



YOUR TRUSTED ADVISOR FOR
Remarkable Customer Experiences

Etech delivers next generation BPO solutions. A global minority owned business, Etech has created and trademarked how to turn your data into strategic insights. Leveraging the power of artificial plus human intelligence Etech enhances training and coaching to focus on critical behaviors creating improved customer experiences and shareholder value.

Etech's Servant Leadership Commitment

VISION

To make a remarkable difference for each other, our customers, and within our communities.

MISSION

Etech is a servant leader organization providing superior customer experiences and innovative solutions which enable our clients to build stronger brands, strengthen customer relationships, and gain market share.

Etech's Character Commitments

Team Work

Valuing people

Integrity

Adaptability

Creativity

Courage

Accountability

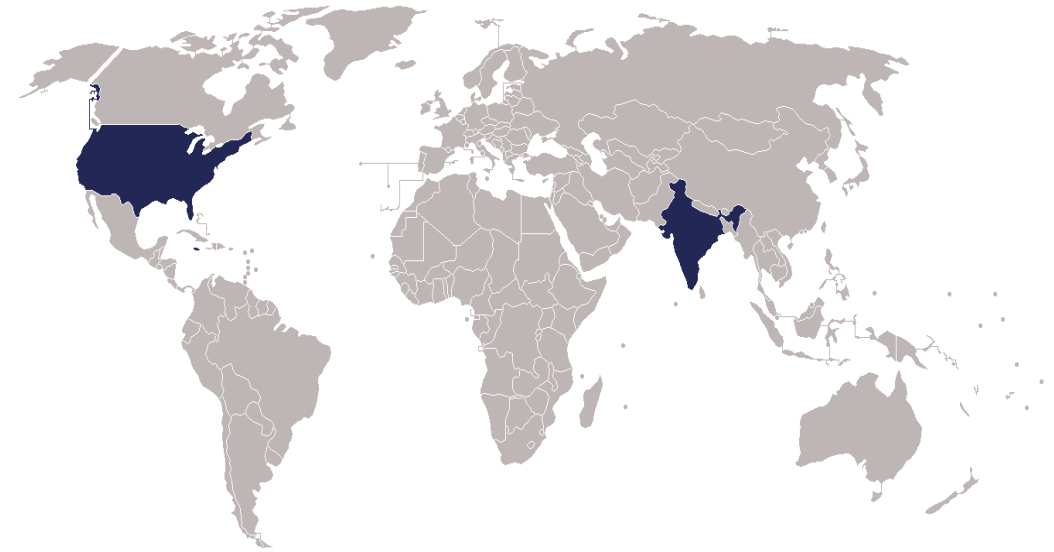
Humility

Communication

Positive Influence

Teachability

Vision



24/7/365 · Multilingual

*Etech's Global Locations
Minority Business Certified*

4,000+ Team Members Globally Providing Remarkable Customer Experiences Onsite and Remote

Nacogdoches, TX

Rusk, TX

Montego Bay, JA

San Antonio, TX

Houston, TX

Gandhinagar, GJ

Dallas, TX

Lufkin, TX

Vadodara, GJ

Etech Global Services – Our Journey

OUR STORY



OUR BUSINESS



Customer Engagement Solutions

Inbound & Outbound Interactions, Chat, Sales, Service, and Tech Support



Automation-Driven Professional Services

Enterprise Product Development, Software Implementation, Process Automation Solutions, Workforce Management, Professional Services

OUR AWARDS





Matt Rocco,
Chief Executive Officer



Etech's Executive Leadership Team



Jim Iyob
Chief Customer Officer/President – ETS Labs



Gurudatt Medtia
Executive VP



Kaylene Eckels
President



Ronnie Mize
Chief Technology & Security Officer



Dr. Veronica Chimney
Chief HR Officer



Shawndra Tobias
Chief Data Strategy Officer



Guiding:

- Customer Success
- Global Development
- Professional Services
- Product & Software Dev.
- Project Management
- AI & Analytics

Directing:

- Offshore Planning, Execution & Management
- Business Operations

Executing:

- Business Operations
- Organizational Excellence
- Learning & Development
- Talent Acquisition

Leading:

- Enterprise Security
- Incident Response Team
- Compliance
- Technology

Facilitating:

- Global Labor Relations
- Compensation & Benefits
- Employee Engagement
- Leadership Development

Optimizing:

- Leads Data Strategy
- Drives operations execution
- Optimizing continuous improvement



Etech's Customer Engagement Expertise

Inbound Contact Center Solutions

- Inbound Sales
- Billing Support
- Inquiry Management
- Interactive Voice Response
- Telemarketing Services
- Product & Service Promotion
- Helpdesk Services
- Order Processing Services

Digital Engagement

- Online Customer Service
- Technical Support
- Customer Acquisition Services
- Online Billing Services
- Overall Sales Support
- Helpdesk Services
- Order Management Services
- Social Media Customer Support

Outbound Contact Center Solutions

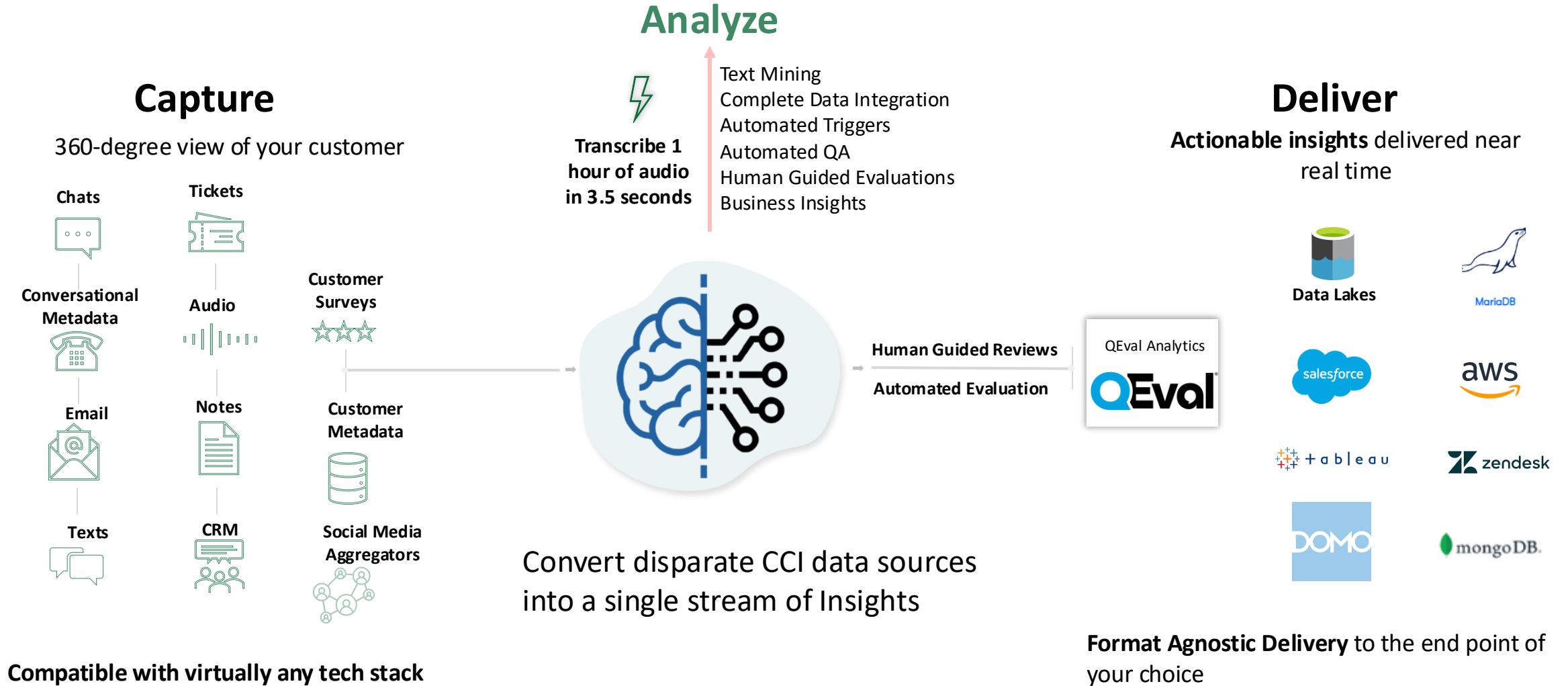
- Customer Retention Services
- Market Research & Customer Surveys
- Outbound Sales
- Cold Calling Services
- Upselling/Cross-Selling Services
- Follow Up Services
- Subscription Renewal Services
- Customer Satisfaction Survey

Omnichannel CX Support

- Integrated Technology Infrastructure
- Asynchronous Live Messaging Experience
- 24*7 Integrated Phone Support
- Integrated Email Management with Ticket Tracking

Etech's Conversational Analytics Drives Business Results

Trusted by industry leaders — with over 1 billion customer interactions processed.



No More Data Silos.

Etech's Technology Capabilities

AI Implementation & Integration

Strategic deployment of QEval and ICE platforms with seamless enterprise system integration and custom configuration.

Contact Center Automation

Strategic AI consulting guidance and optimization from our technical experts. Get the strategic direction needed to maximize your AI investment and scale operations.

Workforce Management Services

Specialized WFM consulting, real-time analytics implementation, and predictive scheduling optimization for contact centers.

ML/LLM Optimization Services

Fine-tuning and optimization of machine learning models and large language models for contact center-specific use cases.

System Architecture & Technical Integration

Enterprise-grade technical consulting for complex system integrations, API development, and cloud infrastructure setup.

24/7 Support & Managed Services

Dedicated technical support, system monitoring, performance optimization, and ongoing maintenance for all ETS Labs platforms.

Etech's Technology Capabilities

Software Application Development

Developing business websites, web & mobile applications, CRM integration, and desktop applications meeting the complex and competitive market demands.



Enterprise AI Solutions

Creating custom software applications, contact center solutions adding the power of Artificial Intelligence to improve your business operations.



SaaS Product Development

Developing cloud-based SaaS solutions to create dynamic software products for our customers



Software Analytics & Implementation

Providing flexible & scalable framework, custom integrations with any legacy systems for delivering projects on time, within budget, with a high level of quality, and meeting the customer's challenges.



Software Testing & QA Services

Conducting Software Testing, QA Consulting, Functional Testing, Full Life Cycle testing, Usability and GUI testing, Manual and Automated testing.



IT Staff Augmentation

Providing a team of dedicated and experienced technical specialists working exclusively as an extension of your organization. For technologies such as .Net MVC, .Net Core, SQL DB Developers, API Developers, Nodejs, ReactJS and other JS frameworks, Cloud & DevOps Engineers.



Workforce Management

Helping organizations in capacity planning, forecasting, scheduling, and real-time monitoring the team's performance.



Custom Reporting

Our team provides custom reports for a strategic decision-making process and meeting organizational objectives.



A Commitment to Servant Leadership Focusing on Our People, Customers and Communities

Get a **prescriptive plan to improve what matters.**

Etech offers the most efficient transcription in existence, allowing you to transcribe 100% of contact center calls well within budget, and enjoy **industry-leading speed and accuracy with near real-time, feature-rich insights.**

Actionable intelligence that bridges the gap between insight and action, thanks to post-interaction automated scoring, frontline coaching, and organization awareness.

PCI DSS compatible **automatic redaction** of sensitive information

Contact Center DNA with Speech Analytics expertise. Over the last decade, Etech has mined millions and millions of interactions, integrated with almost every CCI tech stack, positioning Etech as a customer analytics leader

Etech is **trusted by the world's leading organizations** across many industries, including financial services, healthcare, retail, insurance, travel, and hospitality, and more



Jim Iyoo

Chief Customer Officer – Etech
President - ETS Labs



Thank You!

jim@etechgs.com | [@jiyoo](https://www.instagram.com/jiyoo)

info@etechgs.com | www.etechgs.com | 936 - 371 - 2640

To make a remarkable difference for each other,
our customers, and within our communities.