



Interaction Management for the Customer Era™

eOn[™]
communications



“ Customer satisfaction is key to the success of our business, so it is crucial that we have the best technology in place. eOn has superior capabilities and excellent responsiveness. The result is a complete solution that is an essential tool for our customer service.”

—Lillian Vernon, Founder and Chief Executive Officer, Lillian Vernon Corporation

“ We will continue to adopt new technologies to reach new customers across the country and around the world. When adding Web chat capabilities to our eQueue, eOn interviewed our service people, learned what users need and incorporated suggestions into the system. It works so well because eOn not only understands contact technology, but because they understand the business of customer contact.”

—Moses Blum, IT Director, BH Photo-Video Pro-Audio, Inc.

Interaction Management for the Customer Era

Now more than ever, customers insist on conducting business anytime, anywhere and through any media. The demand for consistent and personalized experiences across all forms of interactions – voice, e-mail and Web – puts the customer in the driver’s seat at the forefront of a new era in customer interaction management –



The Customer Era.

eOn understands the relationship between customer satisfaction and company success, and has created solutions that embrace the customer driven environment by providing companies the ability to deliver a seamless customer experience across all types of media. eOn helps enterprises communicate more effectively with customers, convert inquiries into sales

and increase
customer satisfaction
and loyalty.

“ I have yet to get a request from a client requiring system capabilities that eOn’s solution couldn’t handle. eOn’s technology has given us the flexibility to design seamlessly integrated solutions for our clients that improve their customer service, increase sales and reduce costs. And from our perspective, eOn’s eQueue provides all the features we need in one solution, giving us a lower total cost of ownership.”

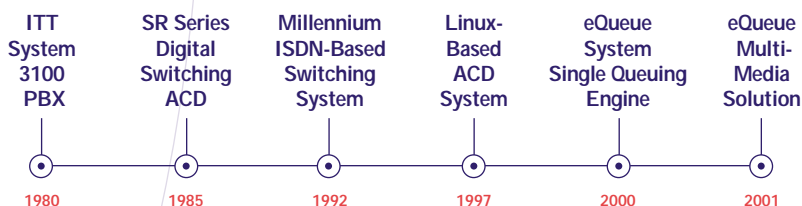
—Steve White, Chairman and CEO, Taction



A Long History of Engineering Excellence

eOn's rich history of providing communications products and services dates back to the early 1900's when Kellogg Switchboard and Company was formed. In 1957, Kellogg merged with International Telephone and Telegraph Corporation (ITT) to create a telecommunications division within ITT. In 1987, ITT spun-off its telecommunications division, which became a privately held company called Cortelco Systems. Later, Cortelco Systems acquired Solid State Systems, one of the first companies to develop an Automatic Call Distribution (ACD) system, and then became a public company in February 2000, changing its name to eOn Communications.

Dating back to the early 1980's the company's System 3100 was one of the first digital switching platforms on the market. In 1997, eOn became the first company to develop a communications server using the open standards-based Linux™ operating system and in 2000 became one of the first companies to deliver a single queuing multi-media contact center solution. eOn has been recognized for delivering superior products and services to the communications marketplace and has received numerous awards and accolades from industry observers.



Today, eOn designs, develops and markets unified voice, e-mail and Web-based communications solutions for customer contact centers and general business applications. Our primary business focus is to provide Customer Interaction Management (CIM) solutions that help businesses communicate more effectively and efficiently with their customers using all media types: voice, fax, e-mail and Internet-based interactions.

“ Our goal is to partner with our clients, offering them a complete solution for order processing and ongoing customer service. eOn's eQueue enables us to fulfill this mission with comprehensive contact routing and reporting capabilities for our contact center operations today, and also provides a platform for growth such as the addition of support for e-mail inquiries.”

—Jill Turner, General Manager, Proxy-Plano

Our Solutions

eQueue® Multi-Media Contact Center Solution

Our flagship product, the eQueue Multi-Media Contact Center Solution, enables companies to improve customer service and loyalty, increase agent productivity and lower total cost of ownership. The eQueue is a comprehensive solution that incorporates Automatic Call Distribution (ACD), Interactive Voice Response (IVR), recording, e-mail and Web-based interaction management capabilities, as well as advanced routing and reporting applications.

Millennium® Digital Communications Platform

For small and medium-sized general business applications, we also offer the Millennium Digital Communications Platform. The Millennium provides integrated Private Branch Exchange (PBX), voice mail, Computer Telephony Integration (CTI), unified messaging and fax messaging capabilities to help employees work more efficiently, easily access information and better serve their customers. The Millennium's flexibility and networking capabilities make it ideal for multi-site networks such as school systems, multi-tenant services, remote offices, distribution facilities and retail stores.

Future Proofing

Communications systems have seen much change over the years, and advances in technology have driven many of these changes. Most certainly, the future holds more change, even though no one can truly predict where technology will take us. This is why it is important for companies to embrace solutions that are flexible, can adapt quickly to change and can embrace new technology without sacrifice. Additionally, these solutions should be proven and reliable to ensure that each company will achieve the level of interaction management that customers demand. eOn has a long history of delivering such solutions, and is committed to continue this strategy for the future.

“Offering our customers user-friendly contact technology is essential to the success of our business. eOn Communications has enhanced our customer service and our e-commerce initiatives. Their responsiveness and superior capabilities offer a comprehensive solution to all our needs.”

—Lillian Vernon, Founder and Chief Executive Officer, Lillian Vernon Corporation

Proven Solutions To More Than 8000 Customers

eOn Communications is proud to admit that we would not be where we are today without our customers. We provide solutions and support services to call centers, contact centers, e-Businesses, emergency 911 centers and government agencies, as well as enterprises around the world. We serve a wide variety of industry segments, including retail and catalog, financial and insurance, travel and hospitality, schools, service bureaus and service providers and mission critical environments.

Detailed below are just a few of the companies, applications and industries that we serve.

Catalog | Lillian Vernon

Lillian Vernon, a leading national catalog and online retailer, uses the eQueue to handle 4 million orders annually across three centers, scaling from hundreds of agents to more than 1800 Customer Service Representatives during their peak months. The eQueue solution provides a robust ACD that serves as the foundation for a comprehensive multi-media environment with expanded customer service offerings.

Catalog | Galls

Galls, a leading provider of public safety apparel and equipment, has been a long-time customer that has several hundred agents and uses the eQueue's network ACD capabilities to route calls to the most suitable agent across three locations. Galls has also expanded their system to incorporate eQueue Email in order to provide additional options to satisfy their diverse customer needs over multiple channels.

Mission Critical | FAA

The Federal Aviation Administration's contact centers rely on the eQueue solution to provide pilots with timely access to flight plan processing services, pre-flight weather briefings, broadcasts of aviation weather and national airspace information, search and rescue communications and lost aircraft orientation. The FAA's 64 flight systems depend on eOn's proven solutions for improved performance and enhanced communications in their mission critical environment.

Retail | PetsMart

PetsMart selected the Millennium platform to standardize their communication across hundreds of locations for various concepts in their retail operations, including their PetsMart, VetsMart, PetsHotel facilities and distribution centers. eOn provides local service and support for PetsMart installations through its nationwide Millennium Partner Program.

Retail | Circuit City

Circuit City chose the Millennium platform as their primary vehicle for communications in over 500 retail operations, distribution centers and divisional offices and call centers. Circuit City has utilized eOn's Millennium product as their primary vehicle for telecommunications in their retail operations for over eight years.

Government | Coast Guard

The Coast Guard has more than 220 eOn systems installed at various sites on U.S. shores as well as aboard selected Coast Guard vessels operating around the world. eOn customized its products for installation aboard Coast Guard vessels with special racks, mountings and circuit card retainers to maintain system stability in the dynamic environment at sea. eOn also assisted the Coast Guard in establishing a training facility for 100 of its technicians that maintain eOn's technology.

Banking & Finance | PACE

Portland Area Community Employees (PACE) Credit Union is utilizing the eQueue solution as a PBX as well as for call center applications. PACE gets the most out of the eOn solution by taking advantage of an ACD that offers the groundwork for creating a modular yet comprehensive environment as they increase their client service offerings to include e-services.

Service Bureau | Proxy

Proxy boasts nearly 200 customer service representatives who provide customer service, order processing, consumer affairs and seminar registration programs for Proxy's clients across the country. eOn's networking capability allows two facilities to function seamlessly, and affords Proxy the capacity and flexibility to serve clients of varying volume and diverse needs. The eQueue also enables Proxy to efficiently manage multi-media contacts, routing voice and e-mail communications through a single unified queue.

Service Bureau | Taction

Taction has used eOn's solutions for nearly a decade. Taction offers a comprehensive menu of customer contact services, from order processing and event registration to serving as complete customer service centers for major retailers and catalog firms, answering customer needs via telephone and e-mail. The eQueue successfully routes voice, e-mail and chat interactions through a single queue, provides advanced reporting and recording capabilities, and seamlessly integrates to Taction's order processing system.

Communications | DIRECTV

DIRECTV Broadband, Inc. is a leading nationwide provider of broadband services for the home. DIRECTV Broadband provides its customers with the DIRECTV DSL™ service, which improves the dial-up experience through faster and reliable services that enhance Internet surfing, shopping and communications. The company's award-winning gateway has been designed to enable secure telecommuting, home networking, home monitoring and automation, voice bundling and entertainment services. DIRECTV Broadband relies on eQueue's advanced remote agent capabilities to route contacts to its experienced inbound sales team in order to provide outstanding customer service to the broadband marketplace.

Entertainment | Dodger Stadium

Dodger Stadium has used eOn solutions to manage all sports and entertainment operations including ticket reservations, hospitality services and general business communication. There are over 1600 extensions in use each day during baseball season and throughout the year.

Emergency 911 | DeKalb 911

DeKalb 911, based in Georgia, implemented eOn's eQueue for its emergency center to help provide superior public service for the more than 2,500 calls it receives from county citizens each day.

As an open solution, the eQueue easily interfaces with DeKalb 911's additional systems, including advanced recording and location identification. eOn looks forward to providing ongoing solutions and services to DeKalb 911 that will enable the center to efficiently deliver its commitment to cost-effectively meet the needs of DeKalb citizens.

Service Bureau | ARO

ARO is a service bureau that boasts a seminar and conference support business, as well as an insurance services division conducting interviews with health insurance policyholders. Using a remote agent model, ARO has been able to attract experienced workers, improve agent productivity and lower employee turnover. eOn's eQueue provides ARO with an integrated contact distribution system with advanced remote agent capabilities, including comprehensive administrative tools to manage remote and in-house agents in the same way.

Retail | B&H

BH Photo-Video Pro-Audio, Inc. is the world leader in retail distribution of photo, video, digital and pro-audio production gear. The B&H customer contact center houses more than 150 service consultants who handle about 20,000 calls and hundreds of Web chats per day.

Service Bureau | The Product Line

The Product Line, a rapidly expanding service bureau, uses the eQueue to support over 25 major clients nationwide and is growing strong. By incorporating its services into eOn's technology solution, eOn has helped to make certain The Product Line stays at the front of industry advancement, while maintaining complete customer satisfaction.

Retail | U-Haul

U-Haul utilizes the Millennium solution to provide telephony and messaging services to over 25 regional district offices. For many years, U-Haul has relied on eOn's solution to fulfill their general business and customer service requirements in both new locations and in replacement of legacy systems.

Total Solutions With Responsive Customer Service

eOn Professional Services

eOn goes the extra mile every step of the way to provide a comprehensive state-of-the-art solution to our customers. We recognize that simply providing the technology is not enough to ensure the absolute success of your contact center environment. To provide you with a total solution, eOn offers a complete line of services from an experienced professional services team.

Proven Methodologies

eOn's professional service offerings include: planning, design, implementation, development and integration of custom applications, system consulting, project management and training services. Each eOn Professional Services engagement starts with a detailed review of your business objectives, work process needs and technical infrastructure requirements. We then begin the application development process, during which we clearly identify the specific requirements of your operation. A project manager is assigned to work with your team to oversee all aspects of the implementation and to ensure on-time delivery of a solution tailored to your specifications. eOn engineers install, train and integrate your solution into your production environment. Once all deliverables, documentation and training are finalized, your team is introduced to eOn's best-in-class customer service organization.

By following this proven methodology, solution expectations are clearly defined, implementation processes are quick and smooth, and predictable completion dates are obtained.

Technical Support

eOn understands that to contact centers, every call, e-mail or other customer interaction is important. The last thing needed is a disruption in service. So that you can keep your contact center operating at optimal performance, eOn Technical Support provides you access to experienced support engineers who are on call, every day, ready to provide the responsive assistance you need, whenever you need it.

Additionally, our support philosophy goes beyond routine problem resolution. As your contact center evolves and expands, eOn is committed to providing the type of support that allows you to continually maximize the business advantages

"The strategy for many of our competitors is to hire young and save personnel cost. We choose to compete by using a business model that lowers operating costs and raises the value of our people at the same time. eOn's remote-agent capabilities provide us with significant competitive advantage in winning the best people and the best customers. eOn is light years ahead of the competition in remote agent capabilities."

—Lester Ham, President, ARO

realized from your eOn solution. We strive to establish an ongoing relationship with your team, detail and record your business goals and create a service plan tailored to your contact center support needs, today and in the future.

eOn Partners

By partnering with other industry leaders, eOn can offer outstanding value to our joint customers through well-integrated applications and coordinated programs.

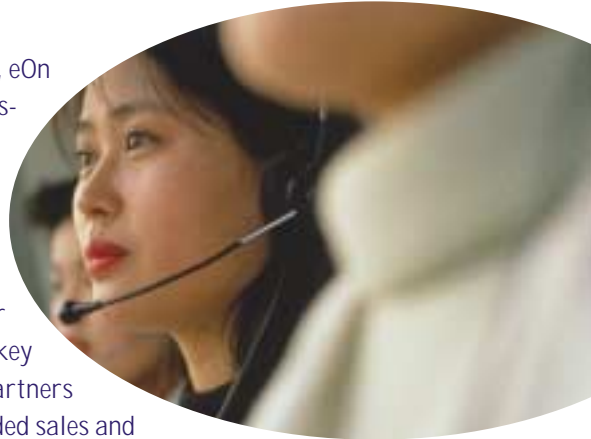
Distribution Partners. Distribution Partners are, effectively, an extension of our own sales and support organization and their technical skills and sales expertise are key ingredients in our success. Our eQueue partners and Millennium partners provide value-added sales and support for our systems and allow us to extend superior service and support to our customers regardless of their geographic location. Their success is our success, but the real winner is a satisfied customer.

Alliance Partners. Our Alliance Partners are industry-leading companies providing complementary products and services that enhance the capabilities of our systems. Through these partner relationships, our customers are assured that our joint solutions perform reliably, and that cooperative and coordinated programs have been established to provide ongoing support.

Strategic Partners. eOn Strategic Partners endorse eOn systems and technologies as an integral component in the delivery of their own products and services. eOn provides engineering support and training to ensure that all integrated applications function seamlessly.

Technology Partners. Our Technology Partners are recognized leaders in their respective technology categories. They contribute certain functional components, technologies and tools utilized by our development team to extend the performance and functionality of the eOn systems.

Consulting Partners. eOn Consulting Partners are firms with practices which focus on the assessment, design and implementation of best practice processes and operations. They include systems integrators with the expertise to implement eOn solutions across a broad range of industries.



“eOn’s system not only offers the highest level of reliability required for our mission critical operation, its professional services team is exceptional. The eQueue’s robust feature set and advanced routing capabilities help us eliminate unnecessary delays to better serve citizens. In addition to being able to recognize and route priority emergency calls faster, its voice announcement capabilities and comprehensive reporting make the eQueue an essential tool for the enhancement of our services.”

—Neal Hardin, Telecommunications Supervisor, DeKalb 911



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