

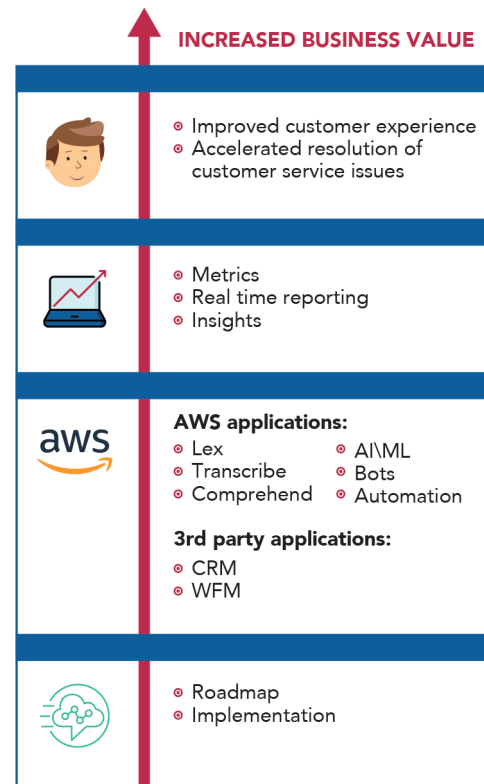


ECS and Amazon: Reconnecting businesses with their customers.

Cut through the complexity of existing systems and deliver a holistic approach to creating better customer experiences.

Do these challenges sound familiar?

- **Transforming your customer journey:** End of life technology, incompatible processes and a lack of end-to-end visibility are creating an experience that differs greatly from what your customers expect
- **Accelerating change:** You know that change is needed, but don't have the right resources, customer insights, skill set or ways of working to drive transformation and business automation at speed
- **Minimising risk:** Transformation is a priority for your business, but you need to feel confident that you will remain compliant every step of the way
- **Upfront costs preventing stakeholder buy-in:** Capacity planning, long-term contracts, TCO and slow, complex deployments are blocking you from putting in place the processes and tools you need to enhance your customer experience



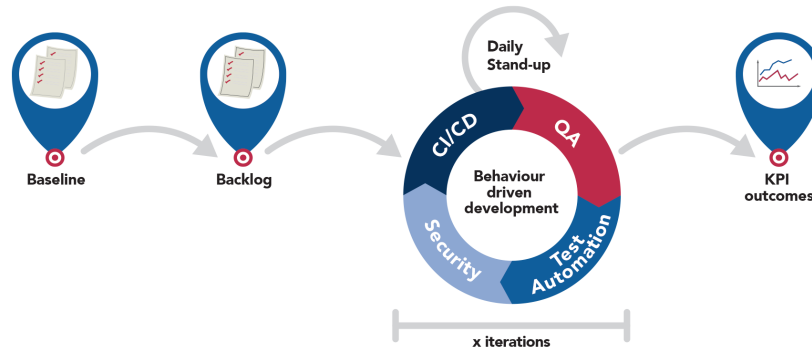
Realign to your customer's idea of a good service

ECS brings a wealth of experience enabling enterprises to accelerate customer experience transformation. We help you deliver the roadmap, strategy and architecture and provide the resources and skillset needed to drive business-wide change. Together, we create the platform and processes you need to deliver a truly customer centric experience with minimum risk and maximum added value.

Real change with minimal risk – why ECS is the partner for you:

Improving your customer experience is about more than just a shift in technology. We help you create the digital environment you need for a fast, sustainable and secure transformation. We do this by building in three layers of capability – Amazon Connect forms the foundation, we then provide the tools and processes needed to integrate AI, ML and Automation services into your contact flows. Our last step is to enable you to extract and analyse rich data for real business value & insights – something that hasn't been possible before. All this is achieved, and accelerated, by our Delivery Pods™ approach, meaning your teams can more effectively respond to changing customer needs and deliver consistent results.

How our Delivery Pods™ Work:



WE IMPLEMENT. WE INTEGRATE. WE OPTIMISE. YOU SUCCEED.

- **Accelerate value realisation with minimum risk** – not only do we decrease time to market, we draw on our data, AI and security capabilities to introduce the flexibility and agility you need to innovate and drive change securely across all aspects of the customer experience/journey.
- **Greater visibility and insight** – Amazon Connect provides rich metrics and real-time reporting. ECS enable you to extract and analyse these insights to proactively identify and accelerate the optimisation of customer interactions and contact routing whilst decreasing wait times.
- **Tap into an almost limitless integration potential** – The Amazon Web Services (AWS) ecosystem provides a range of benefits through integration, including natural language processing, access to transcripts and personalisation.
- **Transform at scale** – good enough is no longer enough. We help customers secure a competitive differentiation by accelerating the pace of their transformation. With proven technology and our agile Delivery Pods™ approach, we immerse new tools, skills and ways of working into your culture to drive change at business-scale.
- **Re-engineer your business to a customer first approach** – it's about more than contact centres. We use Amazon Connect to help you cut through the complexity of existing systems and processes to bring you closer to your customers.
- **Only pay for what you use** – Amazon Connect requires no long-term contracts so you don't need to plan for capacity or capital investment, hardware or data centre facilities. It's quick to deploy, vastly reduces your TCO and has the scalability and flexibility to meet your business needs.



Why we're different

Our consultants deliver cloud, customer experience transformation, continuous improvement and engineering capabilities in one team. This means you get process, engineering and best of breed technology to deliver better customer experiences. Our experience working with some of the largest and most heavily regulated businesses in the UK to accelerate their customer journey transformation also means we put compliance and security at the heart of every solution.

If that isn't enough, the ROI and TCO you gain from working with ECS and Amazon is twofold – which means you make a great impression with your stakeholders and your customers. Come and test us and see firsthand what we can do for you.

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