



## What can “ec” do for your business?

Most businesses look to reduce their operating overhead expenses; increase their profit margins with positive outcome and enabling revenue generating opportunities; bring to market new product and solution offerings; provide value added services to new and existing products and services; and or improve customer satisfaction and retention. Our Enhanced Communication (ec) platform, ecENACT™, does just this and much more.

ec technologies enable systems, employees and customers to more efficiently communicate, in less time, using fewer resources. ECDS has designed an EAI middleware platform to provide intelligent, bi-directional communication between your current systems and applications, across directory services, and to targeted audiences and systems. Though integration of communication technologies and by streamlining and incorporating these business processes and procedures, ECDS architectural design and platform is to be standard for what has come to be known as Communication Enabled Business Process (CEBP).

ECDS's approach eliminates the need for an individual application to have knowledge of our backend business logic associated with process operations, and provides the benefit of allowing the business logic to be independently modified as the business evolves. By integrating real time communications into business applications and process, ecENACT can be used in many fashions:

- reduces overhead and operating costs
- reduces misguided or lack of process and collaboration among personnel and customers
- maximizes information sharing and throughput
- enables system interoperations
- build efficiency into Business Processes
- improve event tracking and audit trails
- ability to deliver value added services and bundled products in real-time to customers

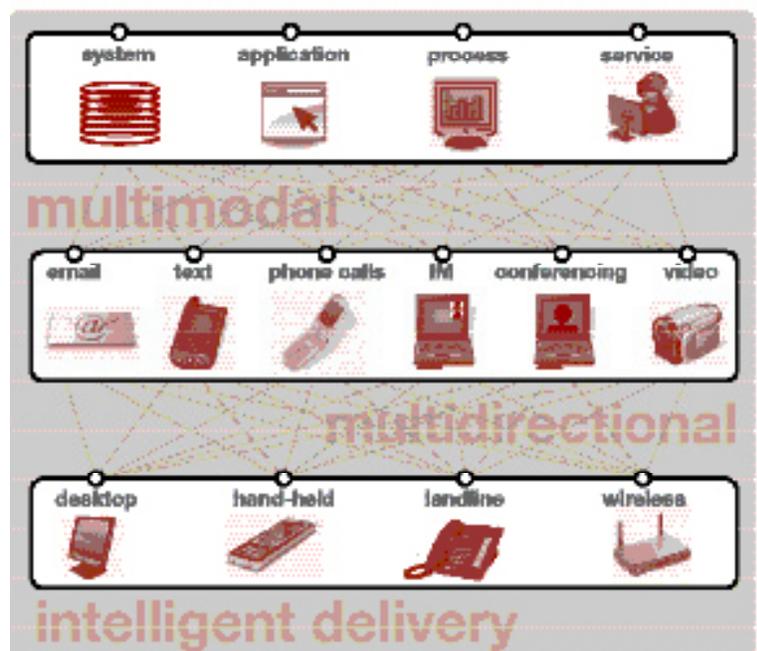
- data exchange and synchronization across and between applications and systems
- minimal or no altering of integrated applications
- enables subscription/enrollment, polling/surveying, configuration and support, analysis and response, and activation of services

### Extend the Enterprise to Any Location

Not only does ecENACT deploy information multi-directionally through multiple channels, it delivers the information to any phone, computer or device: desktop, laptop, hand-held, PDA, landline, or wireless. ecENACT extends your enterprise or customer relationship all the way into the hands of the employee, partner or customer when it matters, wherever they are.

And since ecENACT enables multi-directional communications, the employee or customer does not just receive the alert or information, they are able to act immediately and respond from any phone, computer or device.

### How ecENACT Creates Interaction





## How does the ec in ecENACT rapidly get your messages into the hands of stakeholders/customers/systems to support decision making?

A powerful platform for extending the enterprise, ecENACT speeds information and drives interaction with three critical features:

- 1. Multi-modal:** Not only does ecENACT connect to any legacy or current system, application, process, or service, ecENACT moves messages across all modes of communication, including email, text, phone calls, SMS, and fax.
- 2. Multi-directional:** ecENACT does not stop at delivering information to your customers, partners and employees wherever they are and to any phone, computer or device. It empowers the recipient to respond or to problem solve with multi-directional communication capabilities.
- 3. Intelligent Delivery:** delivery requires ecENACT to know your directory services, your targeted audiences and their contact devices. When it does not get a response from one, it uses logic to escalate to another device, or the next

### Other features and scenarios of ecENACT

- Employee and contractor registration and credentialing
- Message content can be tailored to each contact's role
- Self service features improve use satisfaction, accuracy of contact information, and reduces administration costs in escalation, scheduler, and real-time response mechanisms
- Reach customers and personnel instantly, in their pre-defined directory
- Streamline processes, procedure, and policies
- Provide up-to-date notification and contact information
- Create notification and alert process for event and alarm response situations

### About ECDS

ECDS enhances traditional technology systems, applications, processes and services by integrating them with multi-modal communications to improve efficiency and performance of business applications. A leader in developing Enhanced Communication technologies, ECDS is a privately held company based in Alpharetta, GA and San Francisco, CA. The ECDS platform is deployed in diverse IT environments, including healthcare, government, utilities, retail and education. For more information, visit our web site: [www.ecdeliverysystems.com](http://www.ecdeliverysystems.com) or contact us at 770.475.1074 or [info@ecdeliverysystems.com](mailto:info@ecdeliverysystems.com)

### ecENACT Specifications:

#### Architecture

- Built on open standards
- SOA and EAI platform
- Vendor agnostic

#### Security

- Privilege based
- PIN authentication
- Multi-factor authentication (capability)

#### Configuration

- Customizable to your business processes
- SaaS, Premise, OEM Offering

#### Reporting

- Real time reporting, date stamped
- Audit trail/confirmation of messages

#### Availability

- 99.999 % availability
- SaaS fully redundant and geo-diverse
- 24 x 7 x 365 Support

#### Performance

- Text: 120,000/hour\*
  - Voice: 48,000/hour for a 30 second call\*
  - email: 300,000/hour\*
- \*For our hosted solution. Limited by the carriers and channels. Numbers above reflect our standard offering. We can meet your individual needs.

#### Features

- Sustained infrastructure and collaborative readiness
- Streamline process & procedures
- Automated updates of statuses