

# ECDS™

## Essential for your business

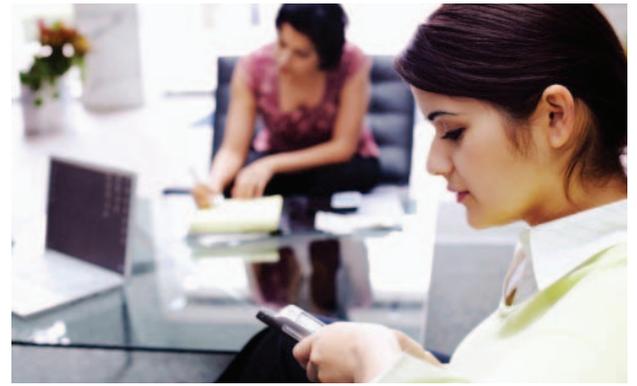


**Enhanced Communications solutions from ECDS create interaction, speed information and reach your employees and customers wherever they may be.**

Whatever your business, your business depends on effective communication. Improving customer service, managing distributed production centers and creating new sales opportunities are just a few examples of the business processes that count on being able to create immediate, interactive communication. Embedding communication within a business process workflow to increase automation, improve information sharing, foster collaboration and accelerate responsiveness is called Communication Enabled Business Process (CEBP). That's what we do at ECDS. Enhanced Communications solutions from ECDS make your employees more productive, enable you to build a stronger partner network and let you reach out and connect with customers.

Enhanced Communications has evolved out of the need to deliver simple alerts and notifications to where it has become a powerful enabling capability for every business that has important information to immediately communicate. At ECDS, we've designed our ecENACT™ product line around a core Enterprise Notification Platform that has been developed to meet the exacting requirements for government emergency alert and notification systems. So, when you choose ECDS you get the most advanced and proven effective Enhanced Communications solutions.

Today, Enhanced Communications is an essential business capability, leveraging the most up-to-date technologies to enable effective communication with any audience. ECDS is your premier choice to make Enhanced Communications a vital part of your business.



## Interaction

### Wherever they may be, you can reach them

Employees and customers are increasingly mobile in their work, their lives and especially in their preference for how they get and use information. Whether you are a business executive who needs to coordinate activities across your on-the-go workforce or a savvy marketer targeting your audience using the communication mode your customer chooses, Enhanced Communications solutions from ECDS will help you reach them.

### Whatever device they choose, you can reach them

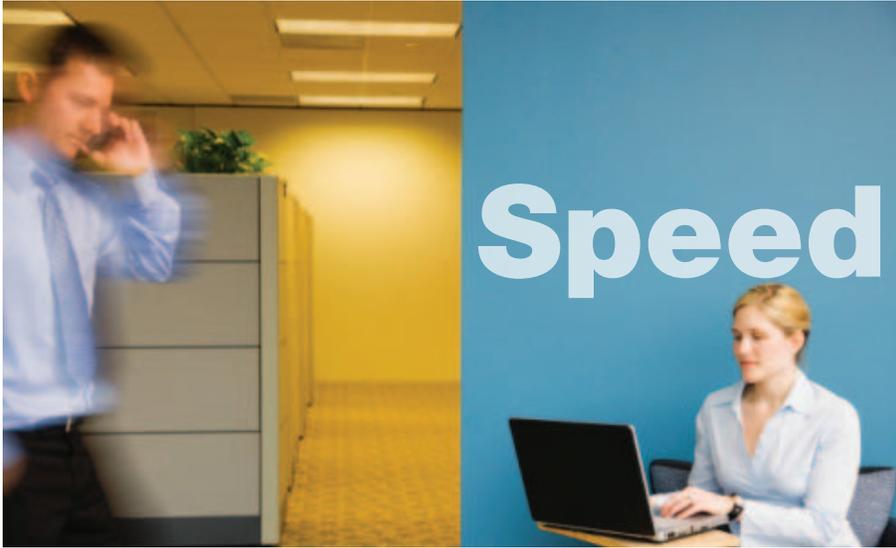
The tremendous increase in the use of smartphones, PDAs and other hand-held devices creates a powerful communication resource – and a major communication challenge. Who needs to get the message in text? In email? By voice? And, has the message been received and responded to? Integrating text messaging, email and voice messaging is essential, of course, as is communicating through new “social networking” modes such as Twitter and Facebook. ECDS integrates and automates the delivery of, and response to, information communicated via any mode and received on any device.

### Create interaction

ECDS enables you to get information directly into the hands of employees, partners or customers instantly, wherever they may be and whatever device they choose. Immediate information sharing enables collaborative business processes and decision-making. And, more than just delivering alerts and notifications, Enhanced Communications solutions from ECDS give recipients the ability to respond instantly to acknowledge the information or to confirm a required action.

*A communications service provider uses ecENACT to deploy technical personnel to system service events, integrating skills certifications, GIS data and business process management to make service assignments based on the location and status of available personnel and the nature of the event.*

*An after-market automotive parts manufacturer uses ecENACT to keep distributors and retail auto parts stores up-to-date about order status, inventory levels and specialty parts availability, reducing costs, improving satisfaction and increasing market share.*



## Information

ecENACT, our flagship product line, is the leading Enhanced Communications solution, addressing communication-centric business processes as diverse as multi-channel marketing, customer service, health care network communication and emergency alerts and notifications. ecENACT has three essential capabilities that speed information delivery.

### **Multi-modal**

ecENACT connects to any information system, application or process and delivers information through all modes of communication, including SMS text messages, email, video, voice, fax and soon social networking channels such as Twitter and Facebook, and 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, regardless of the mode or device, and allows senders to track responses.

### **Intelligent delivery**

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

For businesses, ecENACT solutions are an easy way to add Enhanced Communications capabilities to any business process. For OEMs and developers, ecENACT is the ideal platform on which to develop and integrate the latest Enhanced Communications capabilities your users demand.

*A medical research center uses ecENACT to help combat regional outbreaks of infectious disease by enabling immediate information flow among area health care providers and facilities and creating better coordination among hospitals and public health agencies.*

*A CRM application vendor uses the ecENACT platform to integrate multi-mode and multi-directional messaging with their campaign management module, allowing their customers to send thousands of marketing messages simultaneously via email, SMS or voice.*



# Enhanced Communications

At ECDS, our team of experienced entrepreneurs and communication technology innovators has built our core Enterprise Notification Platform and ecENACT solutions by applying:



- A broad experience building connectors and adapters for diverse applications, data sources and transport systems
- Extensive experience creating innovative technologies to deliver to and receive from any device or system
- In-depth knowledge about mapping policies and procedures to an automated notification trail with audit capabilities
- Recognized expertise to communications-enable any application or technology with multi-directional alerts, messages and notifications

Our commitment is to work with our customers and partners to provide the premier Enhanced Communications solutions.

Contact us today to learn more about Enhanced Communications solutions from ECDS.

## 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 health care, government, utilities, retail and education. For more information, visit our web site: [www.ecdeliverysystems.com](http://www.ecdeliverysystems.com) or contact us at 770.475.1074 or [info@ecdeliverysystems.com](mailto:info@ecdeliverysystems.com).

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