Communication

All-in-one solution based on virtualization.

Customer Success

The AI Contact Center is a next-generation, intelligent platform that includes channel integration hubs and artificial intelligence-based digital services, and provides innovative services to help customers achieve their final goal of business growth through digital transformation.

Chat

Voice

Social

Video

Web

Digital Experience Center

Differentiated Customer Experience

One-Stop Service

Maintain Continuity

CX Service Strategy	Operation & Management Strategy	AI Management Strategy	Digital Channel Strategy
AI / Algorithm	OmniChannel	Personalization / Audience engagement	Big Data

Collect Service Data	Data Conversion	Visualized Analysis	Operation Management Prediction	Real time Analysis Process	Data Management

Digital Workplace

The collaboration solution provide a flexible, seamless and collaborative hybrid environment that maximize employee productivity and increases organizational flexibility and agility.

Hybrid Work

Work from home

Remote work

Office

Anytime

Anywhere

Any device

Digital Workplace

The collaboration solution provided by ECS has many features such as messaging, conference calling, and content sharing, which enables employees to collaborate freely and ensures user convenience through self-developed solutions.

webex by CISCO

Real time Translation	Emoji	Participant control
Background noise cancellation	Virtual Background	Whiteboard
Small Group Discussion	Custom Layout	Document Sharing

zoom

All-in-One	Custom Layout	Cloud Recording
In meeting Poll	Small Group Discussion	Whiteboard
Real Time CC & Translation	Live Streaming	Focus Mode

- Easy to use
- Better quality in Audio & Video
- Stable Service
- Enhanced security
- Secure business consecutiveness
- Single Client

Digital Workplace

Video conferencing solutions can be selected between on-premises and cloud. It can provide convenience for users and managers by offering security via personal development solutions and by linking them with existing customer infrastructure (personnel information, e-mail, SMS, KakaoTalk, etc.). These solutions provide an immersive conferencing environment allowing for seamless collaboration and encouraging the creative working process, increasing employee work efficiency and reducing time and cost.

Cisco
TelePresence

On premise

Cloud

Cisco Webex
Avaya Spaces
Zoom Rooms

Check List

- ☐ Conference room
  (H/W-based codec)

- ☐ Personal meeting
  (for desktop, S/W based)

- ☐ Meeting reservation

- ☐ Recording
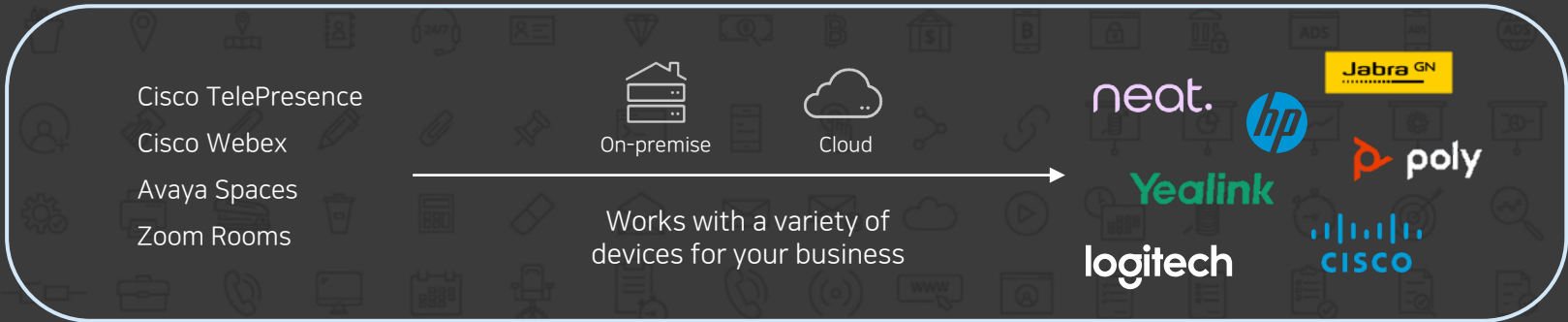
- ☐ Meeting notes
  (STT integration)

- ☐ MS Teams Calendar
  integration

- ☐ AV solution
  (Camera Tracking
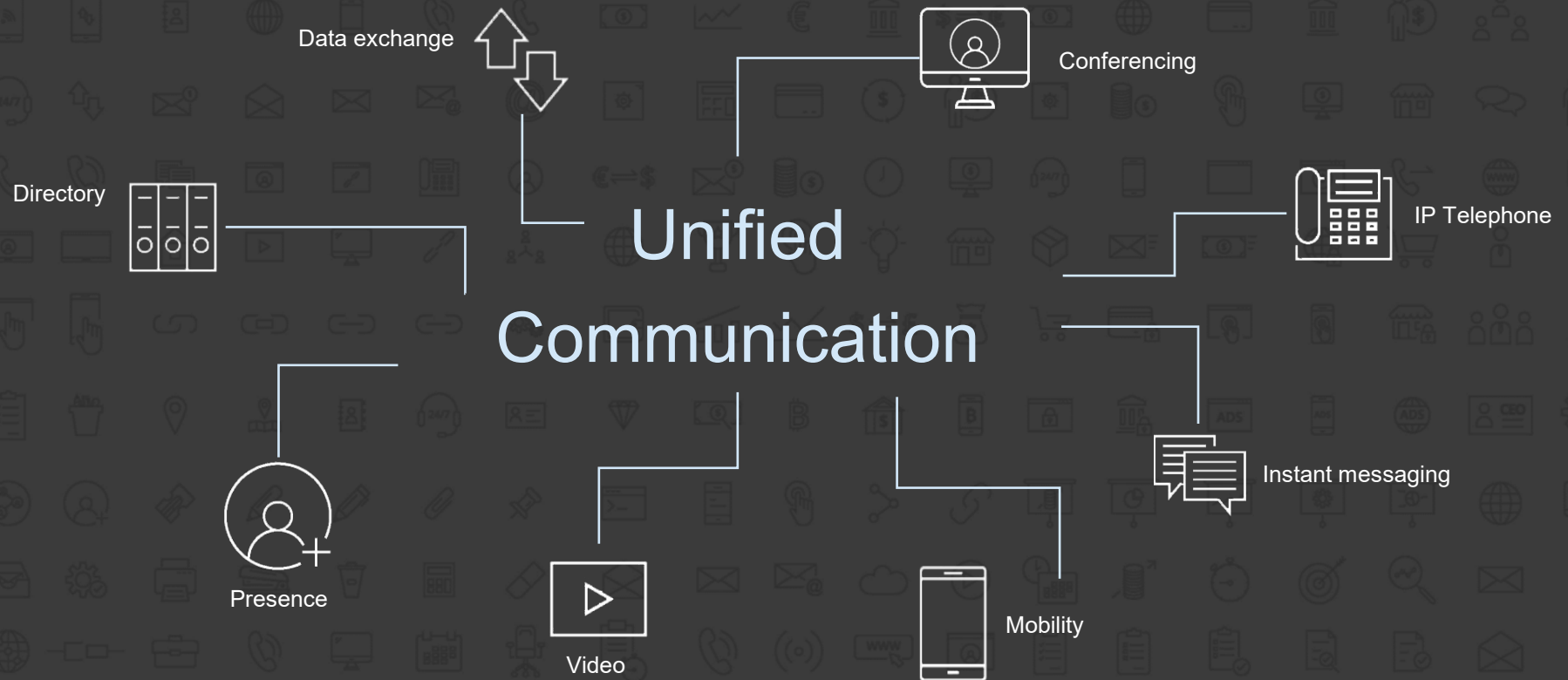 and Integrated control)

Digital Workplace

The video conferencing solution provided by ECS can be linked with various devices regardless of brand depending on the business environment and work method. The video conferencing solution increases employee collaboration and work efficiency by providing a realistic meeting experience regardless of location.

Video Devices

Immersive
(Large to Mid size)

Huddle
(Small to Mid size)

Desktop

Web/Mobile

Cisco TelePresence
Cisco Webex
Avaya Spaces
Zoom Rooms

On-premise

Cloud

Works with a variety of devices for your business

neat.

Jabra GN

hp

poly

Yealink

logitech

cisco

Digital Workplace

Unified Communication is a solution that integrates a variety of enterprise communication channels, including voice, video, message, e-mail, web/video conferences, by linking a company's business IP Telephony system with UC applications.

Data exchange

Conferencing

Directory

Unified Communication

IP Telephone

Presence

Instant messaging

Video

Mobility

Digital Workplace

Calling services are moving from on-premise server usage to cloud storage in a move to transform enterprise communication. ECS offers cloud calling services that deliver the same quality of service anywhere in the world at an affordable price, helping to reduce communication complexity and allowing you to focus on your business.

Voice Gateway
PSTN
IP-PBX
IP Phone

IPT → SaaS → **Cloud Calling**

Webex Calling
Zoom Phone

Public Cloud   Private Cloud   Hybrid Cloud

Flexible work
Flexibility & Expandability
Improve communication efficiency

Sustainable service
Maintain up-to-date global security

Cost reduction
Free call between employees
Unnecessary replacement of infra, maintenance, etc.

Increase productivity
Convenience of use
Increase the team collaborative environment

Upgrade function
Access to new features
Collaborative service

ECS Technology as a Service

ETaaS (ECS Technology as a Service) consolidates and considers the problems that our customers face and proposes effective and efficient solutions. As a result, ETaaS is a customized service that helps customers succeed by focusing on their core business requirements, needs and demands.

ETaaS

at your service

For the customers business success:

The only custom saas service for contact centers in the industry

ETaaS_saas is not a typical cloud service.

It is ECS Telecom's custom saas service specialized only for contact centers.

✅ Customizing

Provide customized services based on customer needs.

IVR	WEB	Web FAX
Callbot	SMS	EMC
Chatbot	SNS	STT&TTS
e-mail	PBX&CTI	Board
APP	PDS	Statistics

✅ Consultation fee

Charging proceeds based on the goals set in consultation with the customer.

the amount used | Customer Success Level

| Fixed vs Fluctuating | ☑ Revenue ☑ NPS ☑ Callback rate ☑ ATT ☑ Rate of operation ☑ Response rate ☑ Average response time ☑ Customer satisfaction ☑ CPC |

From today, the choice is easy!

ETaaS_saas
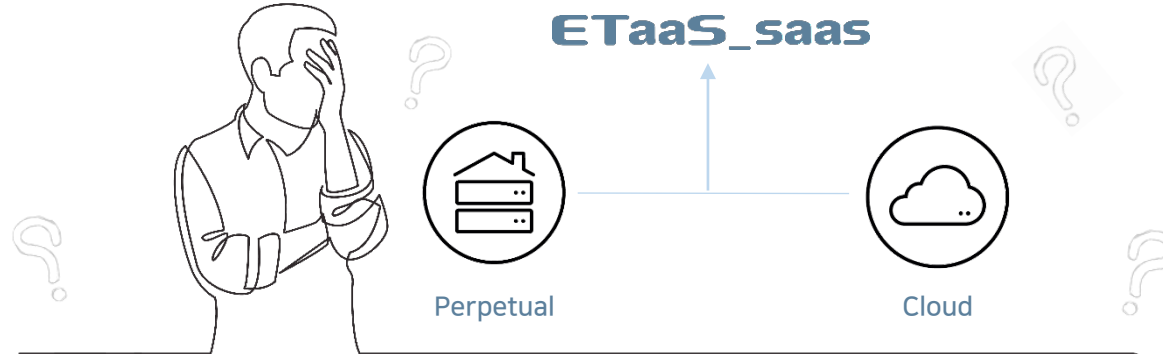
Perpetual   Cloud

ETaaS_saas consists only of the advantages of both perpetual and cloud, and will solve your contact center concerns.
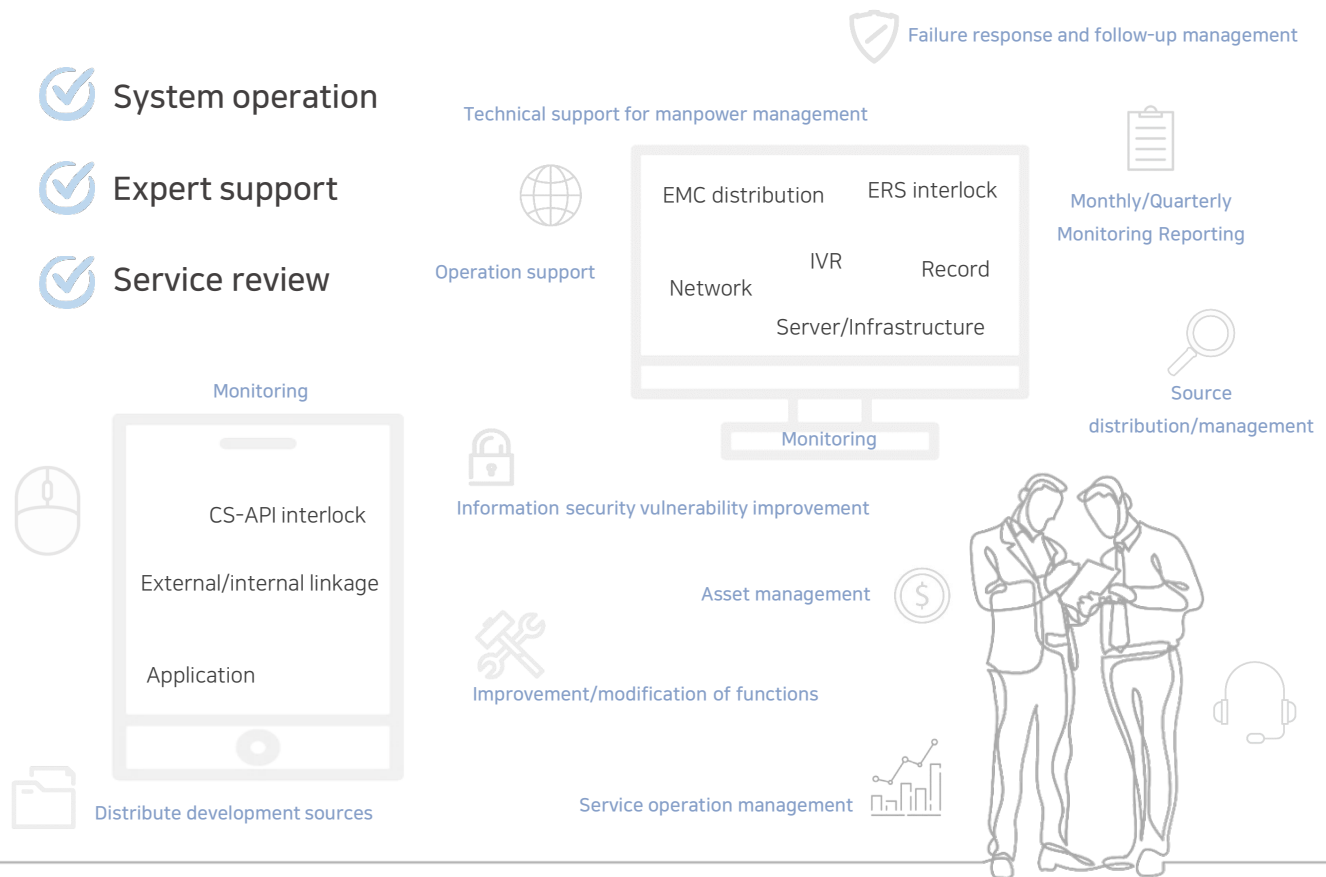
Operational services for the entire call infrastructure system

ETaaS_managed service provides specialized operating services through product support and maintenance, data backup and recovery, network and security consulting, resident personnel and dedicated personnel for overall systems such as call infrastructure and apps.

System operation

Expert support

Service review

Failure response and follow-up management

Technical support for manpower management

Operation support

EMC distribution   ERS interlock

Network   IVR   Record

Server/Infrastructure

Monthly/Quarterly Monitoring Reporting

Monitoring

Source distribution/management

CS-API interlock

External/internal linkage

Application

Information security vulnerability improvement

Asset management

Improvement/modification of functions

Distribute development sources

Service operation management

19

ETaaS
premium maintenance

Maintenance services for call infrastructure and IT systems

ETaaS_premium maintenance provides systematic maintenance services through organizations dedicated to call infrastructure and IT systems as a whole. These services include 24/7 help desk operation, failure prevention check, failure measures and reporting, system life cycle management, and more.

✅ Service Level Agreement

SL1	SL2	SL3	SL4
24 x 7	24 x 7	24 x 7	8 x 5
Service dispatched (within 2 hours)	Service dispatched (within 4 hours)	Service dispatched (within 4 hours)	Service dispatched (within 6 hours)
Monthly on-site inspection	Monthly on-site inspection	Quarterly on-site inspection	Semi-annual on-site inspection
Replacement provided (within 4-hours)	Replacement provided(NBD)	Replacement provided(NBD)	Replacement provided(NBD)

✅ Service Topping

+ SPM

+ PC Information leak prevention

+ MACD

+ H/W rental

+ UTM lease

+ WebFAX

+ Control service

+ QSR

Digital ASOptio

[Digital ASOptio Patent]

Digital Aggregated Service Optimization

Customer-focused omnichannel self-service

ETaaS_Digital ASOptio provides the best self-service solution from the customer's point of view allowing the customer to have the same experience regardless of the channel of the contact center.

- ✓ Channel integration
- ✓ Customer journey analysis
- ✓ Authentication service
- ✓ Two-way communication.
- ✓ Consultation support service
- ✓ Call efficiency guide

Digital Thru

Convenient customer experience through web screen

Digital Relay

Flexible service provision through linking internal/external systems

Digital Link

Expanding self-service through channel blending

Digital Journey

Responding to triggers and providing insights by providing customer experience analysis data
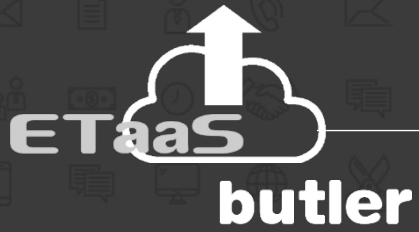
The most efficient start of IDC operation

ETaaS promises high stability and reliability by providing customized design and differentiated infrastructure management services through IDC, which is directly operated and managed so that customers can focus on their core business and tasks.
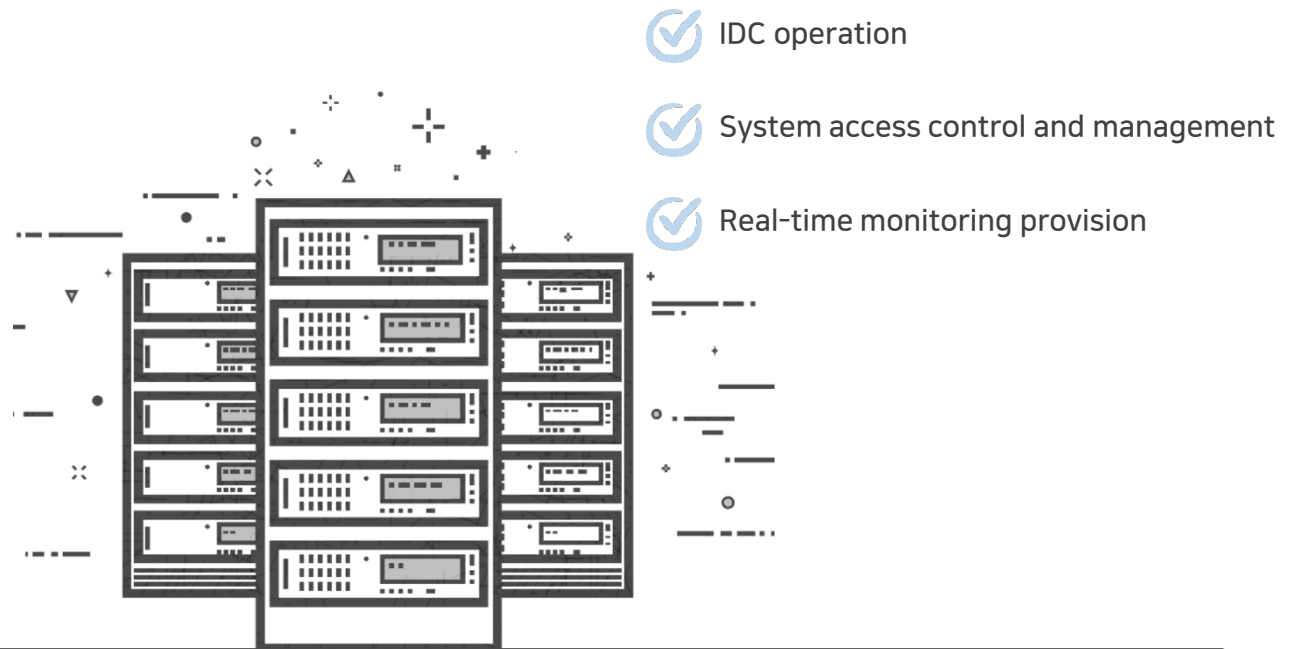
- IDC operation
- System access control and management
- Real-time monitoring provision

ETaaS_butler is an integrated premium resident service.
A total of three people, SPM, Infra PM, and Application PM provide integrated services simultaneously in both resident and nonresident forms. This service dramatically reduces countless resources, such as manpower and time consumption in contrast with customers operating their own contact centers.

Application   SPM   Infra
   (Service Project Manager)

For the customers business success: ECS's Premium Education Service

ETaaS_training has developed a customized curriculum optimized for your work based on years of practical experience and expertise by professional instructors at ECS Telecom, the No. 1 in the industry. This self-paced curriculum provides a robust, well-rounded education allowing you to acquire professional competency and proficiencies to be applied immediately in the field.

ECS Training Center

- ✓ BASIC Course
- ✓ PREMIUM Course
- ✓ CUSTOM Course
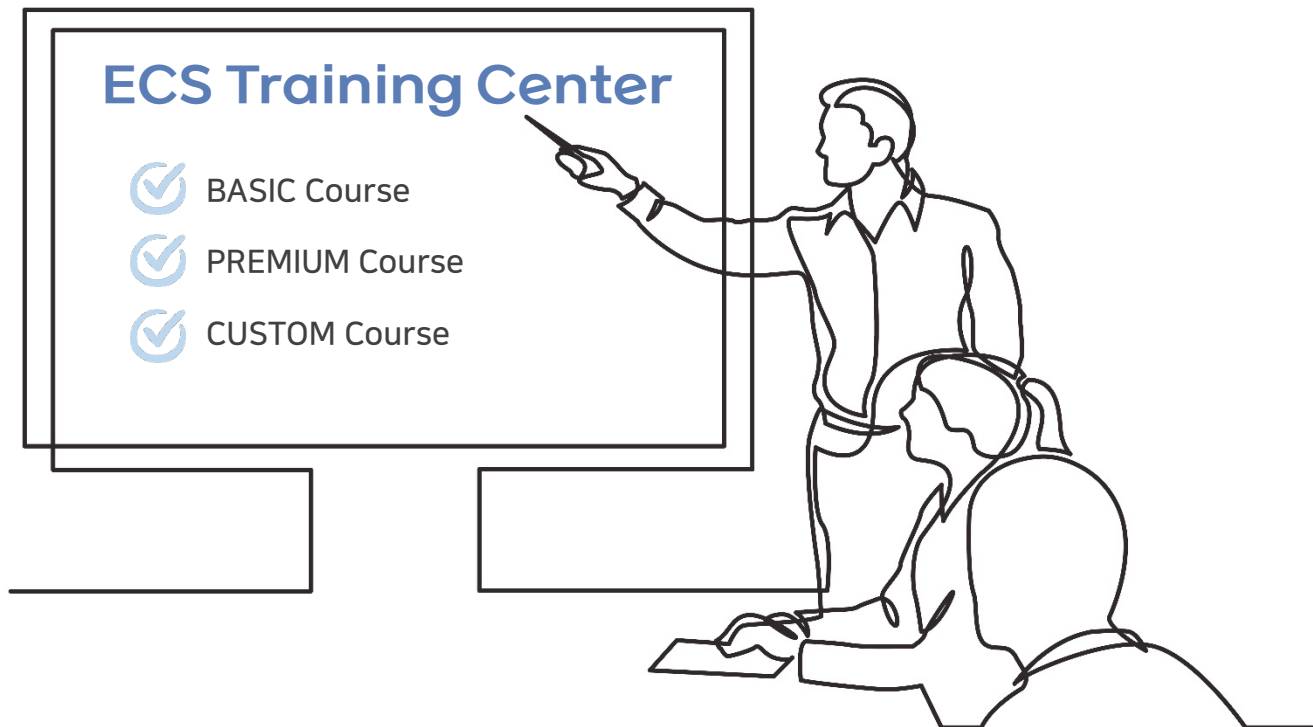
For the customers business success:

ECS's Video conference management portal service

ETaaS_cloud meeting is a portal service for cloud-based video conference management
provided only to ECS Telecom's customers.
When registering as a member with Basic or Premium, all tasks related to video conferencing, such as
opening a custom video conference, modifying a reservation, participating in a conference, and checking
the recording files of past conferences, are available at once by linking with the customer's database.

Specialized video conference
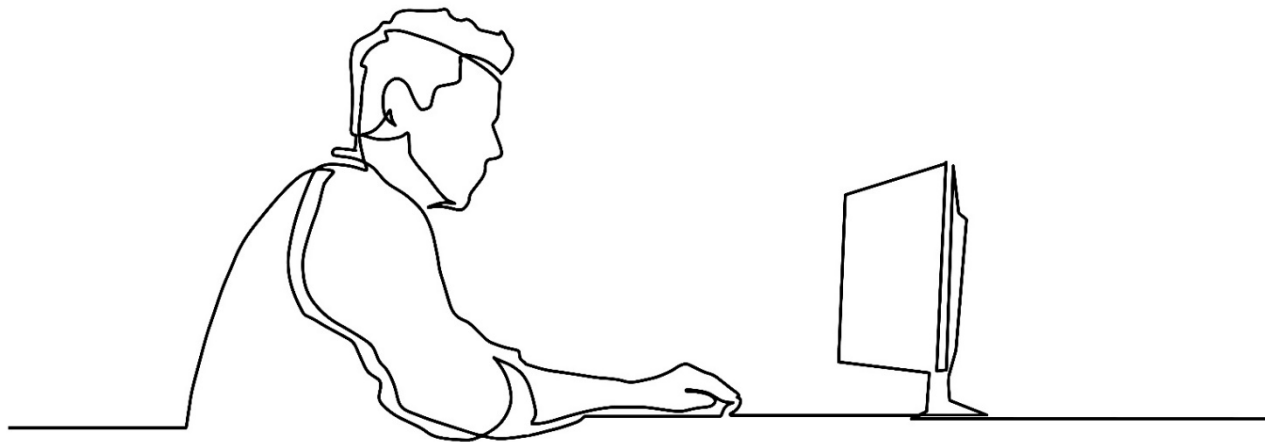
ECS Telecom,

Our internally-developed solutions

ERS

ECA

EWM

EMS

ECS

EIS

EMC

EUC

EVM

ECS Telecom is constantly researching and developing solutions to meet our customer's needs.
Our internally-developed solutions provide an intuitive, convenient and efficient work environment while suggesting ways to achieve customer success.

ERS

Reporting Solution

Contact Center Integrated Statistical Solution

ERS integrates and manages data distributed from contact center systems (CTI, IVR, APP, PDS, etc.).

Through this, integrated reports and real-time monitoring are provided to create a more efficient contact center operating environment.

- integrated report/ Monitoring
- PBX-Based Data Accuracy
- Call Trace analyze
- Report Wizard
- Agent personal monitoring

Report

Phone monitoring
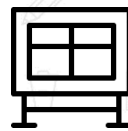
Board

Mobile app

ECA

Customer Care Application

Plug-and-play consulting application

ECA can select the desired counseling module and apply it to the agent screen allowing for immediate installation.

In addition, only necessary work functions are developed and used by the plug-in without redeveloping or modifying an existing system.

- Plug-and-play
- Easy installation Use immediately
- Provides various basic plugins

ECS-desktop

KMS

Campaign

multi-channel

+ AI adviser

3 EWM

Workforce Management
Resource optimization solution

EWM is a solution that enables you to continuously provide higher quality services to your customers at the same cost by optimizing consulting resources.

This solution supports agent schedule management and systematic training in order to increase center operation efficiency for consistent consultation quality control.

Optimization of operation management

Personnel management	Quality management	Performance management	Education and exams	Contractor management.

▪ Optimization of operations
▪ Uniform consultation quality management
▪ Indicator management and performance measurement

▪ Systematic education
▪ Status of manpower by task
▪ Various analysis reports

4 EMS

Management Solution
IT infrastructure integrated management solution

EMS is an integrated IT infrastructure management solution that provides monitoring services for IPT/IPCC systems as well as network, traffic, and server functionality.
In addition, by providing reports and dashboards related to all monitoring, it improves work efficiency and convenience by systematically managing tasks such as events and failures that occur in the entire IT system and operation services.

Integrated control	System/ Service Dashboard	Missing recording detection technology	Channel usage monitoring
Customized SMS	Monitoring of professional communication between systems	Monitoring Report provided	Systematic event/fault management

EIS

Intelligent SIP

SBC(Session Border Controller) Solutions

EIS
- SIP TLS function
- SBC and Media Relay function
- Connection sound function(option)

EIS-coloring
- Setting by representative number, department, time zone.
- Spam blocking function
- Call history inquiry function

EIS-cid
- Caller number change
- Click-to-Call/PDS application
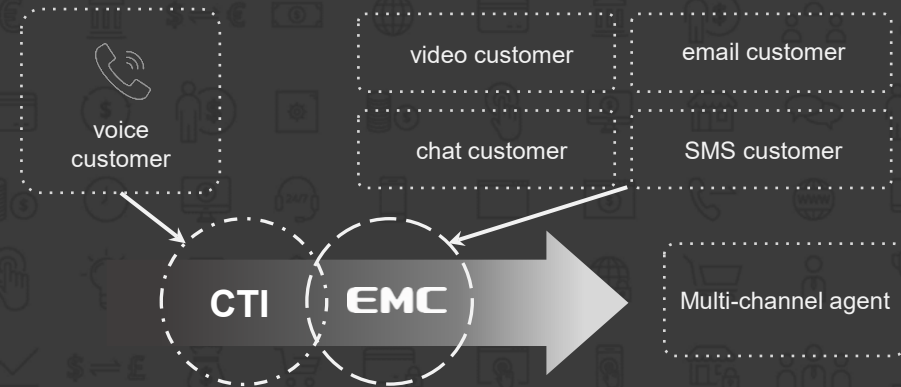- Call response rate low alarm

EIS-ars
- Separate response service for each called number
- Voice response/ Call Back service
- Voice recognition solution interlock

EIS is a solution to meet the encryption standards of national institutions and public offices. It can establish a secure communication network against security and hacking, and also provide a connection sound function simultaneously or independently with SBC.

In addition, it provides ARS and a automatic caller number change service function in an independent construction form.

EMC

Multi Channel Solution

Multi-Channel Contact Center Solutions

voice customer

video customer

email customer

chat customer

SMS customer

CTI

EMC

Multi-channel agent

Utilizing IPCC-based telephone consultation contact center infrastructure, we provide a multi-channel contact center solution that can accommodate various channels of customers such as chatting, video, social media, and e-mail.

- Upgrade to a multi-channel contact center utilizing the existing telephone consultation infrastructure
- Multi-channel integrated routing such as voice, video, chat, email, and social media
- Agent Multi-Channel Call Blending
- Integrated statistics and monitoring
- Multi-channel agent integrated management

7 EUC

Unified Communicator

Chat consultation solution

Increase Productivity & Efficiency

Convenient User Interface

IPCC-IPT Customer data linkage

EUC provides various XML services and IP phone-based supplementary services (MCID, announcements, news, etc.) to IP phones by interworking with Avaya and Cisco IP-PBX.

EUC also provides convenient management by linking its own database with customer personnel information.

Video Manager

EVM 8

Video conference reservation management solution

EVM is a product developed to provide the easiest and most convenient environment for video conferencing.
Through an easy and intuitive UI, meeting reservations and attendance are all made within one platform.
It also provides video conferencing solutions optimized for businesses and enhanced security through the S/W Client.

One-touch multi-way connection

Meeting control & Statistics reporting

Self-development PC & Mobile S/W Client

Passed the NIS security review

ECS Telecom

Our customers

Major customer

	금융(은행/증권/카드/보험)	공공	서비스 & 기타
컨택센터	NH농협은행, 삼성생명 SAMSUNG, kakaobank, 우리카드, 하나은행, Cigna 라이나생명	ex 한국도로공사, 우정사업본부 KOREA POST, NPS 국민연금	MARKET Kurly, SPC, yanolja, 위대한상상, 오늘의집, 무이한항세
IPT/UC	kakaopay securities, 하나금융투자, Hyundai Card, ShinhanLife	국세청, 서울교통공사 Seoul Metro	아시아나항공, HYATT, PARADISE, SKN 세일코리아넷
영상회의	KB, IBK 기업은행, 삼성증권 SAMSUNG, KDB산업은행	서울특별시, 한국전력공사 KOREA ELECTRIC POWER CORPORATION	LG, POSCO, DOOSAN, 하이트진로
협업솔루션	Hyundai Capital, Hyundai Commercial	한국수력원자력㈜	SHINSEGAE, NAVER

Customer Success

KB

**KB AI counseling call-bot system
KB bank 400ch, KB card 100ch
implemented**

1) Developed standard call-bot model
   exclusively for KB
2) Improved efficiency of agent management
   and reduced organizations overall spending
3) Increased synergistic cooperation within
   KB group

- Voice Gateway
- STT
- TTS
- AI Engine
- SOE
- Cloud

kakaopay securities

**Cisco IPCC & IPT

70ch for Agents, 320ch for IPT**

1) Built the best integrated solution for
   securities companies
2) Set-up the big data analysis by STT
3) Automated tasks through auto-call

- ERS
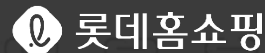- EMS
- Cisco IPT
- Cisco IPCC
- STT
- Auto call

롯데홈쇼핑

**Call Infra Transformation

700ch for agents, 3,500ch for ARS**

IPCC transformation

1) Improved customer experience quality
2) Increased efficiency through improved IT
   infrastructure

- EWM
- EMS
- Digital ASOptio
- Cisco(Network)
- Avaya IPCC

신한캐피탈

**Call System Transformation

300ch for agents**

Implementing recording, Web-FAX,

authentication service

1) Increased utility by building a system optimized
   for the customer's work environment
2) Ensured operational continuity with a complete
   migration of existing systems

- ERS
- Record
- Web Fax
- Avaya IPT
- Avaya IPCC

Digital Workplace

LG

Built a Digital Workplace work environment for 12 affiliates

1) Implemented WebEx Cloud meeting solutions.
2) Implemented EVM(Video Conference Reservation and Management) solutions.
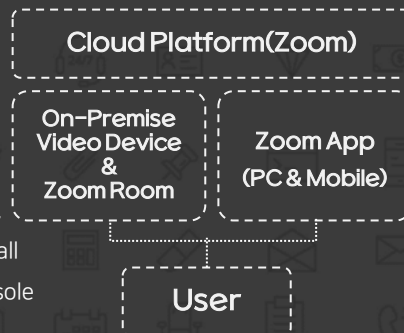3) Installed Cisco specialized hardware solutions as required per customer requirements.

Cloud Platform

WebEx — User

EVM

PARADISE
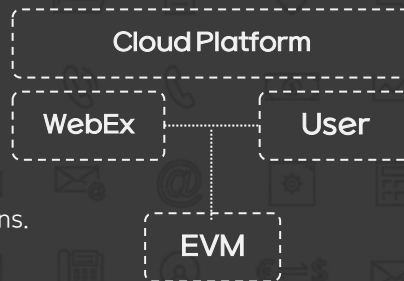
Deployed an IPT system based on Cloud-calling

1) Zoom Phone(Cloud Calling)
2) Zoom Meetings
3) Meetings, Phone, Chat in one Application
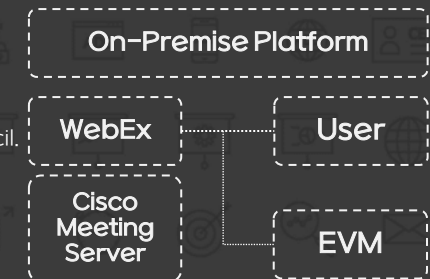4) Deployed traditional enterprise phone capabilities in the cloud (Help desk, IVR, Hunt group)

Cloud Platform(Zoom)

On-Premise SBC

Zoom App (PC & Mobile & Desk phone)

User

NAVER
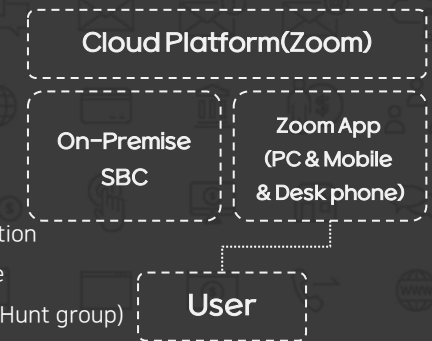
Integrated management of 16 affiliates in one corporate console

1) Zoom Meetings(Enterprise)
2) Zoom Rooms, Large Meeting 1,000, etc.
3) Provided a dedicated admin to manage all group companies from one corporate console

Cloud Platform(Zoom)

On-Premise Video Device & Zoom Room

Zoom App (PC & Mobile)

User

서울특별시의회 Seoul Metropolitan Council

Established an On-premise Video conferencing system

1) Established CMS-based video conference system for the operation of the main council.
2) Implemented an customized layout based on the scenario
3) Provided meeting administration allowing accessibility to participate through video conference reservations via management system.

On-Premise Platform

WebEx — User

Cisco Meeting Server

EVM

ETaaS, at your service

AutoBrain
### Automotive Consulting Group

ETaaS_saas

Customized service for customer

1) Provided flexible and rapid service

2) Provided accurate statistics
and data analysis.

3) Attained stable operation and
support.

Flexible channel variance	Service Stability

Customization

3rd party	Securities

우아인형제들
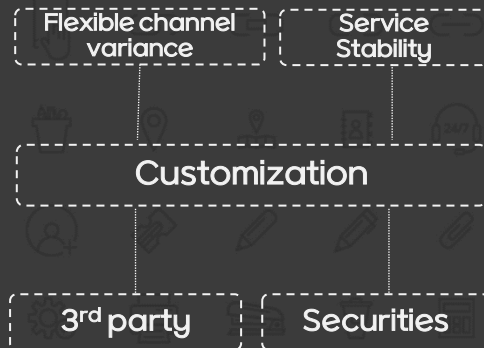
ETaaS_managed service

Operation Service on overall Call
infrastructure system

1) Provided integrated management
services by ECS experts engineers to
support customers.

2) Provided regular service reports, offering
guidance regarding stable contact center
operations.

Experts engineers

System operation   Service review

kakaobank
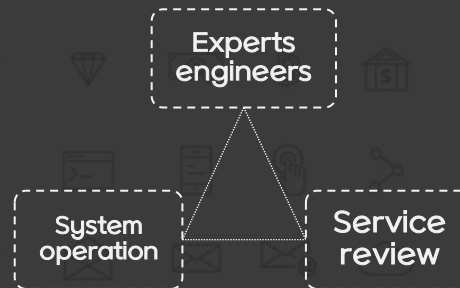
ETaaS_premium maintenance

24/365 maintenance service

1)   Offered 'Topping Service' enabling
customers to choose what they need.

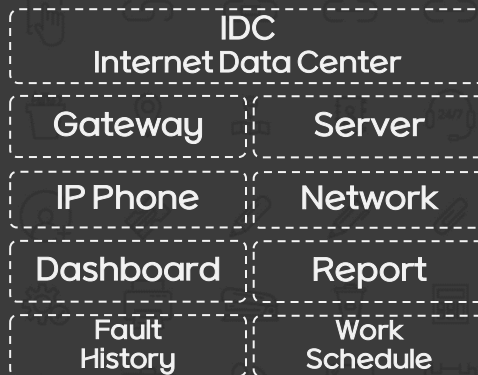2) Provided an expert manager with in-
depth knowledge and experiences.

24/365 Helpdesk

Managing System Lifecycle

Topping Service

ETaaS, at your service

오늘의집

ETaaS_IDC

Optimized and customized integrated management services

1) Provided integrated service of voice/data channels, firewall and monitoring system, etc.

2) Provided management of contact center operation and simultaneous communication with customer by an expert manager.

IDC Internet Data Center	
Gateway	Server
IP Phone	Network
Dashboard	Report
Fault History	Work Schedule

OK저축은행

ETaaS_디지털어숍쇼

Digital Channel Integration Platform

1) Offered an integrated management solution for digital channels.

2) Strengthened customer self-service.

3) Provided support and analysis through customer Journey to operate contact center efficiently.

Digital Thru	Digital Relay
Digital Link	Digital Journey
Omnichannel Solution	

MARKET Kurly

ETaaS_butler

All in one premium resident service

1) Provided constant support when failure occured.

2) Provided an a team of expert engineers to support the stable operations of customer's contact center

- SPM
- All in One Premium Service
  - Infra
  - Counseling app

Contacts

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