

Core Services & Fact Sheets



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Offshore...
yet not so far from home.

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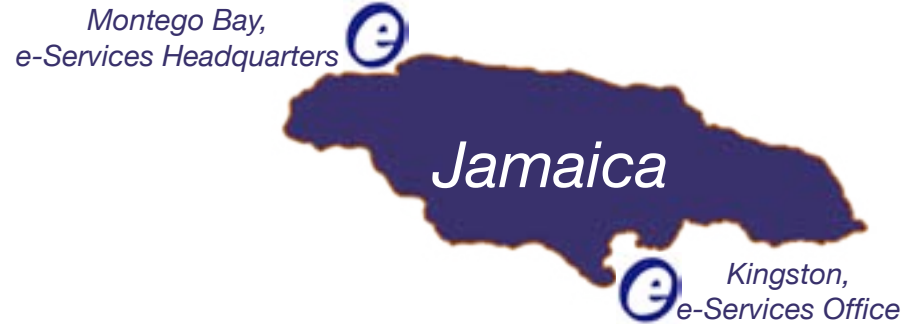
e-Services serves you by supporting your customers

Providing customer solutions from its home in Jamaica for over 17 years, e-Services Group has evolved from a successful data entry operation to one of the world leaders in offshore call center and back-office processing.

With operations in Montego Bay, Castries St. Lucia and Kingston, Jamaica, e-Services currently processes over 20,000,000 transactions annually for a growing list of major US and international clients. We have multiple facilities and a very large workforce ready to serve you. From Ft. Lauderdale to Chicago and Los Angeles to Hartford, e-Services' clients rely on state-of-the-art contact centers to provide unrivalled quality, accuracy and reliability – at a substantial cost savings.

Our wide range of services can be based on whatever combinations of technology suit your particular needs and the needs of your customers – computer workstations, the Internet, telephones and a skilled English-speaking worker. We will work with you to tailor the solution right for you today, and to anticipate your evolving needs for tomorrow.





Facts about Jamaica

- Jamaica is not so far away from the USA
- Jamaica is the third largest English speaking country in the Western hemisphere
- Jamaica is easy to get to with many non-stop flights each day from many U.S. cities
- Jamaica is the number one tourist destination in the Caribbean for North Americans
- Jamaica is on the Eastern Standard time zone
- Jamaica is a place you will want to visit and your trainers will want to train
- Jamaica is culturally close to the U.S. due to U.S. television, movies, music, tourists, etc.





Facts about Jamaica

- Jamaica gained full independence from Britain in 1962
- Size: slightly smaller than Connecticut
- Population: 2,680,029 (July 2002, est.)
- Age Structure: 15-64 years: 64.1%
- Language: English
- Government type: constitutional parliamentary democracy
- Capital: Kingston (1.2 million inhabitants)
- Second City: Montego Bay (250,000 inhabitants)
- Legal System: based on English common law



Facts about e-Services

- We are a highly respected member of the business community
- All our employees speak English as their native language
- We employ 1,200 plus persons in the greater Montego Bay area
- We employ 1600 plus persons in Kingston
- We employ 200 plus persons in Castries St. Lucia
- We provide optimum job security, thus being an employer of choice in Jamaica
- We pay on average 4 times the Minimum Wage
- Approximately 40% of our workers' earnings are incentive based (quality and production)
- Our turnover rate is less than 15% per year
- We provide free group health and life insurance benefits
- We subsidize staff food service
- We have on-site recreational facilities
- We adhere to most U.S. laws pertaining to OSHA, Fair Labor Standards, access for the disabled, etc.





e-Services History

- The owners previously owned a data entry company (MRS Jamaica) from 1990–1998 – was sold to National Processing Company (NPC)
- Started new company, commenced operations as e-Services Group in April, 2000
- The majority of our customers are Fortune 500 Companies which you would recognize by name
- Because we match the client's training, our current average training time for each trainee is 10 weeks
- Insurance industry has been a market niche and represents a majority of our business



Facility Facts

- Seven buildings totaling 244,000 square feet of highly secure, air-conditioned office space
- All facilities are in Freezone office space which has government customs as additional security
- 2,000 + workstations
- All facilities have 500KVA Caterpillar prime generators for back-up and emergency power supply
- All facilities have un-interrupted power supply (UPS) equipment
- All facilities are equipped with redundant fiber-optic connectivity



Currently Provided Services

- **Customer care for health, life & pharmacy insurance companies**
- **Inbound provider calls, travel reservations, sales and general inquiries**
 - **Inbound member services, product, technical, customer service, and warranty support**
 - **Web, white mail and chat support**
 - **Pharmacy help desk**
 - **We understand HIPAA, security, confidentiality, ERISA**
- **Data entry / back office processing services for a market research and healthcare company**
- **ISP support services – inbound customer care, chat & help desk**
- **Consumer electronics – inbound customer care, web support, white mail & chat**
- **Office equipment manufacturer – inbound customer care**



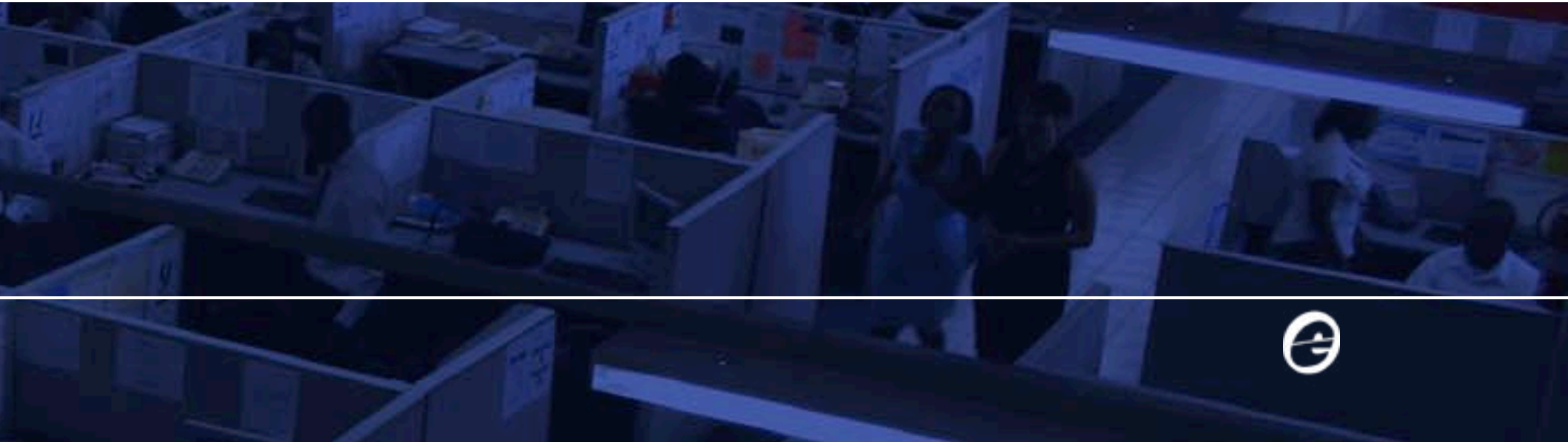
Technology and Tools

- **AT&T & Cable and Wireless provide us with several T-1 fiber-optic circuits to an AT&T POP located in Chicago**
- **We connect directly to our clients using our own private network**
- **We use Dell workstations or whatever the client desires us to use**
- **CISCO**
- **Nortel**
- **AVAYA 8700 switch**
- **AVAYA S8720 switch**
- **CALLMASTER V phone sets**
- **Fiber-Optic Connectivity**



Technology and Tools

- AVAYA CMS
- IEX workforce management
- E-Talk Quality Applications
- HP OpenView
- Aquaview
- Queue management
- Schedule management
- Currently we are operational 6:00am – 11:00pm EST
- We observe U.S. national holidays
- Client access to live CMS feed



Partnering with e-Services

- **Our due diligence begins immediately**
- **An account manager is assigned to you who will be responsible for your total satisfaction**
- **We send experienced talent to you so we can understand & document:**
 - **Your processes**
 - **How you define “success”**
 - **How you work**
 - **How you measure**
- **Recruitment begins from our deep applicant pool which meet our requirements of:**
 - **Minimum of a high school graduate of the “British - Cambridge Educational System”**
 - **Passing grades in the 4 major subjects**
 - **College experience is available to us**
 - **Basic computer knowledge as well as keyboard skills**
 - **Clear diction and clarity of the English language**
- **All new hires go through a three week “Customer Communications Skills” (CCS) training course prior to being trained on any application specific training**



Partnering with e-Services

- We develop relationships with your subject matter experts to learn your business
- This works best when conducted at your site
- Simultaneously develop “statement of work”
- Establish timelines for training, pilot and operational expansion
- Due diligence team manages the transitional process
- Recruitment strategies and profiles are established
- Our dedicated trainers are recruited early in process
- The initial application specific training is done by the client’s trainers in our facility
- Second round of training is done by both e-Services and client trainers in a co-teaching role
- Third round of training is done by e-Services with client providing “certification” of our training
- Training includes lots of observation and “hands-on” of live processing
- Training is strongly linked to the production environment
- We DO NOT cross train our staff. Each worker is trained for and is dedicated to one client.





Operational Standards

- **1:13 agent to Team Leader Ratio**
- **1:20 agent to Quality Analyst Ratio**
- **1:4 Team Leader to Supervisor Ratio**
- **1:4 Supervisor to Specialist Manager Ratio**
- **One Queue watcher per business line**
- **1:150 agent to Workforce Analyst**



Operational Facts

- **Daily & Weekly Management Meetings**
- **Regularly Scheduled Team meetings**
- **Bi-weekly One-On-Ones with Automated Checklist & Tracking**
- **Mid-Day Team Leader Huddle with management**
- **Daily Team Reports to staff on all metrics & issues**
- **Disney Story Boards and Action Plans for Focused Problems**
- **Performance Management Tools & Techniques**
- **Management Development Courses**
- **Staffing Adherence Management**
- **Panel Interviews for all Promotions**
- **Career Path Program (Level 2 Program)**
- **We remove non-performing employees quickly**



Quality Control

- We practice Total Quality Management
- Performance Management Using E-Talk
- Aggressive sampling standard on every agent
 - Typically we sample more than you do
- A key fact is 40% of a worker's pay is performance based (production & quality)
- Daily feedback – coaching approach
- Weekly basis for quality assessment
- Remedial programs in language and soft skills
- We are a Phone Pro certified call center



We know our core business as well as you know yours. Our core business is Offshore Business Process Outsourcing (BPO) – offering a full range of services, in whatever combination you require. ACCURACY, RELIABILITY and CONSISTENCY are our hallmarks, along with flexibility. We will use whatever combinations of technology and solutions to best address the specific needs of you and your customers. Specifically, we offer a skilled English speaking worker using a computer work station, your network, your proprietary systems, internet and telephone or any combination thereof.

We have a high employee retention rate. This allows our employees the opportunity to really learn your business. The result is: better quality, better productivity, lower costs for you, and your customers will have a better customer experience using our services. When your customers' experience with e-Services is complete, they will feel better about your company.

We train our employees not only in the general principles of customer care, but in the specific kinds of questions your customers ask when they seek assistance via phone or the Net.

We will match the level of services to which you are accustomed, and as we train our employees and learn more about your customers' needs, we will exceed your expectations. As technology hardware and software advance, and as your business evolves with the marketplace, e-Services will create new, innovative and cost-effective solutions.

Because we know going offshore is a big decision, we ask you to consider e-Services. Because of our many years of offshore BPO experience, we know our business and would love to show you how we can adapt our technology and employees' skills to meet your particular needs.

Mark Rovenstine, Chief Marketing Officer

