Etech
playing by the rules ™

YOUR TRUSTED ADVISOR FOR

Remarkable Customer Experiences

Etech is a Certified minority owned BPO that combines AI analytics with human expertise to improve contact center performance. Our QEval® platform transforms interaction data into coaching priorities that drive measurable results in customer satisfaction and operational efficiency.

Etech's Servant Leadership Commitment

Our Story. Our Foundation. Our Difference

We don't just manage contact centers. We build cultures and deliver outcomes. We own etslabs.ai- our proprietary AI platform. You get partners who understand technology, not vendors selling licenses.

VISION

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

GLOBAL FOOTPRINT:
4,000+ Team Members | 24/7/365 Operations | Multilingual | MBE Certified

Our Character Commitments

Accountability	Integrity	Communication	Adaptabilit	Positive Influence	Teamwork
We own outcomes. No deflection.	We do what we say. Transparency in every interaction.	Direct. Clear. No corporate speak.	Change is constant. We move with it.	We elevate teams and drive better decisions.	We deliver through collaboration, not silos.

Valuing People	Humility	Teachability	Creativity	Courage	Vision
We respect, honor, and develop those around us.	Sincere, transparent, open, and honest.	We accept feedback and seek continuous growth.	We think outside the box to solve problems.	We take bold risks and make confident decisions.	We focus forward toward the big picture.

Etech Global Services – Our Journey

OUR STORY

Trusted advisor to numerous Fortune 50 companies

NO MERGERS NO ACQUISITIONS

Today
3 Countries, 7 Sites, 4,000+ Team Members

2003
Grew from 400 Team Members in 1 location

OUR BUSINESS

Etech
playing by the rules™

Customer Engagement Solutions

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

ets labs
An Etech Global Services Company

Automation-Driven Professional Services

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

OUR AWARDS

ICMI GLOBAL CONTACT CENTER AWARDS

CMP Research LEADING Prism for Automated QA/QM 2026

SOURCEFORGE Customers Love Us

AICPA SOC aicpa.org/soc4so SOC for Service Organizations | Service Organization

THE STEVIES FOR GREAT EMPLOYERS

MBE CERTIFIED MINORITY BUSINESS ENTERPRISE

SILVER 2019 STEVIE WINNER FOR SALES & CUSTOMER SERVICE

International Organization for Standardization ISO 27001:2022

Customer Service INFLUENCER FitSmallBusiness

CIO Review 20 MOST PROMISING QUALITY MANAGEMENT SOLUTION PROVIDERS - 2017

CCW EXCELLENCE AWARDS Winner BPO OF THE YEAR 2023

Etech playing by the rules™

3

Matt Rocco,
Chief Executive Officer

Etech's Executive Leadership Team

Jim Iyoob
President –ETS Labs/ Chief Revenue Officer –Etech

Gurudatt Medtia
Executive VP

Kaylene Eckels
President & COO

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

Self - Serve Call Reasons

250,574 Calls

Unable to book online
- I was trying to book online
- Website doesn't let me book

Inquiry about Price
- What's the price?
- I was looking for a lowest fare

Change in schedule
- I got a message of rescheduling, want to cancel

*Full loaded cost of each call calculated at $5.5 a call
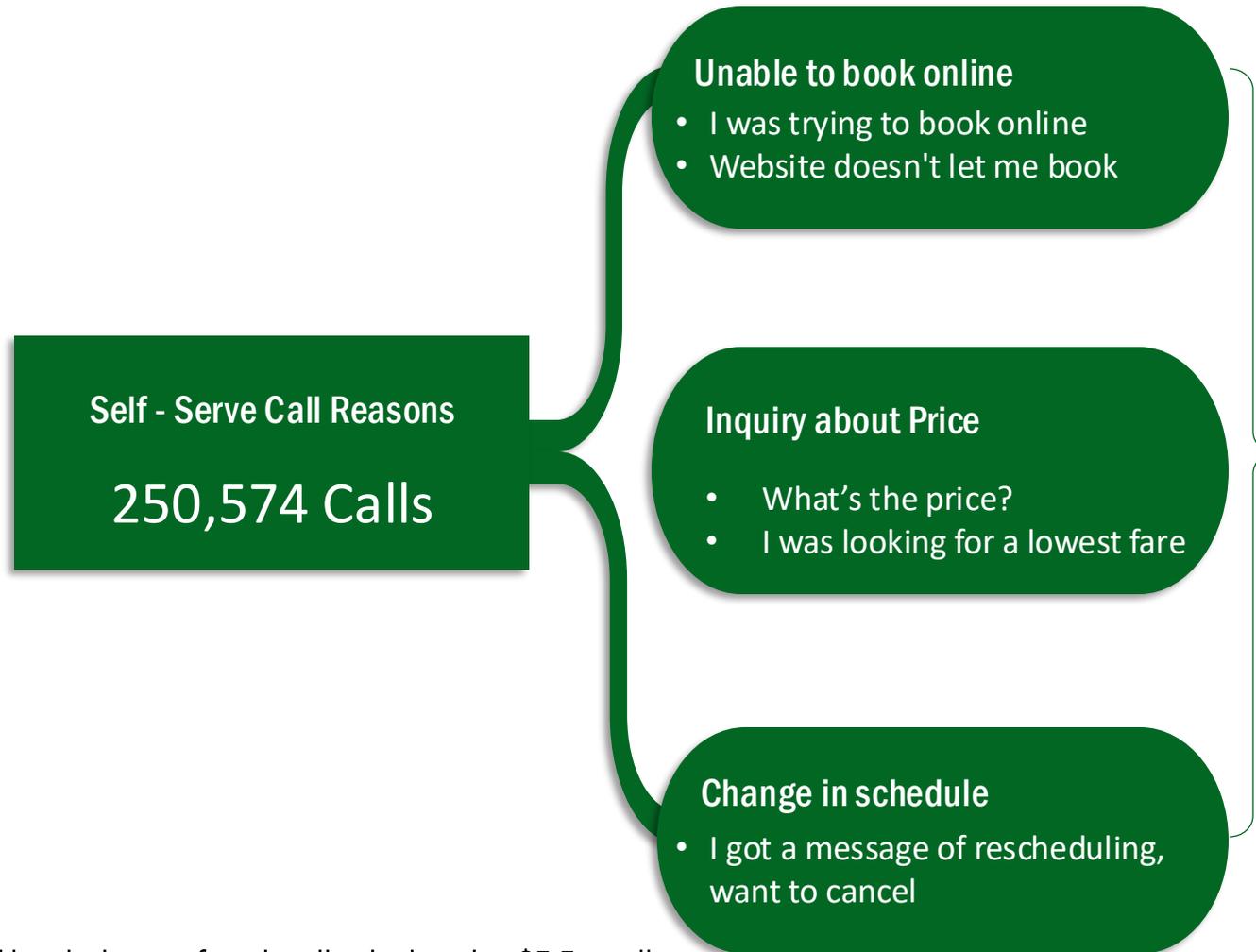
30% deflection in call volume will result in

$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

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.

ice SM
INTEGRATED CUSTOMER ENGAGEMENT

Live Chat Software	Email Management & E-Ticketing Solution	Smart AI Chatbot

- Cross-Channel Interactive Customer Interactions
- Reduced Turnaround Time

- Automate Responses to Customers
- 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!

1 Pre-Built Chatbot Agent

2 Train your AI Chatbot

3 Chatbot Simulator

4 API Integration

5 Customize User Interface

6 Go Live

Live Chat Services
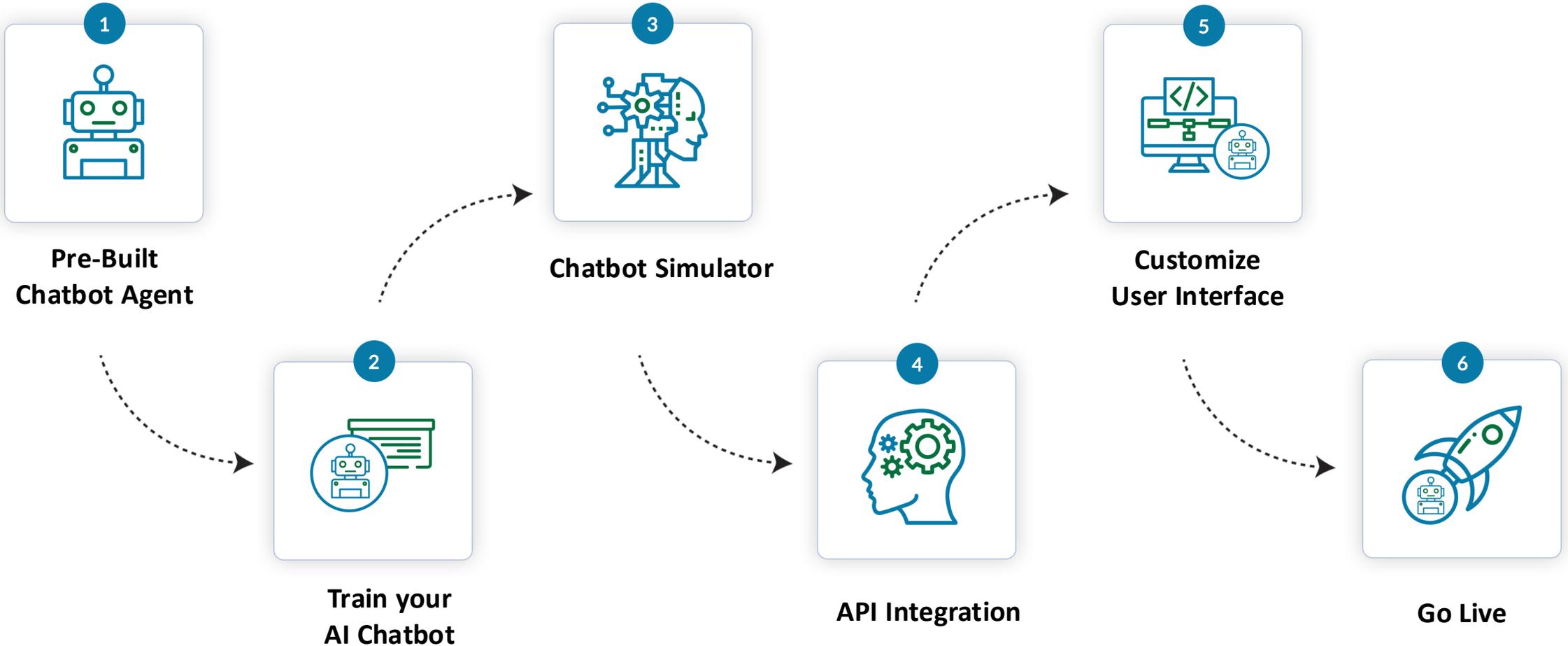
Sales

- 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

Call Deflection Strategies

Multiple Concurrent Customers

Reduce Support Costs Up To 33%

Systematic Retention Plan (Turnover)

Optimum Utilization of Resources (90%)

Improve Customer Satisfaction Rate (80%+)
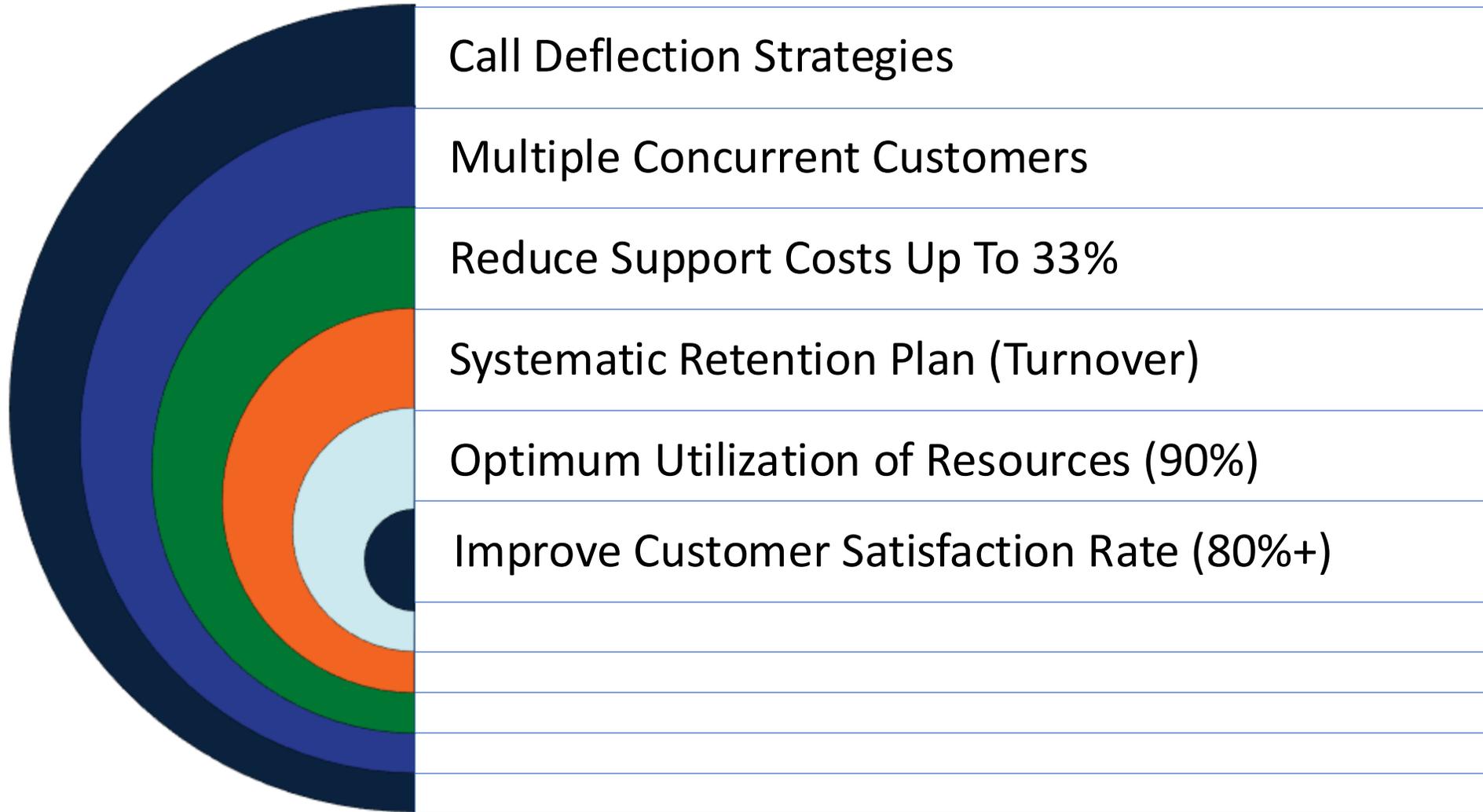
Best-in-Class Performance for Implementing Chat Services

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	Planning	Executing	Monitoring & Controlling	Closing
• Define Client Requirements • Define Software/ Hardware Requirements	• Readiness Checklist • Define Project Schedule	• Hiring & Training • Define Baseline SLA's • Soft Launch - Track Progress	• Gap Analysis • Post Transfer Support • Prepare and Sign Off Detailed Transfer Plan	• Operational Reporting • Establish and Track Baseline Metrics • On-Going Training

Hiring Methodology

Sourcing
- Referrals
- Social Media
- Community Recruitment
- Advertising

Qualifying
- High School Diploma / GED
- Relevant previous experience
- Computer skills
- Soft skills

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

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

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

Background Check
- Reference check
- Work history
- SSN/Identify
- Drug Screening

Hired
- Final Offer extended to candidate
- Process employment paperwork

Etech hires career minded employees who are proficient in Customer Experience

Etech's – Operational Effectiveness

TRAINING IS A JOURNEY

Product, Sales & CX Training

Graduation

Induction Training

Incubation

Go-Live

CONSULTATIVE APPROACH

Analyze Needs

Offer Solutions

Discuss Benefits

Overcome Objections

Effortless CX
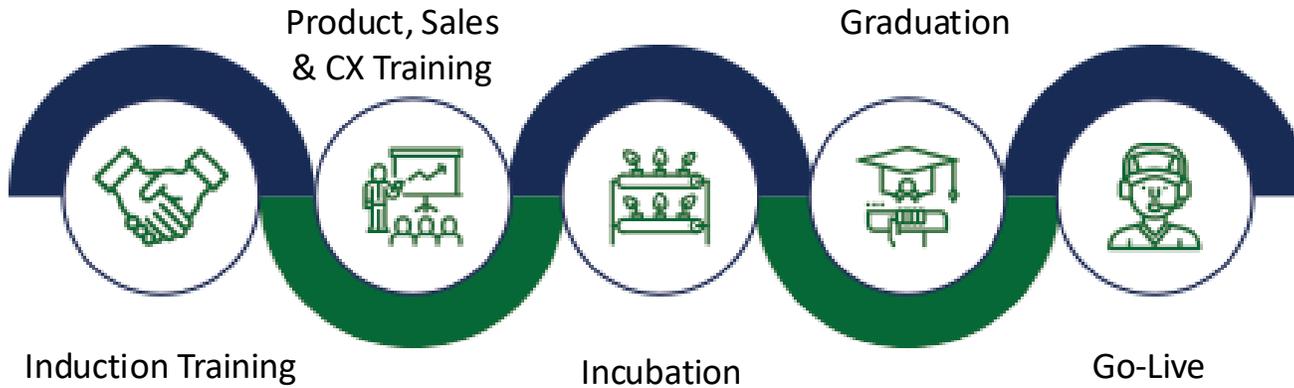
OPERATIONS PERFORMANCE MANAGEMENT

Continuous Monitoring & Adjustment

Plan

Performance Recognition

Monitor

Develop
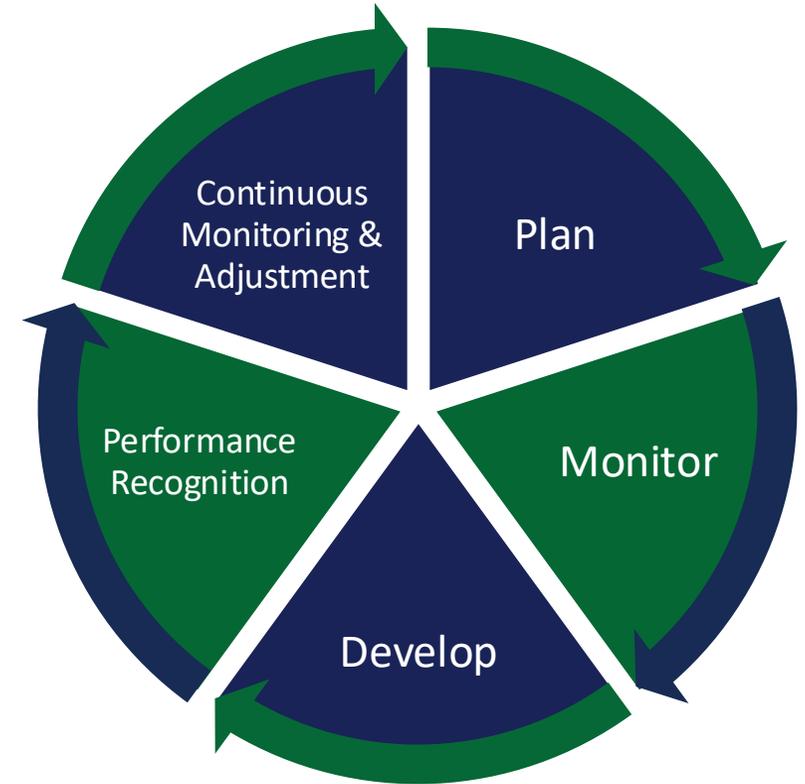
Etech's – Operations Org Chart

- Information Technology
- Program Implementation
- Human Resources
- Training & Development
- Etech Insights
- Workforce Management & Reporting
- Security & Compliance

Site Director
↓
Account Leader
↓
Operations Leader
↓
Coach
Agents

15:1 Ratio
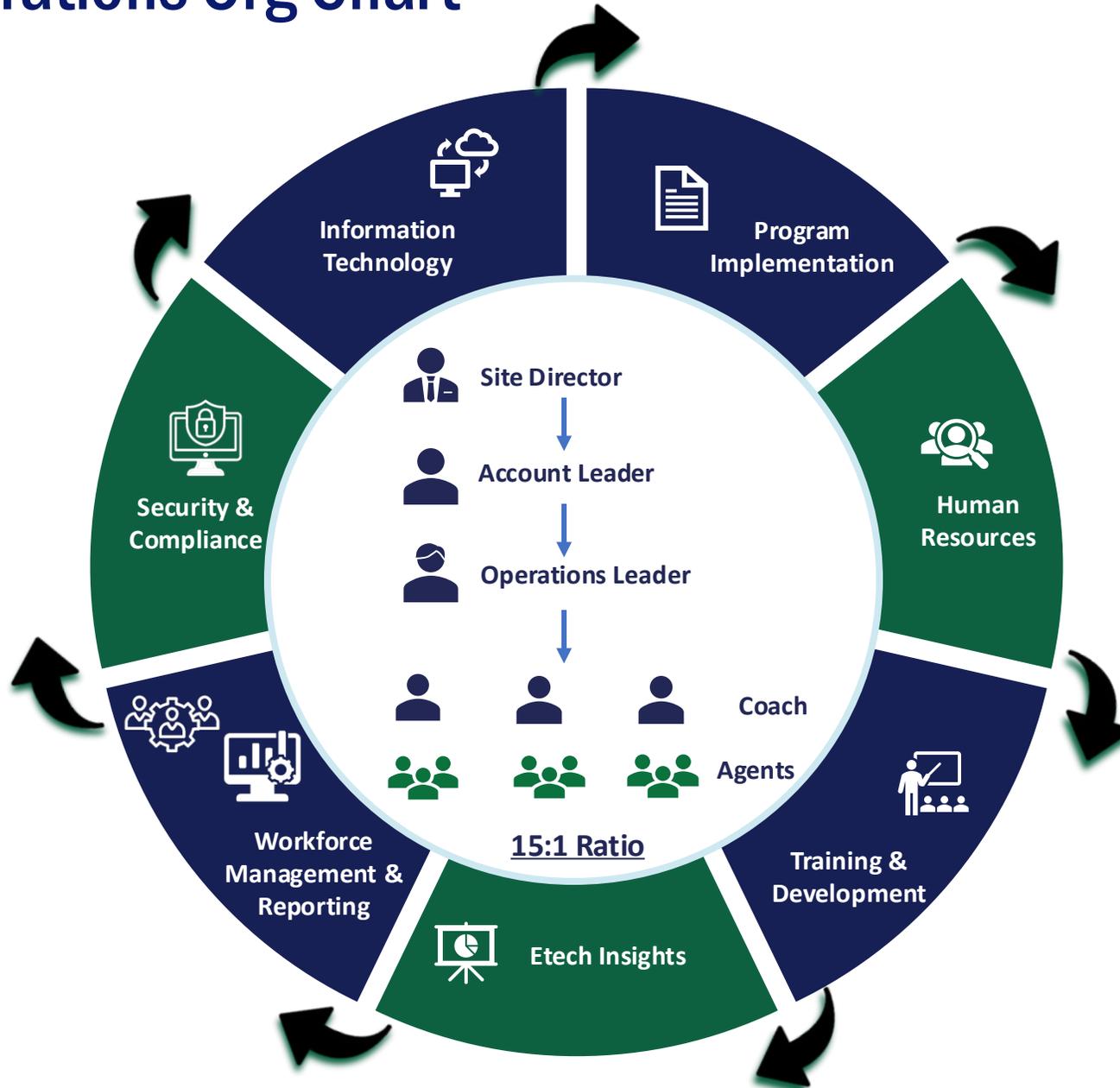
Chat Aggregation Strategies

Push Chat Through Multiple Customer Touchpoints

All Client Communication
- → Email
- → SMS
- → Phone

Marketing
- → Social
- → Newsletter
- → In-App

Website
- → Knowledge Base
- → Web Notifications

Call Deflection Strategies - Overview

Inform	→	Analyze	→	Monitor	→	Fine-Tune	→	Continuous Improvement

Update Customers about the available self-serve options	The interaction volume on chats	Customer Experience Analytics	Customer Engagement Process	Continuous Engagement Process Optimization
Updating customers on order status via Texts, Emails, in-App Chat, IMs.	Customer sentiments via Live Chat	Customer Interactions via Text Analytics	Agent Responses to Customers	Agent Training on Specific Parameters
Informing calls in queue about the Live Chat Support	Average Handle Time, Resolution Rate	Customer Feedback/Survey	Customer Effort	Key metrics to reduce Customer Effort

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.

Etech's Conversational Analytics Drives Business Results

Analyze

Text Mining
Complete Data Integration
Automated Triggers
Automated QA
Human Guided Evaluations
Business Insights

Transcribe 1 hour of audio in 3.5 seconds

Capture

360-degree view of your customer

Chats

Tickets

Conversational Metadata

Audio

Customer Surveys

Email

Notes

Customer Metadata

Texts

CRM

Social Media Aggregators
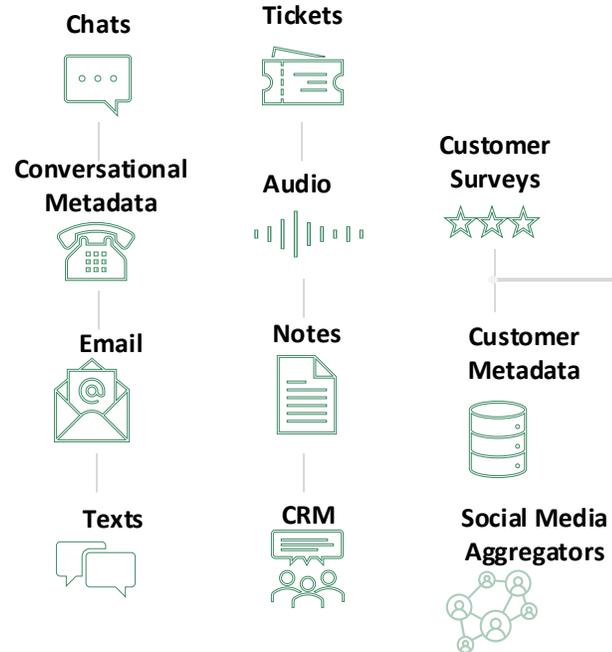
Compatible with virtually any tech stack

Human Guided Reviews

Automated Evaluation

QEval Analytics
QEval
Quality Matters
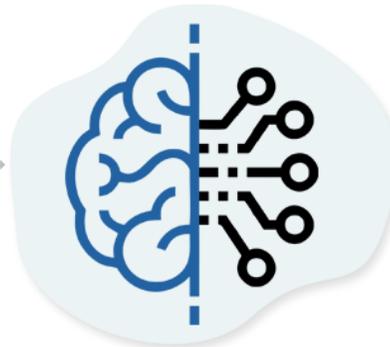
Convert disparate CCI data sources into a single stream of Insights

No More Data Silos.

Deliver

Actionable insights delivered near real time

Data Lakes

MariaDB

salesforce

aws

+ableau

zendesk

DOMO

mongoDB.
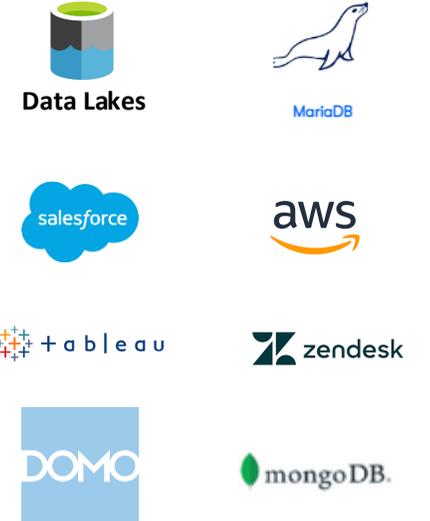
Format Agnostic Delivery to the end point of your choice

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360° Contact Center Performance Management
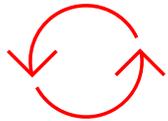
Intelligent Topic Mining

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 to 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

01
02
03
04

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

	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%

Volume Analysis Chat Volume VS Conversion – By Center

Ask for Sale Top & Bottom Performers Sales Coach, OL & AL Heat Map

Overall Probing Top & Bottom Performers Sales Coach, OL & AL Heat Map

Offer Rate - Insurance Top & Bottom Performers Sales Coach, OL & AL Heat Map

Practical Application & CES Scorecard

Overview

What and How

Identify Critical Behaviors which derive sales using historical data

Create audit form to rate agent performance for these key Behaviors

Schedule calibration calls twice a week

Share practical application with examples

Partner with T&D to conduct refresher for the agents

Daily, weekly monthly reports to track the performance

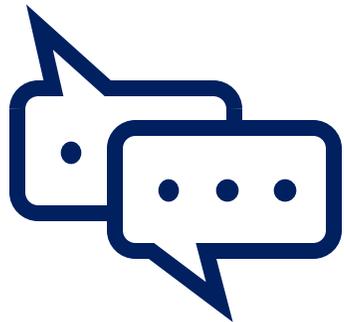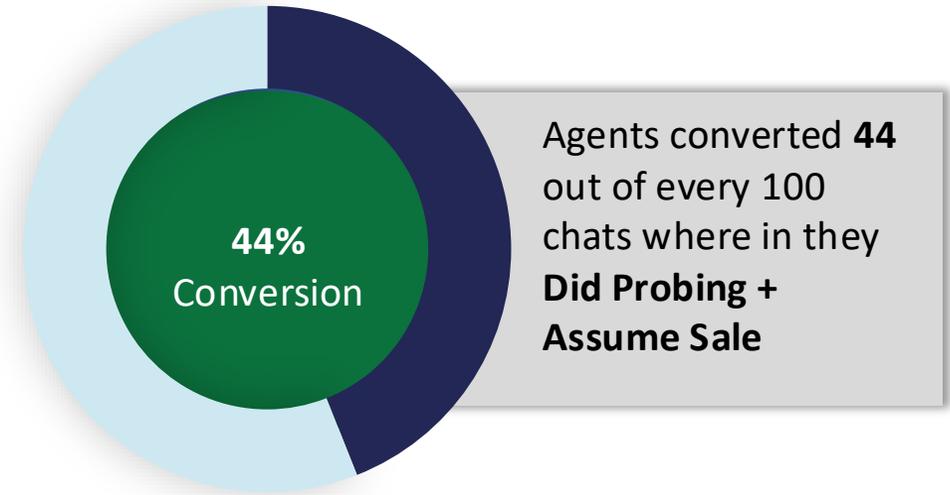# Critical behaviors impacting the Conversion Rate

43%

Assume sale when there is no Confirm Sale on the chat

VS

91%

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**

Probing or Discovery

=

15% more
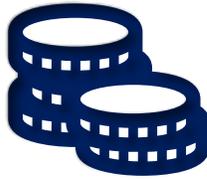
Conversion goes by 1500 BPS when there is probing on Chats

Conversion with & without Probing

	22 to 28 Nov	29 to 5 Dec	6 to 12 Dec	13 to 19 Dec	20 to 26 Dec
Conversion with Probing	32.60%	28.90%	30.50%	34.90%	31.40%
Conversion without Probing	13.20%	9.80%	10.30%	10.60%	12.30%

— Conversion with Probing   — Conversion without Probing

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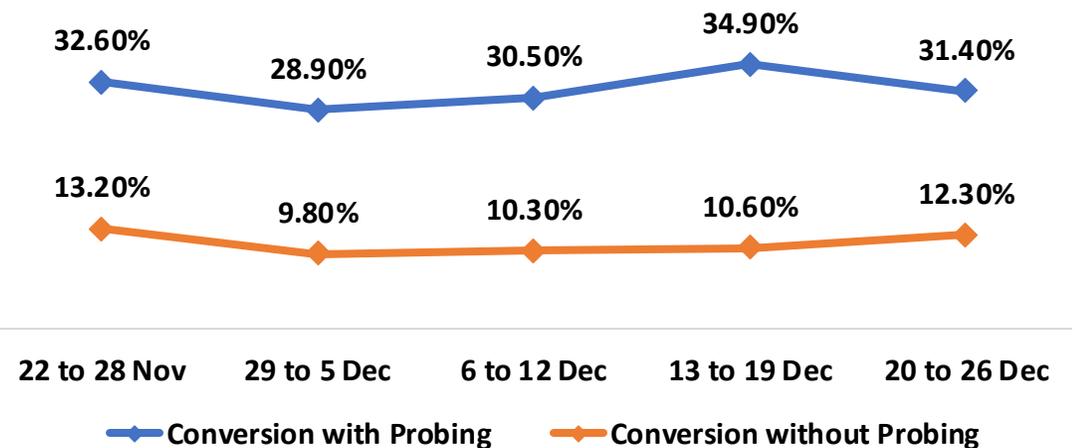
Ask for Sale – Center Wise

Ask for Sale - WoW Center Wise

Center 3	Center 2	Center 4	Center 1
59.3% 57.3% 57.6% 58.2%	59.0% 60.2% 61.8% 59.9%	54.0% 48.2% 46.8% 49.7%	43.8% 47.4% 46.5% 45.5%

■ 1 to 6 June ■ 7 to 13 June ■ 14 to 20 June ■ 21 to 30 June
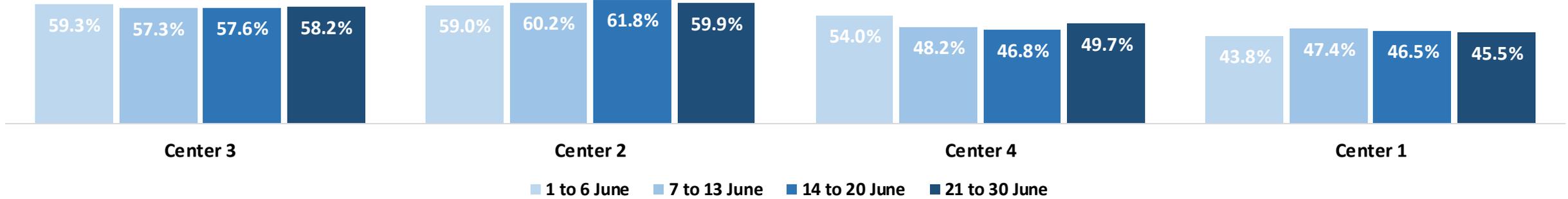
Ask for Sale – Sale VS No Sale

Sale

Center 4, 90%
Center 3, 91%
Center 2, 94%
Center 1, 91%

No Sale

Center 4, 42%
Center 3, 51%
Center 2, 53%
Center 1, 40%
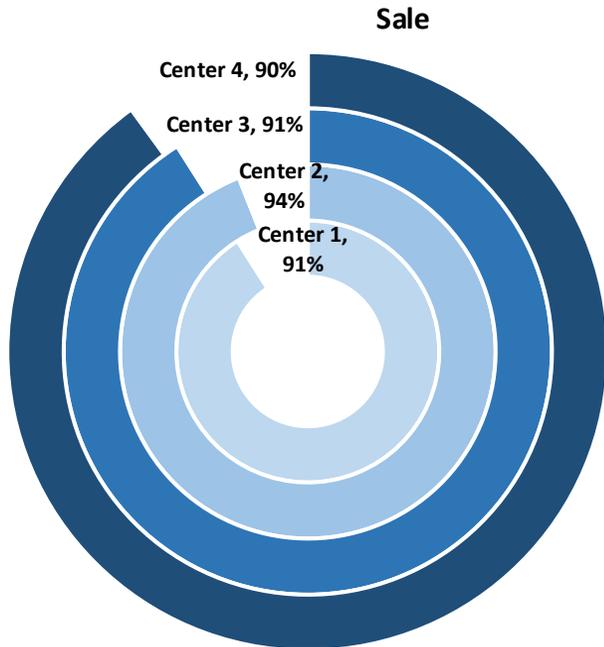
Doesn't matter we get a sales or not, the percentage of asking for sale on no sale chat has increased considerably. This ensure that our agents are now proactive helping the customer to place order online and this will ultimately result into overall increase in sales conversion.
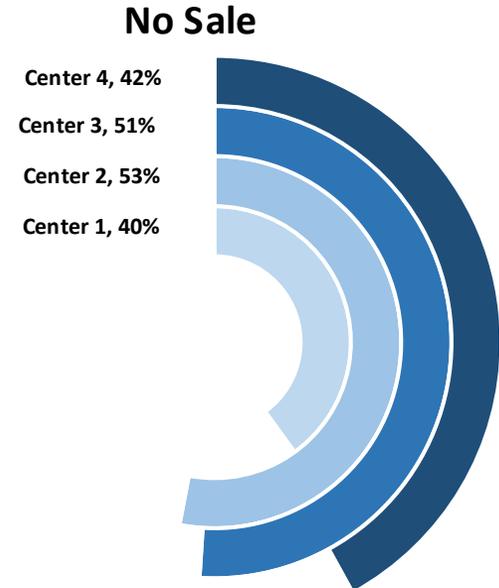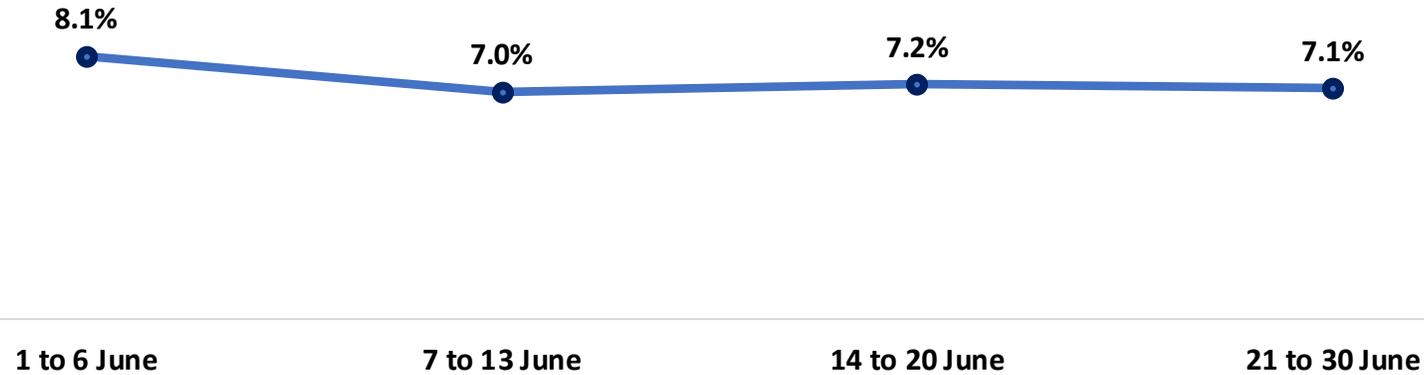
Practical Application – Ask for Sale

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

8.1% (1 to 6 June) — 7.0% (7 to 13 June) — 7.2% (14 to 20 June) — 7.1% (21 to 30 June)

Probing – Sale v/s No Sale

Conversion with & without Probing

Conversion with Probing: 35.6% (1 to 6 June), 35.3% (7 to 13 June), 39.4% (14 to 20 June), 34.1% (21 to 30 June)

Conversion without Probing: 14.0% (1 to 6 June), 14.1% (7 to 13 June), 14.6% (14 to 20 June), 13.8% (21 to 30 June)

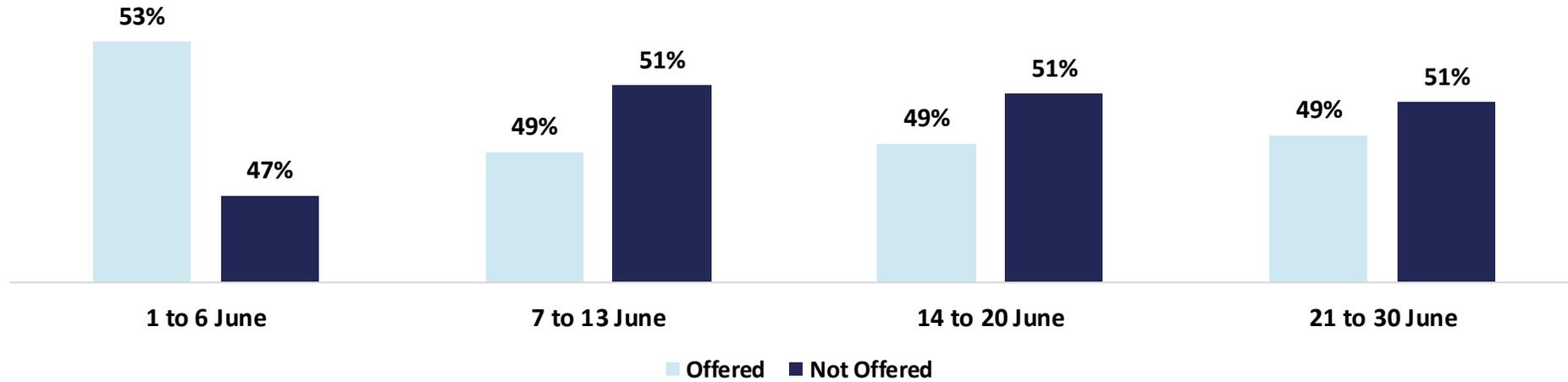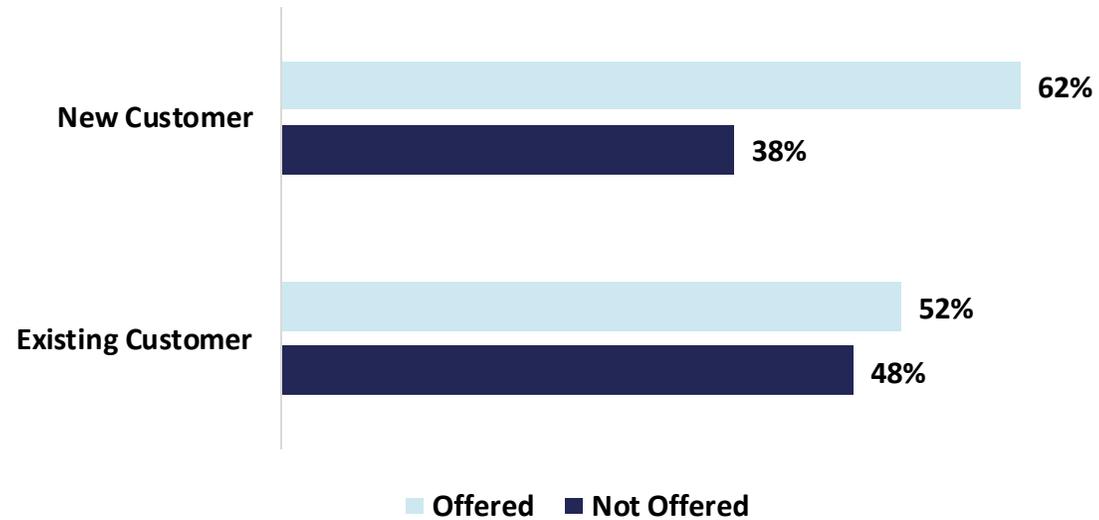— Conversion with Probing — Conversion without Probing
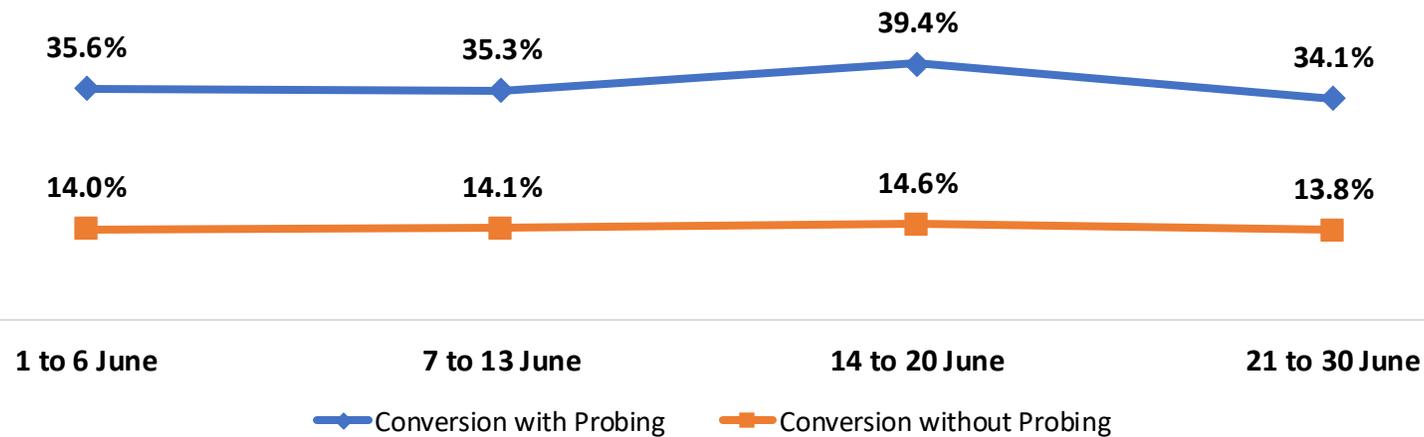
Practical Application – Probing

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

- 1 to 6 June: Offered 53%, Not Offered 47%
- 7 to 13 June: Offered 49%, Not Offered 51%
- 14 to 20 June: Offered 49%, Not Offered 51%
- 21 to 30 June: Offered 49%, Not Offered 51%

Legend: ■ Offered ■ Not Offered

Overall

- New Customer: Offered 62%, Not Offered 38%
- Existing Customer: Offered 52%, Not Offered 48%

Legend: ■ Offered ■ Not Offered

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

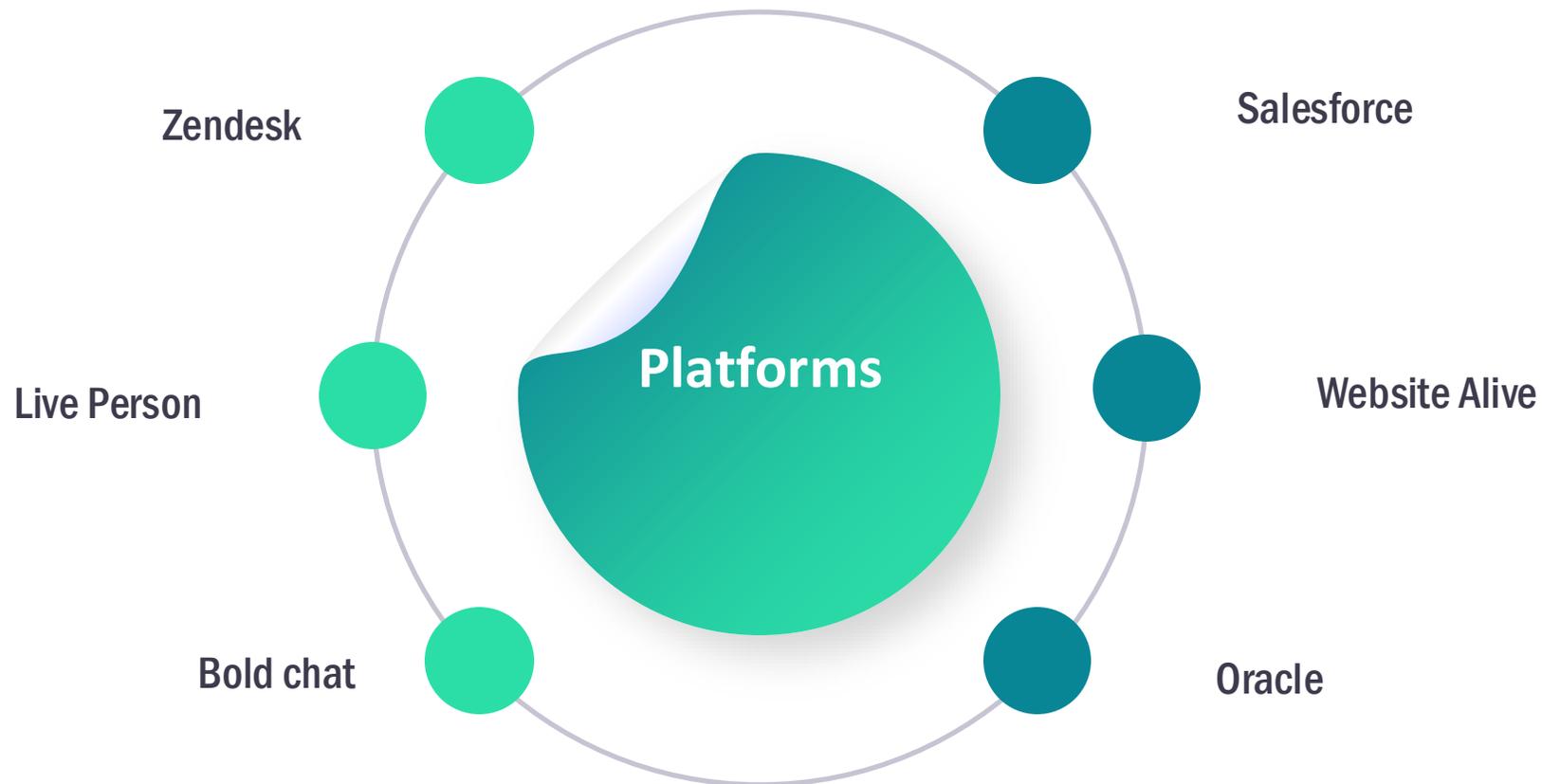| Location	Account Leader	Offer Rate % - June 2021 MTD
Center 3	Aaron	47.12%
Center 3	Joshua	48.14%
Center 2	Moniqua	49.67%
Center 3	Michael	51.26%
Center 3	Kelley	59.53%

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

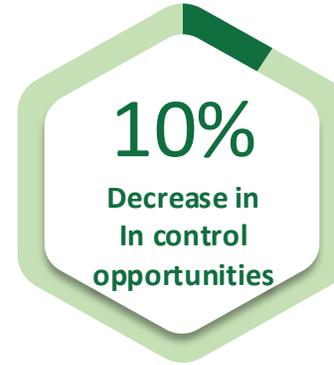| Tactic	Practical Application 1	Practical Application 2	Practical Application 3	Practical Application 4	Practical Application 5
Insurance	While I finish this up let's check our Protect insurance, it is the new lead device protection offer! Same-day device replacement and setup, unlimited cracked screen 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?	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?	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.	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.	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?

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**.
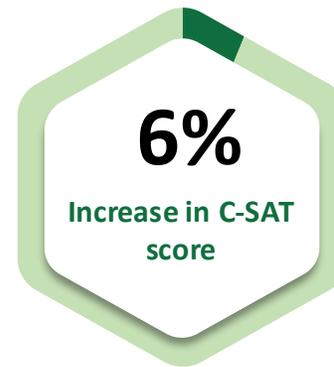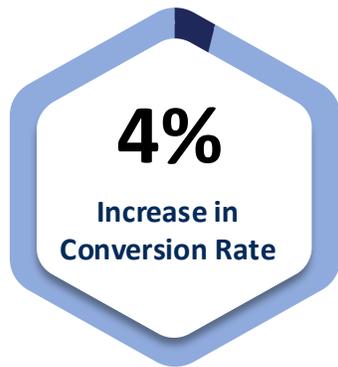
Zendesk

Salesforce

Platforms

Live Person

Website Alive

Bold chat

Oracle

Key KPI & Revenue Impact

Results

23%
Revenue Growth

10%
Decrease in
In control
opportunities

21%
Increase in agent
compensation

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

4%
Increase in
Conversion Rate

6%
Increase in C-SAT
score

15%
Increase in
campaign retention
rate

Etech's Technology Capabilities

Software Application Development
- Scalable web, desktop, and mobile app development.
- Real-time communication via advanced telephony integration.
- CRM-integrated platforms for seamless engagement and tracking.

Enterprise AI Solutions
- AI tools, intelligent bots, and predictive models for workflow automation.
- Gen AI techniques (RAG, chunking, LLMs) to enhance operations and engagement.

SaaS Product Development
- Secure, cloud-native platforms with multi-tenant architecture.
- Responsive UI and robust backend for user-centric products.

Software Analytics & Implementation
- Custom analytics for performance tracking and reporting.
- Legacy system integration with minimal disruption.
- Scalable, on-time, and on-budget implementation.

Digital Marketing, SEO & Content Services
- Targeted strategies across digital platforms.
- SEO optimization and website audits.
- Brand-aligned, engaging content creation.

LMS Design & Implementation
- User-friendly LMS with interactive modules and analytics.
- Customized integrations with enterprise tools and workflows.

Data Warehousing & Database Services
- Scalable data warehouses for centralized storage/reporting.
- Secure migration with full integrity and minimal downtime.
- Infrastructure management with compliance and optimization.

Software Testing & QA Services
- Full lifecycle testing: functional, usability, regression.
- Manual and automated QA across platforms.
- Release readiness and consulting support.

IT Staff Augmentation
- Skilled developers/engineers to extend project teams.
- Rapid team scaling to meet business demands.

Workforce Management
- Tools for real-time performance monitoring.
- Forecasting, scheduling, and resource planning.
- Analytics for improved efficiency and allocation.

Custom Reporting
- KPI-aligned, automated, and stakeholder-specific reports.
- Dashboards tailored to strategic decision-making.

Etech Dedicated Security & Compliance

ISO 27001 Certified

PCI-DSS Certified Compliant

SOC 2 Type II and SOC 3 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
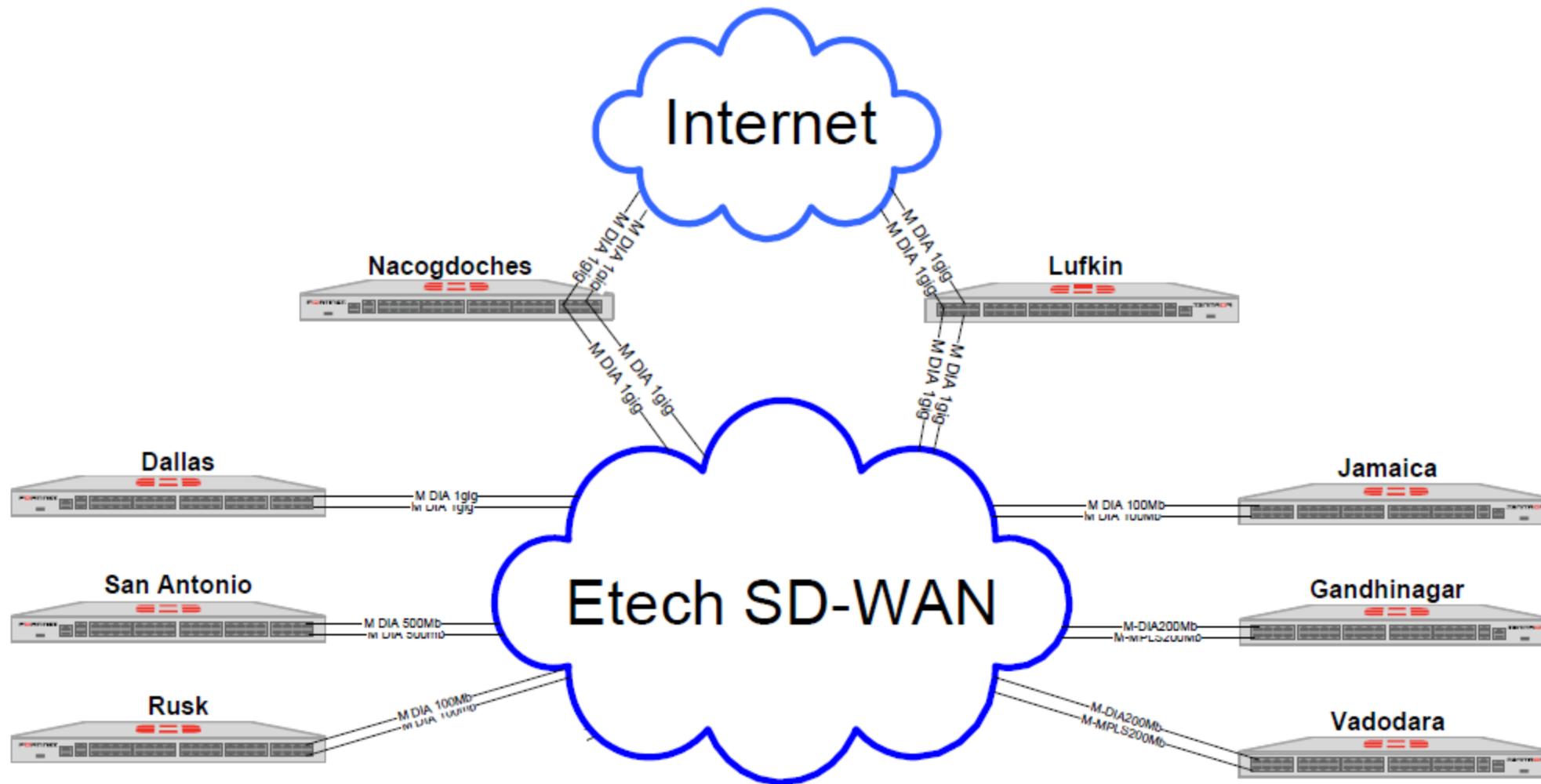Log Inspection

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

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Chief Revenue Officer –
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To make a remarkable difference for each other, our customers, and within our communities.