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E Group Corp.

In-Depth Electronic Brochure



Table of Contents

Executive Summary

1. Company Profile.....	3
2. Competitive Edge.....	4
3. Value Proposition.....	6
4. Why Egypt?.....	7
5. Case Study.....	8
6. A Word From Our CEO.....	9

Appendix

1. Buildings and Facilities.....	11
2. CRM Tools.....	16
3. Business Continuance.....	20
4. Disaster Recovery Plan.....	22
5. Security.....	22



Executive Summary

1. Company Profile

Highlights

- Founded: 2006
- Number of FTE: 350
- Maximum Seats: 3000
- Certifications
 - ISO certification pending
 - Applied for COPC certification
- Languages Available:
 - Main Languages
 - English
 - Arabic
 - French
 - Support Languages
 - German
 - Spanish
 - Hebrew
 - Russian
 - Dutch
 - Italian
 - Portuguese

Profile

Incorporated in Boston, Massachusetts and based in Cairo, Egypt E Group Corp. operates some of the most sophisticated contact center operations in the North African / Southern Mediterranean region. Servicing customers on three continents, E Group has proven to consistently exceed client expectations in all aspects of outbound and inbound teleservices ranging from lead verification, collections, and surveys to telesales, lead generation, customer and technical support, as well as appointment settings for clients such as Google, Philips, the British National Health Service (NHS), and many, many more.

E Group has successfully created and maintained a great relationship/partnership with more than 50 international clients based in the USA, UK and Australia. With a combined total of over 350 employees E Group offers voice and non voice services in ten languages including English, French, Spanish, Italian, Arabic, German, and Hebrew.

E Group Corp. is able to deliver inbound and outbound, voice and non-voice campaigns, taking advantage of multimillion dollar infrastructure and technology investments, two contact centers with a three thousand seat capacity and access to one of the most educated and motivated labor forces in the world.

E Groups contact center focus is on customer service which is based on assurances of **quality, consistency, and reliability**. This is backed up with a track record of numerous referrals, testimonials, and case studies by and from our clients as well as many awards and recognitions. With COPC accreditation in the works, international locations and near shore solutions, an international management team, and a state of the art technological infrastructure, E Group capitalizes on Egypt's perfect English speakers, scalability, and GMT +2 times zone offering the best value for money worldwide.

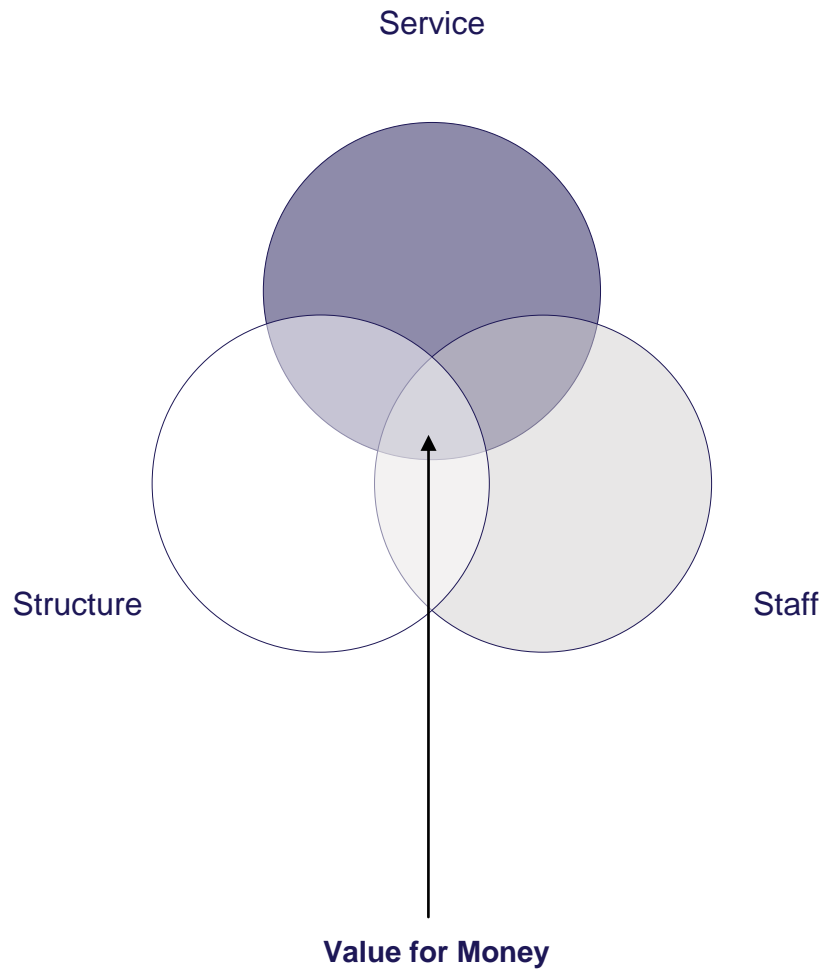


2. Competitive Edge

The world is awash with outsourcing and contact center businesses with many new entrants to the marketplace.

What is it that differentiates E Group?

E Group trades on three principal factors; Service, Structure, and Staff, in order to achieve the greatest possible Value for Money:







3. Value Proposition

We offer a two-tiered approach which predominantly leads on Value for Money achieved via first class Service, Structure, and world class Staff.

E Group's ideal clients are:

- Established
- Respected and quality product/service
- Financially sound
- Willing to act as partners
- Recognize quality before price
- Good reputation within their market

Ideal potential clients gain access to and receive

- Relevant client testimonials and case studies
- Free trials
- Face-to-face meeting and presentation

Client Referrals and Testimonials, Voice Samples, as well as Case Studies are available for the following E Group Campaigns among others:

- The British National Health Service (NHS) included on page 8
- Philips USA
- Philips UK
- Google
- Yahoo
- Dell
- SEOP

With the addition of a third E Group contact center in and around Cairo, established to cater to companies hoping to save during the next few years of this economic downturn, we are offering reduced rates on long term inbound contracts through Q2 09.

Please visit www.egroupcorp.com for case studies, voice samples, and testimonials.



4. Why Egypt?

Egypt was selected as a location due to the wide availability of languages, the educated population, and government support for the contact center industry. Cairo serves as our company's main offshore hub and acts as the first multinational contact center in Egypt to serve with best practices, experience and international know how.

Why you should choose Egypt as your offshore destination?

In recent years, Egypt has prided itself on a massive scale effort of economic liberalization. The economy has experienced an unprecedented influx of foreign direct investments (\$11 Billion in Q4 2006) and rising investor confidence. In fact Egypt is well on its way to overcome South Africa as the number one earner of FDI on the African continent.

Coupled with a steady GDP growth (7.1% in 2007), the economy as a whole continues to be robust. In an effort to make the economy fit into the global market, the Egyptian government has realized the importance of industry diversification and has supported the IT sector with exceptional benefits such as Tax Free Zones, financial support and constant agent training and reevaluations.

These efforts along with a deep sense of ambition and accomplishment that can be seen in rising Egyptian entrepreneurs, are transforming Egypt into an IT industry leader, and an overall economic powerhouse.

Other obvious benefit that Egypt holds over its global competitors is the fact that Egypt, GMT +2, has the "follow the sun" capability, which eliminates the nuisance of providing services at awkward timings .

The educated and multilingual workforce continues to increase, in a population that has already reached 80 million, according to 2006 estimates. According to a recent report compiled on Egypt by Datamonitor, the demand for Egypt as an offshore location will exceed 50% in the coming 3 to 4 years.

Accent neutralization is an issue that companies interested in outsourcing should be concerned with when outsourcing their operations to countries such as India or Bangladesh.

Egyptians possess innate linguistically neutral accents, as a result of that country's long history of interaction with different people's and cultures. Data monitor stipulated the following in its most recent annual offshore report "Investors from Western Europe and North America are likely to be impressed with Egypt's opportunities on several fronts, including: workforce, business culture, stability and industry development."



5. Case Study

The British National Health Service (NHS) - The largest health survey in UK history

The Client

E Group Corp. was chosen by Vision Twentyone, a social research company based in Manchester, commissioned to carry out a survey on behalf of NHS North West via Liverpool John Moores University's Public Health Observatory.

The consultants hired through E Group Corp. are engaged to conduct over a million calls to complete more than 40,000 twenty minute interviews with residents from across England.

The Campaign

This campaign is the largest health telephone survey ever undertaken in the UK. The survey asks questions about the respondent's health, wellbeing and lifestyle. The data from the survey will be analyzed by Liverpool John Moores University's North West Public Health Observatory to provide a comprehensive analysis of the health of the North West's population. In turn this information will act as a significant guide for the future planning of the region's health resources.

The survey is being conducted as a number of projects. The first is a 5,000 people survey across the whole of the North West Region. This survey is then being supplemented by booster samples in a number of health authority areas including Oldham, Cumbria and Sefton. In total over 40,000 interviews have been completed.

The Approach

An entire section in one of E Group's call centers in Cairo, Egypt is dedicated to the campaign. The section has a capacity for 110 stations and two offices. One office is dedicated to the Fieldwork manager, from Vision Twentyone, stationed full-time in Cairo throughout the process. The other office is designated for the two full-time Quality Control supervisors assigned to the campaign.

The campaign started with 25 agents and has been incrementally increased throughout the campaign. Vision Twentyone provided the data that was then imported into the predictive dialer. Every call is recorded and archived throughout the process.

E Group Corp. was able to scope and initiate the campaign in ten days.

The Structure

E Group Corp. has a very structured approach to such campaigns and has assigned a complete project team headed by its Account Director. The team consists of a dedicated Account Manager and Operations Manager in handling the day to day operations and issues, liaising with the client, and working with their on-site manager. Staff and managers alike work to the Protocols, Procedures, and Compliance manual developed specifically for the campaign on the E Group Web Portal. On the floor there is a supervisor and a team leader for every eight agents. The campaign receives full ongoing support from Human Resources and IT.



The Results

An average of 2.6 surveys were completed per hour per agent. The average completed interview time was slightly over 11 minutes. The ratio of completed surveys to calls made is under 1:6. Registered complaints came in around 0.02%, downtime 0.01%, and attrition around 4%. Deadlines are consistently met.

Testimonial

“We have been working with E Group to deliver a sophisticated household survey in the North West of England on behalf of a large public sector client. From our first meeting to the present day they have been professional, focused and proactive – their call centre in Cairo compares more than favourably with British centres and their agents are a pleasure to work with.”

Nick Carley
Managing Director
Vision TwentyOne

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Nick.Carley@visiontwentyone.co.uk

6. A Word From Our CEO

Dear Madam/Sir,

Thank you for taking the time to go through our company brochure. I would like to reiterate our commitment to both our clients as well as our prospective clients by revealing our most important internal tenet; to handle every call and function we take on behalf of our clients as we would our own.

Sincerely,

A handwritten signature in black ink, appearing to read 'KARIM ELSAHY'.

Karim Elsayh
CEO
E Group Corp.

+2 010 1192244
Karim@egroupcorp.com



Appendix



1. Buildings and Facilities

I. Shubra Site:

This site is located in the middle of Cairo. Building completion was on February 1st 2008 and includes all of the modern amenities that you would expect. E Group leases space along with Teleperformance Egypt in an Egypt Post building provided by the Egyptian Ministry of Communication at favorable rates and connectivity.



Shubra Site General Information:

Site Location	Above Shoubra Tunnel, Werash El-Telefounat St., Ard El-Sabeel, Post Office Building, Shoubra, Cairo, Egypt.
Current Site – Total Capacity	900 production seats, expandable to 1320 seats in 6000 square meters of space expandable vertically to 12,000 m. (2,500 seats)
Planned Site Expansion	Expand by 500 seats in end of 09 the same building and in 2010 another 500 seats in a separate location within Cairo that will also be our Disaster Recovery hot site.



Other Site Characteristics

Full UPS and diesel generator back-up, on-site security guards, alarms for data centre and all other locations. Limited access to system covering data centre and FM-200 fire protection system for data centre. Leased line and web direct access to internet via different vendors.

Voice

Operates with 600 circuits, 7 up to 200 digital ISDN PRI lines & 315 GSM lines up to IVR/microwave with GSM provider as well as 50 analogues back up lines to support the 600 production seats.

Technical Setup

The Shubra Site has an Avaya ACD with the characteristics described below:

Manufacturer Hardware:	AVAYA
Manufacturer Software:	AVAYA
Model:	S8720 Communication Manager 4.0 (R14)
Software:	AVAYA ACD Business Elite
Monitoring & Reporting software:	AVAYA CMS CentreVu R14
Telephone sets:	AVAYA Softphone & 9630 VOIP phones
Headsets:	PLANTRONICS
Certifications:	ISO Certification in process
Reliability:	99,999%
UPS:	60 KVA
Maximum Capacity:	36,000 stations, 8,000 trunks, 240,000 connections
Connectivity:	Open Architecture
Current configuration	600 stations, 600 trunks 17 ISDN PRI's (x30), 90 FCT & Analog (Back-up)

Telephone Exchange System

The telephony infrastructure is comprised of dual access, dual homed connection from Telecom Egypt as well as additional connectivity with GSM providers. Connectivity with TP Egypt Hot site is done via Avaya G700 remote ACD with local and remote dialing capabilities.



Data

Local LAN delivers 10/100Mbit switched Ethernet network to the desktop. The backbone is based on Avaya Cajun fiber layer 3 switches delivering 2 redundant fiber optic links to each floor of the call center. In addition to the fiber optic cabling there is also UTP cabling to each floor for redundancy. The local WAN is flexible to allow adaptation to the varying needs of each customer. The network is capable of providing VPN connectivity, leased line connectivity, customer isolated networks within premises etc. The wide area network connectivity is based on Cisco router, firewall standards and equipment as well as Linux firewall and proxy configurations.

II. October City Site

This site is located in the outskirts of Cairo in the satellite city of October. A small mall was completely refurbished to create this stand alone 5000m state of the art contact center. E Group leases space along with Raya, a large regional publicly traded IT company.



October City Site General Information:

Site Location

7 Moh Nagi St.
Motamayiz Area
October City

Current Site – Total Capacity

850 production seats, expandable to 1200 seats on 4500 square meters of space



Other Site Characteristics

The October site operates with full UPS and diesel generator back-up, on-site security guards, alarms for data centre and all other locations. Limited access to system covering data centre and FM-200 fire protection system for data centre. Leased line and web direct access to internet via different vendors. Redundant fiber optic and copper cabling within the buildings and external fiber optic.

Technical Setup

Manufacturer Hardware:	Nortel
Manufacturer Software:	Nortel
Model:	Communication Server 1000 main OPT 11 C standby
Software:	Nortel Call Pilot Nortel Voice Media Card for internal / external IP telephony network. Nortel Remote Office 9115 and 9150.
Monitoring & Reporting software:	Nortel Symposium
Telephone sets:	Nortel
Headsets:	PLANTRONICS
Certifications:	ISO Certification in process
Reliability:	99,999%
UPS:	60 KVA
Maximum Capacity:	36,000 stations, 8,000 trunks, 240,000 connections
Connectivity:	Open Architecture
Current configuration	600 stations, 600 trunks 17 ISDN PRI's (x30), 90 FCT & Analog (Back-up)

Telephone Exchange System

The October City site's Voice Technology relies on Nortel Meridian Communication Server 1000 as our main Phone Exchange facility with Nortel OPT11 C as standby in case of emergencies.

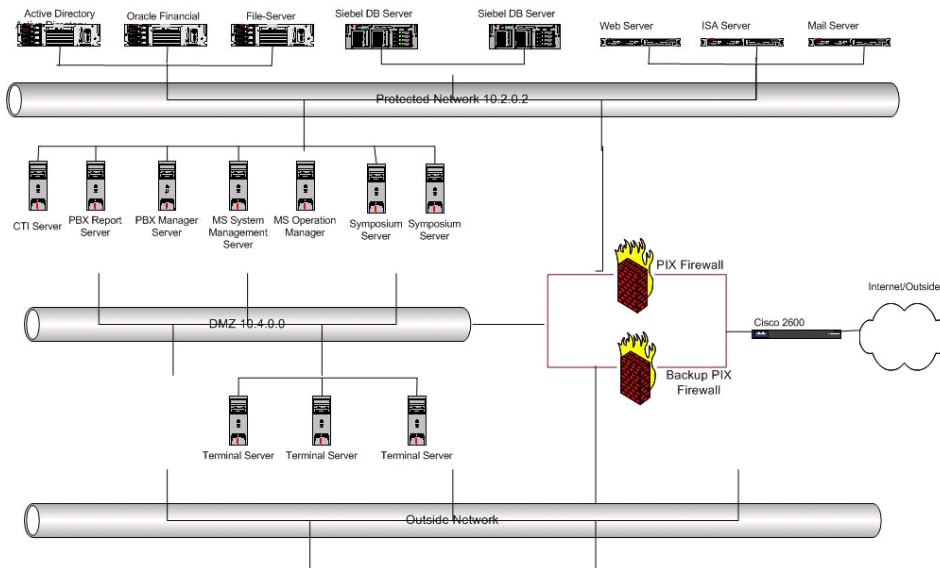


Data

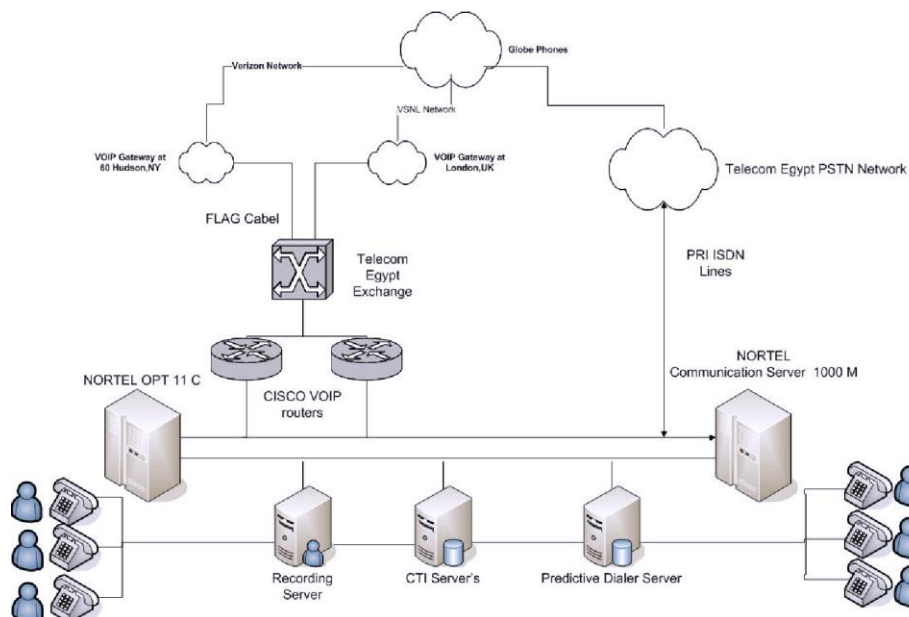
20 Compaq/HP servers hold the following:

- Siebel Call Center CRM (Cluster Servers).
- MS Technology (Active Directory 2003, Exchange 2003, SMS 2003, MS Operations Manager 2005, Terminal Services,.....etc)
- Oracle financials
- HP magazine Tape drive for Backup

Data Infrastructure setup



Voice Infrastructure setup





2. CRM Tools

E Group Web Portal

The screenshot displays the 'E GROUP CONTACT CENTER' web portal. At the top, it indicates the user is logged in as 'Infinity' with ID No. 00005. The page is divided into several sections:

- Control Panel:** A vertical menu on the left with options like Booklet, Portfolio, Information, Personal Data, Performance Log, E Group Handbook, Quick Links, Link1-3, Announcements, Help Desk, Requests & Complaints, Applications, Files Management, System, Refresh, and Logout.
- Personal Data:** A central section containing fields for Arabic Name, English Name, Title, Initials, National ID, Mobile, Address, Transportation, Birthdate, Ext., Business Email, Personal Email, Windows Login, Windows Password, Symposium Login, Symposium Password, Dialer Login, Hiring Date, and Month Salary.
- Financial Summary:**
 - Yearly Income = EGP 52,924.55
 - Yearly Tax = EGP 6,284.91
 - No Earlyness Deductions
 - Total Lateness: 0 Days, 14 Hour(s), 4 Minute(s)
 - Monthly Lateness = EGP 399.62
 - Monthly Deduction = EGP 190.00
 - Monthly Tax = EGP 523.74
 - Monthly Net = EGP 3,886.64
- Performance:** 103.79%
- Notifications:** A list showing 9 announcements, 0 requests, 0 replies, and 0 notices.
- Calendar:** A calendar for December 2008 with the 16th highlighted.

At the bottom, a footer reads: 'All Rights Reserved E GROUP CORP. Copyright © 2001'.

The E Group Web Portal is an internally developed CRM application that governs the entire campaign with log in security accessed by agents, management, and clients alike and is meant as a one stop shop for all. The E Group Web Portal is dissected per campaign as follows.

- Campaign specific booklet covering
 - Campaign and Client Brief
 - Protocol and Procedure
 - Compliance
 - Script and Training
 - Workforce and Performance
 - Quality Control
 - IT and Logistics
 - Finance
 - Documentation
- Personnel Data
- Payroll



- Evaluation System and Performance Log
- Handbook
- Notifications
- Outlook type calendar

The E Group Web Portal is open to receiving external databases which allows it to be used in conjunction with site and client specific CRM applications.

Currently our Web Portal ties into the following site specific applications and CRMs.

Performer III (CRM Server)

The hardware architecture of our Performer III CRM server is based on the following:

- CPU: Xeon 2.4 Ghz
- Memory: 4096 Mb
- HD: 72 Gb x 5
- RAID: 5
- UPS: External 60KVA
- Operating System: Windows 2003 Server
- Backup: DLT or LT03

This CRM server is primarily used to create client campaigns (inbound/outbound) that will give or take information from the agent. It has the concepts of a dialer built in so that the agent can schedule a call back, mark the contact as a busy or a no answer and have the application bring this customer back at a predefined date/time. It is centralized around four basic concepts:

- The creation and use of telemarketing and CRM campaigns
- The management of customer information through database management
- Statistical reporting on all events
- Statistical analysis of all information (events as well as database client information)

The database engine is based on ADS (Advantage Database System) which allows the application to work in client/server mode. The system allows the call center to create quickly different types of CRM campaigns which can include the following:

- Data entry screens
- Data retrieval screens
- Database creation/use/modification
- Knowledgebase creation and search engine
- Real time reporting
- Supervisory tools
- Historical reporting and analysis

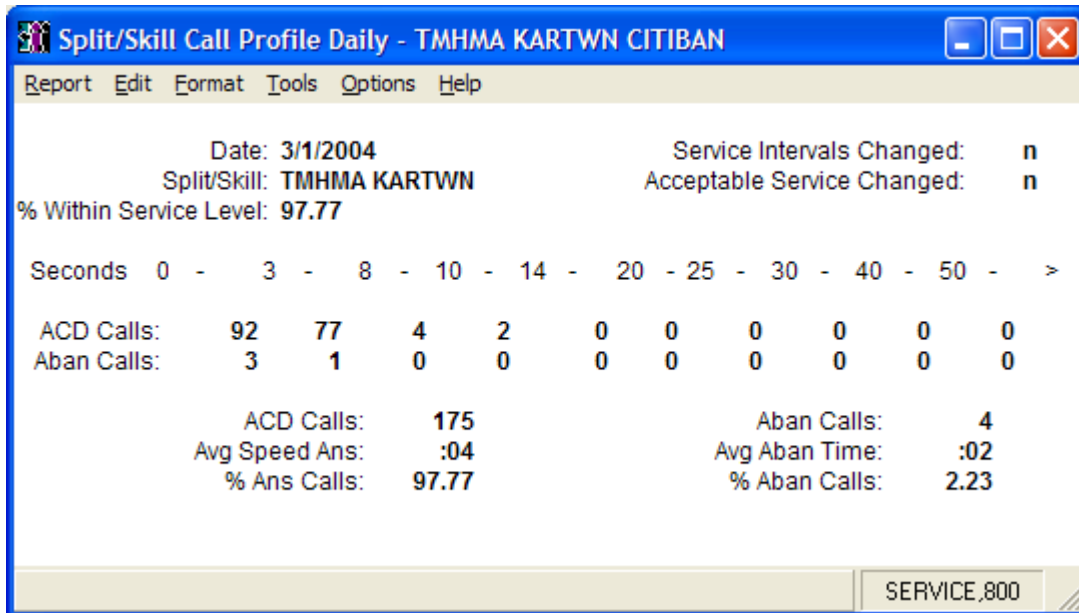
With its open architecture it allows the programmer to quickly create a new database structure for the particular CRM campaign. Because of its open architecture, it communicates easily with other systems in order to provide disparate information in a single screen to the agent.



Reporting CMS is the system that is used with the AVAYA Definity phone system to provide the call center with real-time online reports as well as historical reports for any given campaign. The system collects data from the ACD and presents the data in real-time or historical view. A sample of the most frequently used reports is given below:

- Service level
- Abandon rate
- Response time intervals
- Split/Skill Call Profile
- Average speed answer
- Average abandon Time
- ACD Calls
- Average ACD Time
- Split/Skill Summary Interval
- Split/Skill Graphical Status
- Split/skill comparison Report
- Calls Waiting
- Oldest call Waiting
- ACD Calls
- AVG ACD Time
- Abandoned Calls

Sample screen shot – call profile daily

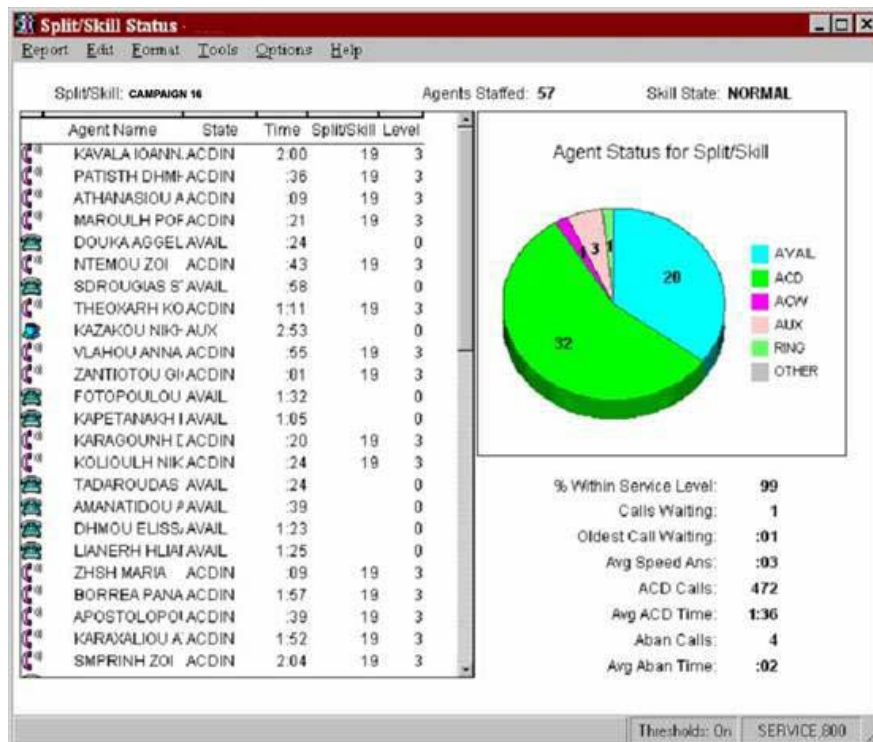




Sample screen shot – VDN Report by half hour interval

Time	Vector	Inbound Calls	Flow In	ACD Calls	Avg Speed Ans	Avg ACD Time	Avg ACW Time	Main ACD Calls	Backup ACD Calls	Connect Calls	Avg Connect Time	Aban Calls	Avg Aban Time	% Aban	Forced Busy Calls	% Busy	Forced Disc Calls	Flow Out	% Flow Out	Avg VDN Time	1st Skill Pref	2nd Skill Pref	3rd Skill Pref
Totals		18574	017949	.07	1:36	.0217949				0	0	489	:08	2.63	0	.00	136	0	.00	1:41			
7:00 - 7:30AM	30	1292	0	1156	.44	1:33	.02	1156	0	0		126	.24	9.75	0	.00	10	0	.00	2:05	0	0	0
7:30 - 8:00AM	30	823	0	816	.05	1:35	.02	816	0	0		7	.06	.85	0	.00	0	0	.00	1:40	0	0	0
8:00 - 8:30AM	30	1067	0	1054	.05	1:36	.02	1054	0	0		13	.02	1.22	0	.00	0	0	.00	1:40	0	0	0
8:30 - 9:00AM	30	1246	0	1226	.05	1:38	.02	1226	0	0		20	.04	1.61	0	.00	0	0	.00	1:41	0	0	0
9:00 - 9:30AM	30	1291	0	1270	.05	1:40	.02	1270	0	0		21	.03	1.63	0	.00	0	0	.00	1:43	0	0	0
9:30 - 10:00AM	30	1327	0	1298	.05	1:40	.02	1298	0	0		29	.03	2.19	0	.00	0	0	.00	1:43	0	0	0
10:00 - 10:30AM	30	1222	0	1199	.05	1:39	.02	1199	0	0		23	.02	1.88	0	.00	0	0	.00	1:42	0	0	0
10:30 - 11:00AM	30	1081	0	1066	.05	1:40	.02	1066	0	0		15	.03	1.39	0	.00	0	0	.00	1:44	0	0	0
11:00 - 11:30AM	30	1023	0	1004	.05	1:34	.02	1004	0	0		19	.03	1.86	0	.00	0	0	.00	1:37	0	0	0
11:30 - 12:00PM	30	941	0	917	.05	1:35	.02	917	0	0		24	.04	2.55	0	.00	0	0	.00	1:37	0	0	0
12:00 - 12:30PM	30	944	0	928	.05	1:35	.02	928	0	0		16	.02	1.69	0	.00	0	0	.00	1:38	0	0	0
12:30 - 1:00PM	30	889	0	872	.05	1:33	.02	872	0	0		17	.02	1.91	0	.00	0	0	.00	1:36	0	0	0
1:00 - 1:30PM	30	733	0	705	.05	1:37	.02	705	0	0		28	.02	3.82	0	.00	0	0	.00	1:38	0	0	0
1:30 - 2:00PM	30	643	0	625	.05	1:29	.02	625	0	0		18	.03	2.80	0	.00	0	0	.00	1:32	0	0	0
2:00 - 2:30PM	30	529	0	515	.05	1:34	.02	515	0	0		14	.02	2.65	0	.00	0	0	.00	1:36	0	0	0
2:30 - 3:00PM	30	451	0	431	.05	1:31	.02	431	0	0		20	.03	4.43	0	.00	0	0	.00	1:32	0	0	0
3:00 - 3:30PM	30	381	0	372	.05	1:36	.02	372	0	0		9	.02	2.36	0	.00	0	0	.00	1:39	0	0	0
3:30 - 4:00PM	30	330	0	321	.05	1:35	.02	321	0	0		9	.02	2.73	0	.00	0	0	.00	1:38	0	0	0
4:00 - 4:30PM	30	313	0	303	.05	1:33	.02	303	0	0		10	.02	3.19	0	.00	0	0	.00	1:35	0	0	0
4:30 - 5:00PM	30	352	0	342	.05	1:33	.02	342	0	0		10	.03	2.84	0	.00	0	0	.00	1:36	0	0	0
5:00 - 5:30PM	30	372	0	362	.05	1:38	.02	362	0	0		10	.03	2.69	0	.00	0	0	.00	1:40	0	0	0
5:30 - 6:00PM	30	423	0	408	.05	1:37	.02	408	0	0		15	.02	3.55	0	.00	0	0	.00	1:38	0	0	0
6:00 - 6:30PM	30	396	0	391	.05	1:33	.02	391	0	0		5	.02	1.26	0	.00	0	0	.00	1:38	0	0	0
6:30 - 7:00PM	30	350	0	339	.05	1:41	.02	339	0	0		11	.02	3.14	0	.00	0	0	.00	1:43	0	0	0
7:00 - 7:30PM	30	155	0	29	.04	2:28	.02	29	0	0		0		.00	0	.00	126	0	.00	:36	0	0	0

Sample screen shot – split/skill status





3. Business Continuance

Our Business Continuity Plan involves four areas of the business; Infrastructure, Data Network, Voice Network and Data Servers. Specifically they address the following issues in each area with the Shubra site used as the example below.

Infrastructure

- UPS

All sites have been equipped with UPS units and Generators of various types and sizes ensuring the continuous operation of all its systems (PBX, computers, faxes, printers, routers, servers). As an example, we utilize the below mentioned types of UPS units fully covering our needs at the Shubra Site.

- Liebert 7200 Series & Socomer 30-80 kVa
- Conceptpower Slim 10-40 kVa

- Generators

- Two AJD 250. 250kVa with a 500 liters fuel tank
- AJD 500. 500kVa with a 1000 liters fuel tank.

Data Network

- Redundant LAN

The backbone of our data network consists of AVAYA Cajun routers and switches. Fiber optic cables interconnect the central voice and data network with switches/routers existing on other floors and other buildings of the call center. For each one of these fiber optic links there is a redundant one that automatically substitutes the primary in case of malfunction or total loss. Furthermore, each pair of fiber optic connections (primary and redundant) is supported by a UTP link. In case of loss of Cajun's optical module the whole process can be temporarily supported by the UTP cable.

- Redundant Internet Connectivity

Connection to the internet is supported by three different and independent links. Our main link is a through a 4Mbit Fiber connection to our internet provider. Our second connection is through a 512Kbps LMDS. Our third connection is through a 2Mbit Fiber connection. The first two links are used for production only purposes. The 3rd link is primarily used for management internet use and as backup to production if needed.

Voice Network

- Multiple telecommunication providers

An issue that also addresses the parameters of flexibility and adaptability of the existing voice network infrastructure, and it does so from an external point of view, is the existence and utilization of more than one telecommunication provider. Other than the national telecommunications organization, the site uses alternative telecom providers in Egypt. This strategic choice has given us the opportunity to redistribute call volume at any given time and for any given reason to the alternative telecom providers to maximize the achieved level of



service. The site has two fiber optic links with Telecom Egypt ensuring redundancy in the voice network and business continuity as the cables are following two distinct paths. For 2008 the plan is to provide one more Optical Network Unit from the new provider launching in Q3. In addition to the fiber optic links, and for calls made to the established networks of mobile telephony we maintain microwave E1 connections with Barclays. This choice further adds usability, flexibility and adaptability in cases of increased call volume and/or emergencies.

- Alternative use of EPNs

The backbone of our voice network is supported by AVAYA's S8720 and its EPNs. In emergency situations it is possible to reroute the phone lines handled by each one of them and distribute them to any other EPN that has excess capacity.

- Hot swappable PBX cards

In addition to the afford mention rerouting in case of extended failure of an EPN unit, failures of smaller magnitude can be handled by substituting one or more of the hot swappable cards each EPN contains. This adds to the maximum possible flexibility of the system and enhances its adaptability.

- Service Level Agreement with Local Avaya Reseller

We have a 2 hour SLA with our local Avaya Reseller who is obligated to stock spares. We also stock spares of major EPN cards on-site.

- Alternative dialing systems

The site uses three different dialing systems. Each one fits best the various needs that arise in the various production departments. Two of these dialing systems use special algorithms to dial out, "evaluate" the response, and handle the call (predictive dialers). Their level of automation and sophistication is high. Each system can fully substitute the other if the circumstances arise.

Data Servers

- Backups

The type of the performed backup, the frequency and the storage procedures can be adjusted to fit different degrees of security levels according to each client's needs. Different methods range from live extracts to online backups and from remote backups to disk-to-disk backup.

The main backup procedure is performed during off peak hours and it produces full backups. Backups are rotated on a monthly cycle and month end backups are stored for a year unless otherwise needed. All backups are stored in special media safes. These safes provide protection to the storage medium from factors such as heat, humidity, dust, theft, etc. The storage area is fully equipped with climate control systems ensuring stable conditions and protected by an independent ADT alarm system. Each day the backups created during the night are being sent to an off-site location where the same storage conditions apply.

- RAID

Our servers are equipped with hot swappable RAID hard disk drives. It is possible in this way to instantly handle any possible problems that may arise that has to do with the storage medium of the servers with marginal impact on production.



- Alternative use of servers

Another element that is crucial in minimizing the potential risk from problems that arise in the core of the data network is the choice to use one server as the redundant of another in case of emergency. A substitution pattern has been set up and each server that provides key services to the company has its substitute including alternative use of the SQL server to the Windows 2003 File Server and vice versa if one of the two malfunctions. The same holds true for the Windows 2003 Application server and the Exchange server. The same is valid for the servers that support the voice subsystem. The CMS and the IVR servers can play alternative roles and substitute one another if necessary. To a greater extent this can happen with the two Windows 2003 Fax servers. Lastly we have three firewalls that isolate all important parts of the LAN from the outer environment and can be easily reconfigured to backup each other in case of failure.

4. Disaster Recovery Plan

The scope of E Group's disaster recovery plan look at the methodologies E Group has in place to overcome a partial or total disabling of one of its premises; predetermined actions in order to have full restoration of the Contact Center's operations in cases of natural disasters (fire, earthquake, flood, etc.) or any exogenous factor. To minimize the impact of these factors on the operations on the Contact Centers E Group has signed agreements with two local contact centers to act as alternative work premises

5. Security

E Group has adapted international security standards that are followed strictly. These security measures are meant to protect employees, clients, as well as data. E Group has adhered to these measures by applying policies on three levels:

Infrastructure security

- Restricted access to office space that is primarily used for one purpose or campaign and giving access to this space only to agents or management that works on the particular campaign
- Receptionist/Security on every entrance that checks all personnel entering or exiting the premises. In case of a visitor, company staff always escorts the visitor while on the premises
- All office space is alarmed and protected during non-working hours by an ADT alarm system that is separated into different zones accessed by different security codes. The system is directly linked to the local police and in case of intrusion automatically informs the police, ADT and particular management staff of the company
- All office space is also guarded by a 24x7 security guard network
- Every staff member of the company signs, in addition to their standard work contract and non-disclosure agreement, a security agreement which binds them for the entire duration that they are working for the company and for two years after.

Server and Network security

The server and network security that has been set for E Group has been determined both by the security needs of the company as well as the security needs of the customer which may vary:

- Network security has been set in such a way as to give the agent PC access to only the server(s) that he/she needs access to and nothing else. All agents PC's have no internet access unless needed for the campaign and even then, the PC's are granted access to only the particular web sites needed.



- All central servers and network equipment (routers, switches, and firewalls) are located in locked, alarmed, guarded computer rooms that only limited IT staff have access

Data Security

- ACL's
- Personal login/passwords to both the network as well as the application layers for all staff with frequent forced password changes
- IT security data audits done at regular intervals
- Constant Monitoring of server and network security logs for intrusions
- Constant monitoring of all agents by their supervisors
- Locked diskette drives (or any other rewritable removable media) unless needed by the customer
- No access to reporting servers for all agents. Access to reporting servers granted by campaign to supervisors and managers that need it
- No access to printers by agent pc's

Further E Group has a set of binding security clauses in its employment contracts that every employee signs that obliges them against a large set of misuses. A small set of these are written below:

- Intrusion of any system that one has not been granted access to
- The copying or distributing company information to others
- Helping non-company persons gain access to company premises
- The removal of any company property without the written consent of upper management