



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

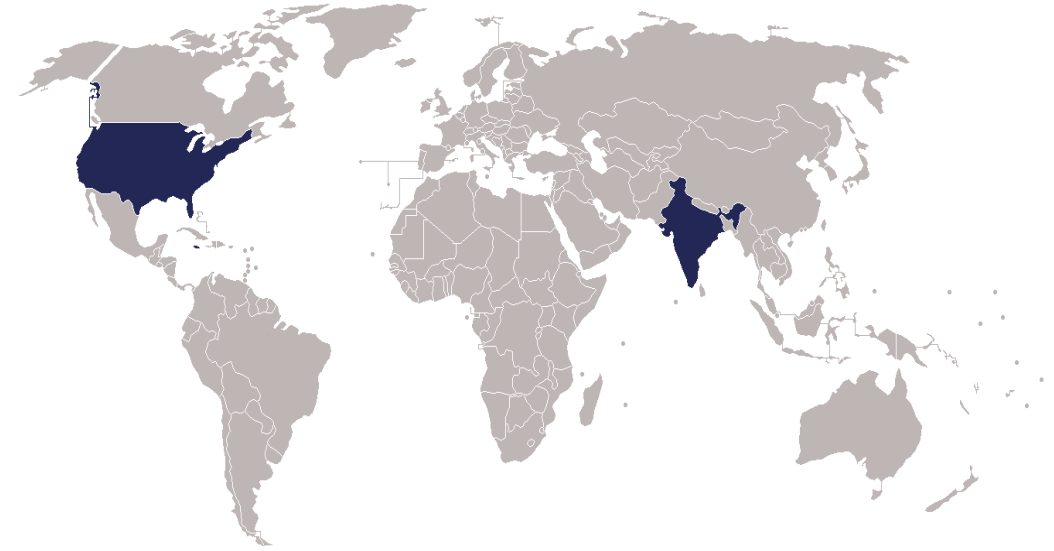
Humility

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

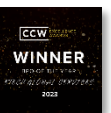
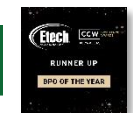
Inbound & Outbound Interactions, Chat, Sales, Service, and Tech Support



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:

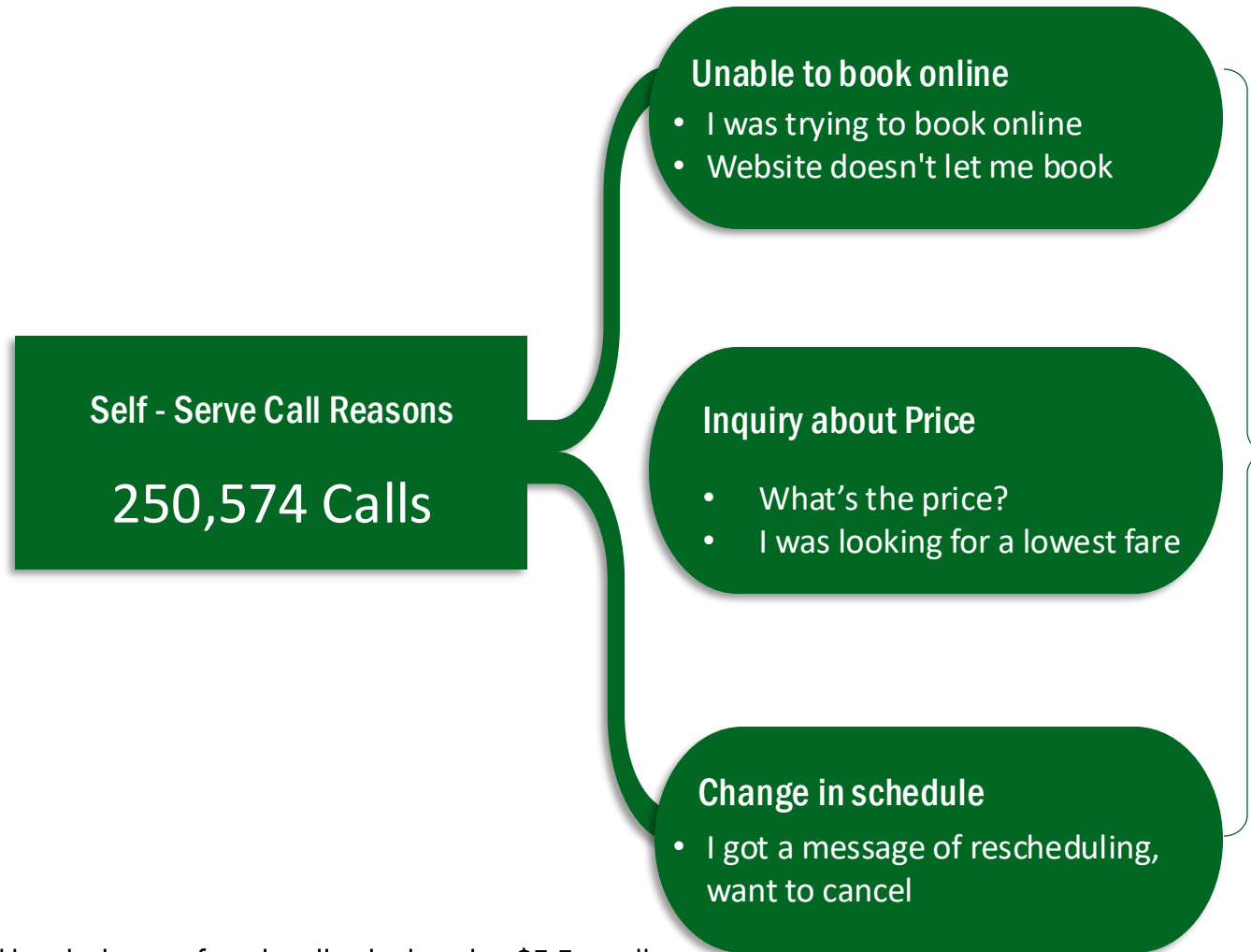
- Leads Data Strategy
- Drives operations execution
- Optimizing continuous improvement



Agenda

- Introduction to Etech
- Technology Overview – Software Agnostic, Bring yours or use our own!
- Hiring Methodology
- Call Deflection Strategies
- Etech's capabilities to maximize performance, insights and learning
- Agent staffing – onboard, train and optimize business
- Managing performance
- Case Study & Expertise

Etech Recommendations – Smart IVR to Deflect Calls



30% deflection in call volume will result in

\$1,378,158

How Etech Helps?

- Etech can help reduce IVR training time by almost 60% by providing contextual phrases for the top call reasons
- We analyze IVR health in near real time building a continuous improvement cycle

*Full loaded cost of each call calculated at \$5.5 a call

Looking for a Reliable Live Chat Platform?

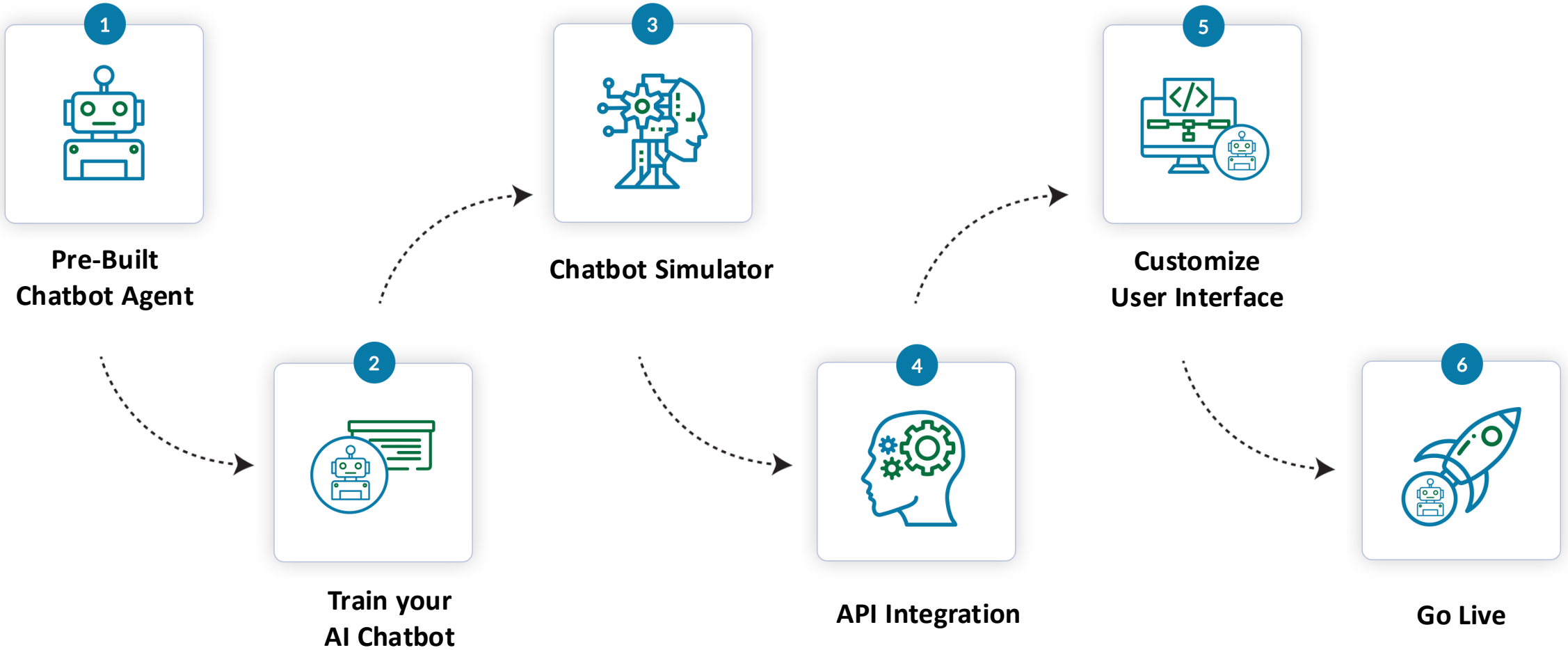
With our 20+ years of experience in providing Digital Engagement Solutions, we utilized our expertise in developing an inhouse Smart AI Live Chat Software, integrated with Email E-Ticket Management Solution.



- Cross-Channel Interactive Customer Interactions
- Automate Responses to Customers
- Reduced Turnaround Time
- High Agent Productivity

Centralize all digital responses from Social Media, Website, In-App Chat and provide a truly Omnichannel Experience

Simply Setup and Customize ICE Chatbot as needed!



Live Chat Services

Sales

New Customer Acquisition

Win Back

Up-sell & Cross-sell

eCommerce Support

Customer Service

Billing Assistance

Account Adjustments

Order Status

Shipping Information

Complaint Resolution

Lead Generation

Appointment Setting

Event Registration

Lead Nurturing

Sales Prospecting

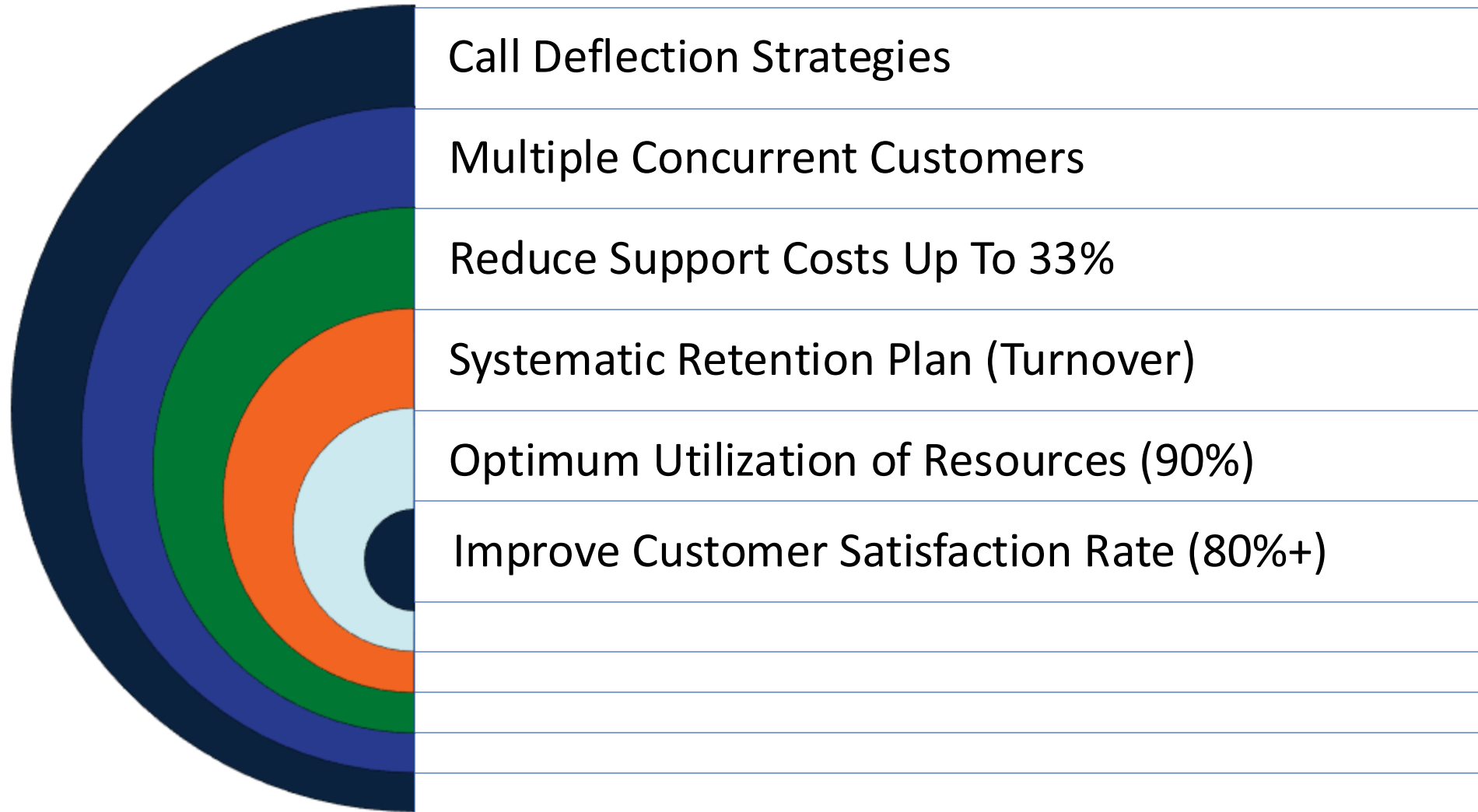
Technical Support

Tier 1, 2 & 3 Troubleshooting

Networking Issues

Tech/Field Ticketing Support

Reduce Support Cost & Increase Revenue



Best-in-Class Performance for Implementing Chat Services

1. Chat Strategy and Goals

- What business needs am I trying to address?
- Proactive vs Reactive chat?
- How will I define success?

2. Technology Selection

- Which chat technology meets our requirements?

3. Recruiting

- Implement internally or outsource?
- What characteristics make a good chat agent? (hint: they are very different than good voice agents)

4. Training

- What is the most effective way to train new chat agents?
- Ongoing education and training?

5. Ongoing Operations

- How do I integrate my chat interactions into my quality program?
- How do I gather business intelligence from the chat interactions?
- How do I fix issues and continually improve?

Structured Engagement Approach

Etech assigns a dedicated Project Manager to coordinate the efforts and launch the program successfully.



Initiating

- Define Client Requirements
- Define Software/Hardware Requirements



Planning

- Readiness Checklist
- Project Schedule



Executing

- Hiring & Training
- Define Baseline SLA's
- Soft Launch – Track Progress



Monitoring & Controlling

- Gap Analysis
- Post Transfer Support
- Prepare and Sign Off Detailed Transfer Plan



Closing

- Operational Reporting
- Establish and Track Baseline Metrics
- On-Going Training

Hiring Methodology

Sourcing

- Referrals
- Social Media
- Community Recruitment
- Advertising

Job Offer

- Leader recommends candidate
- Salary/Hiring Paperwork signed
- Training dates assigned

Qualifying

- High School Diploma
- Relevant previous experience
- Computer skills
- Soft skills

Background Check

- Reference check
- Work history
- SSN/Identify

AI-Powered Screening

- Written test
- Essay writing
- Typing test
- Mock chat/calls
- Aptitude test

Hired

- Final Offer extended to candidate
- Process employment paperwork

Interview

- Targeted Selection Interview Process
- Personalized interview with Ops Hiring Manager
- Interviews via video, phone, and brick and mortar
- Same Day results for Agent Level Positions

Etech hires career minded employees who are proficient in Customer Experience

Etech's – Operational Effectiveness

TRAINING IS A JOURNEY

Induction Training

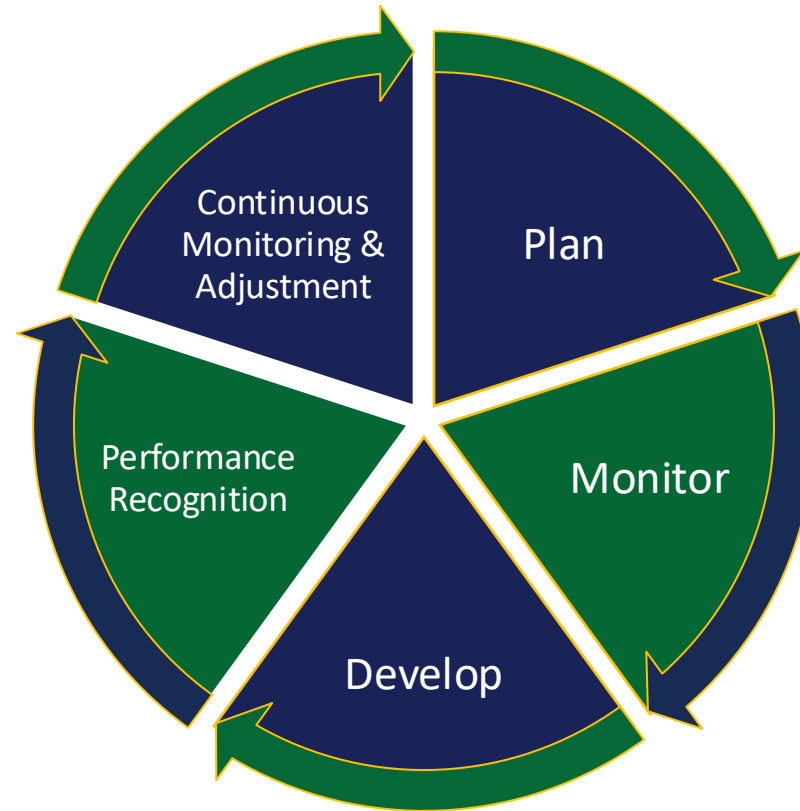
Product, Sales & CX
Training

Incubation

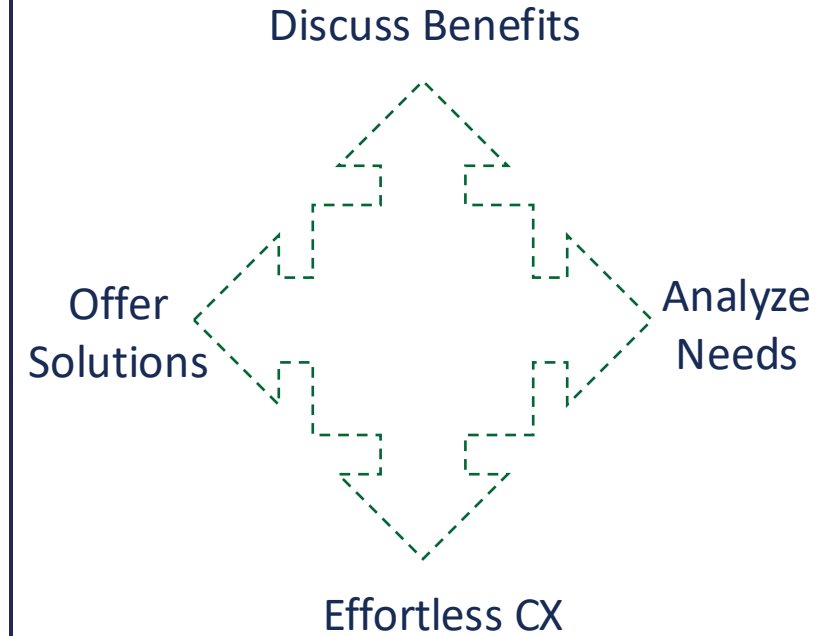
Graduation

Go-Live

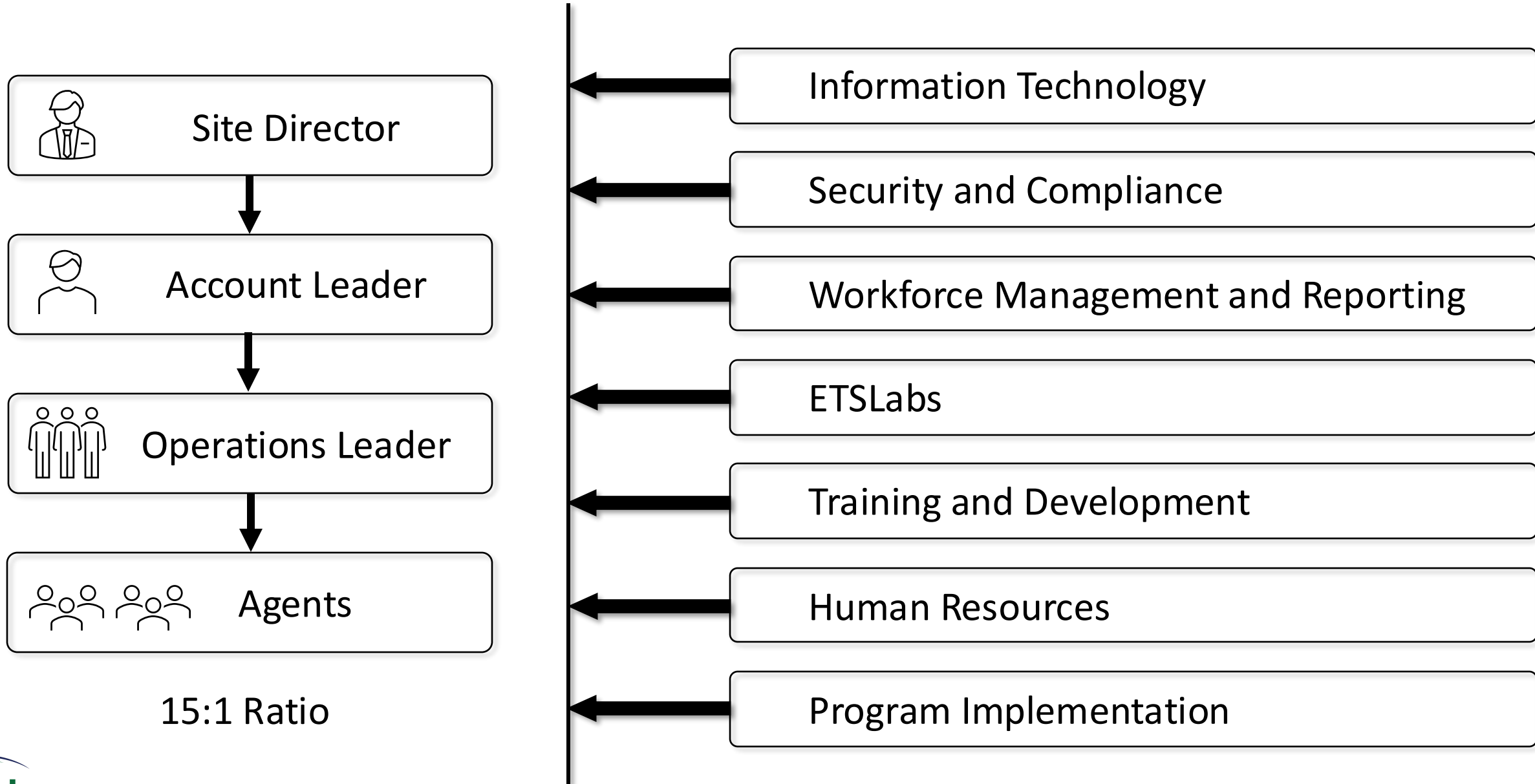
OPERATIONS PERFORMANCE MANAGEMENT



CONSULTATIVE APPROACH

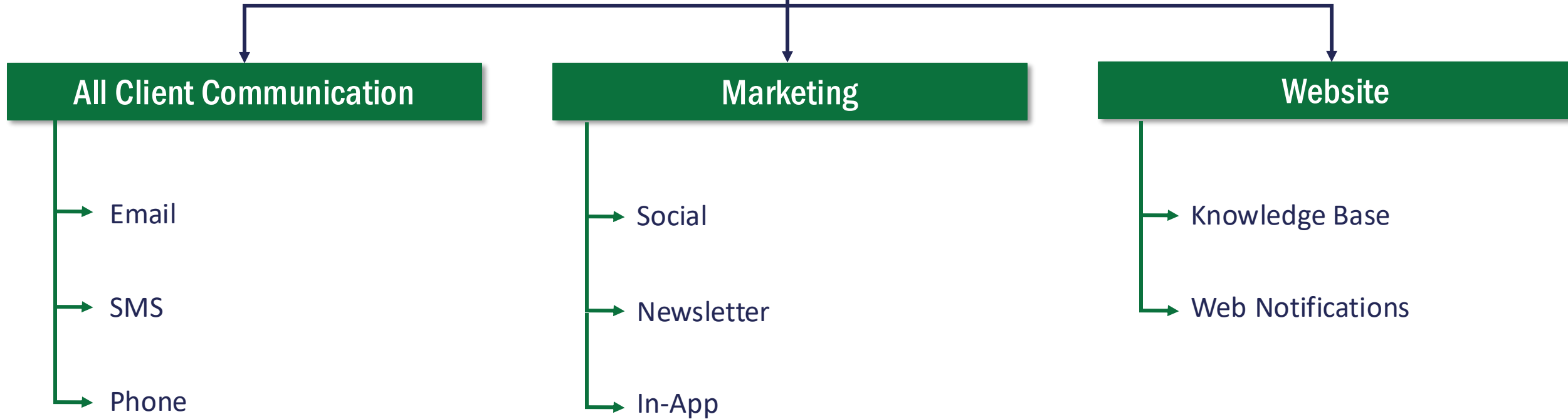


Etech's – Operations Org Chart

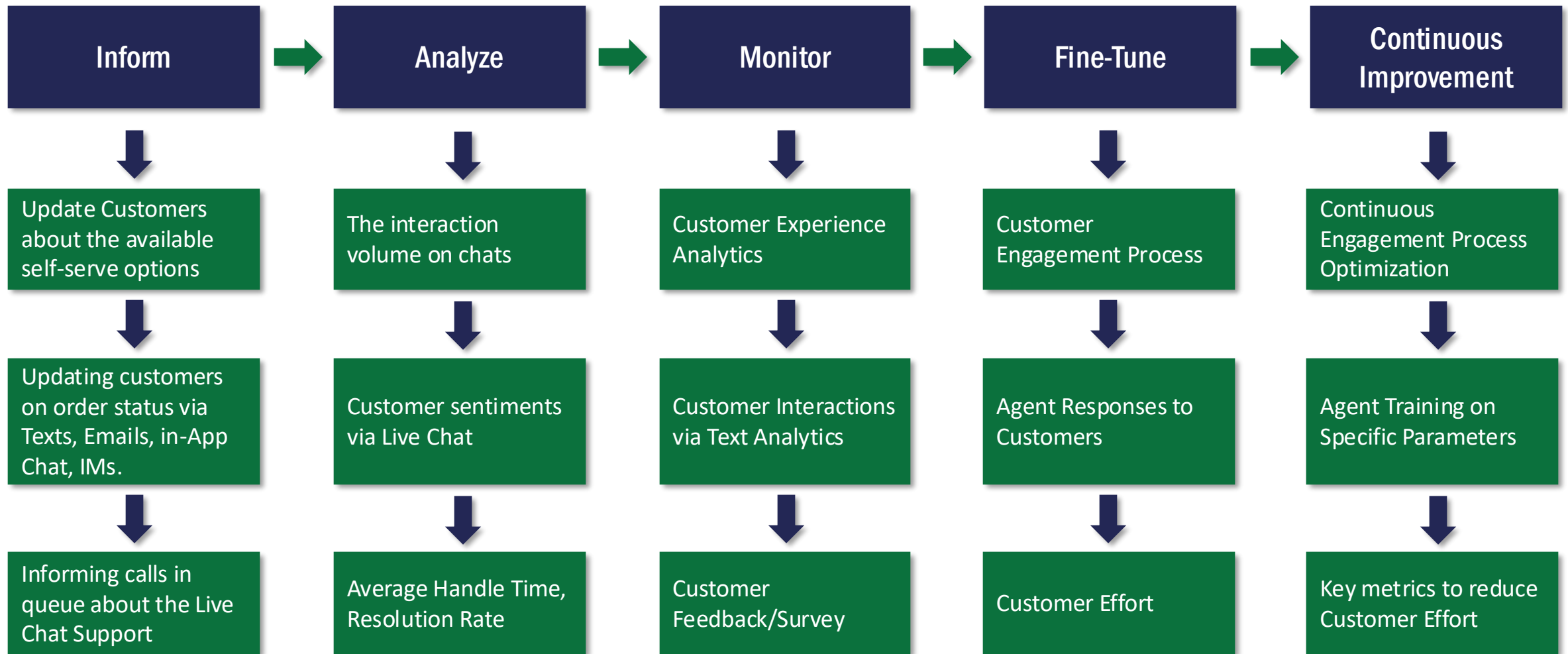


Chat Aggregation Strategies

Push Chat Through Multiple Customer Touchpoints



Call Deflection Strategies - Overview



Etech's Differentiator for Performance Management

Daily

A

QA Data for Coaching

All calls scored below expectation are observed and coaching prepared for the respective individuals for the day

B

Chat live Monitoring

Chats are monitored throughout the day for agents with critical behaviours to follow up on coaching provided that day

C

Etech Insights Observations

Etech Insights will make observations directly related to the coaching for that day based off communication of expectations

D

On Floor Recognition

Updated daily w/progress to goal for each team/agent

E

Daily Results & Recap

Results sent via email to the floor with kudos to the agent for the highest QA score. Supervisors send an end of day recap reporting who received coaching and opportunities/successes

The use of Coaching Effectiveness Playbook

Weekly

A

Accountability Session

Supervisors read out on performance of their teams. Goals from previous week attainment or GAP and Goal setting for the upcoming week

B

Mid Month Performance Review

Mid-Month supervisors include MTD stats and pace to Goal

C

WoW Stats Calibration

Internal with Etech Insights team to go over outliers and actions to improve.
External with client twice a week

Monthly

A

Performance Recognition

Monthly recognition ceremony for top performers and most improved

B

Sr. leadership Performance Review

Senior leadership conducts feedback/reviews with coaches on monthly performance. Coaches conduct feedback/reviews with agents to discuss previous months performance and set goals for upcoming month

C

Calibration

Based off biggest opportunities set up training or boot camps. Operations, Training, and EI partner to review results and discuss actions/focus for upcoming month

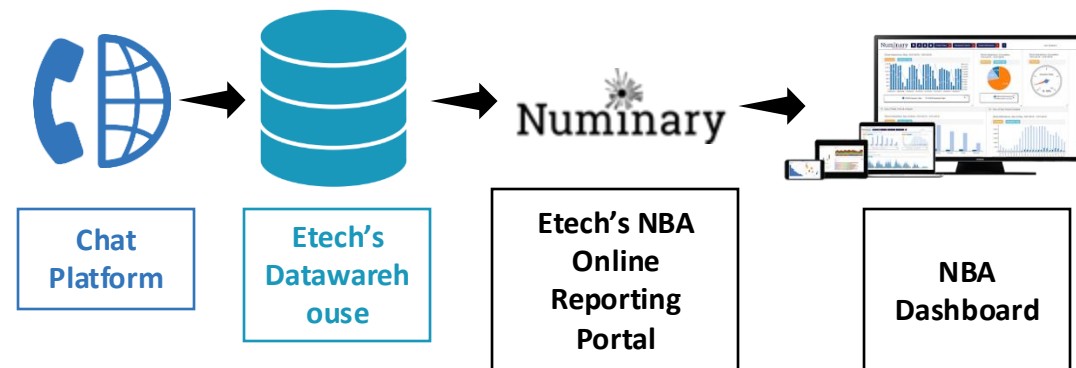
D

Performance Review

With client to discuss previous month performance and discuss actions/focus for next month

Reporting Capabilities

Etech has a business intelligence tool called Numinary Business Analytics (NBA), where all performance & lead data is automatically posted on thirty minutes intervals. The reporting portal has ability to create custom dashboard/views to show required insights. This is an online portal in which access can be provided to the client.



Weekly, 12/10/2017 - 01/20/2018

Showing 1 to 16 of 42 entries

Week Ending	Center	THT	Requests Assisted	Percent Away	GA Conversions (TOD)	EUP Conversions (TOD)	GA Conversion Rate (TOD)	EUP Conversion Rate (TOD)	Chat Conversion Rate (TOD)	ERP Score	NPS Score	Avg Response Time	Avg Initial Response Time	Avg Handle Time	Concurrency	Script Rate	Cobrowse Rate
12/16/2017	Dallas	2,377.07	14,171	17.50%	502	1,122	3.54%	7.92%	11.46%	75.20%	41.38%	41	20	14.39	2.01	30.74%	2.92%
12/23/2017	Dallas	2,439.59	14,677	17.19%	784	1,267	5.34%	8.63%	13.97%	75.07%	34.18%	38	18	14.26	2.04	30.48%	3.70%
12/30/2017	Dallas	1,885.42	13,843	15.60%	439	822	3.22%	6.03%	9.24%	77.38%	41.94%	37	19	13.40	2.07	31.96%	2.62%
01/06/2018	Dallas	2,041.30	13,932	15.84%	398	495	2.88%	3.55%	6.41%	75.03%	38.98%	38	18	13.54	1.91	33.22%	2.60%
01/06/2018	Dallas	215.15	1,577	16.17%	44	127	2.79%	8.05%	10.84%	79.50%	52.53%	37	18	13.22	1.97	31.85%	3.05%
01/13/2018	Dallas	2,579.75	19,408	16.62%	342	567	1.76%	2.92%	4.68%	77.49%	41.67%	38	18	13.17	1.93	33.71%	2.42%
01/13/2018	Dallas	11,538.29	77,408	16.61%	2,509	4,400	3.24%	5.68%	8.93%	76.13%	39.93%	38	18	13.58	1.99	31.96%	2.86%
12/16/2017	Lufkin	1,604.38	11,323	16.48%	553	1,114	4.88%	9.04%	14.72%	85.61%	58.49%	37	16	14.30	2.35	33.42%	7.75%
12/23/2017	Lufkin	1,503.11	10,259	16.23%	737	1,140	7.18%	11.11%	18.30%	80.73%	50.27%	38	16	14.53	2.39	33.08%	8.88%
12/30/2017	Lufkin	1,466.12	12,157	15.30%	459	905	3.78%	7.44%	11.22%	81.42%	49.54%	36	16	13.53	2.39	33.96%	6.67%
01/06/2018	Lufkin	127.95	1,132	14.77%	48	92	4.24%	8.13%	12.37%	81.62%	49.32%	36	19	13.41	2.42	32.74%	4.87%
01/06/2018	Lufkin	1,360.21	10,873	15.08%	441	529	4.06%	4.87%	8.92%	84.15%	52.26%	36	15	14.00	2.26	34.25%	5.84%
01/13/2018	Lufkin	1,516.04	12,835	15.09%	275	404	2.14%	3.15%	5.29%	84.23%	54.72%	35	16	13.38	2.19	33.43%	4.71%
01/13/2018	Lufkin	7,577.82	58,579	16.04%	2,513	4,184	4.29%	7.14%	11.43%	83.25%	53.12%	36	16	14.10	2.32	33.60%	6.76%

Weekly, 01/01/2018 - 01/31/2018

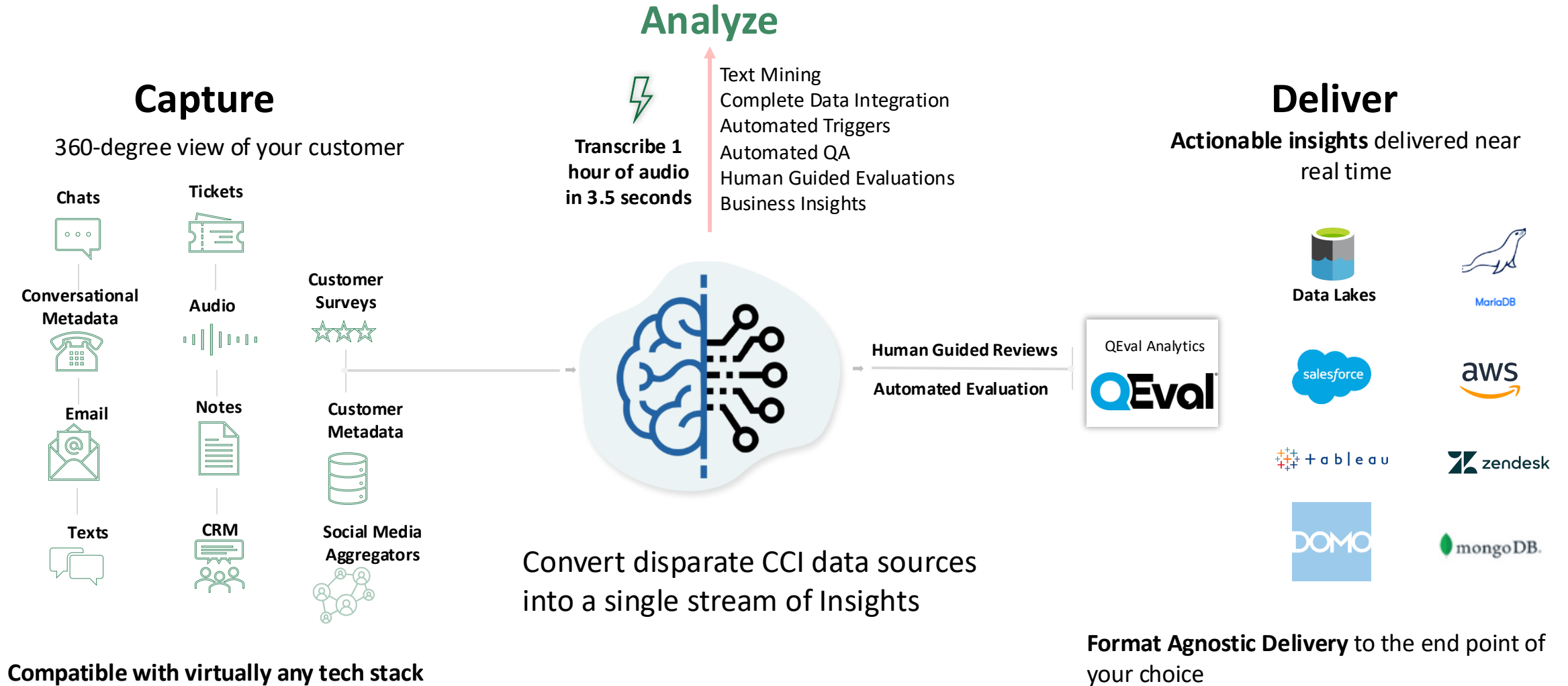
Showing 1 to 10 of 8 entries

Week Ending	Vendor	THT	Requests Assisted	Percent Away	GA Conversions (TOD)	EUP Conversions (TOD)	GA Conversion Rate (TOD)	EUP Conversion Rate (TOD)	Chat Conversion Rate (TOD)	ERP Score	NPS Score	Avg Response Time	Avg Initial Response Time	Avg Handle Time	Concurrency	Script Rate	Cobrowse Rate
01/06/2018	Afni	2,971.73	23,191	15.08%	1,193	1,189	5.14%	5.13%	10.27%	82.02%	48.17%	40	15	14.05	2.25	28.79%	4.79%
01/13/2018	Afni	3,362.21	27,005	13.93%	734	1,095	2.72%	4.05%	6.77%	84.04%	53.93%	38	15	13.51	2.14	29.48%	3.70%
01/13/2018	Afni	6,333.94	50,196	14.47%	1,927	2,284	3.84%	4.55%	8.38%	83.08%	51.19%	39	15	13.58	2.19	29.15%	4.22%
01/06/2018	Etech	9,296.87	72,099	16.36%	2,526	2,952	3.50%	4.09%	7.60%	81.23%	47.35%	37	15	14.04	2.19	31.98%	5.27%
01/13/2018	Etech	10,943.13	89,565	15.43%	1,822	2,623	2.03%	2.93%	4.96%	82.76%	53.08%	35	14	13.23	2.09	31.54%	4.54%
01/13/2018	Etech	20,240.00	161,664	15.86%	4,348	5,575	2.69%	3.45%	6.14%	82.04%	50.39%	36	15	13.41	2.14	31.74%	4.87%
Total		26,573.94	211,860	15.53%	6,275	7,859	2.96%	3.71%	6.67%	82.28%	50.57%	37	15	13.45	2.15	31.10%	4.72%



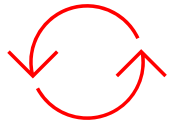
Etech's Conversational Analytics Drives Business Results

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



No More Data Silos.

360° Contact Center Performance Management



Intelligent Topic Mining

Identify, repeat contacts, reason for contact, contact trends, pattern shifts in near real time to identify customer effort, isolate impact points and implement corrective actions in the moment



Complete Knowledge Sync

360 Degree view into performance with self serve Behavior monitoring customized for FTR to identify agent response patterns that do not match the ideal state, indicating a knowledge gap, tech stack utilization patterns among teams/agents/vendors, survey responses, handle time etc



Automated Compliance Monitoring

Compliance Audit on 100% of the customer interaction insuring we are identifying compliance issues in near time, triggering self education actions to the agents within moments of a call being taken instead of weeks old feedbacks



Data Driven Hybrid QA

Allocate Human Guided Reviews automatically to QA Team based on predefined triggers like Sentiments, Silence Time, AHT, Conversation topics like Truck Roll etc.

Methodology

Mapping

Data Scientists reviewed the calls to identify relevant behavior & add business insight rules

Deeper Insights

Data mined a sample slice for deeper insights into the agent pitching patterns

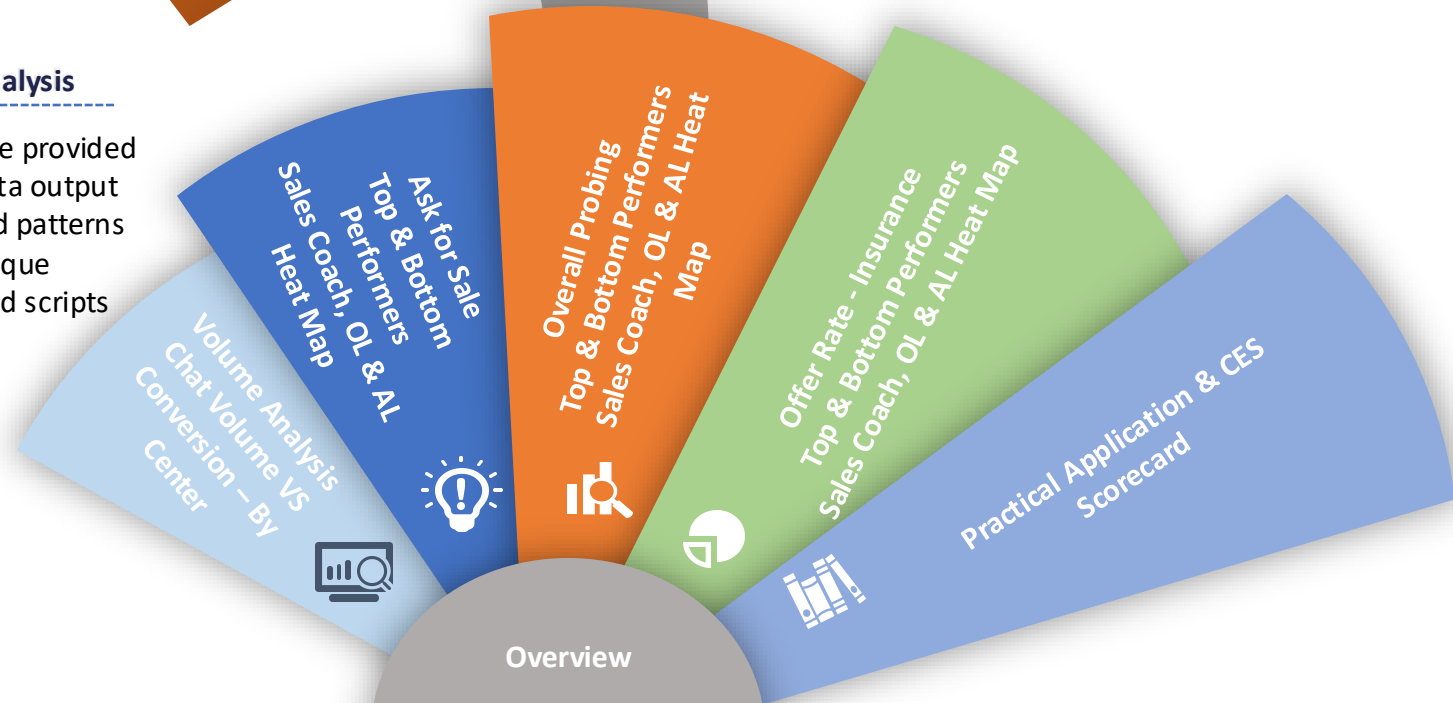
MoM				
Metrics	Apr-21	May-21	Jun-21	Trend
Ask for Sale	50.80%	54.50%	55.10%	0.60%
Probing	6.10%	8.90%	7.20%	-1.70%
Protection Plan	47.80%	50.90%	49.40%	-1.50%

Data Set

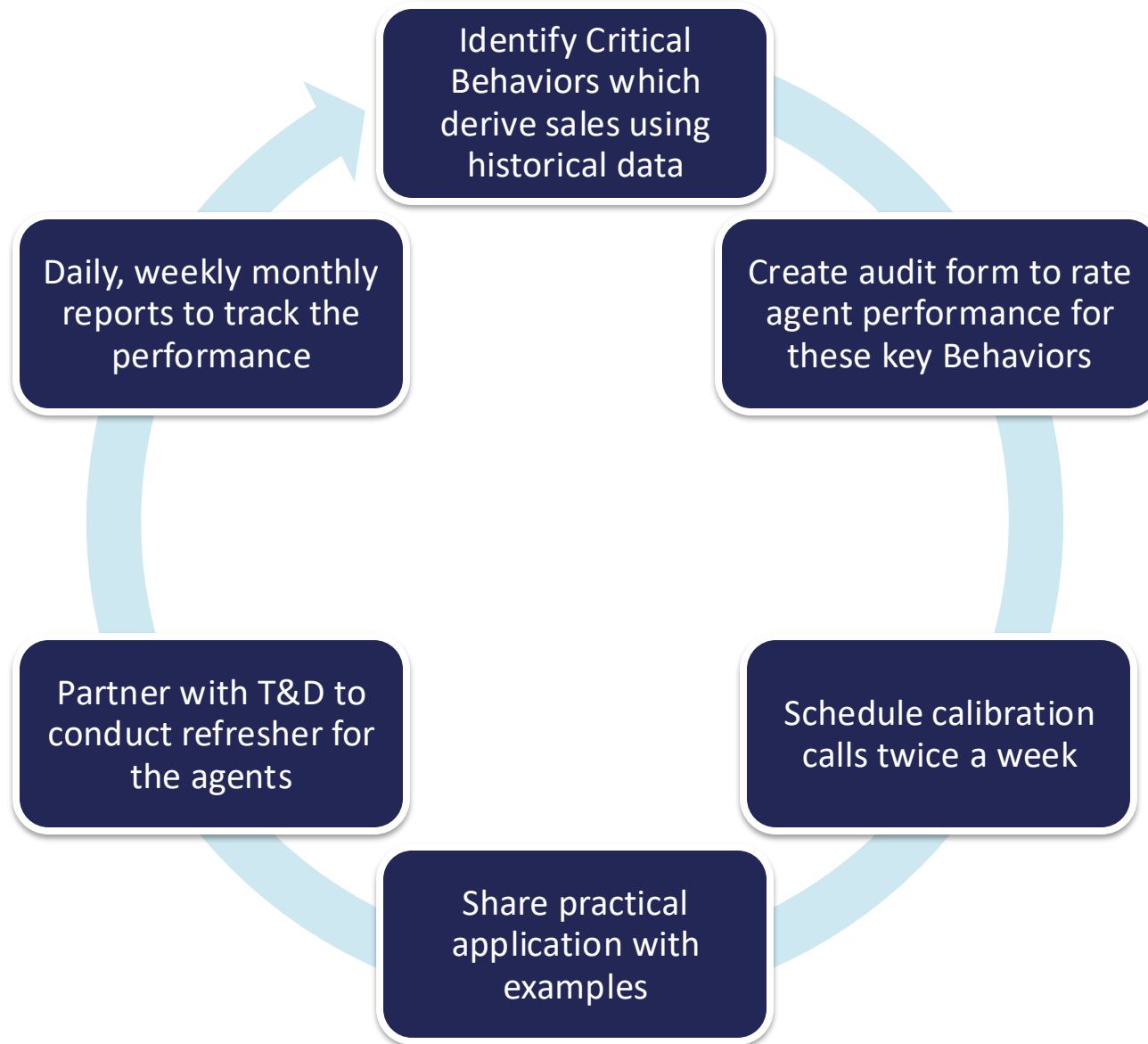
Chat Volume – 76,459 chats
Date Range – 01 to 30 June 2021

Impact Analysis

Our A.I Engine provided intelligent data output on trends and patterns using 20+ unique categories and scripts



What and How



Critical behaviors impacting the Conversion Rate

43%



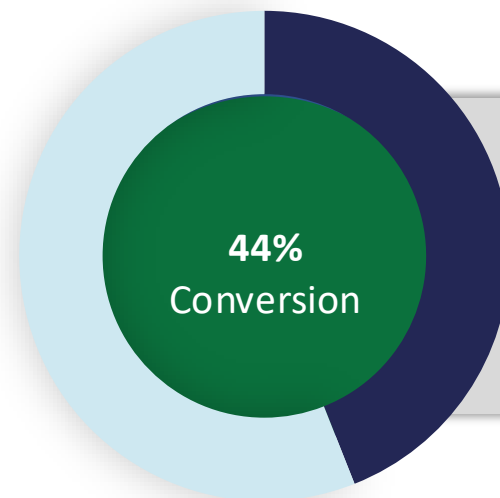
vs



91%

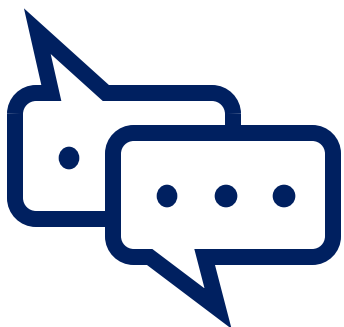
Assume sale when there is no Confirm Sale on the chat

Assume sale when there is a Confirm Sale on the chat



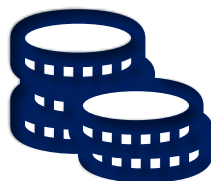
44% Conversion

Agents converted 44 out of every 100 chats where in they **Did Probing + Assume Sale**



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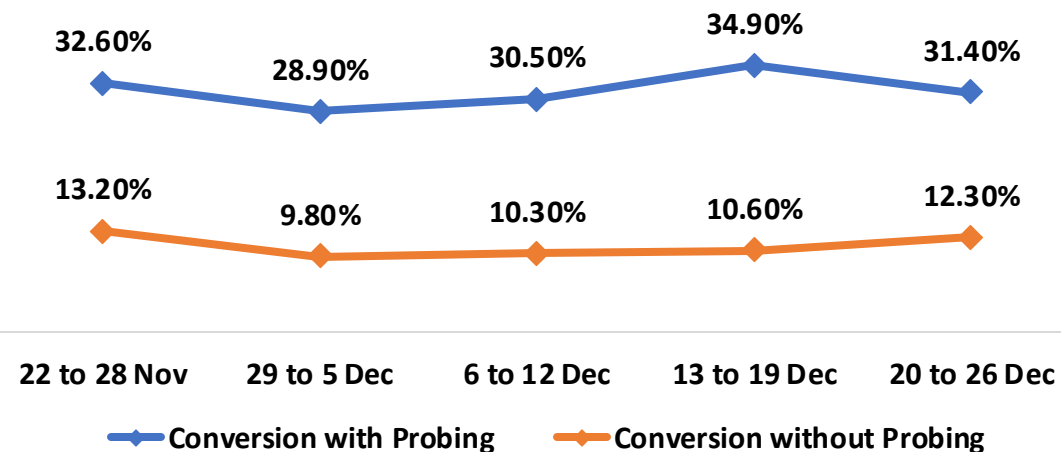
15% more



Probing or Discovery

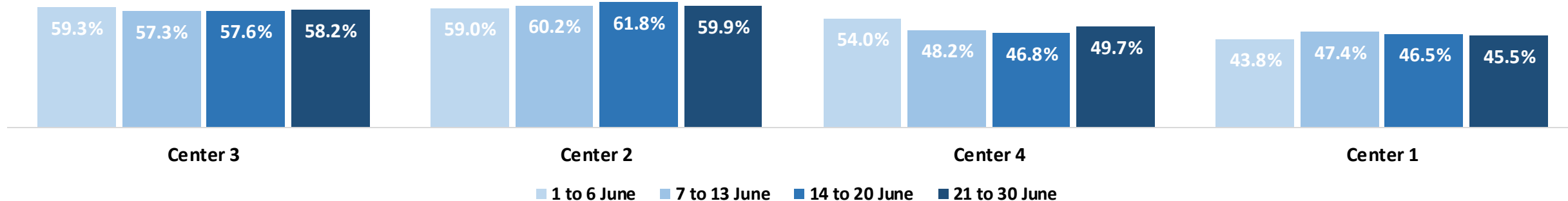
Conversion goes by 1500 BPS when there is probing on Chats

Conversion with & without Probing

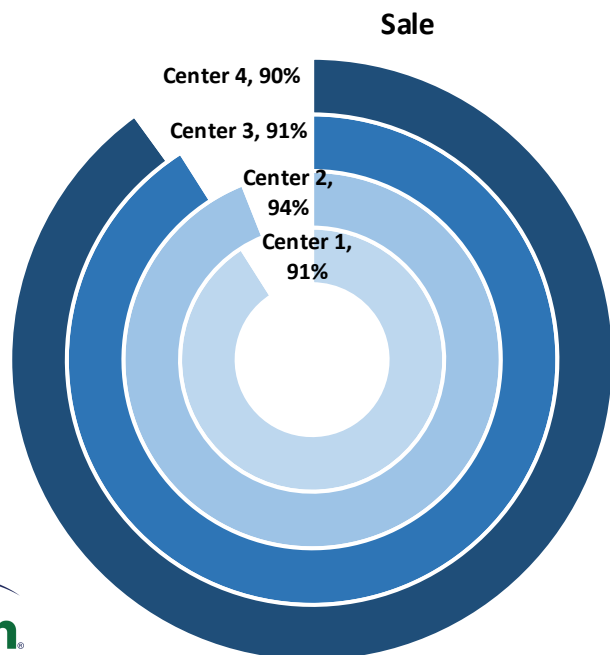


Ask for Sale – Center Wise

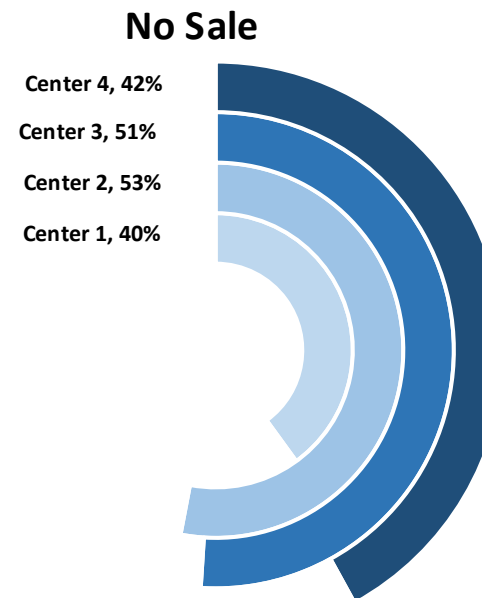
Ask for Sale - WoW Center Wise



Ask for Sale – Sale VS No Sale



Doesn't matter we get a sales or not, the percentage of asking for sale on no sale chat has increased considerably. This ensure that our agents are now proactive helping the customer to place order online and this will ultimately result into overall increase in sales conversion.

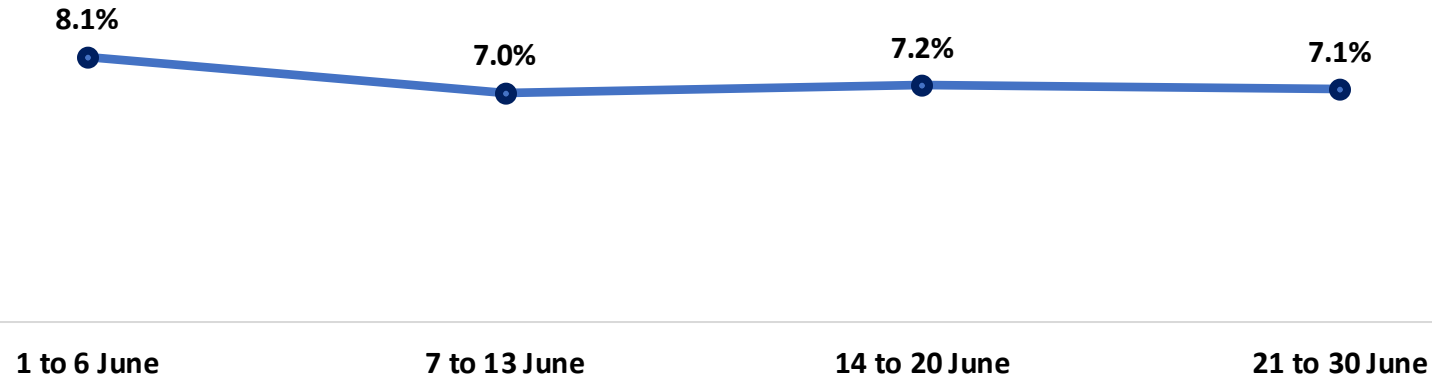


Practical Application – Ask for Sale

Tactic	Practical Application 1	Practical Application 2	Practical Application 3	Practical Application 4	Practical Application 5
Ask for Sale	Let me grab a payment link for you! If we get disconnected, you will need to just keep the page open after you fill it out and sign the terms and I'll email you confirmation.	1 line on the play more unlimited plan would be \$80.00/month with the auto pay discount set up, so at the lowest, you would be looking at a \$101.67/month bill with the 30 per month payment option. would you like to take advantage of that promotion today?	I'd be happy to finalize this order for you! Do you have any questions before we do?	Now that we have reviewed the applicable disclosures with your order, are there any questions or concerns before we start the payment process?	I am seeing that your due today is \$20, I am seeing that you had and that your due monthly will be \$244.08 with the new S21 ultra 128GB in black. If you have no other questions we can move forward to billing.
	Thank you for your patience your total today will be \$718.89 i also added the device dollars. Let me get you a payment link one moment please	Now that we have reviewed the applicable disclosures with your order, are there any questions or concerns before we start the payment process?	With this order, you're looking at a Due Today of \$39 which is the sales tax. Do you have any questions before we proceed?	If I have answered all your questions tonight, Let's finalize your order on my end for you!	Total due today is \$0. There will be a \$20 activation fee added to your first bill. Are you ready to complete this SIM pick up order?
	Now that we have reviewed the applicable disclosures with your order, are there any questions or concerns before we start the payment process?	With this order, you're looking at a Due Monthly of \$36.66 for the iPhone 12 Pro Max and a Due Today of \$99.52. Your estimated next month's bill comes to \$226.66. Let me get you our payment link.	Do you have any questions/concerns before I get the payment link?	Before we work on finishing your order, what phone number and email address would you like your order notifications sent to?	Expected delivery for this device will be 02/05/21. Now I'll do a quick recap before I get you the payment link

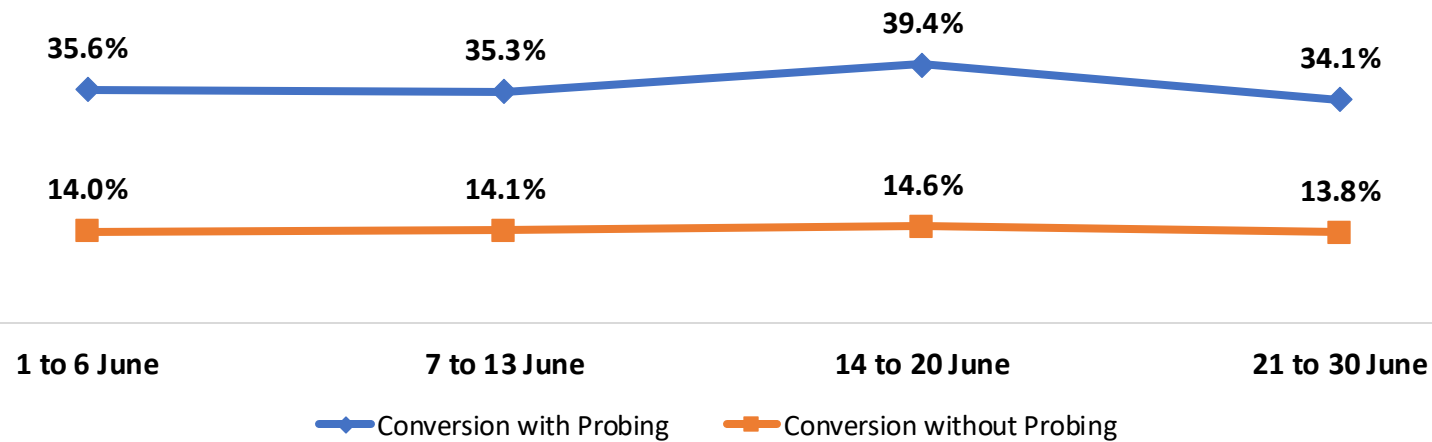
Probing – Wow

Overall Probing



Probing – Sale v/s No Sale

Conversion with & without Probing

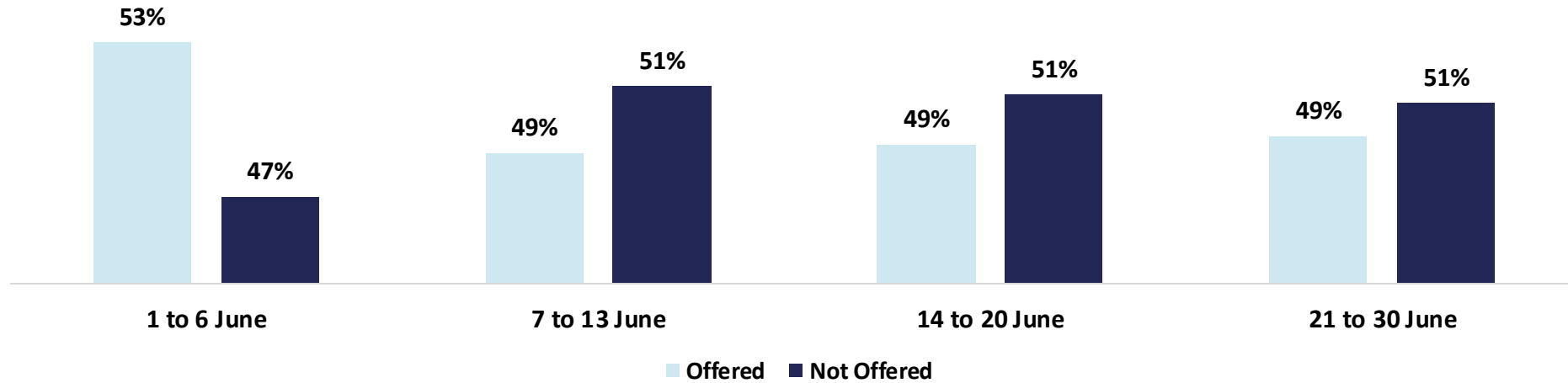


Practical Application – Probing

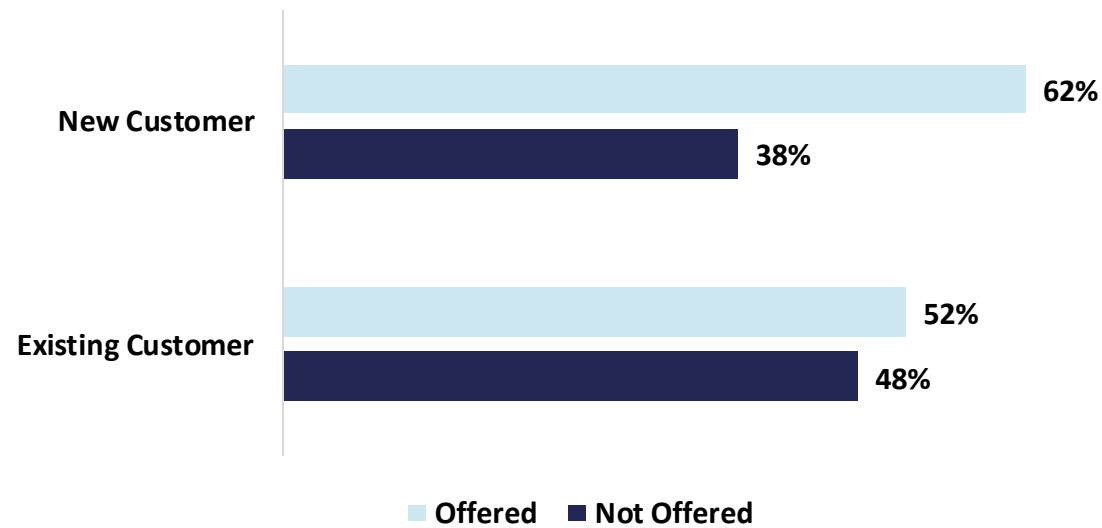
Tactic	Practical Application 1	Practical Application 2	Practical Application 3	Practical Application 4	Practical Application 5
Probing	What features are you looking for in a phone?	What type of activities do you currently use the devices for to see which unlimited plan would fit your needs	Great what features are you excited for on the new device while I load up pricing for us	How were you planning on protecting the phone once you receive it?	What you typically use your phone for?
	How often do you stream videos?	May I ask what you enjoy using your devices for?	What color and size storage do you like on your new phones?	Do you use your data for streaming Videos or movies?	What do you plan to use your internet for?
	How do you use your monthly data?	What features aside from the offer you interested in?	Great while I set this up what features are you looking forwards to most on your new device?	Are there any specific features you are looking for in a new phone?	How do you typically use your current device?

Pitch Rate – Protection/Insurance Plan

Offer Rate



Overall



Top Performers – Protection Plan

Agent	Supervisor	Location	Total Chats	Offer Rate%
April	Sarah	Center 2	59	98.30%
Benjamin	William	Center 4	36	88.90%
Tinika	William	Center 4	35	85.70%
Rebecca	Sarah	Center 3	44	81.80%
Lashauna	Taylor	Center 3	70	81.40%

Bottom Performers – Protection Plan

Agent	Supervisor	Location	Total Chats	Offer Rate%
Melisa	Brandon	Center 3	109	8.30%
Jazadi	Kristopher	Center 1	59	8.50%
Torrance	Gabriela	Center 1	58	10.30%
Stephanie	Melba	Center 4	51	15.70%
April	Letitta	Center 3	49	16.30%

AL & OL Heat Map – Offer Rate

Location	Account Leader	Offer Rate % - June 2021 MTD
Center 3	Aaron	47.12%
Center 3	Joshua	48.14%
Center 2	Moniqua	49.67%
Center 3	Michael	51.26%
Center 3	Kelley	59.53%

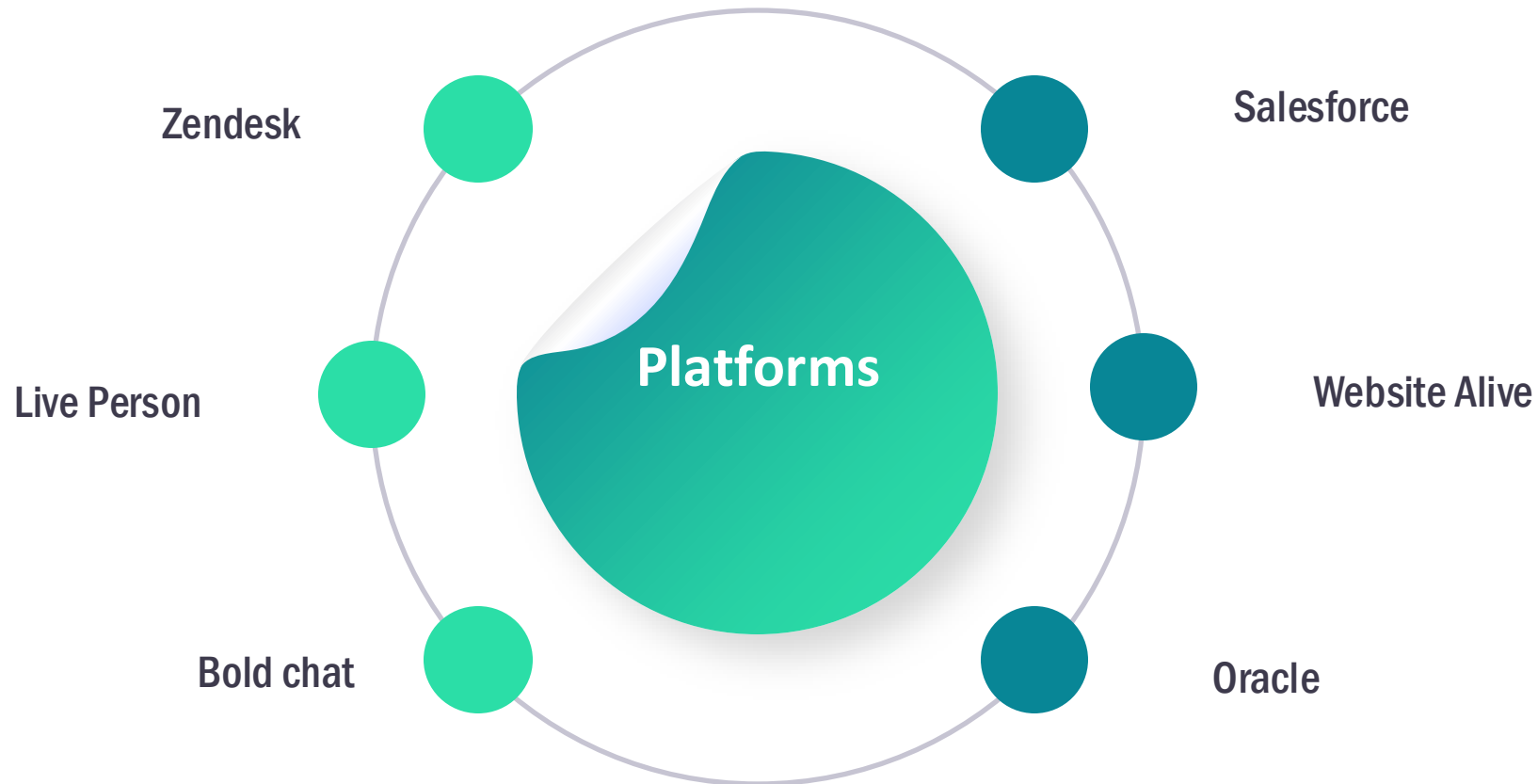
Location	Operation Leader	Account Leader	Offer Rate % - June 2021 MTD	Offer Rate % - MTD Week (1 to 5 June)	Offer Rate % - MTD Week (6 to 12 June)	Offer Rate % - MTD Week (13 to 19 June)	Offer Rate % - MTD Week (20 to 26 June)	Offer Rate % - MTD Week (27 to 30 June)
Center 2	Tony	Moniqua	47.53%	44.90%	49.90%	52.13%	46.68%	39.91%
Center 1	Laquisha	Michael	46.46%	37.56%	49.10%	42.73%	41.88%	31.10%
Center 3	Madison	Joshua	45.39%	56.03%	46.51%	49.78%	43.37%	40.11%
Center 3	Aaron	Michael	65.63%	85.43%	57.77%	68.90%	62.21%	75.46%
Center 4	Pamela	Michael	48.88%	50.70%	49.35%	47.71%	46.92%	47.70%
Center 3	Tanisha	Aaron	47.12%	58.34%	45.42%	44.15%	44.93%	49.80%
Center 2	Antareous	Moniqua	51.81%	56.80%	53.64%	51.13%	53.60%	59.84%
Center 3	James	Kelley	59.53%	54.79%	55.01%	51.75%	68.94%	62.76%
Center 3	William	Joshua	51.58%	50.82%	50.52%	51.09%	52.83%	50.76%

Practical Application – Insurance Offer Rate

Tactic	Practical Application 1	Practical Application 2	Practical Application 3	Practical Application 4	Practical Application 5
Insurance	<p>While I finish this up let's check our Protect insurance, it is the new lead device protection offer! Same-day device replacement and setup, unlimited cracked screen repair, battery replacement, identify unknown numbers, detect and manage spam and block future spam callers by risk level! Starting at \$17/mo! Would you like to get your device covered?</p>	<p>We have a great option available for you to protect your device! They can be expensive to replace, and this can give you peace of mind in case anything happens to it. We have Protect which covers loss, theft, damage, a personal technical support coach, spam/unknown caller control, WIFI Security, ID Theft/malicious content monitoring and an extended warranty all for \$17/month! Will we be adding this to your order today?</p>	<p>Would you like to add device protection? Protect offers extensive protection like loss, theft, and damage (including liquid), spam call blocking, ID Theft monitoring, and WIFI Security and protection. For just \$17/month it's the best protection value and could save you hundreds or more.</p>	<p>I see you have Total mobile protection Mutli device insurance. Let's get you upgraded to the Protect so that you can enjoy great features such as 24/7 tech support and free spam call blocking.</p>	<p>Let's continue with adding this device to your new service! Let me tell you about our Protect insurance that offers device protection, security and technical support for your digital lifestyle. It covers not only your device, but also protects personal data and helps identify unknown numbers starting at \$17/month! Would you like to get your new phone covered?</p>

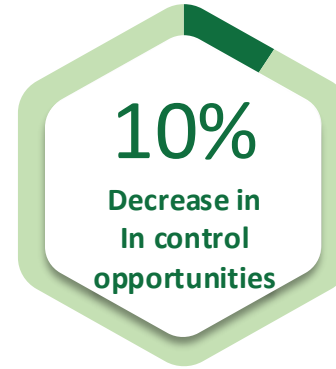
Client Platforms Etech's Hosting

Etech approaches client partnerships with agility and has the ability to implement any software by developing technology solutions needed for optimum performance. 100% of Etech's clients use a combination of tech stack comprised of proprietary software, including web based and VPN accessed, which can then be embedded into our universe via open API's. Below is just a few chat platforms Etech has partnered with, **plus many more**.

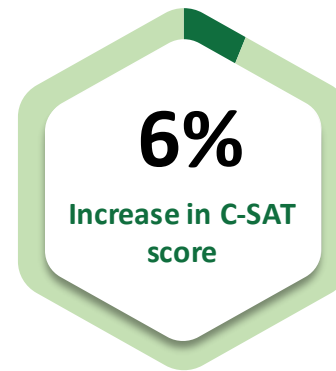
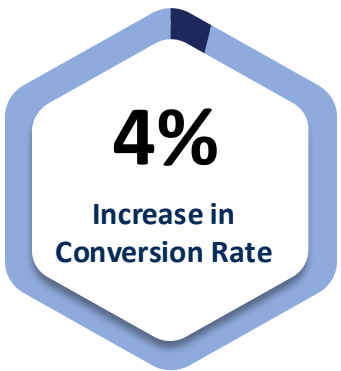


Key KPI & Revenue Impact

Results



The 4% increase in conversion resulted in more than \$650K in incremental revenue and is about 4000 basis point improvement



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.



Etech Dedicated Security & Compliance



ISO 27001 Certified



PCI-DSS Certified Compliant



SOC 2 Type II Certified



GDPR Compliant



Network Security

- 24x7 Monitoring
- Deep Packet Inspection
- Intrusion Prevention
- Data Leak Prevention



Host Security

- Host Intrusion Prevention
- Integrity Monitoring
- Web Application Security
- Log Inspection



Vulnerability Management

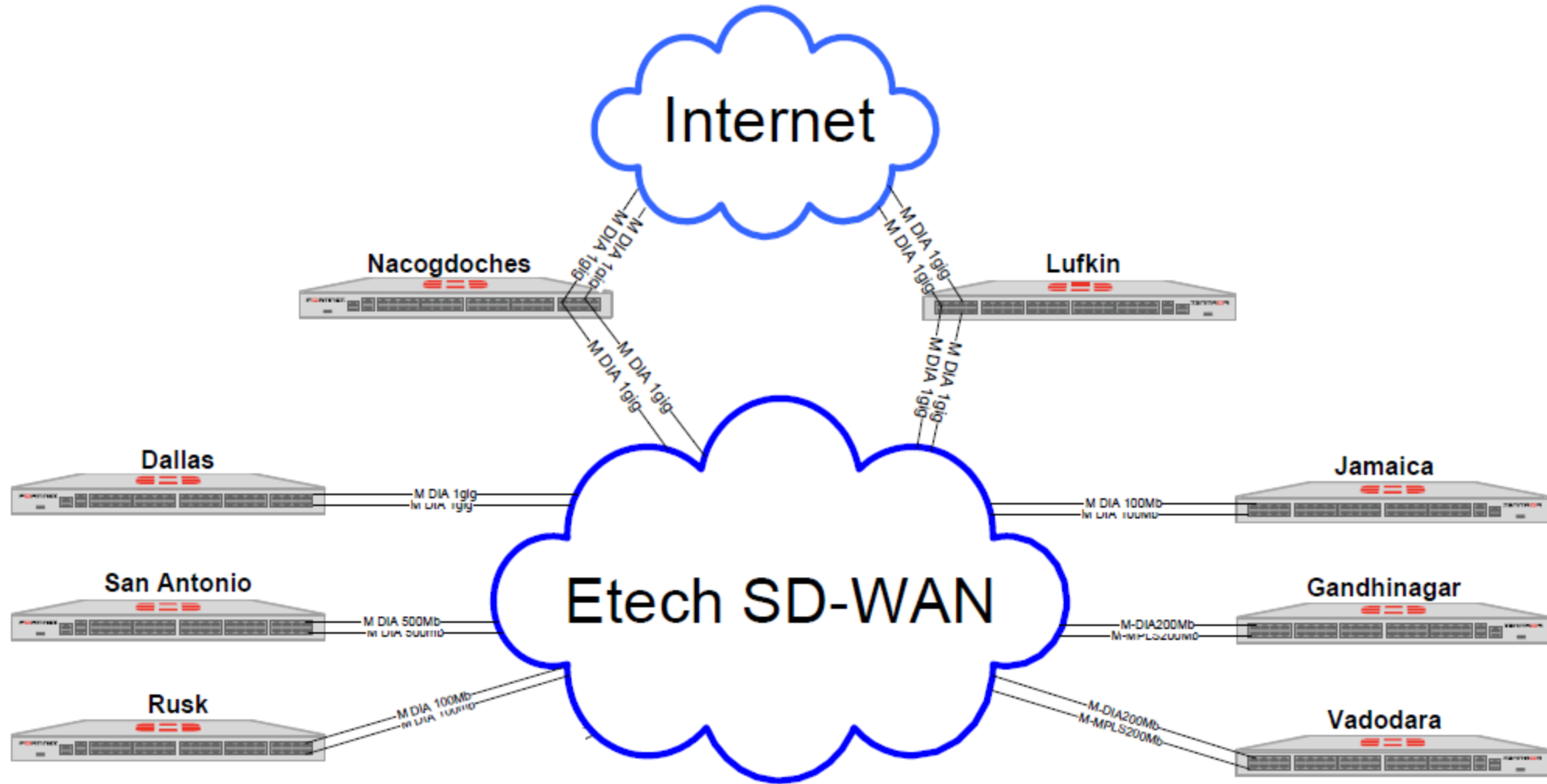
- Monthly Vulnerability Scans
- Web Application Scanning



Individual Certifications

- CompTIA CySA+
- CompTIA Security+
- CompTIA Network+
- CompTIA A+

Etech SD-WAN Diagram



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!

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