



EC is essential for business

Whatever your business, your business depends on effective communications. Enhanced Communication (EC) solutions from ECDS extend your business to wherever your employees, partners and customers may be. EC makes your employees more productive, enables you to build a strong network of partners and lets you reach out and connect with customers wherever they are.

ecENACT is an Enhanced Communications platform that provides intelligent, bi-directional communication between your people, applications and business processes and to any targeted audience or system.

ecENACT extends your business

ecENACT is built on ECDS's unique, proven Enterprise Notification Platform. ecENACT is engineered to leverage the notification platform and is layered with Enhanced Communication capabilities and a powerful standards-based message bus that can connect to any system, application or business process and deliver messages through any mode of communication (SMS text, email, voice, fax, etc.) to any computer, phone or device. ecENACT is fast, reliable, customizable, and it can be installed locally or as a service integrated within an application or as part of a Service Oriented Architecture (SOA).

Improve communication. Enable people and teams to share information like never before.

Increase productivity. Get more done in less time by improving collaboration.

Reach more customers. Connect with customers wherever they are using the communication mode that they choose.

ecENACT creates interaction

ecENACT integrates with any system, application or business process, extracts information and delivers messages over email, text, phone, conferencing, and video directly to the computers, smartphones or PDAs

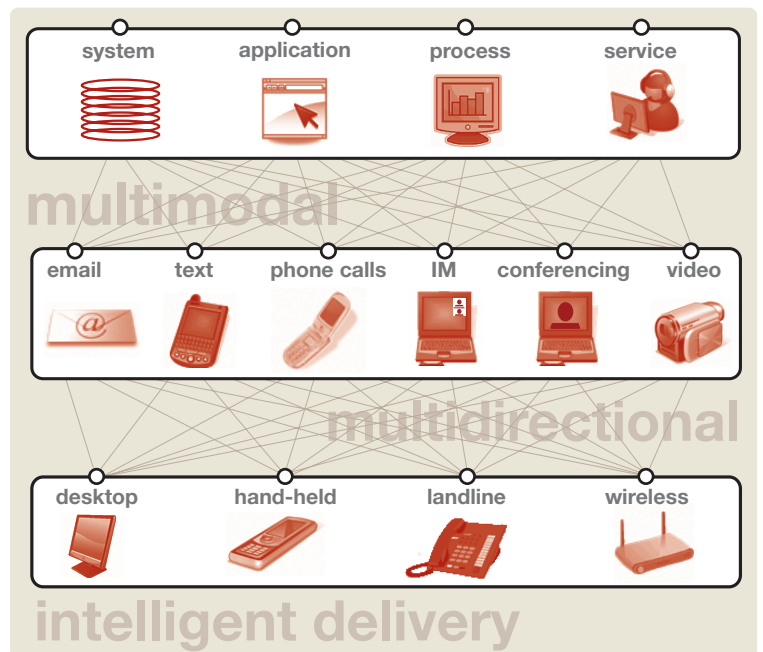
of employees, partners and customers.

And, since ecENACT enables multi-directional communications, recipients do not just receive the message, they are able to act on it immediately from any device. This interactive communications capability is essential to optimize the effectiveness of your business processes.

ecENACT solution scenarios

1. An HMO network improves electronic records management and patient management systems interoperability, speeding the availability and accuracy of patient information across the network and with affiliated physicians.
2. A regional residential and business communications service provider manages responses to service outages and other equipment failure incidents, speeding time to restore and improving customer satisfaction.
3. A radio station increases audience response for a weekly drawing by combining texting with email.

ecENACT is multi-modal and multi-directional





ecENACT Specifications:

Architecture

- Built on open standards
- SOA
- Vendor neutral

Security

- Privilege based
- PIN authentication
- Multi-factor authentication (capability)

Configuration

- Customizable to your business processes
- SaaS, on-premise, OEM offerings

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 (SMS): 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 and procedures
- Automated updates of status

ecENACT™ enables immediate, interactive communications with any individual, group or audience

ecENACT extends your business to wherever your customers, partners and employees may be. A powerful Enhanced Communications solution based on ECDS's Enterprise Notification Platform, ecENACT has three essential capabilities that speed information delivery and create true interactive communications:

Multi-modal. ecENACT enables connection to virtually any information system, application, process or service and delivers message-based information through all modes of communication, including SMS, email, phone (text to voice), pager and fax, as well as to any phone, device or computer.

Multi-directional. ecENACT has a unique multi-directional communication capability that enables recipients to immediately respond to or forward messages, and allows senders to track responses for appropriate action.

Intelligent delivery. Message delivery simply requires ecENACT to know your directory services, your targeted audiences and their preferred contact mode. ecENACT can be optionally configured to escalate communication modes or to connect with additional recipients according to rules you define until message delivery is acknowledged.

Enhanced communications features of ecENACT

- All mobile communications channels: SMS, MMS, email, text to voice
- Messages delivered to any device, phone or PC
- Supports plain text or rich content/media message formats
- Customizes messages on the fly for individuals or groups
- Tracks recipient responses; can be configured to escalate if no response
- Easily integrates with existing applications and processes
- Available as a SaaS solution: no software to buy, install or manage

About Enhanced Communications Delivery Systems

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

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