



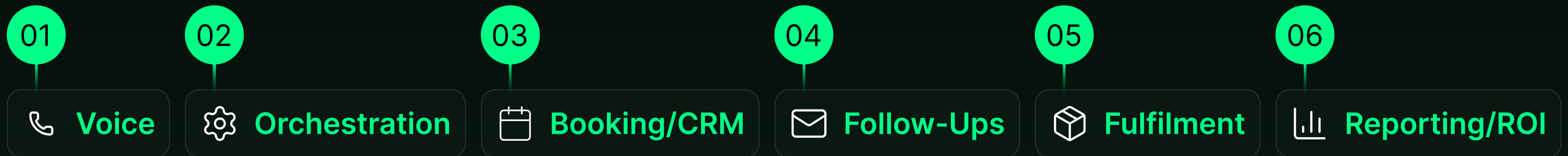
An Etech Global Services Company

Average bots create 4.2 hours of follow-up work per 100 calls. **ETSLabs creates zero.**

Voice AI that handles conversations and completes the work - from call to fulfillment

ETSLabs processes **500,000+ conversations** daily, triggering **2.3 million downstream actions**. The platform handles voice interactions and automates post-call workflows: appointment booking, CRM updates, routing, lead scoring, follow-ups, and fulfillment orchestration.

One platform. One SLA. Measurable ROI.



Why ETS Labs Voice AI Wins - DRIVING BUSINESS VALUE

1. Unmatched Human Realism

- Brand-true voice from a 30-second sample (voice cloning).
- Emotionally aware delivery adapts tone to context.
- Natural barge-in - no awkward pauses or talk-overs.
- 99.4% understanding accuracy across accents and dialects.
- Customer proof: "Our customers can't tell it's AI — satisfaction increased 31.5%."

2. Enterprise Scale, Without Compromise

- 500k+ conversations/day on a single deployment.
- < 300 ms response times even at peak (p95 < 500 ms).
- 99.999% uptime with active-active, multi-region architecture.
- Auto-surge handling for 10x traffic spikes - no prep required.

No add-on fees

3. Beyond Talk: Complete Automation

- Books appointments directly in Salesforce, Epic, ServiceNow (and more).
- Processes payments via PCI-tokenized links.
- Creates work orders and dispatches field teams.
- Updates 15+ systems in Real-Time during the conversation.
- Triggers workflows based on outcomes and business rules.
- Result: 85% of calls require zero human follow-up.

4. Security & Governance (by default)

- **Included standard:** SOC 2, ISO 27001, HIPAA, PCI DSS. No pricey "security add-on" tiers.
- **End-to-end protections:** encryption at rest/in transit, automated PII redaction, granular RBAC.
- **Auditable:** full event trails for admins, models, and data moves; export on demand.
- **Independent validation:** zero findings in recent external audits.

Proof Points

At Scale, Every Day

500k

calls daily for a major telecom

67%

reduction in call transfers

95%

first-contact resolution

2.5M

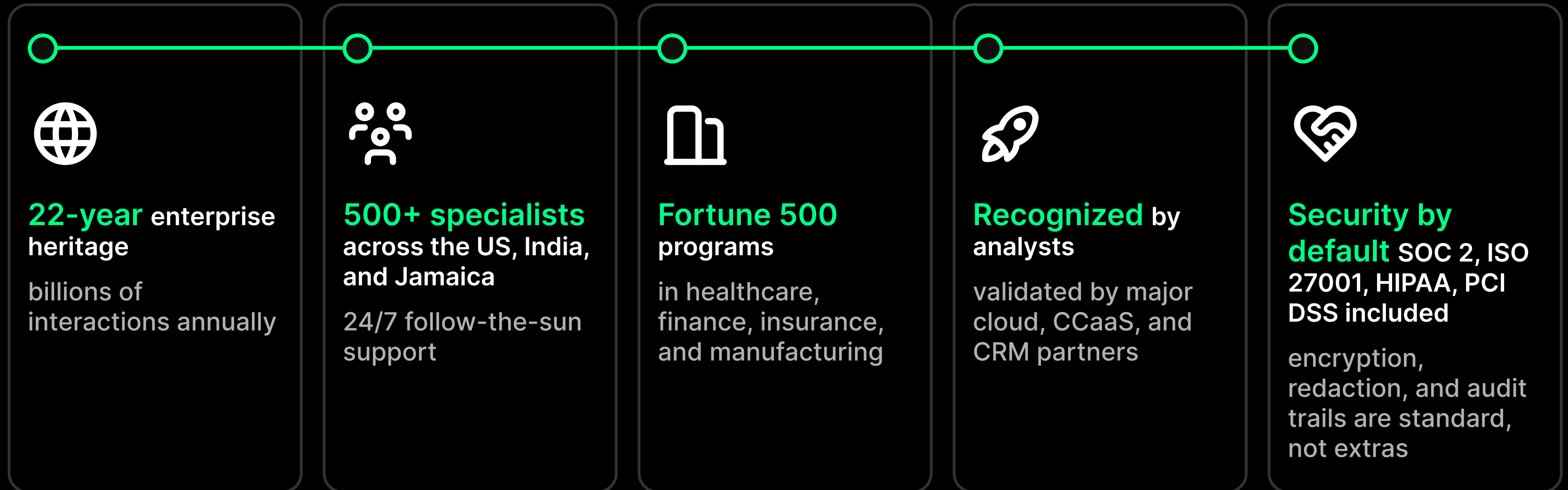
appointments booked monthly for a healthcare network

\$4.2M

in payments processed daily for a retail chain

*Numbers are representative benchmarks; program-specific results vary.

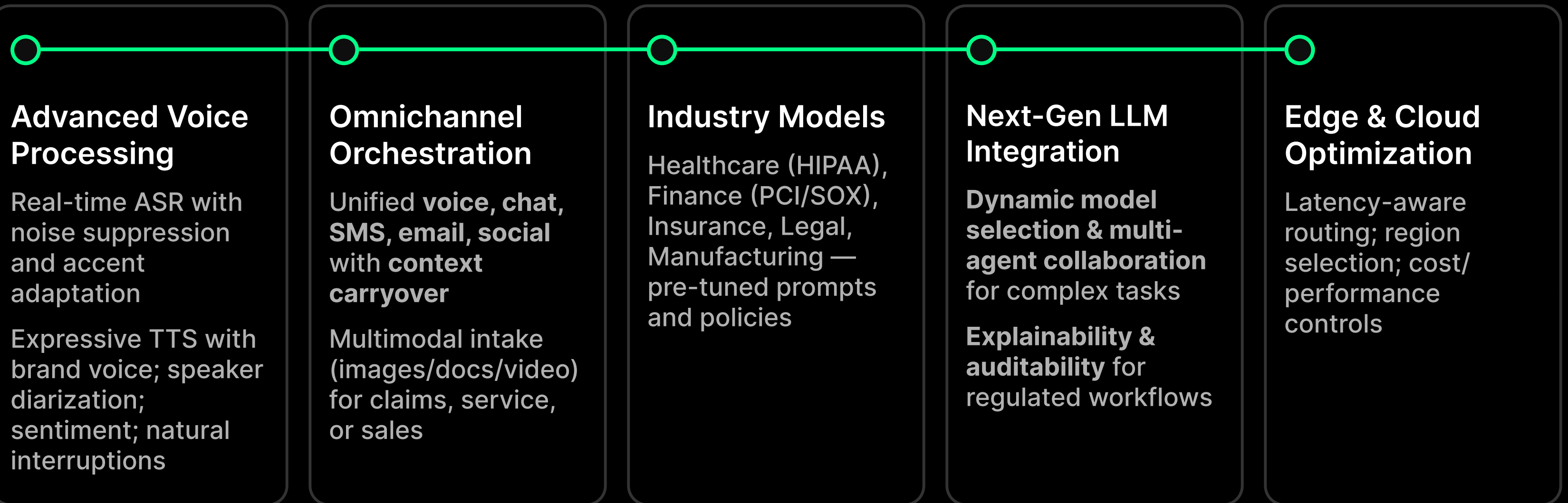
Built on Strength, Leading with Trust



Voice AI Industry Recognition & Validation

- Voice AI technology innovation awards from analysts and reviewers
- Enterprise voice AI testimonials across healthcare, finance, insurance, and BPO
- Partner validation from major voice technology vendors and system integrators
- Academic research collaborations in conversational AI
- Regulatory approvals for voice AI in sensitive industries

Portfolio Architecture for Scale and Agility



Sustained High Performance

Voice Excellence

- Sub-300 ms average latency; p95 < 500 ms; long-context memory; natural interruptions

Scale & Reliability

- Autoscaling concurrency; **99.999% availability**
- Disaster recovery **RTO < 5 min, RPO < 15 min**

Multichannel Standards

- Chat p95 < 200 ms; SMS instant parsing; email with attachment OCR; optional co-browse/video

Security & Compliance

- SOC 2, ISO 27001, HIPAA, PCI DSS (included) • End-to-end encryption • Automated PII redaction • Complete audit trails • **Zero audit findings**

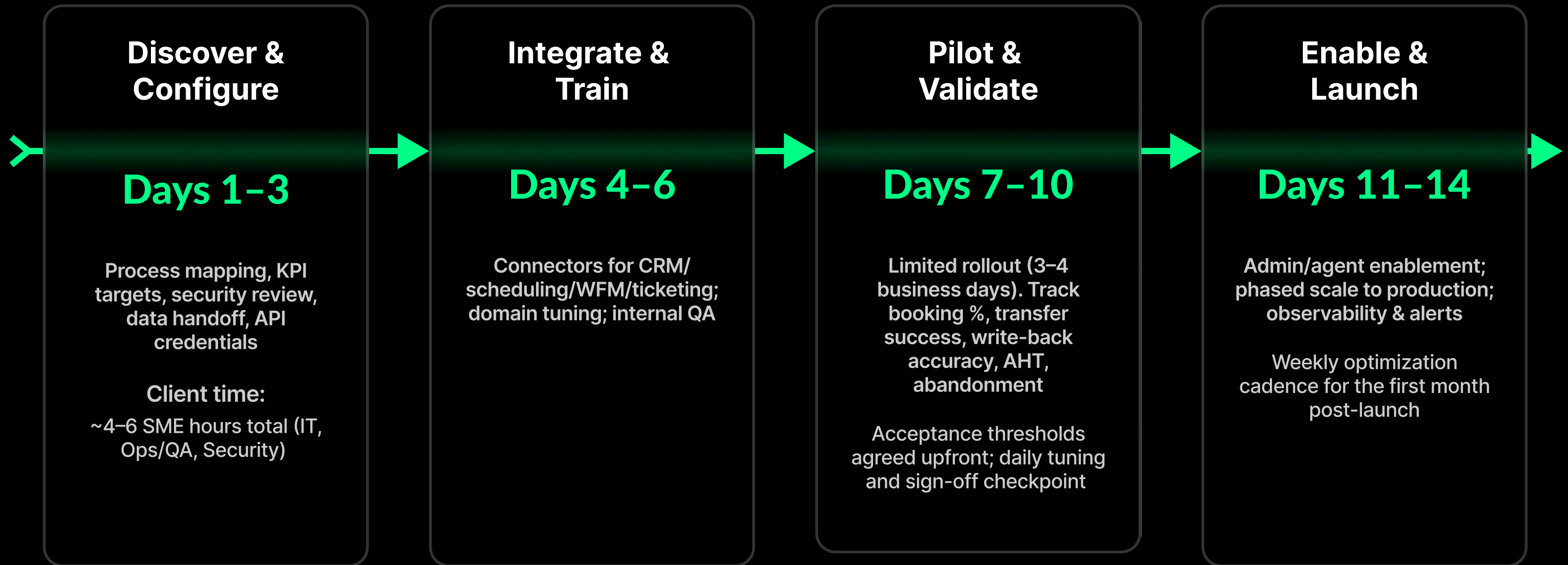
Quality & Outcomes

- **100% interaction QA** across channels; real-time scoring
- **A/B prompt testing**; KPI correlation to booking rate, AHT, CSAT, and revenue influence

2-Week Implementation (14 Days)

From contract to production in 14 days. Clear entry/exit criteria and shared UAT.

While they're still in Week 2 of planning, you're already processing 100,000 calls with ETS Labs.



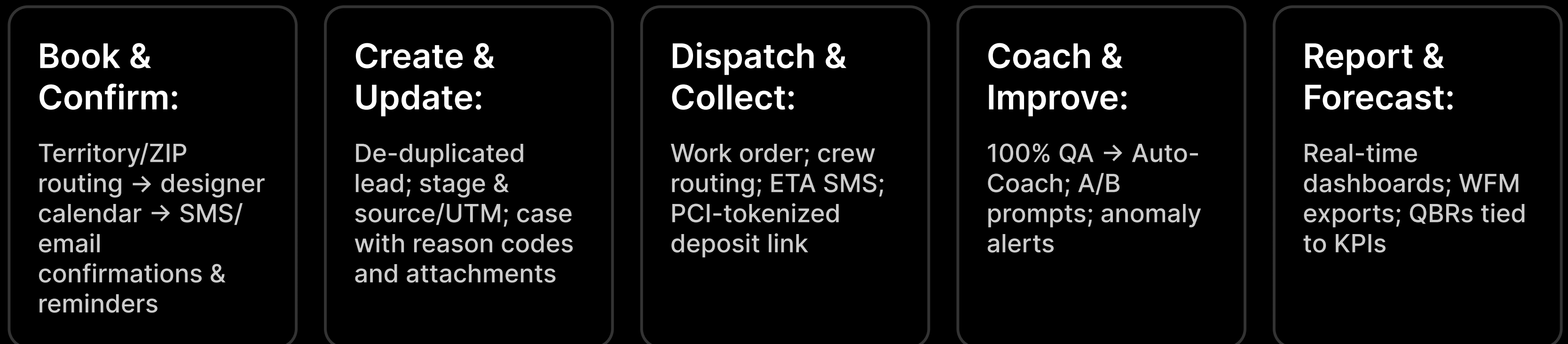
Client responsibilities: provide credentials; 1 SME for reviews; 1-hour IT checkpoint.

Integrations & Downstream Automations

Connectors (examples)



Downstream Automations (typical flows)



Security, not a surcharge. SOC 2, ISO 27001, HIPAA, PCI DSS included standard — end-to-end encryption, automated PII redaction, complete audit trails. Zero audit findings.

COMPETITIVE REALITY

The Honest Comparison

What You Need	Others Promise	ETSLabs Delivers
Natural conversation	Powered by Azure	All top providers + emotional intelligence
System updates	Zapier integration	500+ native connectors
Scale	Call us for enterprise	Designed for enterprise concurrency with autoscaling; capacity planning included
Implementation	3–6 months typical	14 days guaranteed
Post-call work	See transcript	100% automated
Support	Premium tier available	Dedicated team included
ROI proof	Case studies available	Live dashboard from day 1
Security	Enterprise tier available	SOC 2, ISO 27001, HIPAA, PCI DSS included by default

Industry Transformation Comparison

	B2B-Manufacturing Distributor & Retail Support	B2C-Retail Customer Service	B2B-Pharmaceutical Pharmacy Support
Annual Volume	2.8M	4.2M	3.2M
Average Handle Time by Automated Verification	42% Reduction	35% Reduction	55% Reduction
Cost Impact	\$2.4M Savings	\$3.1M Savings	\$2.8M Savings
Calls Deflected or Self Served	27%	48%	29%
CSAT Impact	+9	+2	+6
Key Features	Order Support, Parts Identification, Inventory Queries	Order Status, Returns Processing, Product Feedback	Product Information, Technical Support, Event Reporting

Manufacturing

Optimized conversational automation for seamless distributor and supplier interactions, ensuring accuracy and efficiency in order support.

Retail

AI-driven customer service automation, handling high-volume inquiries across multiple channels with real-time engagement.

Pharmaceutical

Automated pharmaceutical support handling product inquiries, adverse event reporting, and regulatory-compliant technical documentation.

Why We Can Guarantee This

Experience

22 years, billions of interactions • Infrastructure: built for Fortune 500 scale • Team: 500+ specialists

Technology

Portfolio approach, not single vendor • Focus: Outcomes, not conversations

Licenses and Certifications



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