



What can “ec” do to improve operations and business process?

Enhanced Communication (EC) technologies enable systems, staff and administrators to more efficiently communicate, in less time, using fewer resources. To increase productivity, operational efficiency, and customer satisfaction, ECDS has designed an EAI middleware platform to provide intelligent, bi-directional communication between your current systems and targeted audiences through integration of communication technologies into business applications and processes otherwise known as Communication Enabled Business Process (CEBP).

Our EC platform, ecENACT™, is an integrated solution that incorporates new and existing technologies, replaces Out-Dated Call Trees, automates Hospital policies, Code and Drill procedures, and manages Critical Networks through bi-directional message delivery over email, text, phone calls, and fax to targeted groups, lists, business roles, and individuals promoting immediate action in response.

By integrating real time communications into business applications and process, ecENACT:

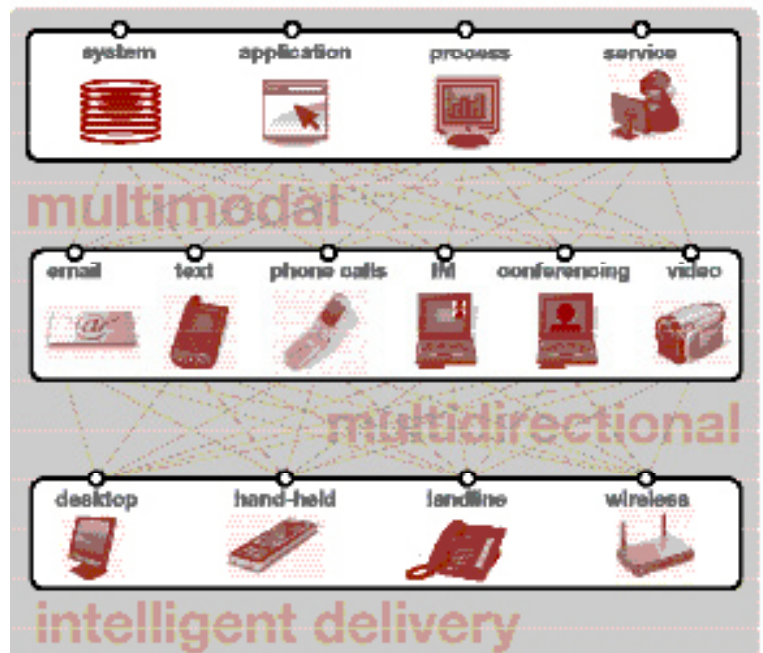
- reduces risk and loss of life
- reduces misguided or lack of process and collaboration among staff, first responders and volunteer personnel
- maximizes information sharing and throughput
- enables system interoperations
- build efficiency into Business Processes
- improve event tracking and audit trails
- integrate process with EMR, CRM, Bed Tracking, Inventory, EOC, GIS, IT Systems

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. 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 from any phone, computer or device: desktop, laptop, hand-held, landline, or wireless.

How ecENACT Creates Interaction





How does the ec in ecENACT rapidly get your messages into the hands of your employees, partners, and providers?

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 decision maker, until it gets confirmation of receipt.

Other features and scenarios of ecENACT

- Staff and volunteer 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 volunteer personnel instantly, in their pre-defined directory
- Easily notify staff, patients, families with pertinent, timely information
- Provide up-to-date notification and contact information
- Create notification and alert process for crisis 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 or contact us at 770.475.1074 or 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