

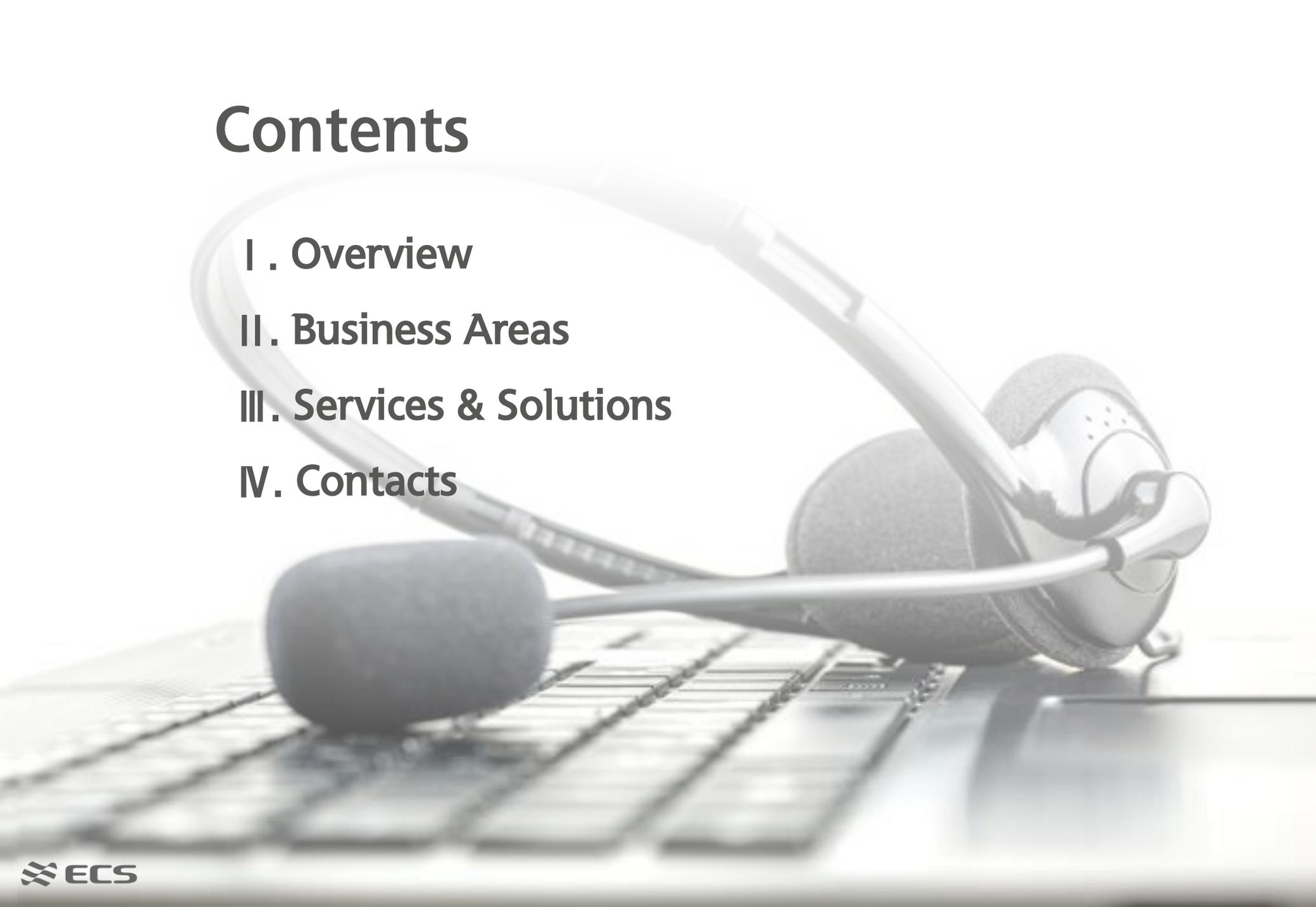


Enterprise Communication Solutions

Introduction to ECS Telecom

We offer the highest quality of service to customers and take full responsibility.
The frequent praise and recognition we receive from our customers
lets us know that we are *THE BEST*.

Contents

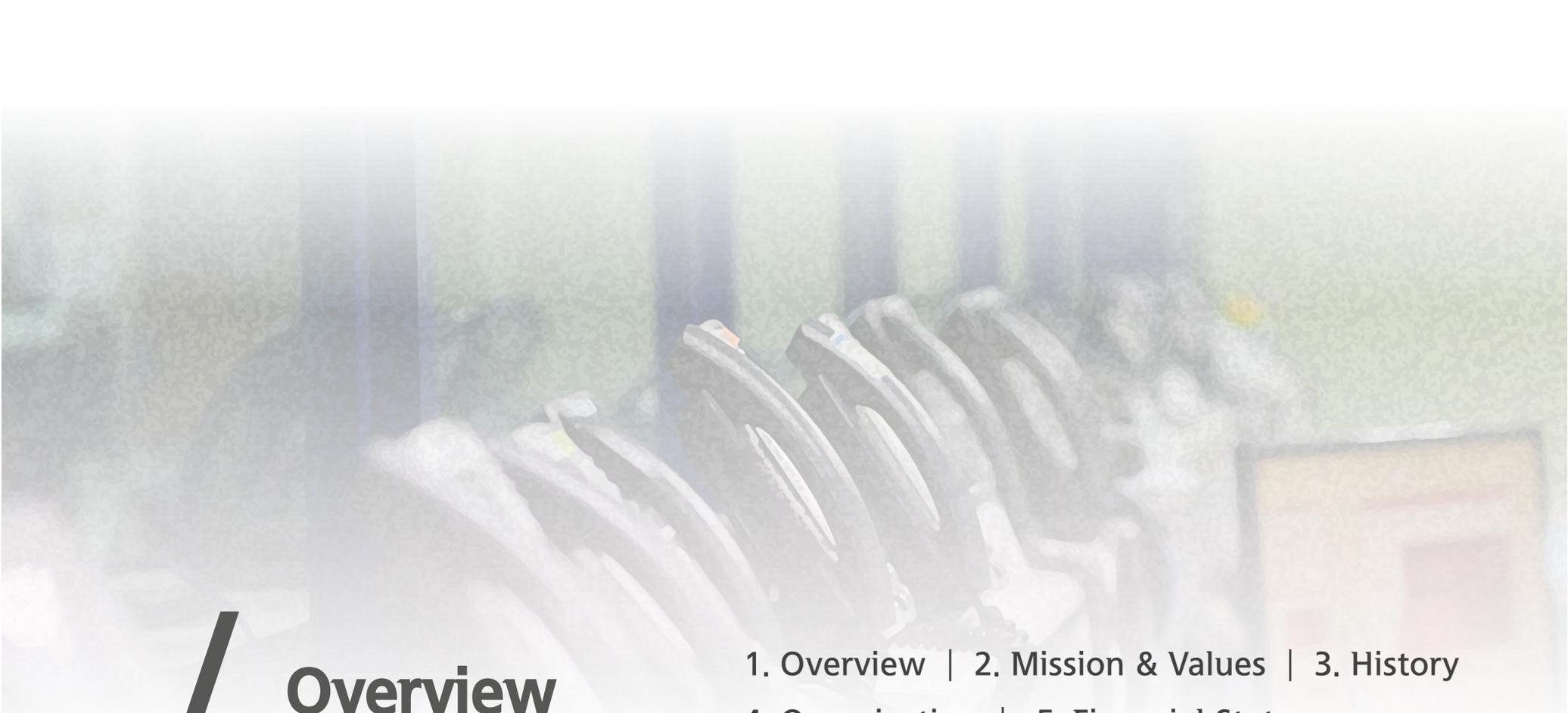
A pair of silver and black over-ear headphones with a flexible boom microphone is resting on a laptop keyboard. The background is a soft, out-of-focus white.

I . Overview

II . Business Areas

III . Services & Solutions

IV . Contacts



/ Overview

1. Overview | 2. Mission & Values | 3. History
4. Organization | 5. Financial Status

1. Overview

Since 1999, **ECS Telecom** has been a leader in the field of **Enterprise Voice Solutions**. ECS strives to provide the best solutions to our customers through continuous investment and development in the fast-changing technology environment.

Overview

(July, 2017)

Company Name	ECS Telecom Co., Ltd.
CEO	Hae Nam Hyon
Founding Date	7 th Oct, 1999
KOSDAQ	18 th Dec, 2007
Employees	147+
Address	2~6F, Banpo-Daero 28-gil, Seocho-Gu, Seoul, Korea
Phone Number	+82 2 3415 8300
Web Site	www.ecstel.co.kr
Business Area	<ul style="list-style-type: none">- CC / UC- Video Conferencing- Network Integration- Total Maintenance Services- System Integration & Consulting



2. Mission & Values

I. Overview



Providing the best Enterprise Communication Solutions (CC/UC).



Having a strong sense of pride in working at ECS.



ECS is recognized as the best in the field.

We are ***Different***

We offer the highest quality of service to customers and take full responsibility.

We are ***Proud***

The frequent praise and recognition we receive from our customers lets us know that we are the best.

3. History

History & Awards



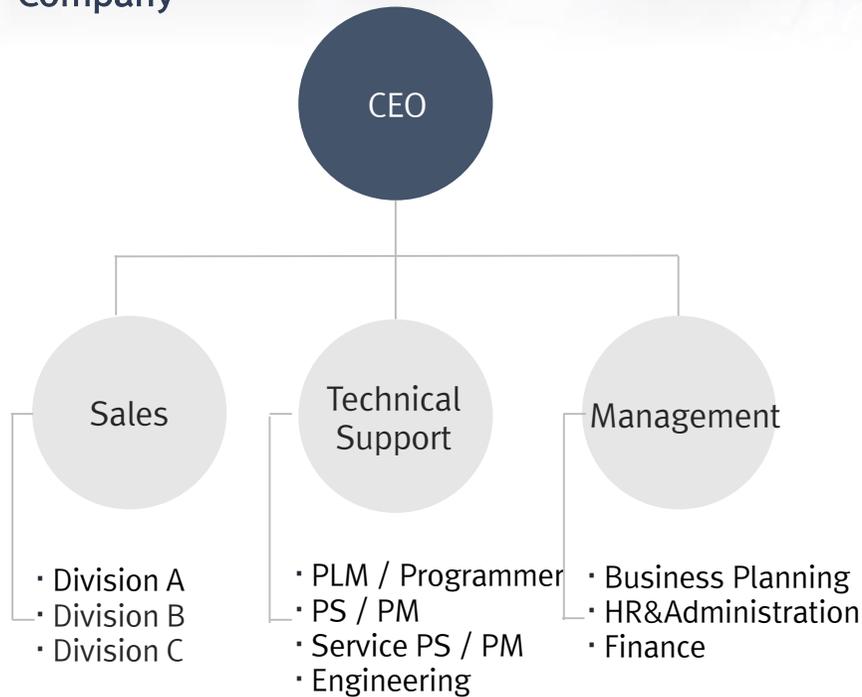
- 1999 Foundation of ECS Telecom
- 2000 Capital Investment from KTB Network
- 2000 Capital Investment from AJU Investment Engineering
- 2001 Venture Business Certification
- 2001 Capital Investment from Seoul Fund
- 2004 New Technology Venture Business Certification

- 2006 New Technology Venture Business Certification
- 2007 Listed on KOSDAQ
- 2008 Technical Assurance Company Certification
- 2010 New Technology Venture Business Certification

- 2014 National Tax Service 'Outstanding Taxpayer Award'
- CISCO Partner Award
- 2014 APJC 'Significant Competitive Displacement'
- Korea 'FY14 Best Achiever of the Year'
- 2014 Ministry of Foreign Affairs 'Excellent Service Award'
- 2015 AVAYA Partner Award 'Top Enterprise Partner'
- 2015~ 2016 ASPECT APAC 'Partner of the Year' Award 2 Consecutive Years
- 2013~ 2016 Frost & Sullivan Korea 'UC SI of the Year' Award, 4 Consecutive Years
- 2016 AVAYA APAC 'Partner of the Year'
- 2017 ASPECT 'Global Partner of the Year'

4. Organization

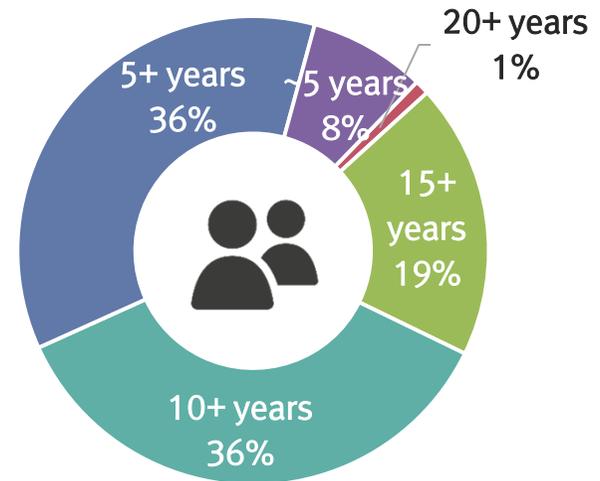
Company



[Total number of employees] (August, 2016)

Sales	Technical Support	Management & Planning	Total
36	101	10	147+

Engineering Department



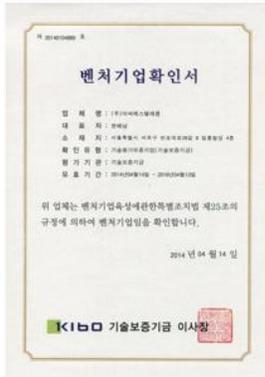
[Total number of engineers]

Classification	Number of engineers
15~20+ years experience	20
~10+ years experience	81
Total	101

4. Authorizations

I. Overview

Authorizations



Venture Business Certification



INNO-Biz



TTA Verified – IP Phone
(Avaya ACM/CS1K, Cisco UCM)



TTA Verified – IPv6 Host Core
(Avaya ACM/CS1K)

Status of Patents and Programs

Classification	Category	Details	Number
Patents	PBX	Networking systems and others	11
Programs	Contact Center	EMC/ ETS/ ERS Contact Center statistical systems and others	27
	UC	EU Server programs – Avaya / LGN	7
	PBX	M-Link / RSM Service programs	2

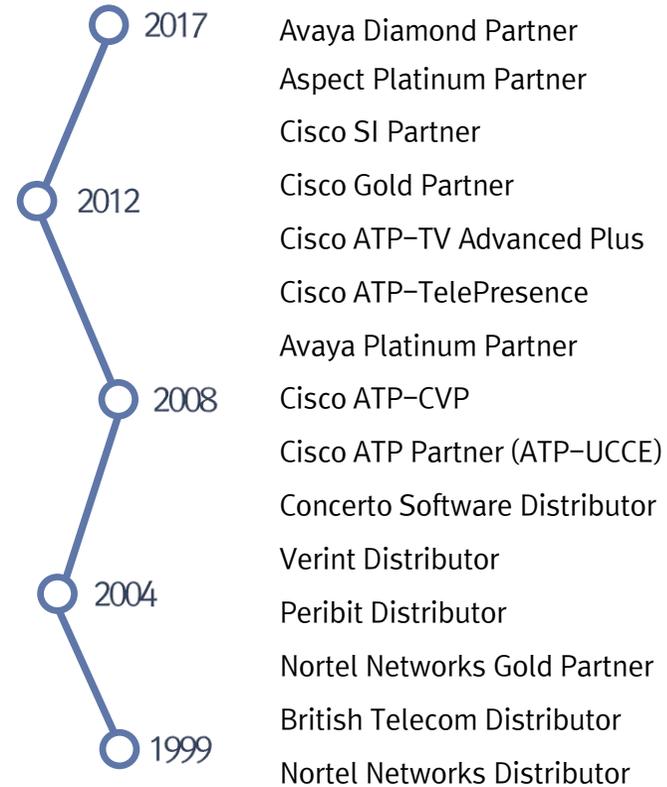
11 patents and 36 programs developed in-house

4. Partnerships

Global Vendor Partnerships



Partnership History



5. Financial Status

Financial Information

[Unit: Million USD, 1100KRW/\$]

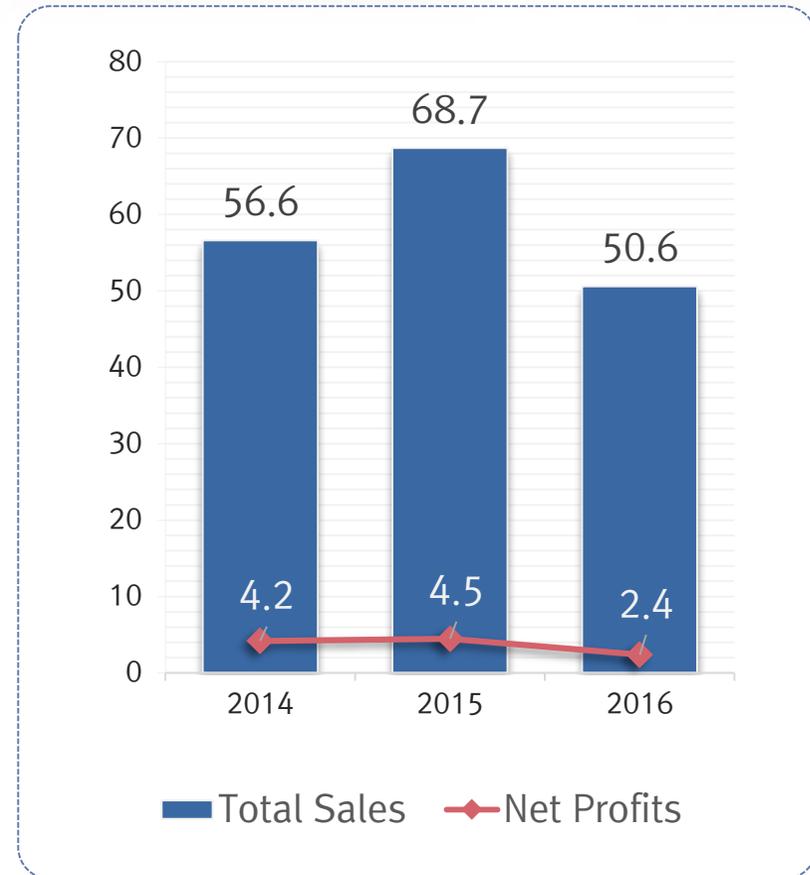
Classification	FY2014	FY2015	FY2016
Gross Asset	46.1	57.3	48
Total Capital	33.3	36.5	37.6
Total Sales	56.6	68.7	50.6
Net Profits	4.2	4.5	2.4

(※ Fiscal Year: from 1st April to 31st March)

Financial Stability

Classification	ECS Telecom	Average of Industry
Credit Rating	A+	-
Debt Ratio	27.6%	100.6%

(※ Profitability for 18 consecutive years)





// Business Areas

1. Partners | 2. ECS Business

3. Competitiveness | 4. Major Customers

1. Partners – Avaya

II. Business Areas

Avaya Partnership & Certifications



- ✓ Avaya 1 Tier Partner
- ✓ Avaya Edge Diamond Partner
- ✓ Avaya Expert Specialization
 - Enterprise UC Expert
 - Enterprise CC Expert
 - Mid-Market UC/CC Expert

Business Areas & Major Solutions



Unified Communications

- IPT & UC
- Conferencing
- Unified Development Platform (Breeze)
- Desktop, Mobile Collaboration Solution(Equinox)



Contact Center

- Integrated Contact Center
- Multi-channel
- Omni-channel(Oceana)
- Virtualization Based

Comprehensive Management & Services

● Cisco Partnership & Certifications



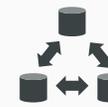
- ✓ Cisco SI Partner (1 Tier)
- ✓ Cisco Gold Certified Partner
 - Advanced Enterprise Networks Architecture Specialization
 - Advanced Security Architecture Specialization
 - Advanced Collaboration Architecture Specialization
 - Advanced Data Center Architecture Specialization
- ✓ Cisco ATP(Authorized Technology Provider)
 - ATP-UCCE (ATP-CVP)

● Business Areas & Major Solutions



Collaboration Solutions

- IPT & UC
- IPCC
- Video



Network Integration

- Router / Switch
- Access Point/AP controller
- Firewall, IPS, IDS
- NMS (Network Management System)



Data Center & Virtualization

- UCS Server
- Nexus Switching
- Virtualization



Cloud

- Meraki
- Spark

Comprehensive Management & Services

1. Partners – Aspect

II. Business Areas

Aspect Partnership & Certifications



AUTHORIZED
CHANNEL PARTNER

- ✓ Aspect 1 Tier Partner
- ✓ Aspect Platinum Certified Partner
- ✓ Aspect Expertise
 - Unified IP
 - Workforce Optimization
 - Advanced List Management
 - Customer Experience

Business Areas & Major Solutions



All in One Contact Center Solution

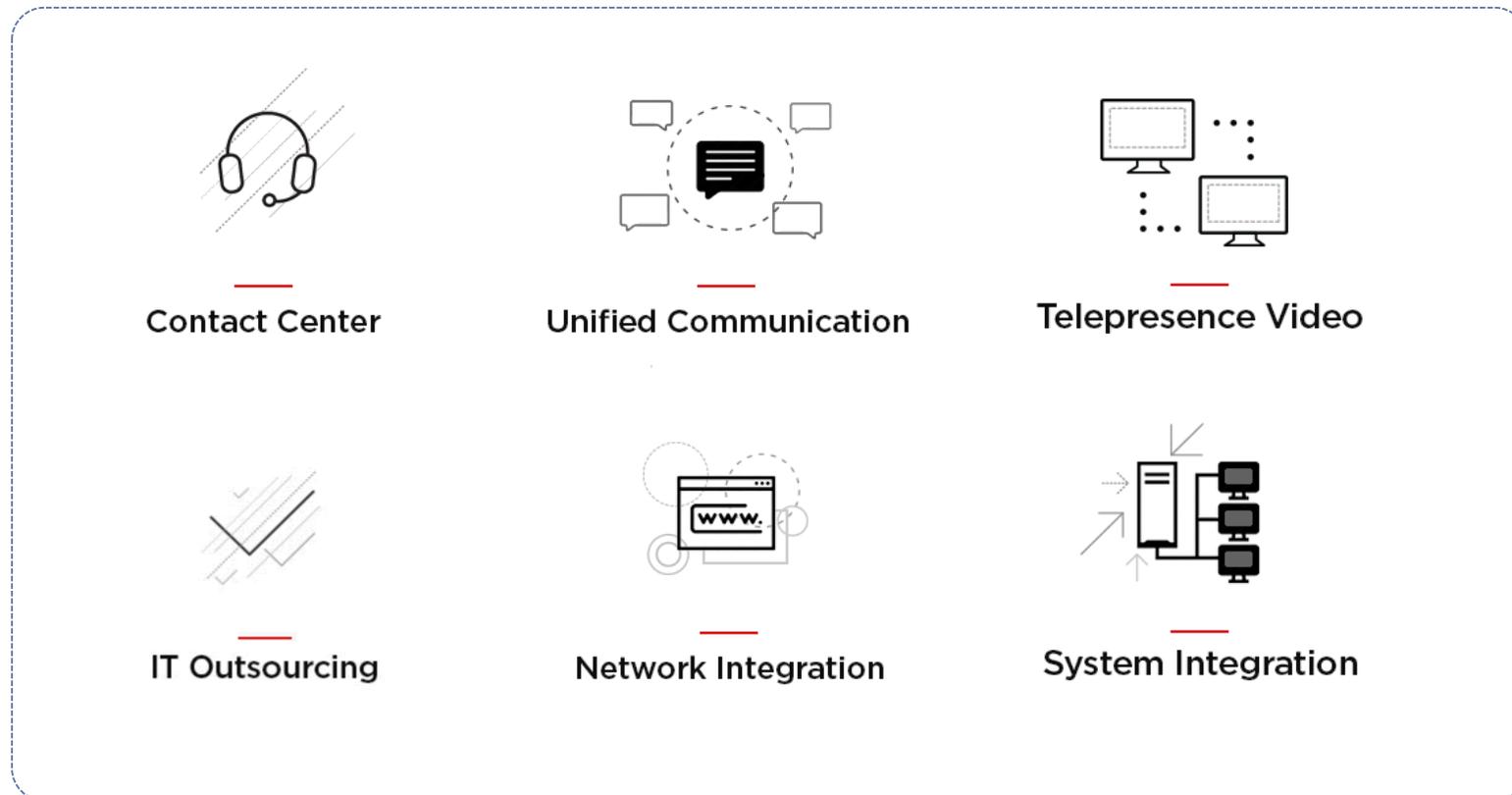
- Inbound(ACD/Call Blending)
- Outbound(Preview/Predictive/Precision)
- TDM / VoIP Support by same System
- IVR (Interactive Voice Response)
- Recording System
- Reporting System
- Omni-Channel
- WFM(Workforce Management)

Comprehensive Management & Services

2. ECS Business

II. Business Areas

ECS provides solutions in several business areas including Contact Center, Unified Communication, Telepresence Video, and System Integration. Our technical team provides specialized service and support for IT outsourcing. They also engage in global consulting for customers.



3. Corporate Competitiveness



Stability

- 18 consecutive years of profitability
- Stable financial status
- A+ credit rating



Expertise

- Highly-trained and creative human resources
- The first R&D center in the industry in Korea
- Numerous patents and programs developed in-house

500+ Customers
2,000+ Systems Installed



Experience

- Providing only Telecommunications solutions & services for 18 years
- Extensive list of major projects successfully completed
- No.1 market share in the industry



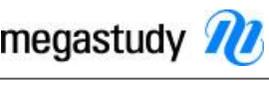
Service

- Qualified technical support team
- Nationwide coordinated customer service system
- 24-hour operating service desk

4. Major Customers

II. Business Areas

Representative Customers

	Bank/Securities	Card/Insurance	Public	Media/Education	Distribution/Service
CC	 KEB Hana Bank	 Cigna. 라이나생명	 ex Korea Expressway Corporation	 Gallup KOREA	 KOREAN AIR
	 kakaobank	 WOORI CARD	 Ministry of Foreign Affairs	 에듀채널리지	 coupang
IPT/UC	 KB Kookmin Bank	 ING	 National Tax Service	 t-broad	 Johnson & Johnson
Video	 SAMSUNG SECURITIES	 AIA 생명	 Ministry of Public Safety and Security	 서울대학교의과대학 SEOUL NATIONAL UNIVERSITY COLLEGE OF MEDICINE	 AMORE PACIFIC CORPORATION
Network	 Industrial Bank of Korea	 Cash Bucks	 서울교통공사 Seoul Metro	 megastudy	 PARADISE
ITO	 KB Kookmin Bank	 Cigna. 라이나생명	 MOLIT Ministry of Land, Infrastructure and Transport	 chosun.com	 USG BORAL



/// Services & Solutions

1. Contact Center | 2. Unified Communication
3. Video | 4. Network Integration | 5. IT Outsourcing
6. System Integration & Global Consulting

1. Contact Center Solutions

IP Contact Center is a communication system based on IP PBX that improves customer service and sales performance by integrating multi-channel Contact Center solutions such as e-mail, chatting, web services, and many others, enabling customers to build efficient contact centers.

IPCC

IPCC

IPT & UC

Video Conference

Network Integration

IT Outsourcing

SI & Consulting

- Omni Channel Communication Contact Center (Voice/Video/E-mail/Chat/Fax/Others)
- Inbound & Outbound Contact Center
- All in One Contact Center
- Virtualization Contact Center

✓ Avaya Diamond Partner

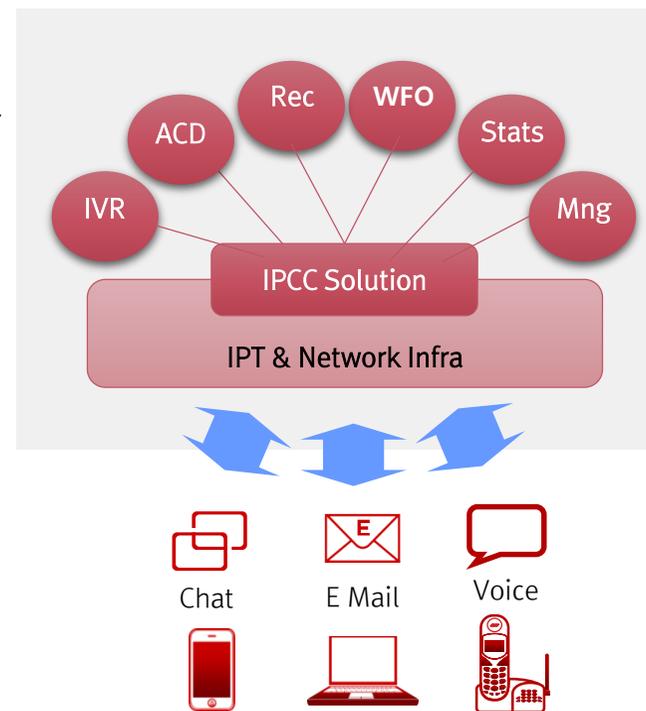
AVAYA

✓ Cisco SI Gold Partner
- ATP-UCCE

CISCO

✓ Aspect Platinum Partner

aspect



2. Unified Communication

Our Unified Communication solution provides customers with various UC solutions such as Voice Call, IM, Presence, Web Conferencing and e-mail by linking IP Systems to UC applications.

IPT & UC

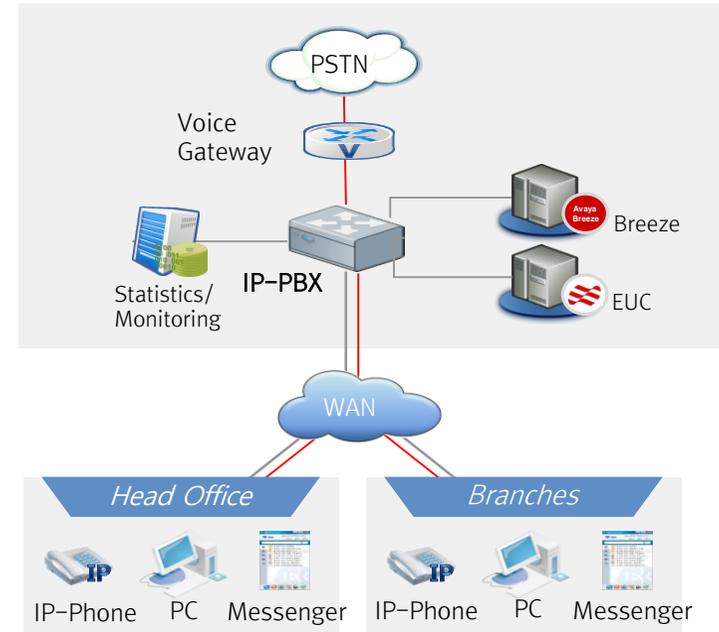
- IPCC
- IPT & UC**
- Video Conference
- Network Integration
- IT Outsourcing
- SI & Consulting

- IPT & Network Integration
- IPT & Unified Communication
- Mobile, FMC
- Smart Work Center
- Unified Development Platform

✓ Avaya Diamond Partner



✓ Cisco SI Gold Partner



3. Video Conference Solution

Our Video Conference Solution creates a collaborative work environment for customers, allowing customers to easily conduct meetings and connect with team members long distances apart in a lifelike manner. This reduces costs and improves work efficiency.

- IPCC
- IPT & UC
- Video Conference**
- Network Integration
- IT Outsourcing
- SI & Consulting

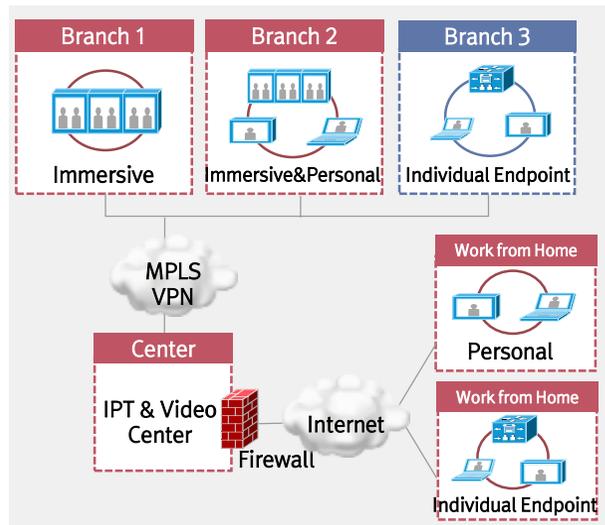
Video Conference

- Immersive, Standard Video Conference Room
- Individual(S/W on Desktop) Video Conferencing
- Video Conferencing based on Mobile or Web
- Meeting reservation, Recording
- Camera Tracking & Controlling of AV Solutions

✓ **Avaya Diamond Partner**
– Avaya Radvision



✓ **Cisco SI Gold Partner**
– ATP-TelePresence Video Advanced Plus



Immersive
(Large & Medium size)



Standard
(Small & Medium size)



Desktop
Web/Mobile

4. Network Integration

Network Integration provides for stable and effective network building services. Our highly skilled technicians provide security, wireless, and network integrated solutions to optimize customer network systems.

Network Integration

IPCC

IPT & UC

Video Conference

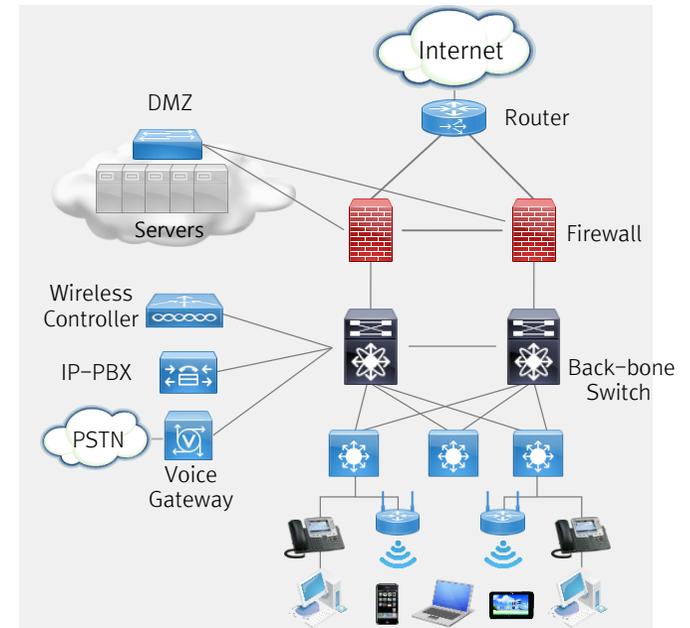
Network Integration

IT Outsourcing

SI & Consulting

- Unified Network
- Security, Managing, Monitoring Solutions
- Voice & Data Network
 - Administrative Agencies IP-Phone (C-Hub)
 - Mobile, FMC

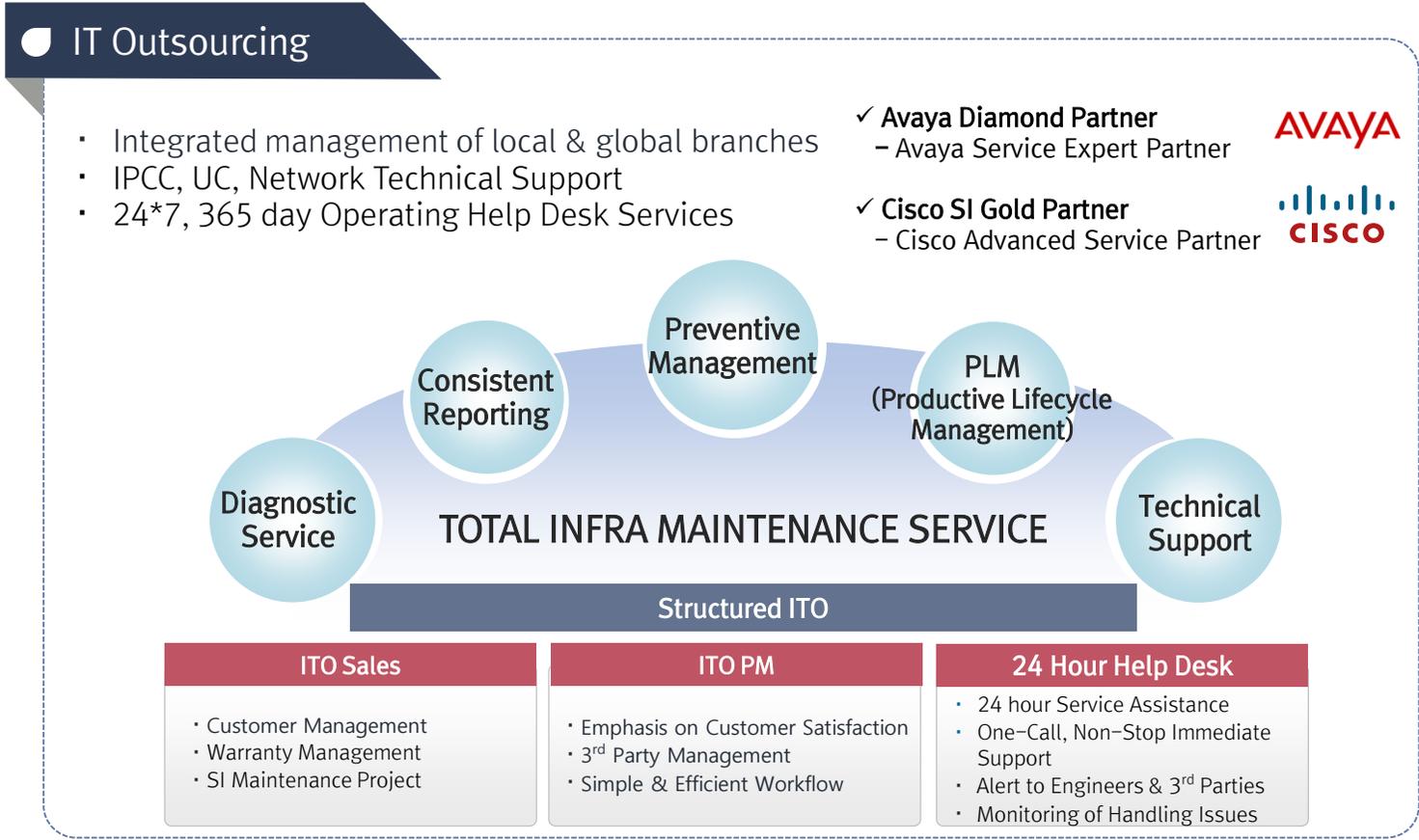
✓ Cisco SI Gold Partner



5. IT Outsourcing Service

IT Outsourcing works by combining our service sales team with our service PM/technical support staff to provide consistent & systematic support and service to customers.

Conference Room



- IPCC
- IPT & UC
- Video Conference
- Network Integration
- IT Outsourcing**
- SI & Consulting

6. SI & Global Consulting

System Integration is a process that begins with a diagnosis and analysis to create a plan that combines the customer's hardware, networks, and applications into one solution based on the specific needs of the customer. Our technicians also provide consulting services to our customers' overseas branches.

SI & Consulting

IPCC

IPT & UC

Video Conference

Network Integration

IT Outsourcing

SI & Consulting

System Integration

- Diagnosis & Analyze Customer Needs
- Information System Design & Implementation
- Develop Application Software
- Implement System and Maintain Operation

Global Consulting

- Global IPT & IPCC System
- Global TelePresence Video System
- Global Smart Work Center
- Project Consulting & Professional PM
- Technical Support & Maintenance Service





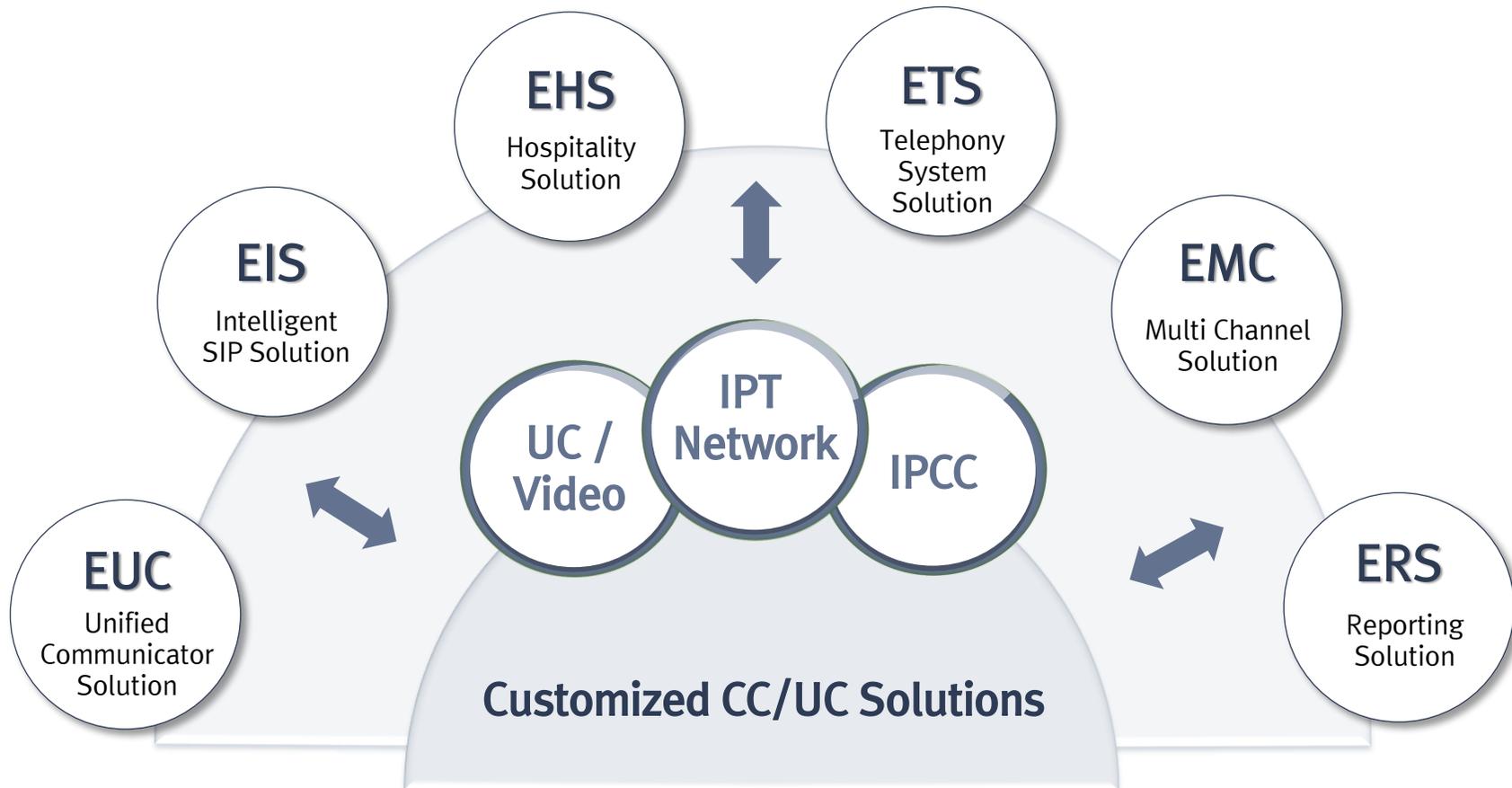
ECS-Developed Solutions

1. ERS | 2. EMC | 3. EUC | 4. ETS | 5. EIS | 6. EHS

Major Solutions

ECS has an R&D department to develop and provide the ideal solutions for customers.

Conference Room



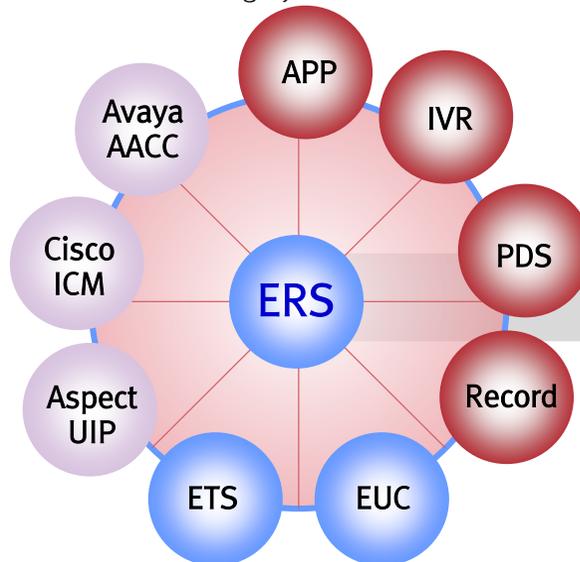
1. ERS

ERS(Enterprise Reporting Solution) collects information from various separated contact center systems(CTI, IVR, APP, PDS). ERS allows for real-time monitoring and offers integrated reports to better manage the contact center operating environment.

- ERS
- EMC
- EUC
- ETS
- EIS
- EHS

Advantages of ERS

- Integrated Report/Monitoring (IVR, CTI, Rec, APP)
- Accurate Data based on PBX
- Call Trace Analysis
- Report Wizard
- Private Monitoring by Users



Report

Phone Monitoring

Monitor Display

Phone Display

Mobile App.

2. EMC

III. ECS Solutions

EMC(Enterprise Multi Channel Solution) is a multi-channel contact center solution that gives customers the freedom to utilize various customer channels such as chat, video, SNS, and e-mail using phone consulting contact center infra based on IPCC.

ERS

EMC

EUC

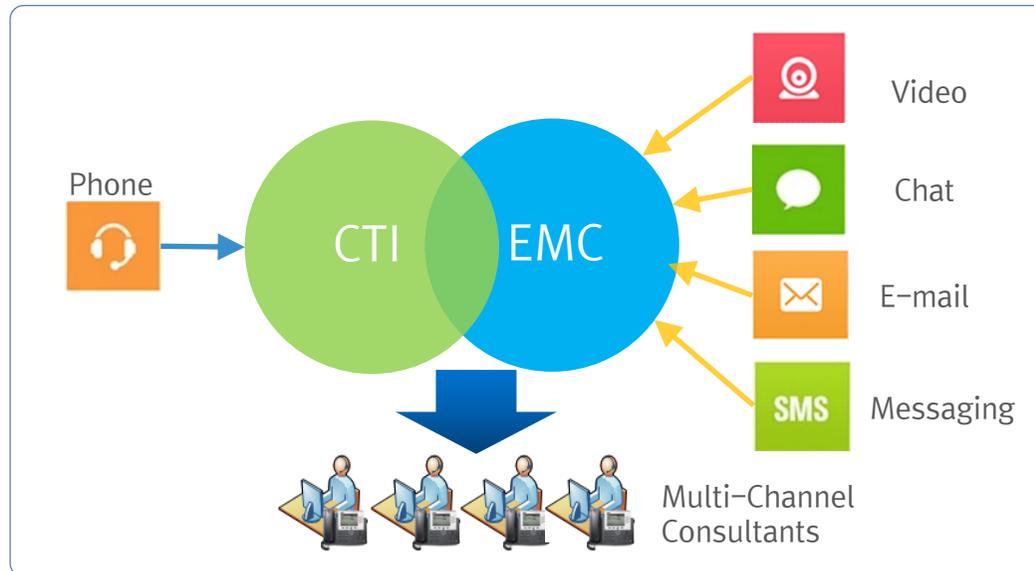
ETS

EIS

EHS

Advantages of EMC

- Multi-channel contact center upgrade using current phone consulting infra
- Multi-channel unified routing such as chat, video, SNS, and e-mail
- Multi-channel 'Call Blending'
- Monitoring and unification of statistics
- Unified Management of multi-channel consultants



Video Conference Service



Chatting Service



3. EUC

EUC(Enterprise Unified Communicator) equips the IP Phone with various XML services & additional services such as MCID, Notice and News. EUC also links the database with customer information, allowing for more effective management.

- ERS
- EMC
- EUC**
- ETS
- EIS
- EHS

Advantages of EUC

- Improved productivity, efficiency
- Convenient user interface
- No vendor needed (Avaya, Cisco, LG)
- IPCC – IPT Customer data unification



Messenger



IP Phone Connection

Functions(Features)

- Messenger Connection
- Presence
- Click To Call
- Unifying Messaging System
- MCID



Messenger Connection

Convenient 3rd Party messenger or group ware connection through EAPI

Presence

Presence information provided

Click To Call

Click To Call offered in groupware and messenger

Unifying Messaging System

Efficiently unifies with communication group ware based on messenger

MCID (Multimedia Call ID)

Displays personal information on IP Phone

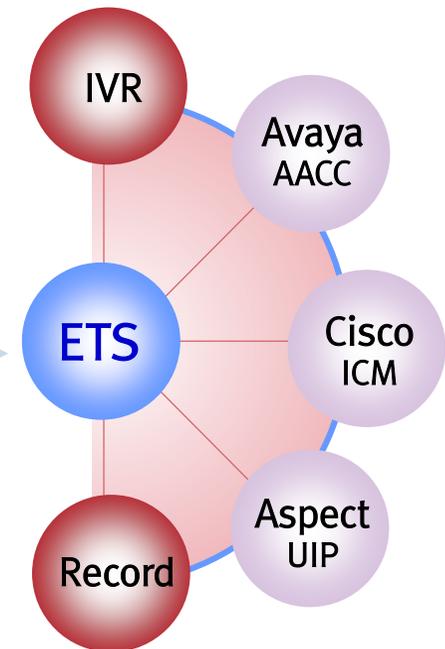
4. ETS

ETS (Enterprise Telephony Service) is CTI API used to develop contact center consulting applications. This is an API program necessary for developing softphones, which makes it easier for users to control phones and transfer customer data.

- ERS
- EMC
- EUC
- ETS**
- EIS
- EHS

Advantages of ETS

- API for softphone development
- IVR data sending
- Transfer of recorded data
- Customer authentication
- Formats offered: DLL, OCX, Non ActiveX



5. EIS

EIS(Enterprise Intelligent SIP) is an SBC (Session Border Controller) solution that meets the encryption standard of Government Organizations, resulting in the implementation of secure communication networks. EIS offers EIS-coloring to meet the customer's needs and can also allow for ARS and EIS-recording functions.

ERS

EMC

EUC

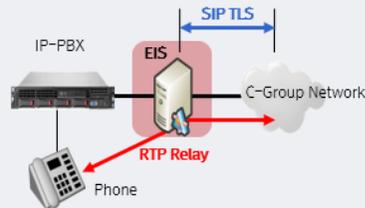
ETS

EIS

EHS

EIS

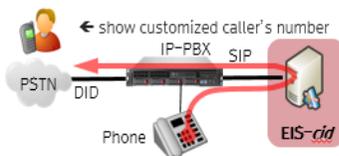
- SIP TLS offered
- SBC & Media Relay
- Coloring offered(optional)



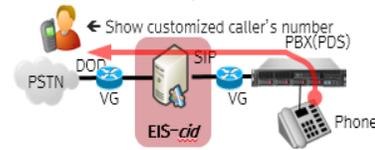
EIS-cid

- Caller's number changing following a receiver
- Click to call and PDS applicable
- Notify when call rate is low

(When the PBX is SIP capable)

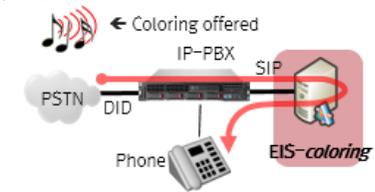


(When the PBX is not SIP-capable)



EIS-coloring

- Setting number (representative and specific) by team and by time
- Spam blocking
- Call record search inquiry



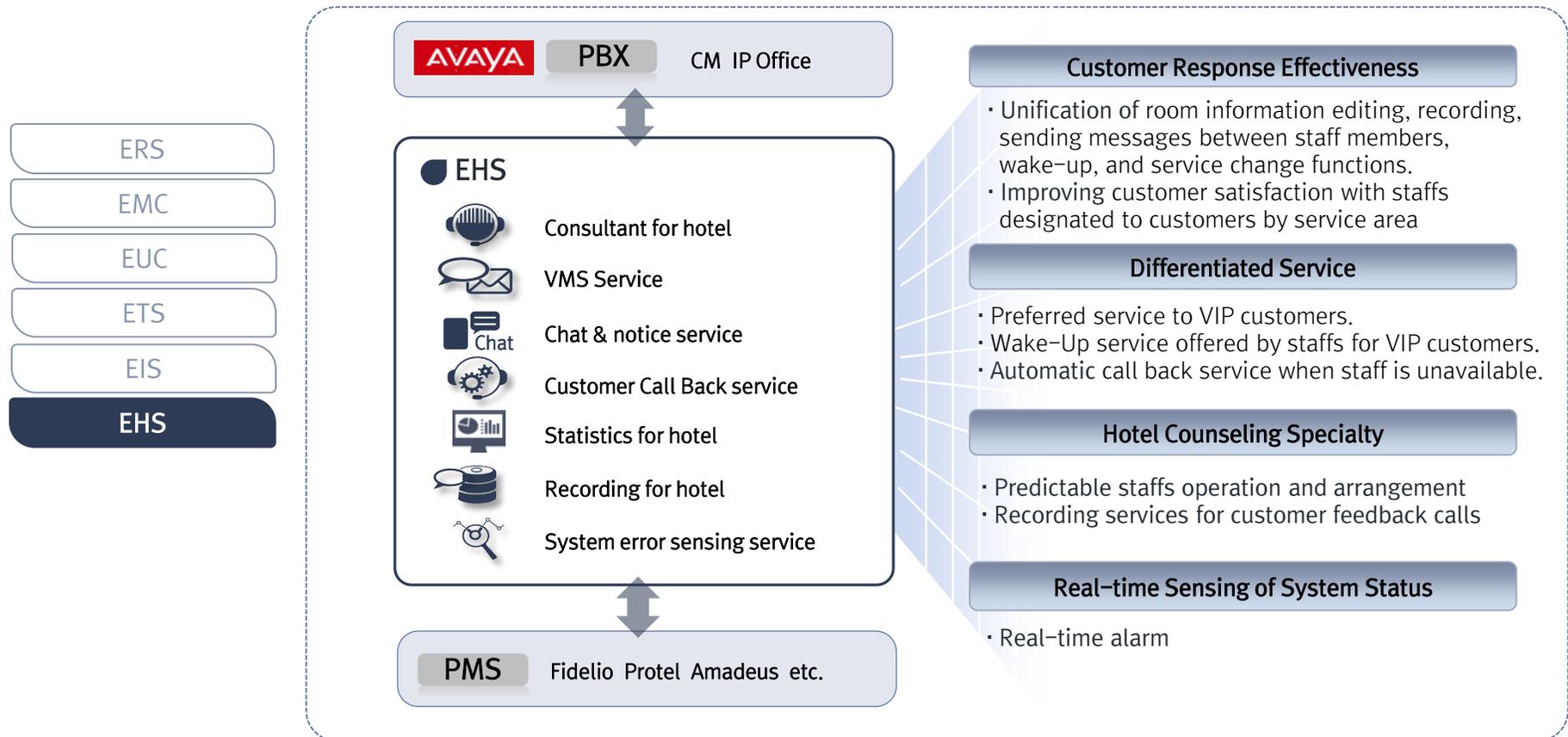
EIS-ars

- Call answering service differentiated by caller's number
- Voice answering or call Back service
- Connection with voice recognition solution



6. EHS

EHS(Enterprise Hospitality Solution) is a Enterprise Hospitality Unified Communication solution for hotel that offers functions such as IVR for Call-Back & Hotel Recording. EHS increases the effectiveness and efficiency of customer service by collecting information from various systems and presenting the information in a unified way on one screen.



IV. Contacts

● Main Office

8, Banpo-daero 28-gil, Seocho-gu, Seoul, Korea 06648
Phone : 02-3415-8300 Fax : 02-3415-8339

● Busan Office

5F, Daewon Bldg., 251, Worldcup-daero, Yeonje-gu, Busan, Korea 47525
Phone : 051-507-4430 Fax : 051-507-4432

● Contact Information

Website www.ecstel.co.kr
E-mail ecs@ecstel.co.kr
Sales Support 02-3415-8303, sales_support@ecstel.co.kr
Technical Support 02-3415-8383, helpdesk@ecstel.co.kr