

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

Founded

210

Employees

300+

Clients

A

Corporate Credit Rating

26 consecutive years

Financial Reporting

1.2 Trillion KRW

Cumulative Revenue from Customer Success Business

733 Billion KRW

FY24 Revenue

No.1

Rated in industry / Global vendor partnership

* As of August 11, 2025

The background of the slide is a dark gray grid filled with numerous small, light gray icons. These icons represent a wide range of business and technology concepts, including communication (phones, email, speech bubbles), finance (dollar signs, Euro symbols, charts), technology (laptops, servers, clouds, Wi-Fi), and general business (handshakes, people icons, documents).

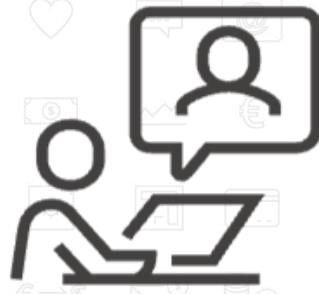
ECS Telecom,

Our Businesses

Customer Success



Digital Workplace



ETaaS, at your service



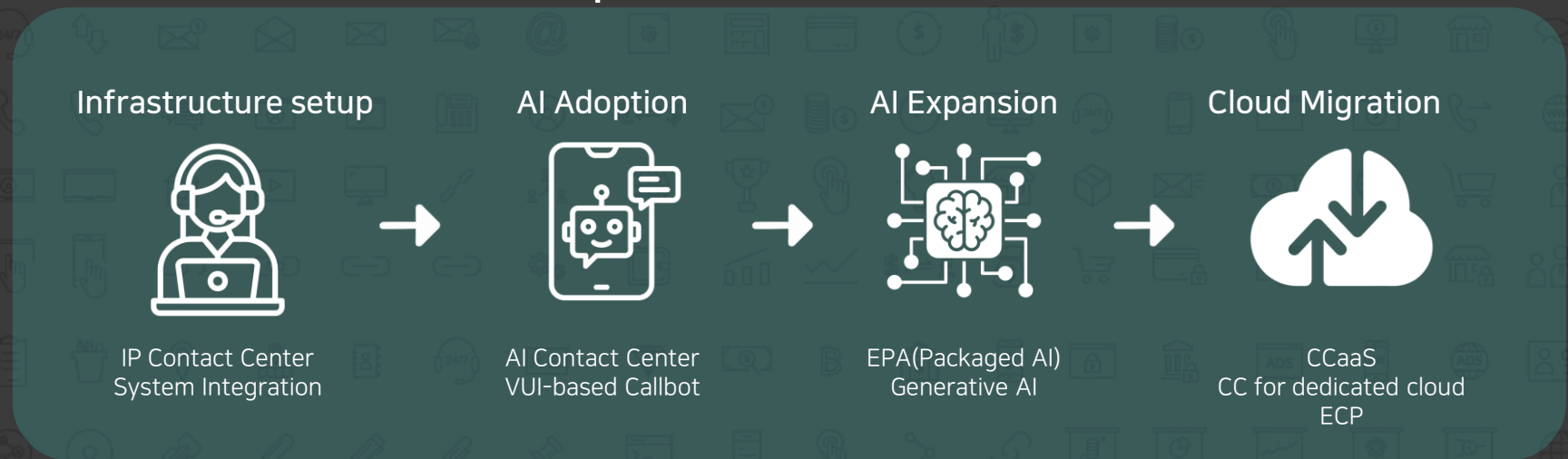
ECS Telecom is committed to the success of our customers by providing Digital Workplace business solutions focusing on the core value of communication. In addition, we provide ETaaS, which fosters growth alongside our customers, focusing on addressing our customers' challenges, while suggesting new solutions 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

Contact Center Roadmap

With the changes in the digital environment, contact centers are no longer merely customer service points but have evolved into key touchpoints that define and lead the customer experience. To respond to these changes, ECS Telecom offers a step-by-step roadmap—from contact center environment assessment and IP-based infrastructure setup to AI-driven automation, generative AI integration, and cloud migration. Through this roadmap, customers can achieve end-to-end contact center transformation, significantly enhancing both operational efficiency and service quality.

Contact Center Roadmap

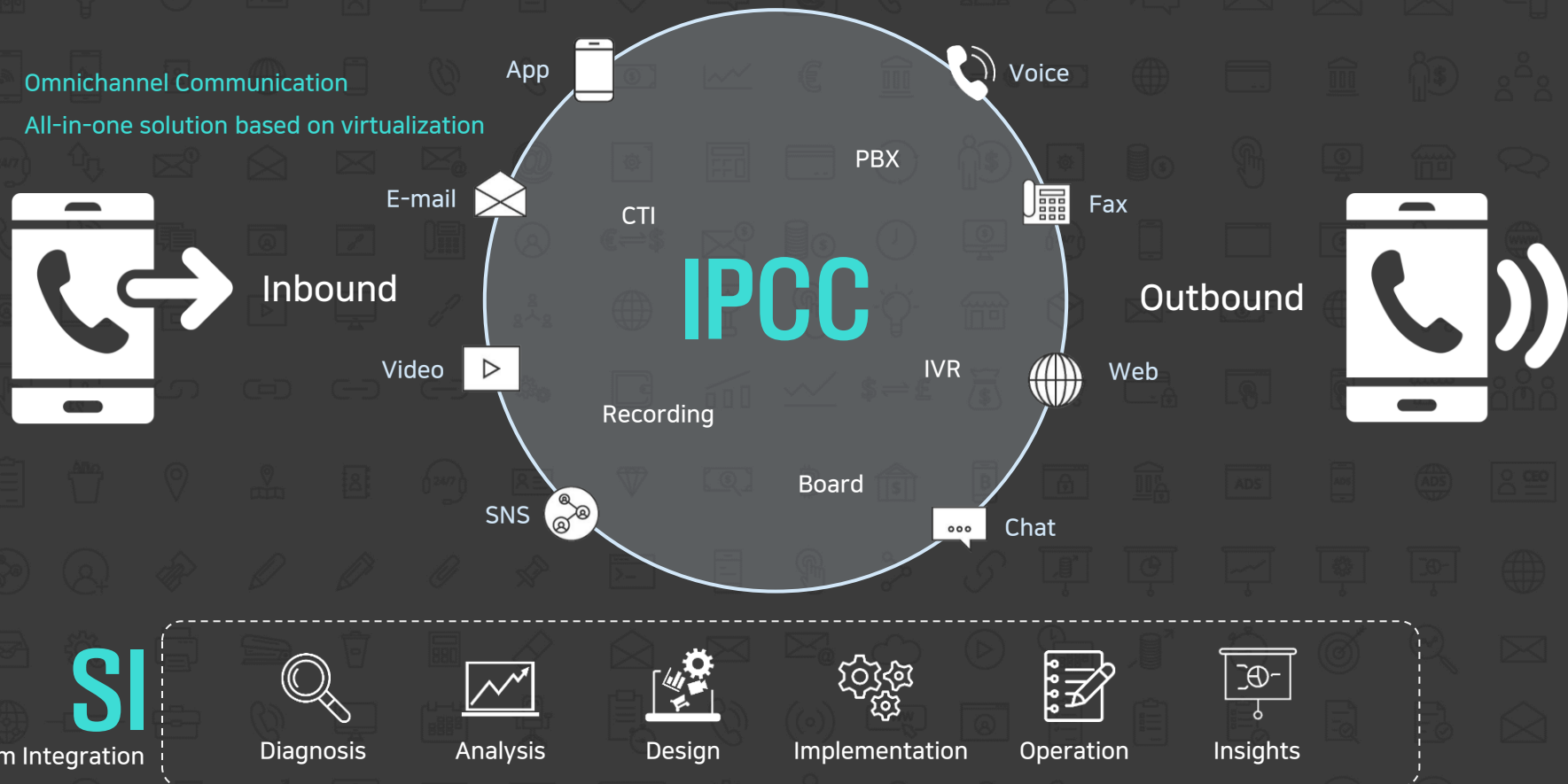


"Completing the Evolution of Customer Experience with AI and Cloud"

Customer Success

IP Contact Center

Today, as contact centers expand across multiple channels, consistency and seamless connectivity between customer touchpoints are now more critical than ever. ECS Telecom assesses the overall customer environment—including Contact Center (CC), Unified Communications (UC), video, and network—and designs and builds systems tailored to the operational objectives and workflows of each customer's contact center.



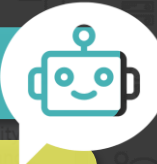
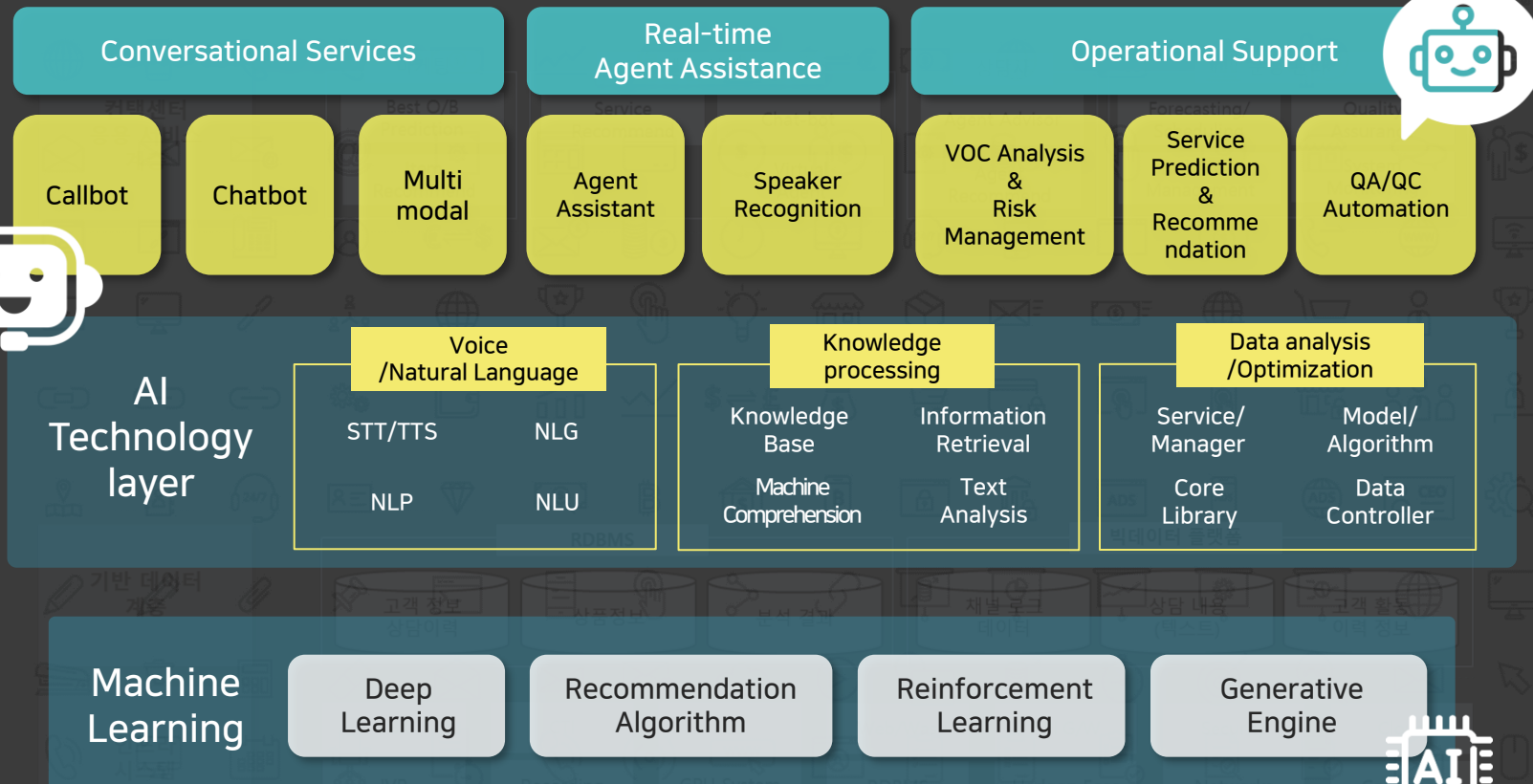
Customer Success

AI Contact Center

As digital transformation accelerates, contact centers are no longer simply customer service systems but are expected to evolve into intelligent platforms. The AI Contact Center (AICC) is a next-generation platform that integrates channel hubs with AI-powered digital services. By combining the latest AI technologies with contact center call infrastructure, ECS Telecom enhances agent productivity, maximizes customer satisfaction, and reduces operational costs.

AICC

AI-based
Conversation
Consultation
Operational
Support



Customer Success

AI Contact Center

In AI contact centers, Voice bot(call bot) are increasingly replacing human agents, enabling highly accurate responses. However, how can we ensure these bots are friendly as well? ECS Telecom has established VUI-based voice bot design standards and expertise to deliver friendliness in voice interactions. The company has also developed specific voice bot quality evaluation indicators and criteria, for which a business model patent has been filed.

AICC

Quality control of AI counselors and voice-bot?



Voice bot (Call bot)

A system that uses AI based voice recognition, natural language processing technology, and voice synthesis to interact with customers via phone voice.

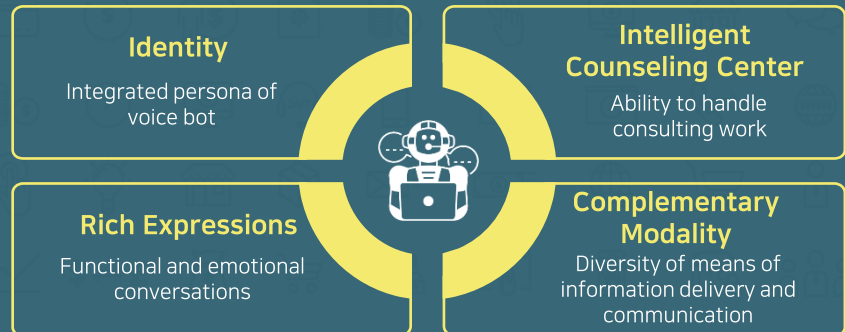


Agent quality evaluation indicators

KSQI (Korean Service Quality Index) KS-CQI (Korean Standard Contact Service Quality Index)

Voice-bot quality evaluation indicators

Evaluation Items



Evaluation effect

Presenting standards for VUI application in voice-bot design

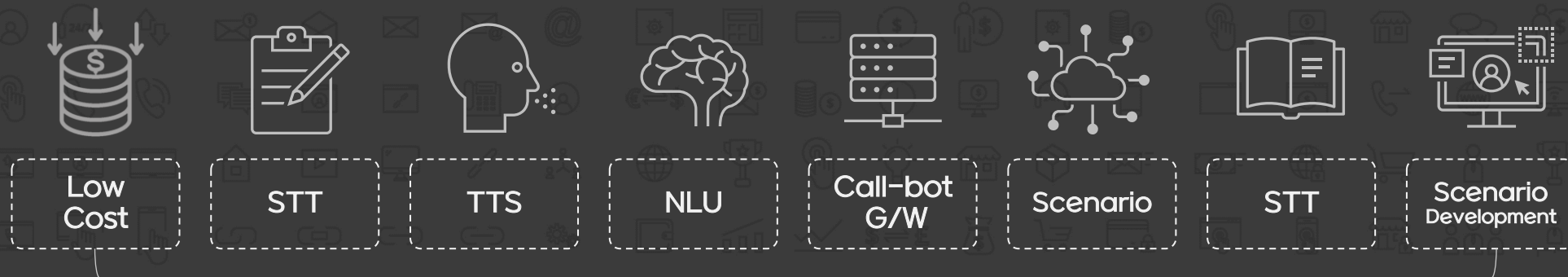
Evaluate accurately the service quality of voice-bot

Providing measures to improve customer trends

Customer Success

ECS Packaged AI

The demand for AI technologies—across callbot, chatbot, KMS, and more—is rapidly increasing, yet many companies still hesitate to adopt them due to the burden of implementation costs. To address this, ECS Telecom offers EPA (ECS Packaged AI), an affordable and easy-to-deploy AI solution. EPA provides an AI-based, natural language understanding callbot as a standard feature and can be implemented without heavy upfront investment through both on-premise and usage-based ETaaS models, enabling flexible use. We also support advanced callbot development using generative AI, lowering adoption barriers and enabling tailored digital transformation.



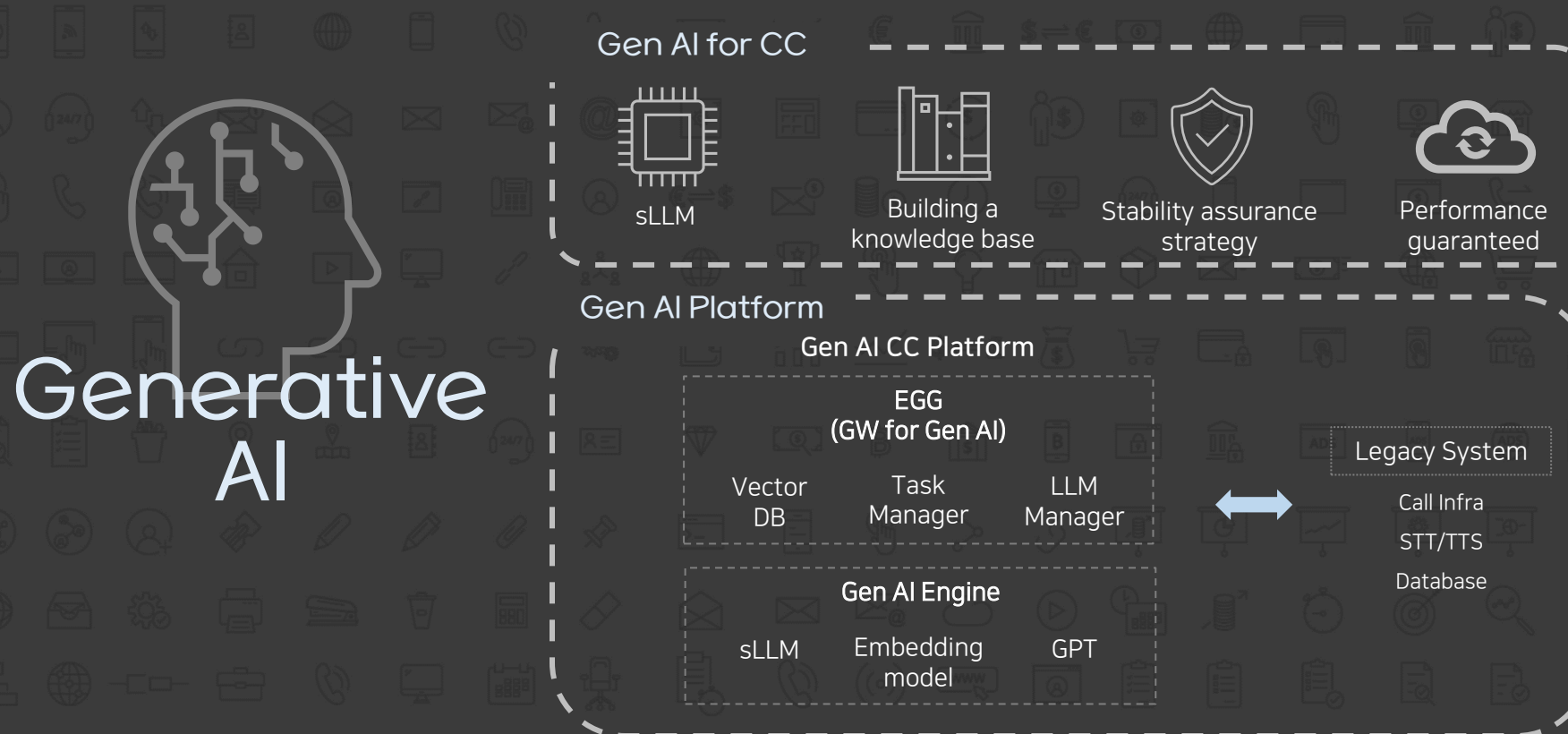
EPA

ECS Packaged AI

Customer Success

Generative AI

In a contact center environment where customer expectations are continually rising, generative AI is emerging as a key technology that can simultaneously transform operational efficiency and the customer experience. This technology understands customer inquiries in natural language and autonomously generates context-appropriate responses, enabling automated customer service. It can also provide agents with real-time scripts and be widely applied to designing personalized services for complex needs. By integrating generative AI into contact center operations, ECS Telecom accelerates response times, reduces agent workload, and enhances overall service quality.



Customer Success

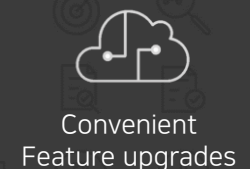
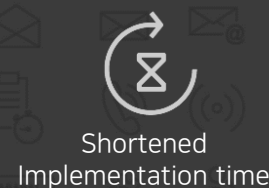
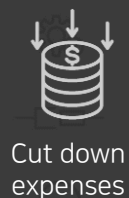
Cloud Contact Center

As the demand for flexibility and scalability in contact center systems grows, cloud-based CCaaS (Contact Center as a Service) is attracting growing attention. ECS Telecom provides a CCaaS environment that enables the rapid deployment of call systems, infrastructure, and applications without the need for dedicated equipment. This allows customers to reduce initial investment and maintenance costs while easily scaling in response to business changes, thereby achieving three key values at once: faster implementation, lower costs, and more flexible operations.

CCaaS

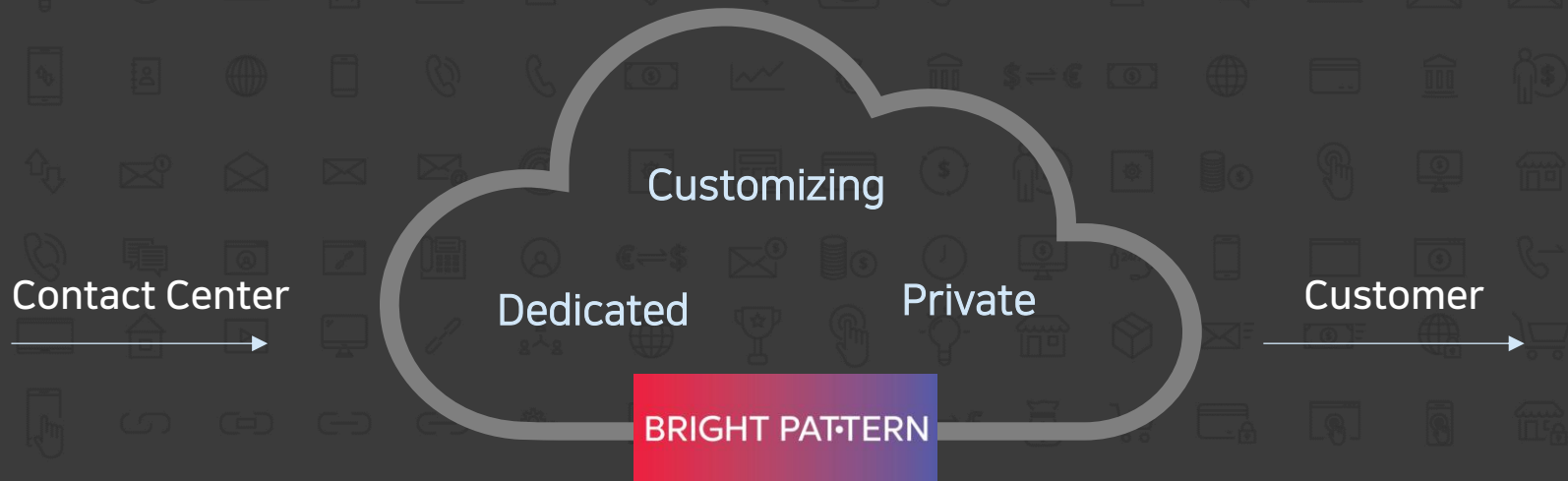


NiCE | **CXone**
Mpower



Customer Success Cloud Contact Center

For customers who prioritize cloud security and operational flexibility, a dedicated cloud-based contact center is an ideal choice. The Dedicated Cloud Contact Center (CC for Dedicated Cloud) is a customized, standalone solution built for a specific cloud environment. It operates on private infrastructure with enhanced security and provides the flexibility to design and implement the exact functions customers need.



CC for dedicated cloud



High level of security

Used only by specific organizations.
Direct data processing.



Flexibility

Exclusive use of resources.
Implement all desired functions.

Digital Workplace

Unified Communication

As organizational communication environments grow more complex, the need for seamless channel connectivity and information flow is more critical than ever. ECS Telecom's Unified Communications (UC) solution integrates IP telephony with a wide range of UC applications, unifying all channels—voice, video, messaging, email, and web/video conferencing—into a single platform. This seamless connectivity maximizes efficiency and collaboration, making it a core IT infrastructure for any organization.



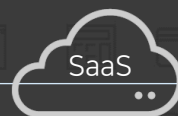
Digital Workplace

Cloud Telephony

In today's global business environment, companies must maintain reliable communication anytime, anywhere. However, complex communication infrastructures and high operating costs can limit agility. To overcome these challenges, ECS Telecom offers its Cloud Telephony service — a cloud-based SaaS business calling system. This allows companies to access consistent, high-quality communication services worldwide at low cost; streamline complex communication environments; enhance agility; and focus on their core operations.

Voice Gateway
PSTN
IP-PBX
IP Phone

IPT



Webex Calling
Zoom Phone

Cloud
Telephony

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 team
collaborative
environment



Upgrade function

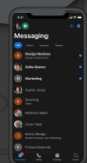
Access to new features
Collaborative service

Digital Workplace

Webex calling

In today's global environment, businesses require reliable communication anytime, anywhere. However, complex infrastructures and high operating costs can limit agility. To overcome these challenges, ECS Telecom offers its Cloud Telephony service—a business calling system delivered through a cloud-based SaaS model. This allows companies to access consistent, high-quality communication services worldwide at low cost, simplify their communication environments, enhance agility, and focus on their core operations.

any device



Mobile
(iOS/Android)



Web/PC app
(Windows/MAC/Linux/VDI)



IP Phone



Video conference
terminal

Webex calling map

Country in use

anytime



Seoul Data Center

Media PoP



Phone



Cooperation



Meeting

Provide services by selecting necessary functions
according to customer environment

anywhere

Global

16 Data Center

20+ Major language support

122+ Service Countries

45 million+ Users

8 billion Number of calls
per month

Hosting 122 countries & global coverage

through dedicated Backbone network

(Guaranteed reliable phone service worldwide 24 hours a day,
365 days a year)

Digital Workplace

Zoom phone

In today's work environment, as remote and hybrid work become the norm, businesses need seamless communication anytime, anywhere. Zoom Phone is a cloud-based telephony solution that delivers flexible and reliable communication, optimized for hybrid work environments. With Zoom AI Companion, it offers smart features such as live call transcription, recording summaries, next-step suggestions, and meeting transitions—combining powerful AI capabilities with an intuitive interface. This empowers businesses to maximize operational efficiency and collaboration.



anywhere

11+

Data Center

700M+

Users (2019~)

21+

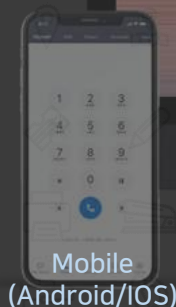
Multilingual support



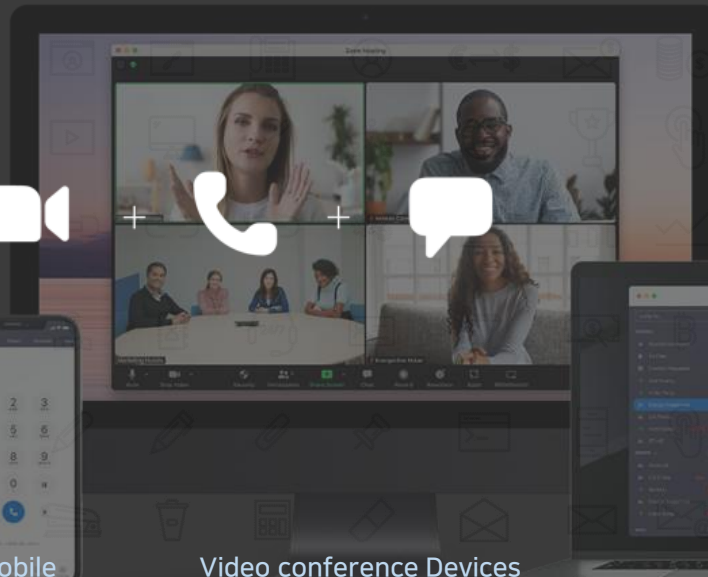
anytime



any device



Mobile
(Android/iOS)



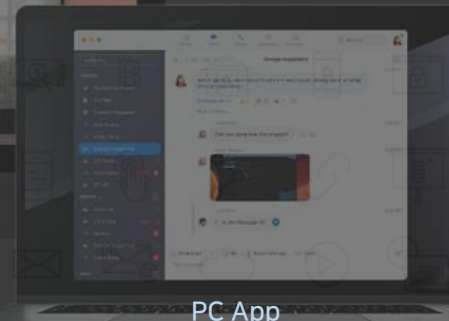
Video conference Devices



zoom Phone



AI Companion



PC App
(Win/Mac/



IP Phone

Digital Workplace

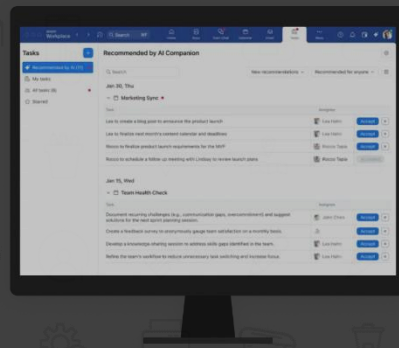
Zoom Workplace for Frontline

For frontline workers in manufacturing, accurate and reliable communication is critical. Zoom Workplace for Frontline is a mobile-optimized unified communication platform built specifically for on-site teams, with features tailored for shift-based work environments. Powered by AI Companion, it offers smart capabilities such as automated shift report generation, natural language search, and real-time translation. With intuitive tools like Today Tab, Shift Tab, and Push-to-Talk, it makes real-time communication and task management easier than ever.

zoom Workplace

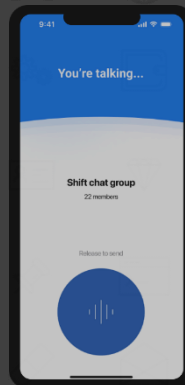
Before Shift

Shift group setup and task allocation for on-site managers

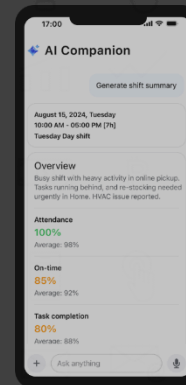


During Shift

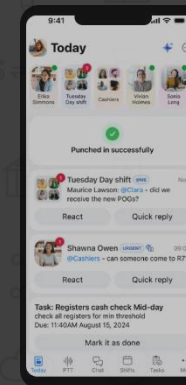
Tools for on-site workers' communication and information access



Push-to-Talk



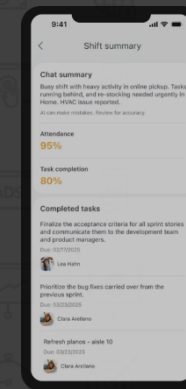
AI Companion



Today Tab

After Shift

Shift result reporting and handover



Digital Workplace

Video Conference

With the expansion of remote and hybrid work, secure, flexible video conferencing is now essential for businesses. ECS Telecom's video conferencing solutions are available in both on-premise and cloud-based options, delivering high security through proprietary technology. They seamlessly integrate with customer infrastructure such as HR systems, e-mail, SMS, and KakaoTalk to enhance convenience for both users and administrators. This enables businesses to conduct immersive remote meetings while improving efficiency, saving time, and lowering costs.



On premise



Cloud

Cisco TelePresence

Cisco Webex

Avaya Spaces

Zoom Rooms

Works with a variety of
devices for your business

neat.

Jabra GN

Yealink



poly

logitech

cisco

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)

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

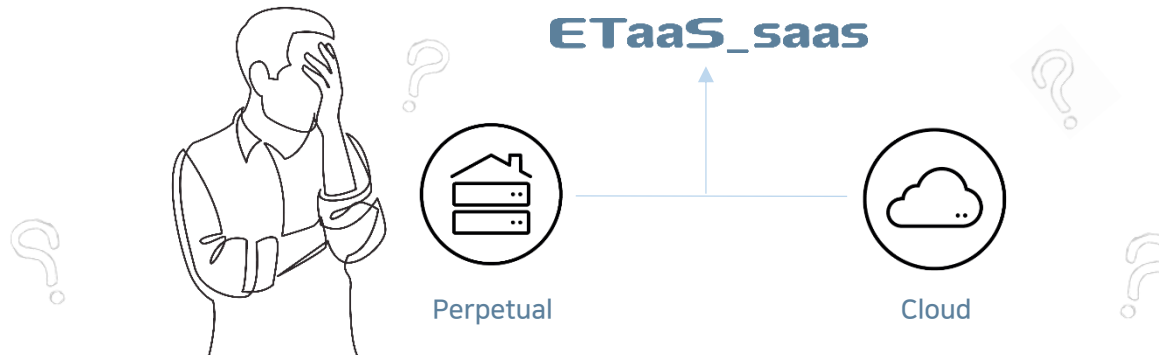
✓ Consultation fee

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

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



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**

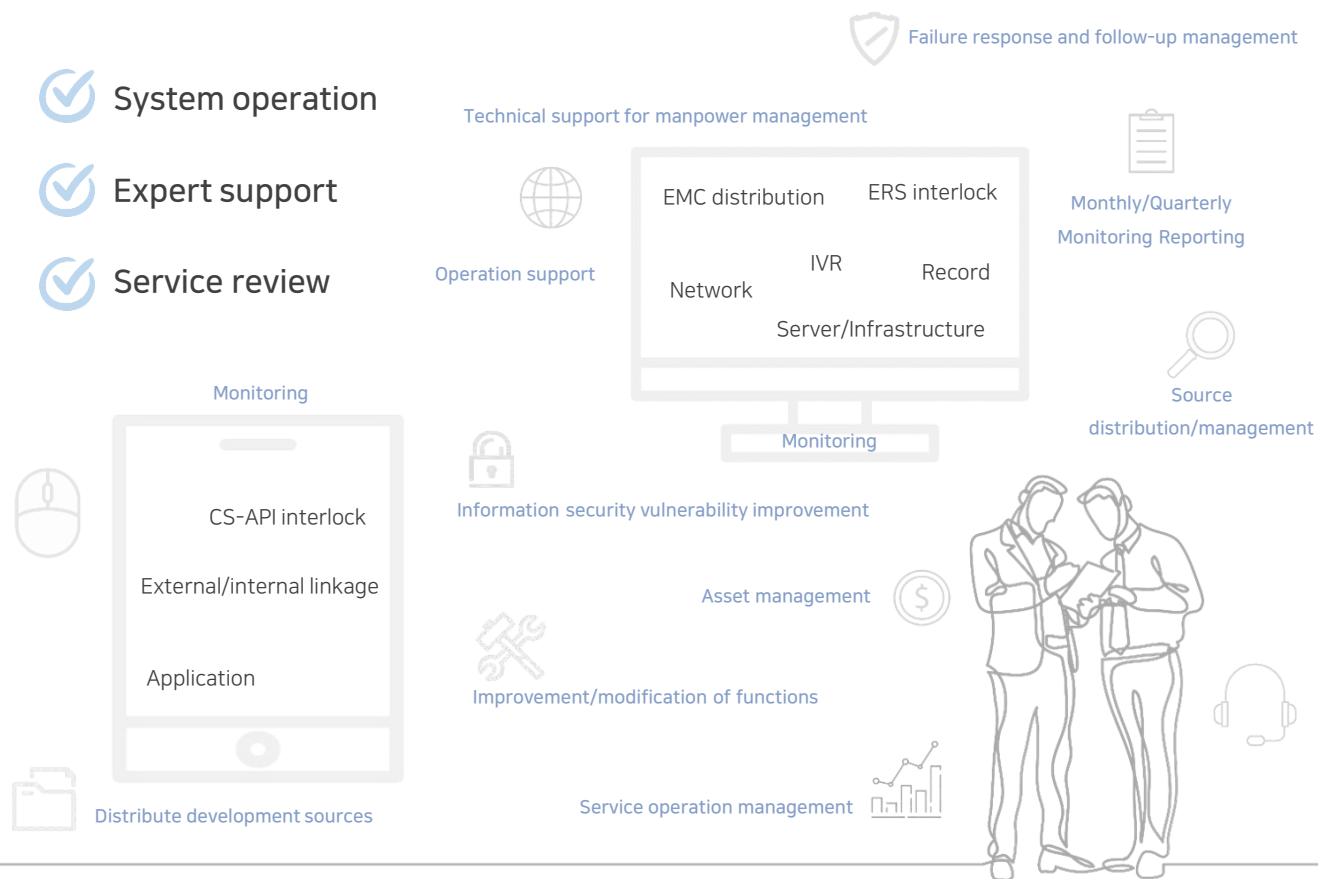
Operational services for the entire call infrastructure system

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

+ PC Information leak prevention

+ H/W rental

+ UTM lease

+ Control service

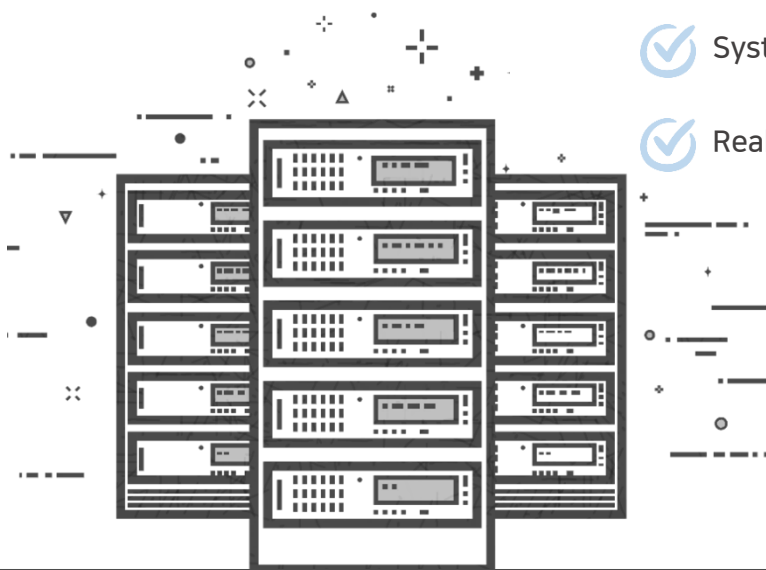
+ QSR



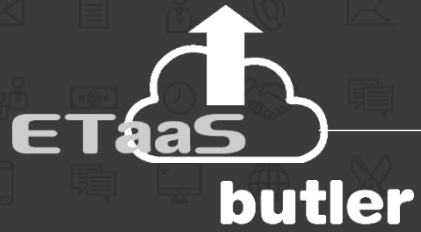
For the customers business success: ECS's IDC Operation Management Service

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)

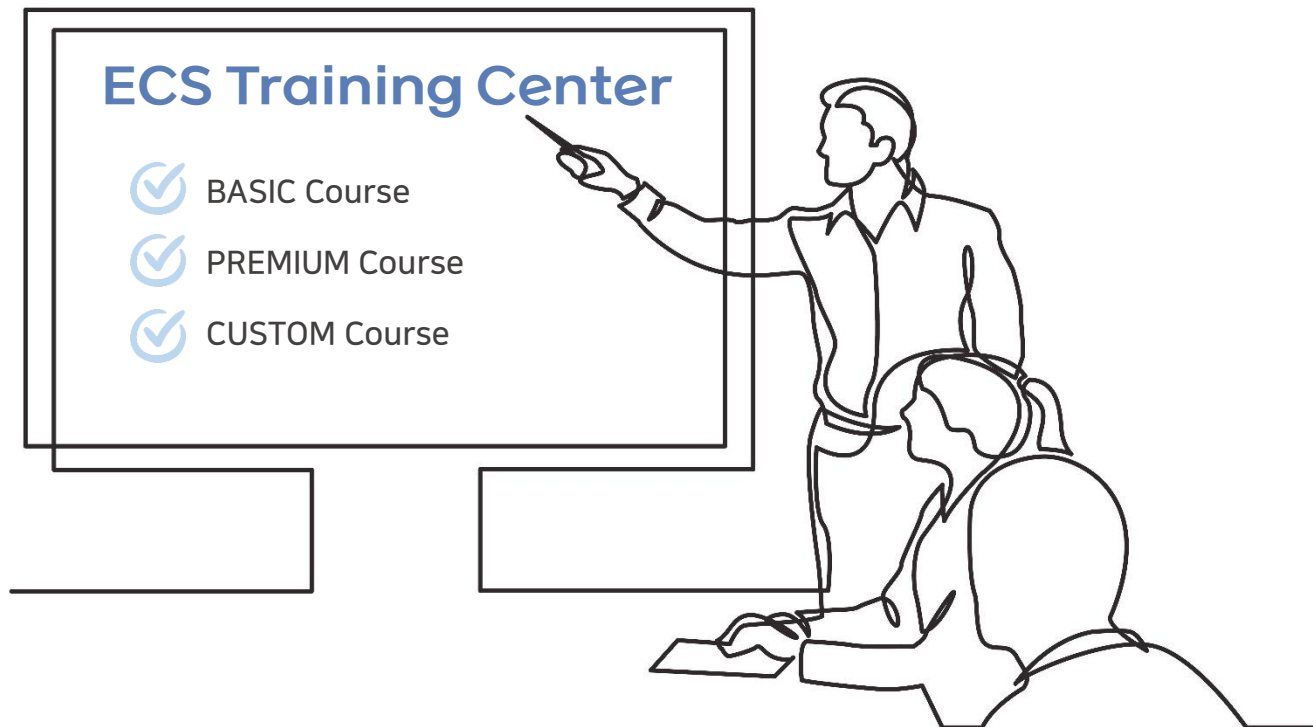
Infra





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.





ECS Telecom,

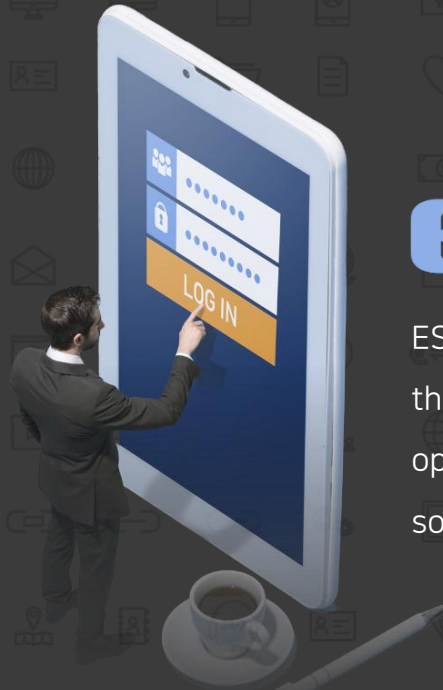
Our internally-developed solutions

ECS Telecom is continuously conducting research and development to provide solutions that meet customer needs. We establish a convenient and efficient optimal work environment and provide customer success plans through self-developed solutions.

Reduce development costs

Integrated data

Operational efficiency



ESP

ESP (ECS Service Platform) is an operation platform that integrates a variety of ECS Telecom's self-developed solutions optimized for contact centers, allowing customers to select only the solutions they need according to their contact center environment.

ESP-r
reporting

ESP-i
CTI

ESP-m
multi channel

ESP-u
unified communicator

ESP-t
Telephony

ESP-w
workforce management

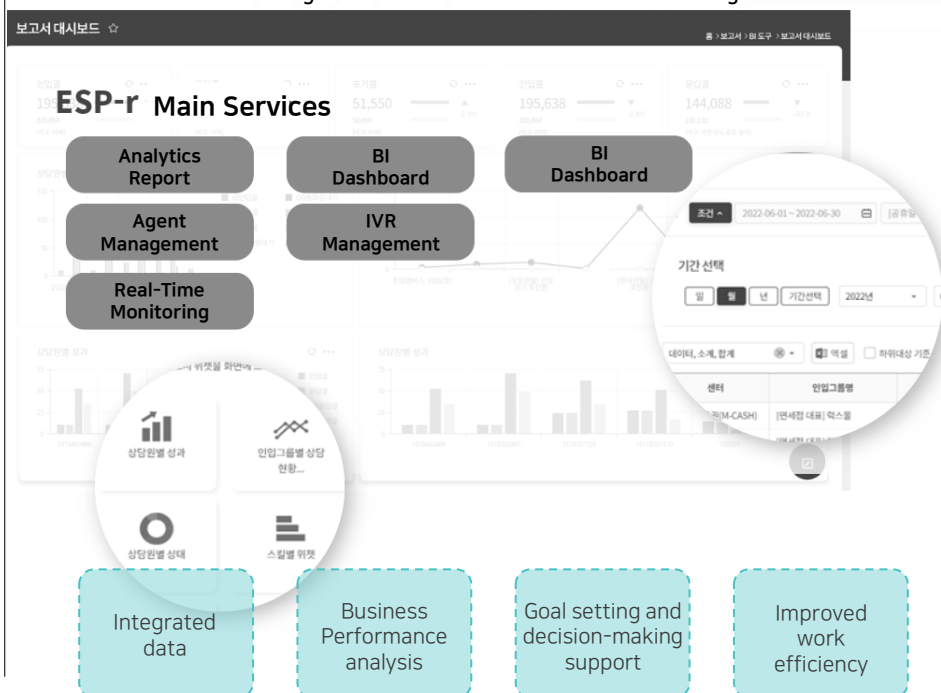
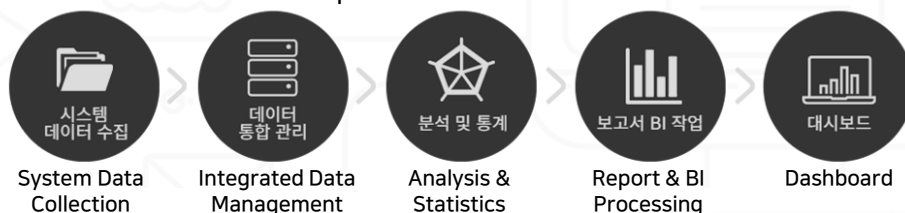
ESP-g
gateway

ESP-a
application

ESP-r

IPCC Statistics and Management

ESP-r(reporting) is integrates and manages various data from distributed contact center systems (CTI, IVR, APP) and provides reports and real-time monitoring to support efficient operation of the contact center.



ESP-i

Integration of computer and Phone systems

ESP-i(CTI) is a CTI solution that leverages ECS's 20 years of contact center experience



Call event processing



Agent event processing



Multicenter routing



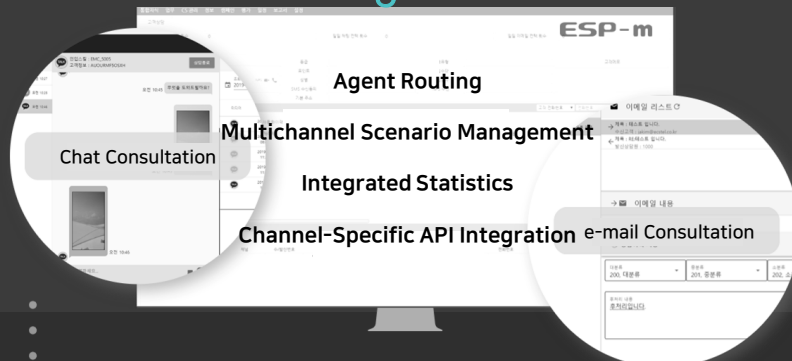
IVR Data linking



- Customer customized skill-based routing
- Exchanger manufacturer certification
- Integrated statistical data
- Light and flexible structure based on Docker/Linux
- Support IVR from various manufacturers

Multichannel statistics and management

ESP-m(multi channel) utilizes IPCC-based telephone consultation contact center infrastructure to provide a multi channel contact center solution that can accommodate various customer channels such as chat, video, SMS, and email.

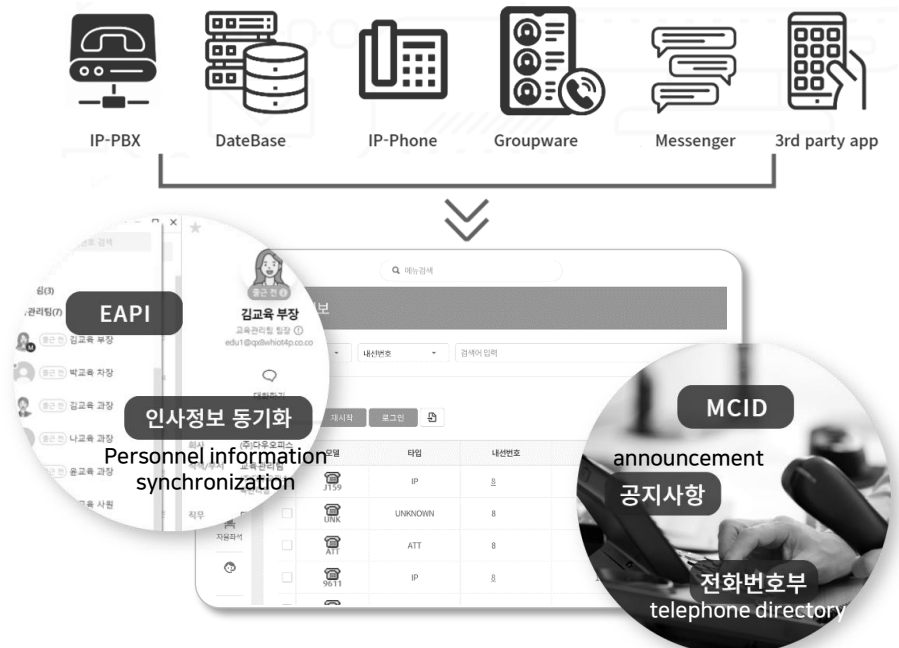


- Closely integrated with the CTI system to unify routing, agent, and channel management.
- Improved productivity and enhanced customer experience through integrated consultation application.
- Provides various data through integrated statistical solutions.

IPT Statistics and Management

ESP-u(unified communicator) is an IP Telephony integrated solution that connects to various IP-PBXs such as Avaya, Cisco, and Ericsson-LG.

By linking IP Phone, groupware, and 3rd party systems, we provide IP Phone-based additional services (MCID, announcements, news, etc.) and IPCC-IPT customer data linking.



Provides standardized user interface regardless of exchange function.

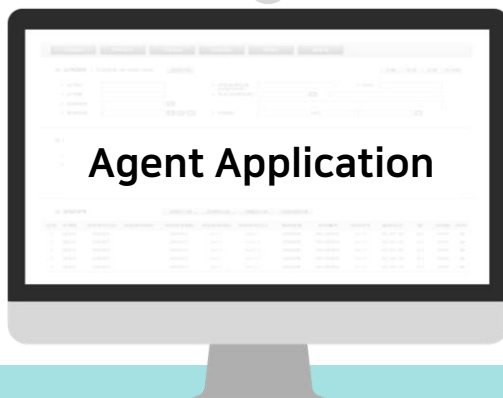
Data linkage through contact center system linkage (branch CTI).

Function-specific module design enables stable service provision,

providing flexible scalability. Provide IPT operation management service.

Linkage with CTI and
consultation APP
ESP-t

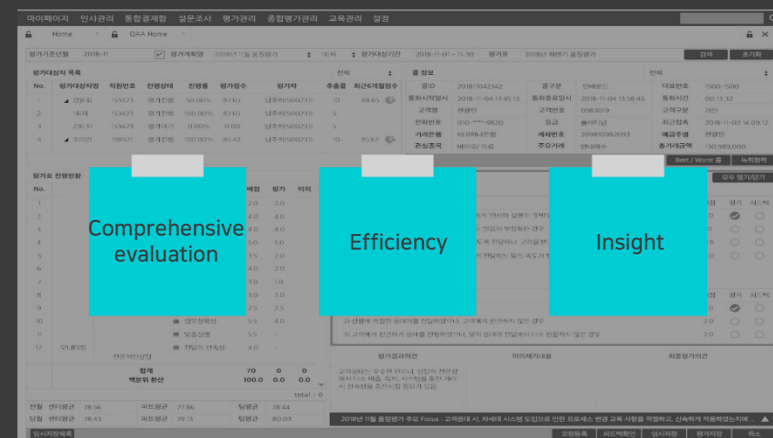
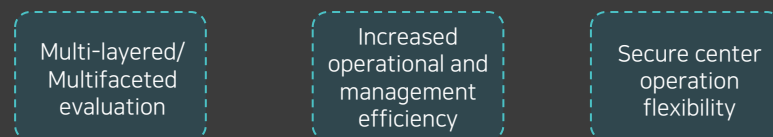
ESP-t(Telephony system) uses systems such as CTI, ESP-i (ECS CTI), ESP-m (multi channel), IVR, Record, etc. from global vendors such as Avaya, Cisco and Alvaria. this is a solution for linking with contact center counseling applications.



- Web Socket, OCX support
- Personal information encryption and decryption
- Shorten the development period by providing development guides and sample sources
- Simultaneous support of ESP-m(EMC) along with ESP-I (CTI)
- AACC + Avaya POM support

Agent evaluation and performance management

ESP-w(workforce management) is a solution that enables continuous provision of higher quality services at the same cost through optimization of counseling resources. It operates a center by supporting counselor schedule management and systematic training for uniform counseling quality management. Increases operational efficiency.

Human Resources
Management

Quality Management



Performance Management



Training and testing



Contractor Management

API Gateway Management

ESP-g(gateway) is an API gateway solution that acts as a mediator between systems that require data linkage and provides continuous services for data exchange and tracking.

System Linkage

Unification of interlocking contacts

Systematic management

Flexible message routing

Monitoring
Professional Management
Service Management
Test case
Message Q

Transaction Log

API Processing status

Service Monitoring

Routing plan management

Consultation Application

ESP-a(application) is a plug-and-play counseling application That allows you to select the desired counseling module, Apply it to the counselor screen, and install it immediately. Additionally, you can develop and use only the necessary business functions using a plug-in method without having to redevelop of modify the existing system

Plug and play

캠페인 ECS-desktop

멀티채널 KMS

Easy installation and Immediate use

시어드바이저

Provides various Basic plugins

Customer Care

Multi-channel Tool

Integrated history management

Quality Management

Schedule Management

Knowledge Management

Monitoring

Dashboard

Campaign

Statistics&Reports

Optimal Consultation Solution offer

System design Considering scalability

Convenient UI configuration

Introduction of Integrated channel tools

Simplification of consultation work process

EVM

Video Manager

Video conference reservation management solution

EVM is a product developed to provide the easiest and most convenient environment to use video conferencing.

With an easy and intuitive UI, meeting reservations and attendance are all done within one platform.

Through the S/W Client developed in close integration with Cisco video conferencing, security is strengthened and optimized for businesses.

We provide video conference solutions.

One-touch
multiconnection

Meeting control
and
Statistical
reporting

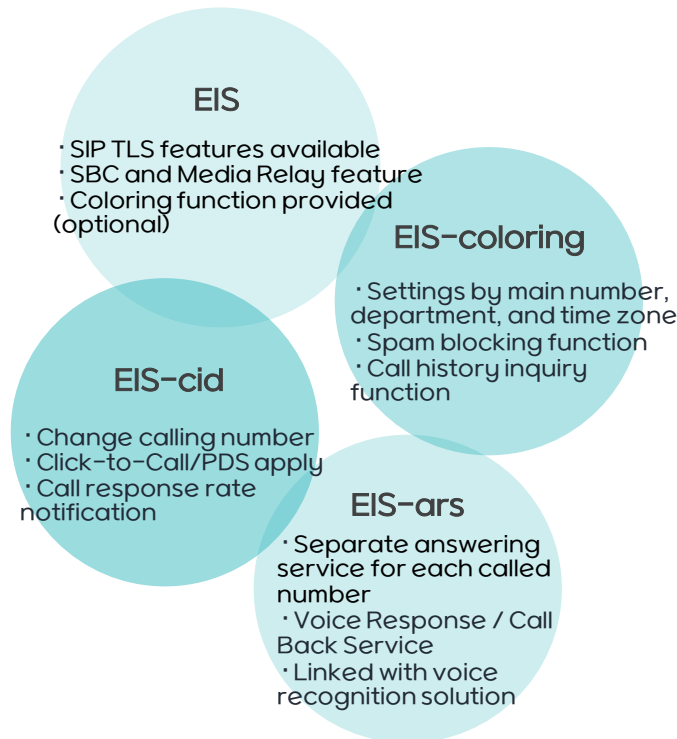
Self-development
PC and Mobile
S/W Client

Passed
the National
Intelligence
Service security
screening

EIS

Intelligent SIP

SBC(Session Border Controller) Solution



EIS is a solution to meet the encryption standards of national agencies and public offices and can build a communication network that is safe from security and hacking.

Coloring function is provided simultaneously with SBC or in standalone form.

In addition, ARS and automatic calling number change service functions are provided in an independent deployment form.

EMS

Management Solution

IT infrastructure integrated management solution

EMS is an integrated IT infrastructure management solution.

We provide monitoring services for network, traffic, and server management as well as IPT/IPCC systems.

In addition, reports related to all monitoring and by providing a dashboard, you can systematically manage tasks such as events and failures that occur in the entire IT system and operating services, providing work efficiency and convenience.

Integrated
control

System/
Service
dashboard

Detection of
missing
recordings

Customized
SMS

Monitoring in
System
communication

Monitoring
Report

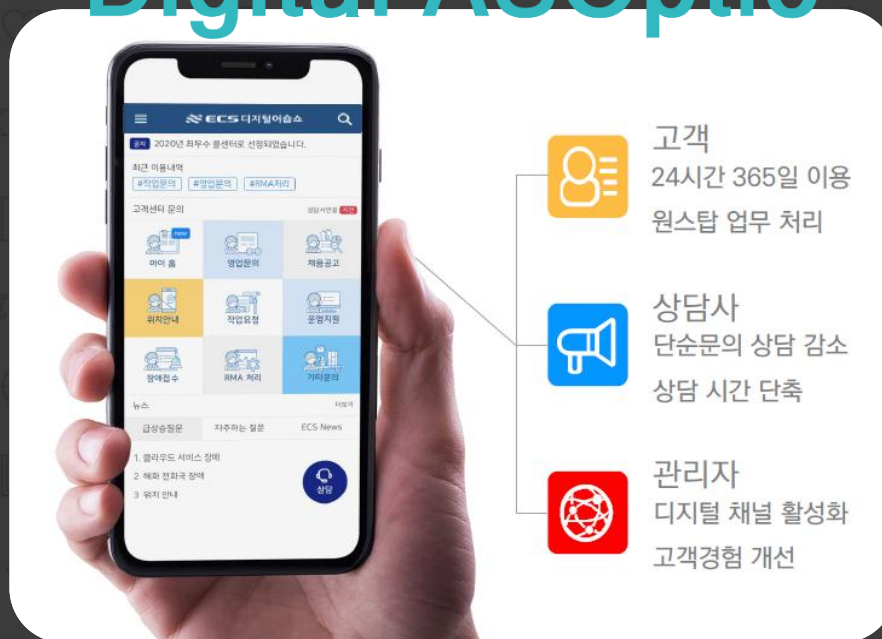
Channel
Usage
monitoring

Event failure
management

Digital ASOptio is a customer-focused omnichannel self-service platform that unifies phone, chat, e-mail, and web channels to provide a consistent experience.

Customers can complete tasks anytime, 24/7, in a one-stop process; **Agents** can reduce routine inquiries and shorten handling times; and **Managers** can drive digital channel adoption while enhancing the customer experience.

Digital ASOptio



Start of Digital Self-Service D-Thru

Convenient customer experiences
via web screens



Seamless Channel Integration Hub D-Relay

System integration
for flexible services



Seamless Transition Connection D-Link

Expanding self-service
through channel blending



Customer Digital Journey Map D-Journey

Analytics data
for smarter responses and insights

Digital View Assist

Screen Synchronization Consultation Support Solution

Customers can easily share their screens through a link sent by the agent. This allows the agent to provide on-screen guidance and, when necessary, take control to deliver clearer and more effective support.

- ✓ Real-time drawing sharing & visual consultation
- ✓ Call recording
- ✓ Consultation history management
- ✓ Real-time chat and file sharing functions



Digital Engagement

Customer-Centric Service through Experience Analysis

This is a customer-tailored CX advancement solution that builds a "Customer Experience Hub" through AI-based customer experience analysis, and leverages it to plan and execute personalized campaigns, thereby enhancing the utilization of the Digital Aesop Show platform.

- ✓ Event Campaigns
 - Customer surveys
- ✓ Targeted Campaigns
 - Agent satisfaction surveys
- ✓ Automated Campaigns
 - Proactive responses to customer inquiries



Digital ASOptio Add-On

Digital Form

Certificate Self-Issuance System

A solution that uses real-time integration of user-input and system-linked data, via a mobile page, to automatically generate and issue requested certificates and documents.

- ✓ Certificate request screen
- ✓ Identity verification
- ✓ Certificate issuance

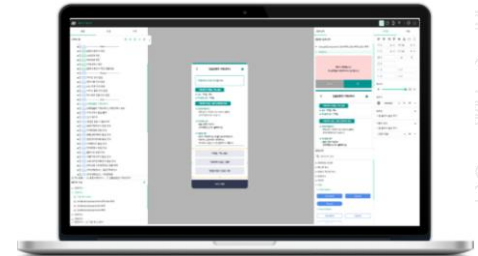


Digital Editor

Webpage Creation and Editing

Create mobile web pages effortlessly with drag-and-drop—no coding needed. Update content with a single click and deploy changes in real time or on a scheduled basis. Enhance your pages with Digital ARS (visual/IVR) features, including Notification Talk, IVR call transfer, and API integration.

- ✓ Coding No!, Drag & Drop Yes!
- ✓ Easy Editing and Deployment
- ✓ Digital ARS Optimization



ECP (ECS Cloud Portal) is a multi-tenant cloud CX platform developed in-house by ECS Telecom, integrating the entire contact center operation—from CCaaS management and AI-assisted consultations to digital self-service—while offering flexible configuration and scalability tailored to each customer's environment.



ECS's One-Stop SaaS for Cloud Contact Center Management

Customizable contact center operations:

from integrated management to AI automation — all with a single click.

CCaaS Operation Management



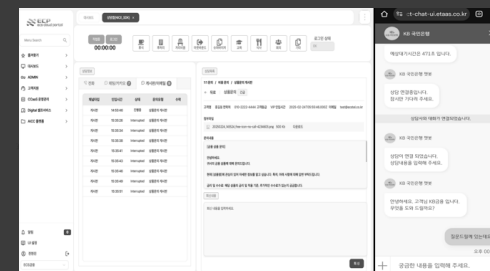
Integrates core functions such as monitoring, analytics, and agent management optimized for each customer's operating environment, maximizing contact center efficiency.

Digital Self-Service



Converts voice channels into digital channels, increasing the rate of self-service by enabling customers to resolve issues on their own enhancing customer experience and reducing support costs.

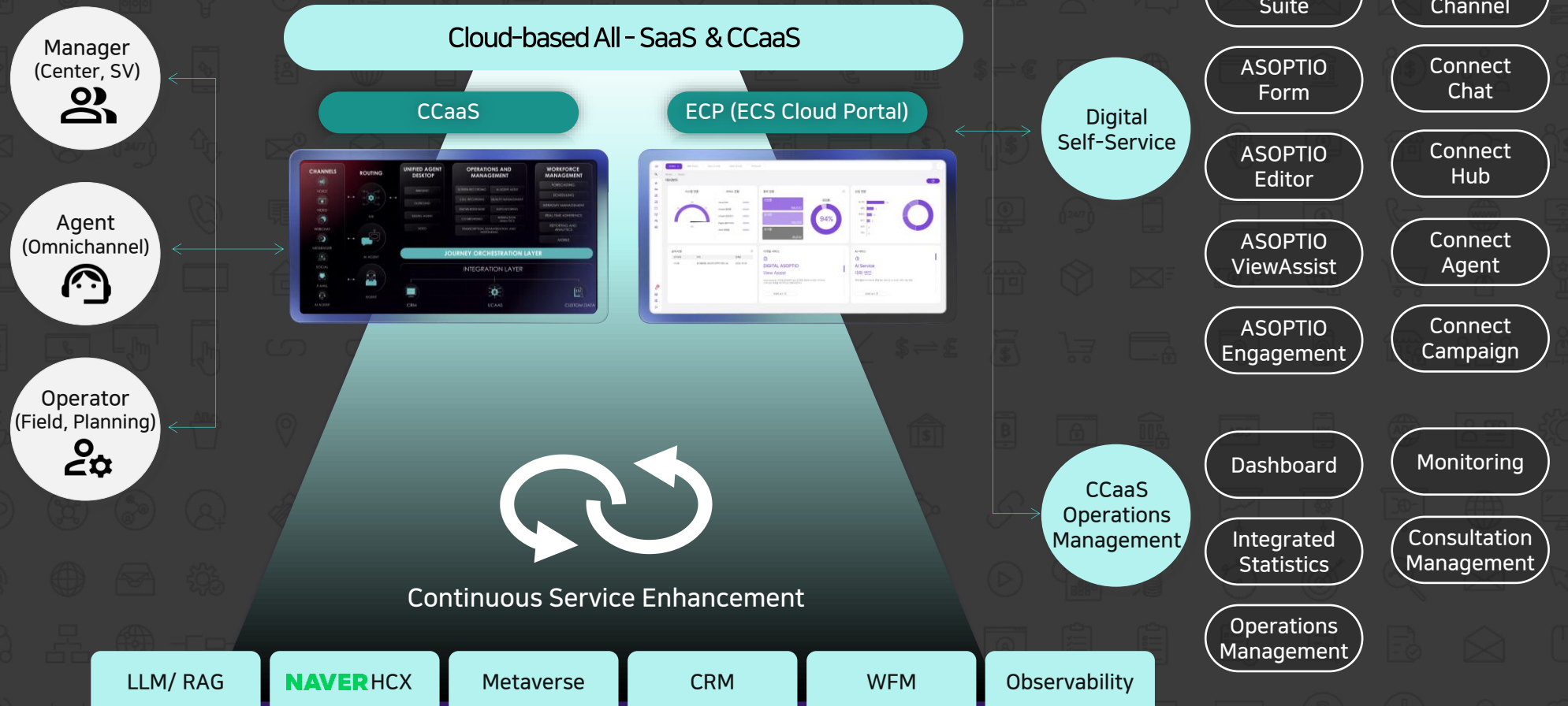
Connect Service



Seamlessly and reliably connects CCaaS with a customer's existing solutions through a unified hub, enabling smooth and stable integration.

ECS cloud portal

ECP is a cloud-optimized, scalable, and flexible contact center operation platform built on a microservices architecture.



The background of the entire image is a dark gray grid filled with numerous small, light gray icons. These icons represent a wide variety of concepts related to technology, business, and communication, such as mobile phones, laptops, email, social media, financial charts, and network diagrams.

ECS Telecom

Our partners

Partners



Cisco Gold Certified Partner
Cisco ATP (Authorized Technology Provider)



Avaya 1 Tier Reseller Partner
Avaya Diamond Level



Nice Platinum Partner
Nice Direct Partner



Bright Pattern Gold Partner



Zoom Direct Partner
Zoom Phone & Rooms Certified Integrator
Zoom Phone Deployment Certified Partner



Alvaria Platinum Partner
Alvaria Expertise



ECS Telecom

Our customers

Major Clients

Customer
Success

Digital
Workplace

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Public Institution

Services & Others

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