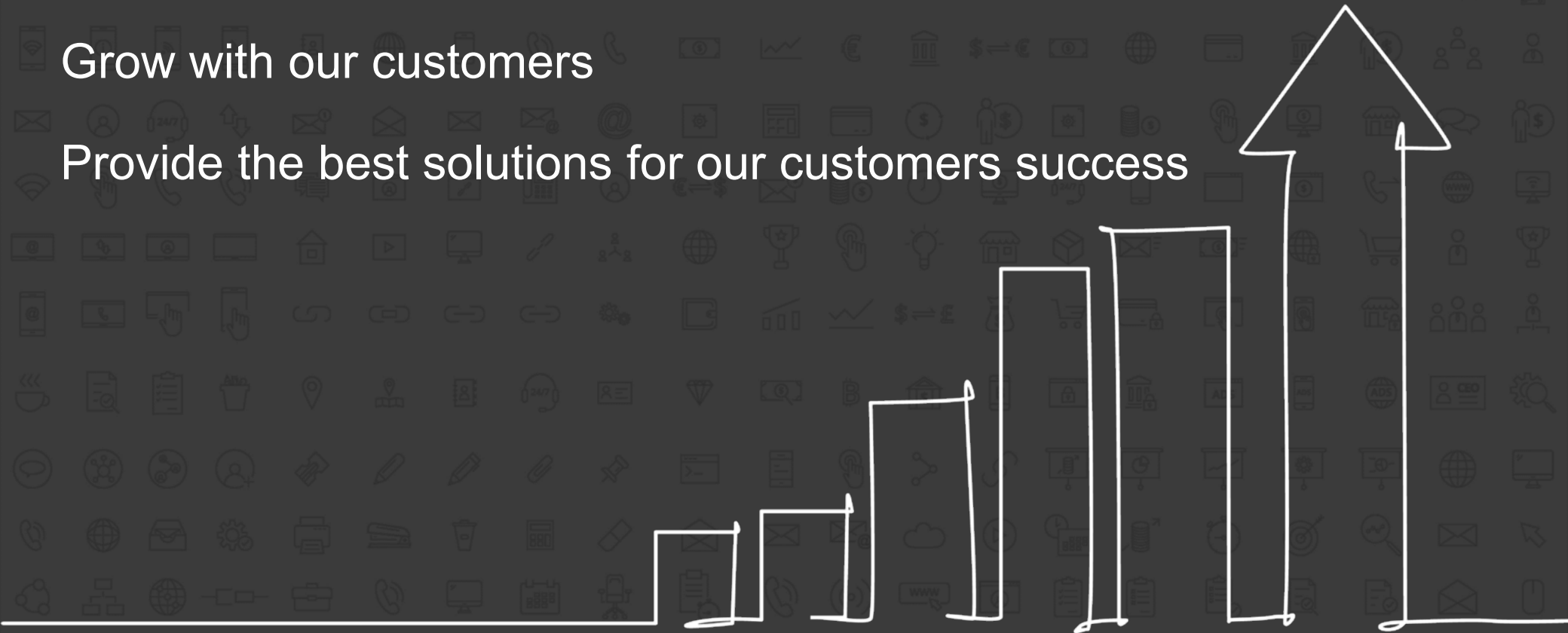


Enterprise Communication Solutions

Introduction to ECS Telecom

Grow with our customers

Provide the best solutions for our customers success



Through ECS Numbers

7th Oct. 1999

Founding date

173

Employees

69.7%

Ratio of engineers on staff

A+

Credit rating

200+

Customers

747 billion won

Revenue*

22 consecutive years

Financial Profitability

No.1

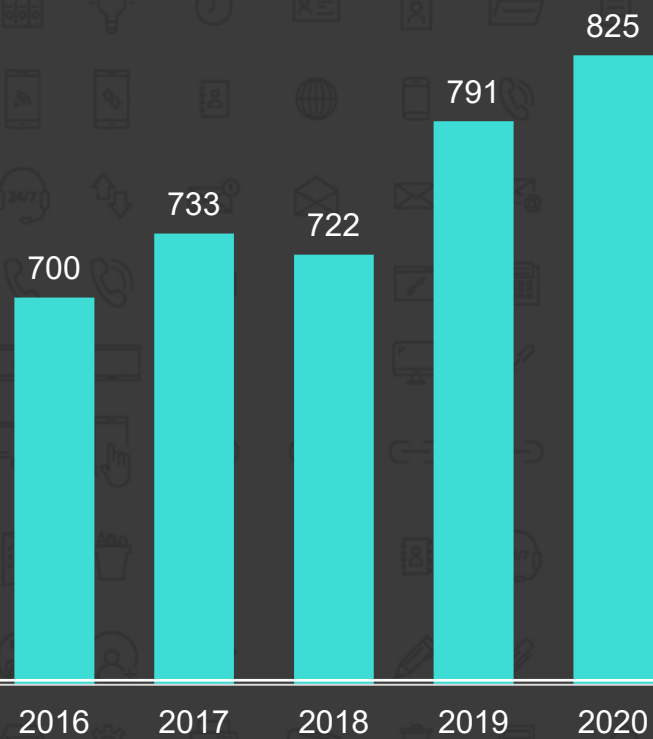
Rated in industry / Global vendor partnership

*Based on 31st March 2021

Through ECS Numbers

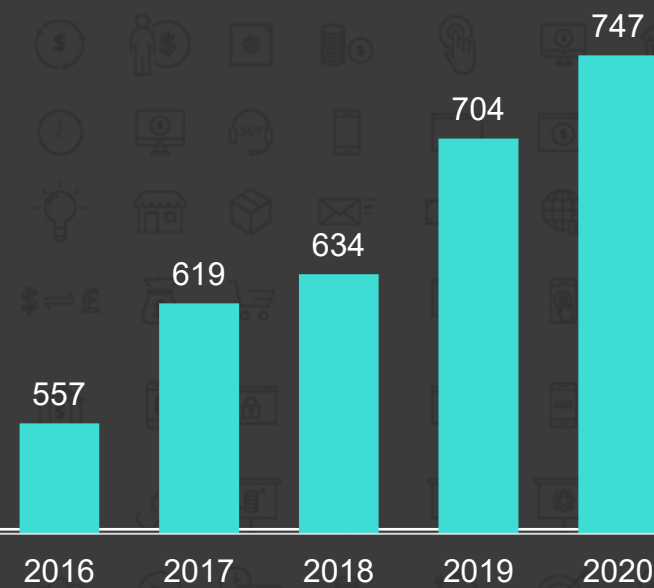
Number of contracts

[Unit : ea]



Revenue

[Unit : Billion won]



Partners



Cisco Gold Certified Partner
Cisco ATP(Authorized Technology Provider)



Avaya 1 Tier Reseller Partner
Avaya Diamond Level



Alvaria Platinum Partner
Alvaria Expertise



Google Cloud Partner Level
Google Cloud Architect Professional Certified



Zoom Direct Partner
Zoom Phone & Rooms Certified Integrator

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

System Integration

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

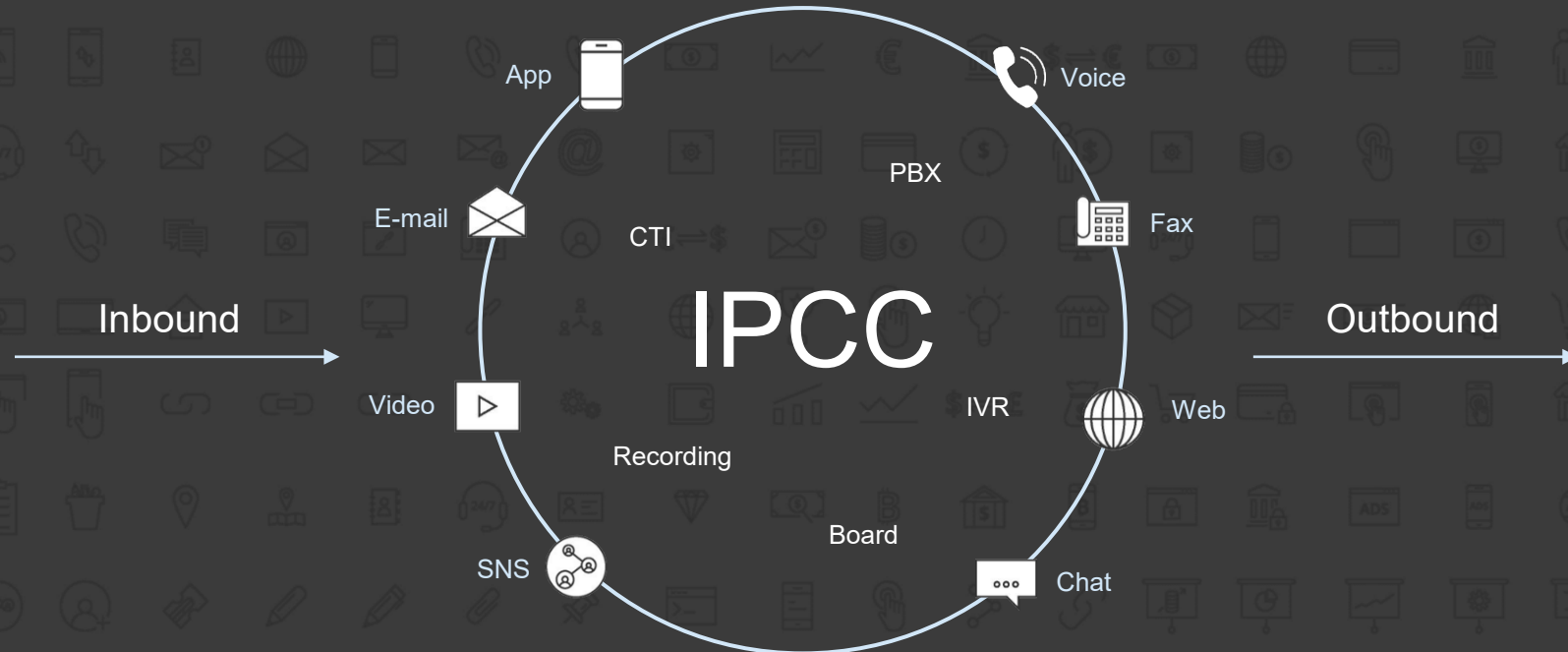


Insight

Customer Success

IP Contact Center

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.

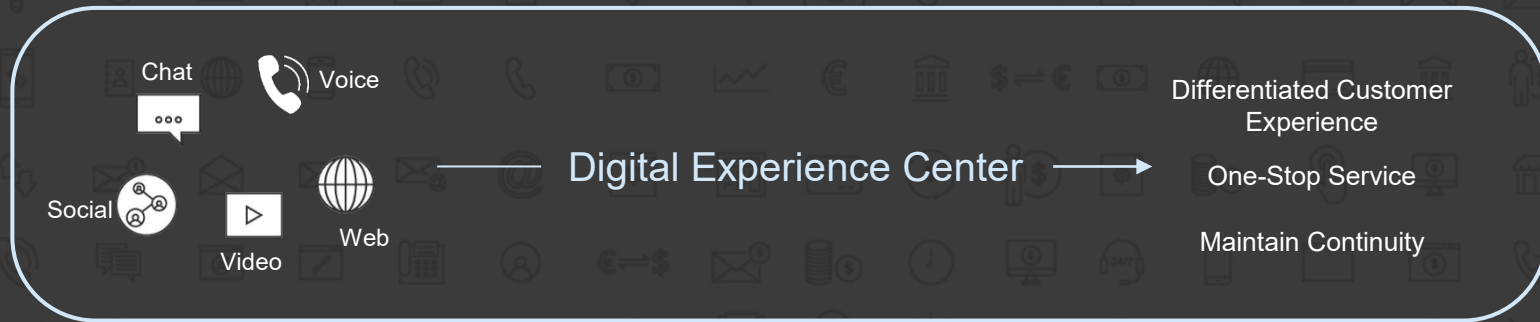


Omnichannel Communication
All-in-one solution based on virtualization.

Customer Success

AI Contact Center

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.



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

Remote work solution

The Remote Work solution builds a flexible and seamless collaborative hybrid work environment available anytime, anywhere. This solution maximizes employee productivity and improves organizational capabilities. These tools include message transmission, meetings, calls, and content sharing, offering security through its own development solutions.



Work From Home

Hybrid Work



Office



anytime



anywhere



any device



Real time Translation

Emoji

Virtual Background

Whiteboard

Background noise cancellation

Participant control

Small Group Discussion

Custom Layout

- Easy to use
- Provides secure service by enhancing security
- Secure business continuity
- Stable service operation and management

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

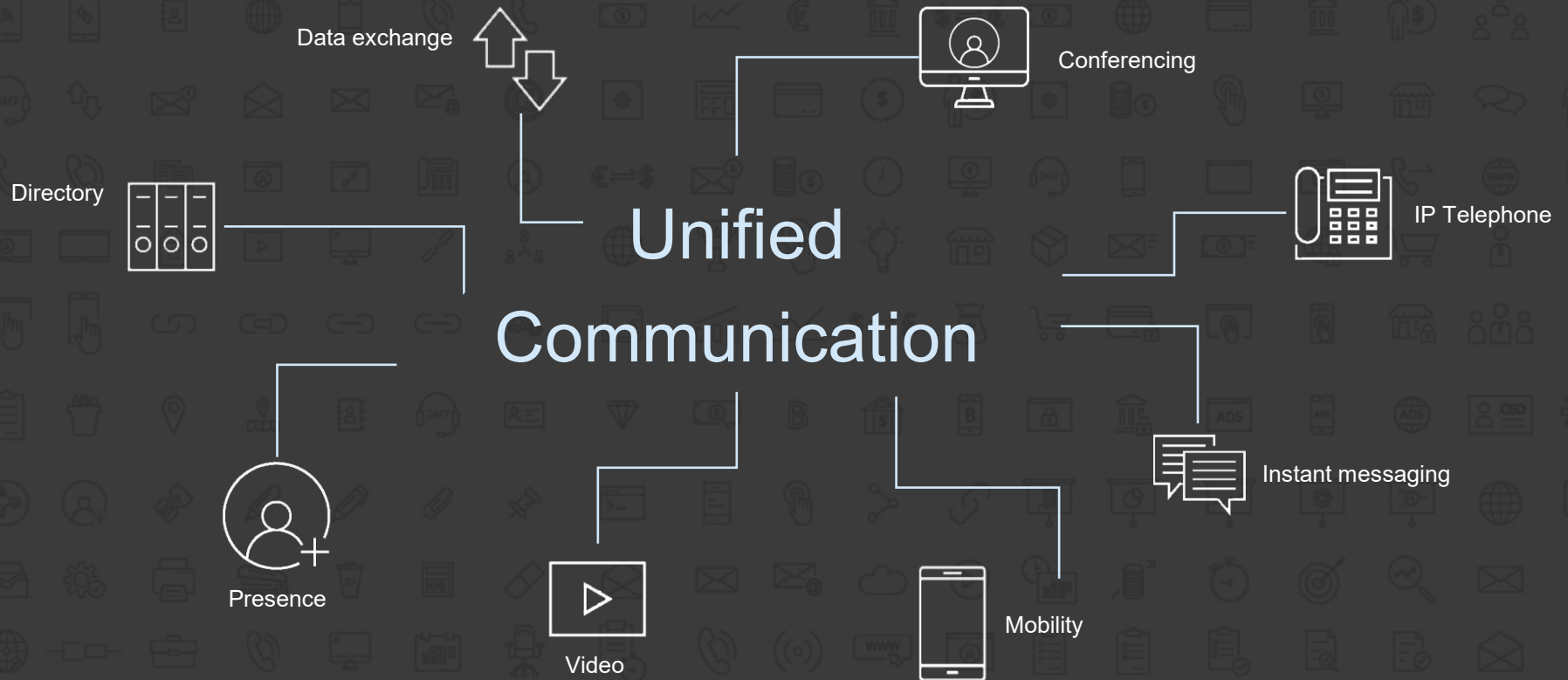


AV solution
(Camera Tracking
and Integrated control)

Digital Workplace

Unified Communication

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.



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.





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.

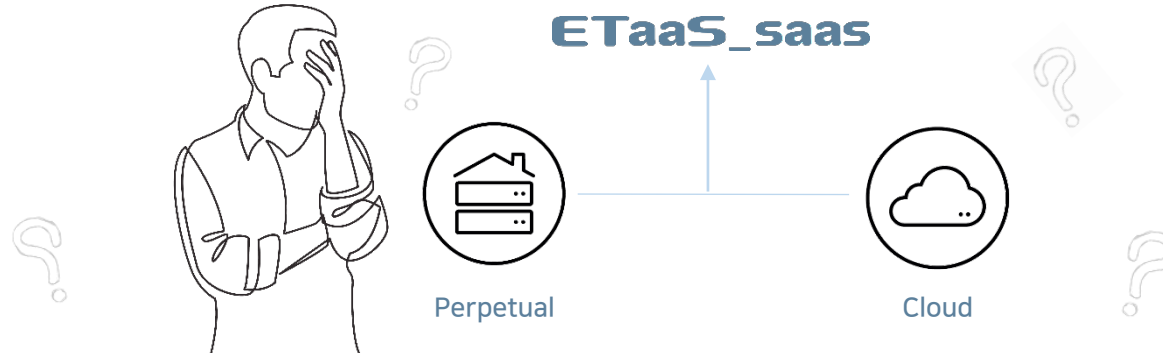
IVR	WEB	Web FAX
Callbot	SMS	EMC
Chatbot	SNS	STT&TTS
e-mail	PBX&CTI	Board
APP	PDS	Statistics

Consultation fee

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

the amount used	Customer Success Level
Fixed	<input checked="" type="checkbox"/> Revenue <input checked="" type="checkbox"/> NPS
vs	<input checked="" type="checkbox"/> Callback rate <input checked="" type="checkbox"/> ATT
Fluctuating	<input checked="" type="checkbox"/> Rate of operation <input checked="" type="checkbox"/> Response rate
	<input checked="" type="checkbox"/> Average response time
	<input checked="" type="checkbox"/> Customer satisfaction <input checked="" type="checkbox"/> CPC

From today, the choice is easy!



ETaaS_saas consists only of the advantages of both perpetual and cloud, and will solve your contact center concerns.



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

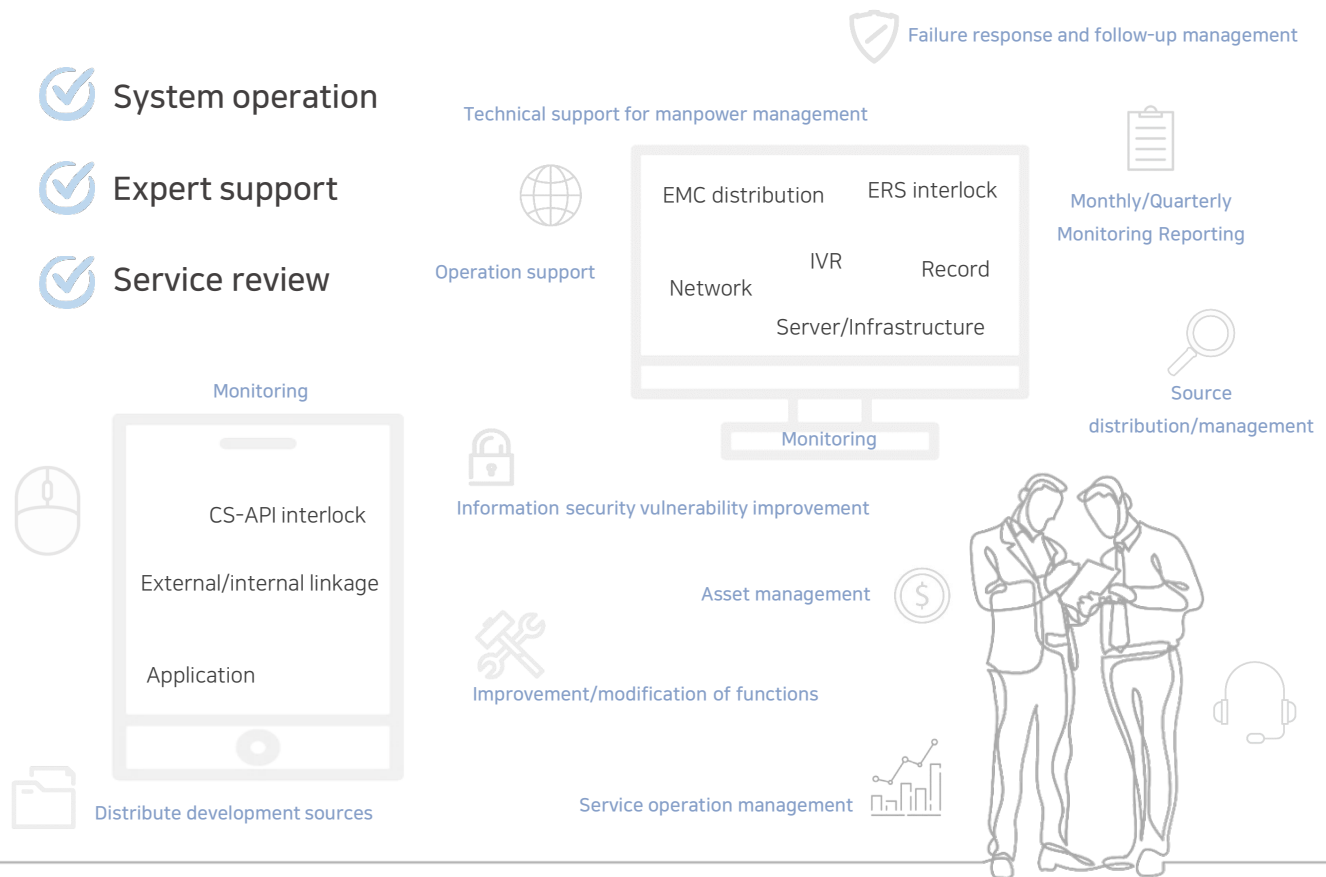
Operational services for the entire call infrastructure system

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





premium maintenance

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

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

24 x 7
Service dispatched
(within 2 hours)
Monthly on-site inspection
Replacement provided
(within 4-hours)

SL2

24 x 7
Service dispatched
(within 4 hours)
Monthly on-site inspection
Replacement provided(NBD)

SL3

24 x 7
Service dispatched
(within 4 hours)
Quarterly on-site inspection
Replacement provided(NBD)

SL4

8 x 5
Service dispatched
(within 6 hours)
Semi-annual on-site inspection
Replacement provided(NBD)

✓ Service Topping



+ MACD

+ WebFAX

+ SPM



+ Control service

+ PC Information leak prevention



+ H/W rental

+ UTM lease

+ QSR



Digital ASOptio

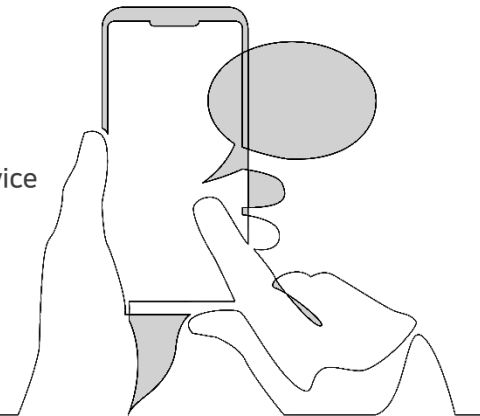
For the customers business success: ECS's Omnichannel self-service

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
- ✓ Two-way communication.
- ✓ Customer journey analysis
- ✓ Consultation support service
- ✓ Authentication 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

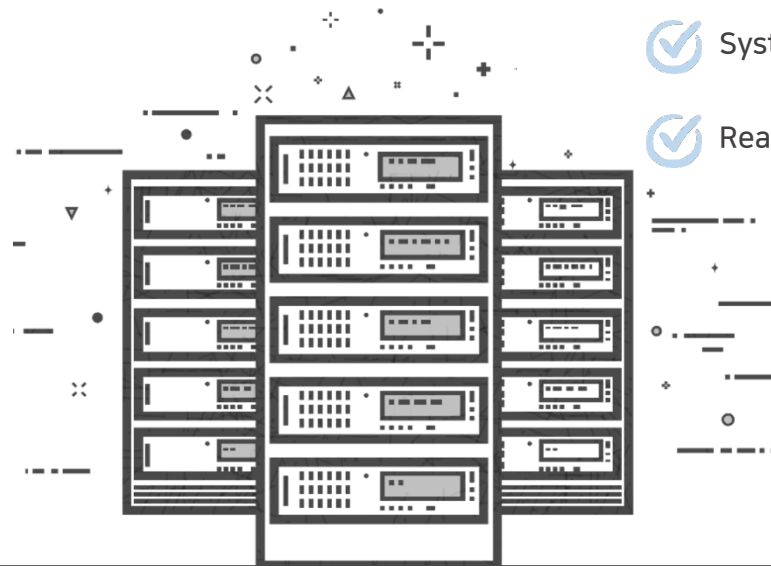
Responding to triggers and providing insights by providing customer experience analysis data



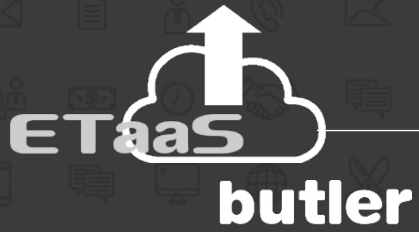
For the customers business success: ECS's IDC Operation Management Service

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



For the customers business success: ECS's All-in-One Premium Resident Service

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
(Service Project Manager)

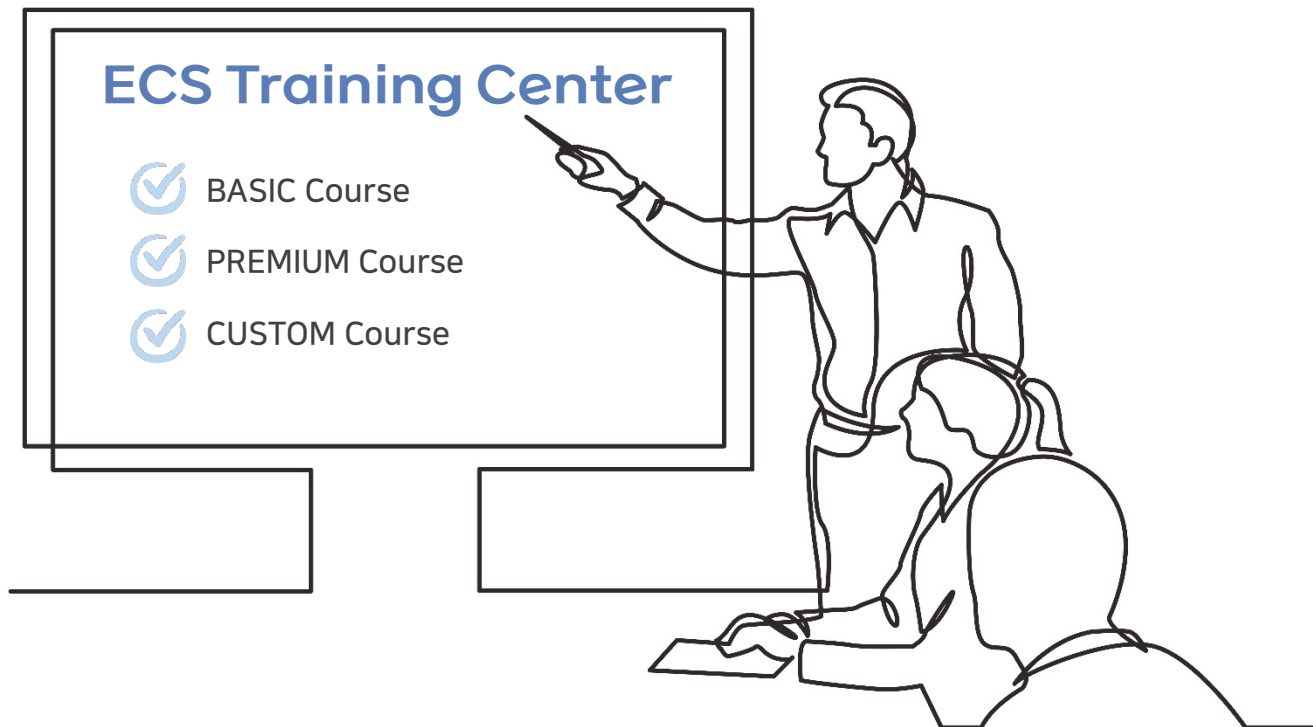
Infra





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.





Cloud Meeting

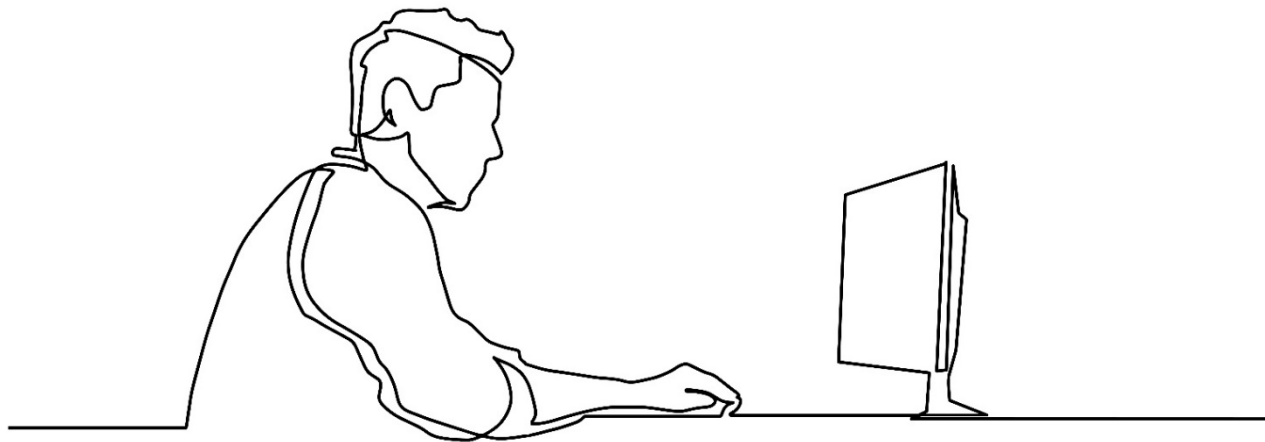
For the customers business success: ECS's Video conference management portal service

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



A dense, repeating pattern of small, light-colored icons covers the entire background. The icons represent various business and technology concepts, such as communication (phone, email, speech bubbles), data (charts, graphs, databases), and general business operations (handshake, briefcase, calendar).

ECS Telecom,

Our internally-developed solutions



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.

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

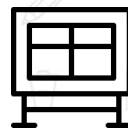
Agent personal
monitoring



Report



Phone
monitoring



Board



Mobile app

Customer Care Application

Plug-and-play consulting application

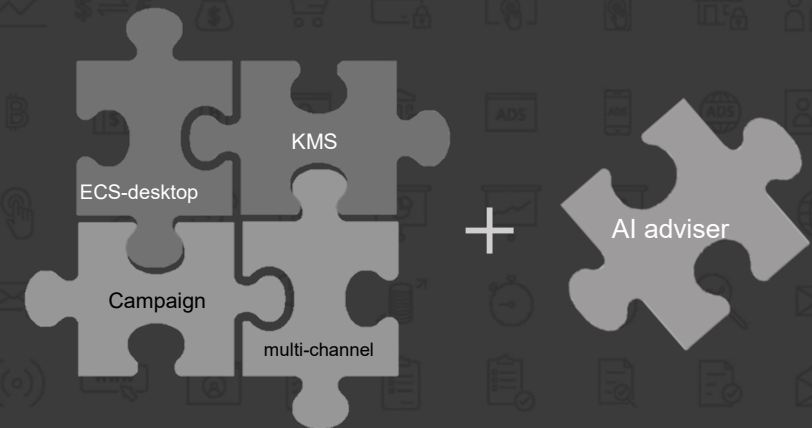
ECA can select the desired counseling module and apply it to the agent screen allowing for immediate installation.

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



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

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

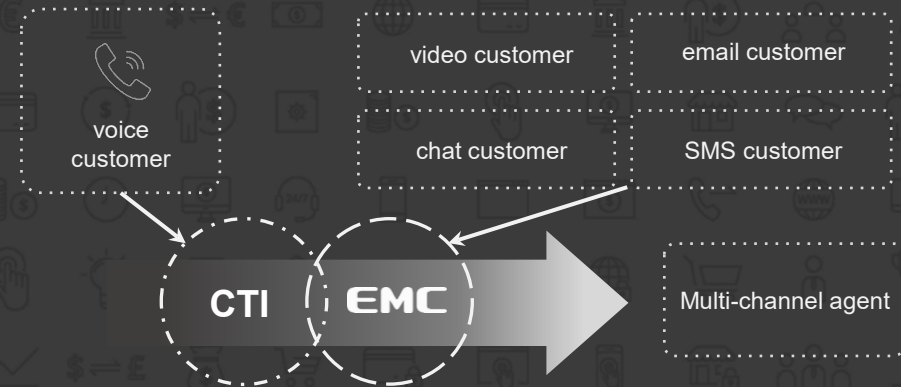
- Separate response service for each called number
- Voice response/ Call Back service
- Voice recognition solution interlock

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.

Multi Channel Solution

Multi-Channel Contact Center Solutions



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

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.

Increase Productivity & Efficiency

Convenient User Interface

IPCC-IPT Customer data linkage

Video Manager

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.

EVM 8

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

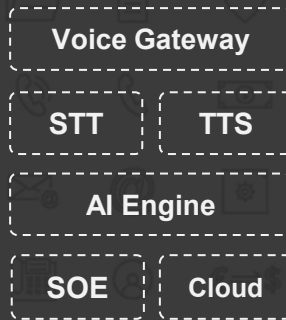
	Finance (Bank/Securities/Card/Insurance)	Public	Service & Etc.
cc	NH농협은행 삼성생명 SAMSUNG kakaobank 우리카드 KEB 하나은행 라이나생명	한국도로공사 우정사업본부 NPS 국민연금	Kurly SPC yanolja 위대함상상 오늘의집 무이한행씨클
IPT/UC	Hyundai Card 하나금융투자	국세청	아시아나항공 ¹ HYATT®
Video	KB 삼성증권 SAMSUNG IBK 기업은행 KDB산업은행	서울특별시 한국전력공사	LG DOOSAN POSCO 하이트진로
Remote Work	Hyundai Capital Hyundai Commercial	한국수력원자력주	SHINSEGAE 한화솔루션

Customer Success



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 reducing organizations overall spending
- 3) Increased synergistic cooperation within KB group



Headquarters and Branches :
IPT transformation implemented

- 1) Deployed centralized Call infra
- 2) Insured redundancy of communication line and transferring DR center
- 3) Adopted IPT system for remote workers

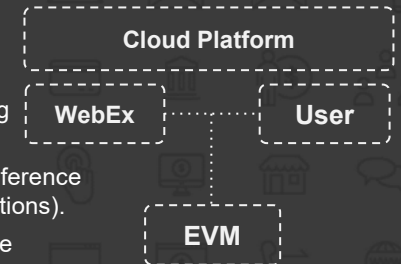


Digital Workplace



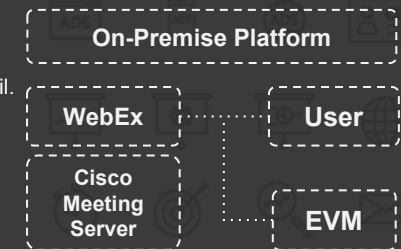
Building a Digital Workplace
work environment for 12 affiliates

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



Establishing 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.



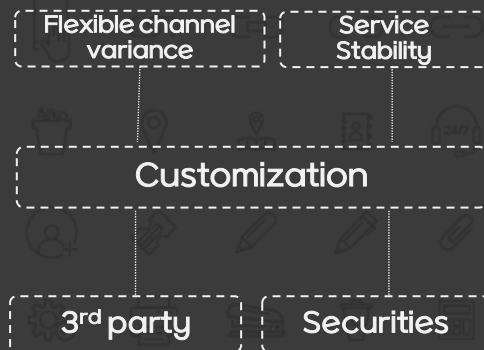
ETaaS, at your service



ETaaS_saas

Customized service for customer

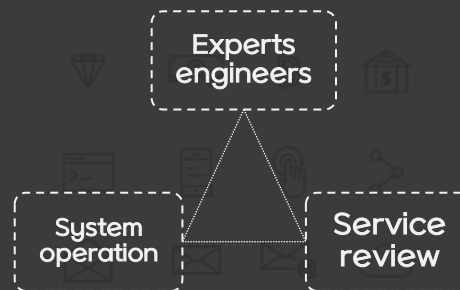
- 1) Provided flexible and rapid service
- 2) Provided accurate statistics and data analysis.
- 3) Attained stable operation and support.



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.



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.



*Based on FY21

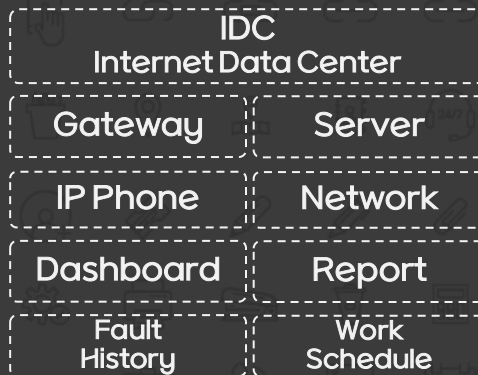
ETaaS, at your service



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.



ETaaS_디지털어슈쇼

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.



ETaaS_butler

All in one premium resident service

- 1) Provided constant support when failure occurred.
- 2) Provided an a team of expert engineers to support the stable operations of customer's contact center



*Based on FY21

Contacts

Main Office

8, Banpo-daero 28-gil, Seocho-gu, Seoul, Korea 06648

T. 02-3415-8300 F. 02-3415-8339

Busan Office

16F, 5, Jungang-daero 775beon-gil, Busanjin-gu, Busan, Korea 47251

T. 051-507-4430 F. 051-507-4432

Support

- Web : www.ecstel.co.kr

- E-mail : ecs@ecstel.co.kr

- Sales Support

T. 02-3415-8303 E. sales_support@ecstel.co.kr

- Technical Support (Service Desk 24H)

T. 02-3415-8383 E. helpdesk@ecstel.co.kr