

ESI (e-Scribir Inc.)

THE BPO SPECIALIST

PROVIDING INTEGRATED SOLUTIONS FOR STARTUPS, INFRASTRUCTURE, OPERATIONS, & ADMINISTRATIVE SUPPORT FOR GLOBAL CLIENTS USING PHILIPPINE BPO FACILITIES.

EXAMPLES OF OUR WORK (SINCE INCORPORATION IN 2002)

INCUBATION OF THE FOLLOWING:

1. Call Center servicing the South Eastern portion of the US
2. Call Center servicing the US West Coast, Australia, and New Zealand
3. 3D Animation company

SETUP, DEVELOPMENT, AND RUNNING OF THE FOLLOWING:

1. Medical/business transcription company (third/fourth largest in the country)
2. Subtitling company (largest in the country)
3. Trans coding for a Premier US telecommunication firm
4. 2D CADD encoding
5. Contact Center for UK and US campaigns

PROJECTS MANAGED BY ESI:

1. Body shop and software development for a global firm and one US firm
2. Encoding projects for a global software company
3. Backend provider for a local software company
4. Consulting project for Asian subsidiary of a Global Company

TRAINING PROJECTS SUPPORTED BY ESI:

1. Program specific Call center training
2. Government approved Medical Transcription training
3. Medical Transcription Industry seminars
4. Subtitling training
5. Project specific encoding training

CURRENTLY WE ARE OFFERING THE FOLLOWING SERVICES:

- **INCUBATION OF MOST TYPE OF BPO PROGRAMS** – We provide or facilitate the training, provide the infrastructure, IT support, broadband for companies that need temporary facilities and support. These can be companies with short programs, companies that need to start while their own facilities are being built, or companies that are testing the waters to see if outsourcing works for them before setting up their own.
- **BACK END LABOR INTENSIVE OPERATIONS**
 - Non-voice BPO work like encoding, data conversion, editing/aligning of documents/images, indexing, transcribing, scanning of documents, 2D CAD encoding and the like. Give us a sample of the input and the required output

plus the basic process flow, the time constraints, and the quality required. We in turn will give you a price based on our time and motion analysis thereby providing you the best pricing and giving the best value for your money.

- o Voice Contact Centers for English or Tagalog languages. We can do inbound or outbound centers offering text support, survey, marketing, or other campaigns.

- **HOSTING AND CO-LOCATION SERVICES** – E-Scribir's (ESI) **Internet Data Center** offers unparalleled performance and flexibility in server hosting and co-location services with its robust and scalable infrastructure. Our Data Center is backed by redundant high-speed, high-availability network facilities using network equipment from Cisco, HP, IBM, 3Com, APC, backed by quality services provided by our experienced IT professionals.

The ESI support facilities provide an environment for reliable operations with Uninterruptible Power Supply (UPS), back-up generators, environment friendly fire-suppression system, zonal fire-alarm system, redundant Heating and Ventilation Air-conditioning (HVAC), multiple layers of physical security such as armed guard, biometrics system, CCTV system, glass protection system, among other things.

- **HOSTING AND IMPLEMENTATION OF TRAINING PROGRAMS** – We can provide the rooms, the infrastructure, the recruitment of the students and trainers given the specific curriculum and training materials (in case specific programs). Companies that do not want to spend for training facilities and instead devote their whole facility to production.
- **IT SUPPORT** – We do IT consulting for infrastructure and Security Audits, IT infrastructure design and maintenance, Server Management (both remote and localized), and Technical support. We serve both startup companies and companies who need more detailed and critical IT support as they expand and grow.

We in effect can be your whole back office facility either doing the work in-house or being your Philippine representative ensuring that all your outsourcing is done with qualified firms and on time.

Geographic Locations of ESI clients:

(Clients names cannot be given out unless an NDA is signed- and even then, only the clients that agree to give out their names.)

1. Europe
 - Estonia
 - UK (London)
 - Sweden
 - Denmark
 - Netherlands
 - Finland
2. Asia
 - Hong Kong
3. USA
 - Boston
 - Connecticut
 - Ohio
 - Los Angeles
 - Chicago
 - San Francisco
 - Texas
4. Canada

- Korea
- Singapore
- Philippines
- Toronto

INFRASTRUCTURE:

1. Total Area of Facility :

- A. 2,000 square meters (approximately 21,500 square feet)

2. Connectivity:

Sourced from three separate providers for redundancy. Wired (via fiber optic cable) and wireless connections are present.

- a. Fiber Optic 2 Mbps (E1 Line) can be used for bandwidth on demand and it can handle 45 Mbps (DS3) bandwidth
- b. Expandable regular 2 Mbps (E1 line)
- c. Wireless T1 (1.5 Mbps) standby line
- d. DSL bursting to 2.7Mbps (CIR @ 256kbps)
- e. Connections are load balanced
- f. All connections are scalable.
- g. Additional connections may be installed depending on requirements

3. IT Infrastructure:

A. Primary Servers:

- a. IBM e-Series rack mounted (6 units)
- b. IBM x-Series 3550 Dual Core with Fiber Channel Capability
- c. IBM DS3400 Storage with Fiber Channel Capability with a total capacity of 5 Terabytes
- d. HP ML150 Servers (rack mountable)
- e. Secure using open source technology
- f. Domain controller server is Microsoft-based
- g. 1 Back Up server is always available for contingencies
- h. 9kVa UPS supports data cabinet, switches, modems and routers

B. Support Servers:

- a. CCTV
- b. Time and Attendance
- c. Access Control

C. Workstations: (currently 120 units)

- a. Acer-brand PC's (110 Units)
- b. Intel Quad Core workstations for CAD (6 units)
- c. Microsoft Windows Operating System (2000/XP)

D. Firewalls/Internet Security

- a. IP-based
- b. Appliance
- c. MAC Filtering

E. Secure FTP Servers

- a. On-shore
- b. Off-shore

4. Power:

- A. Manila Electric Company (main power source, 3-phase connections) 250 amps

- B. Perkins 132 kVa generator (backup power source; capable of running as primary power source)
 - C. Automatic Transfer Switch (ATS) (30-40 seconds delay)
5. Communications:
- A. 1-800 US number
 - B. UK number
 - C. Secure electronic fax (HIPAA Compliant)
 - D. Calls are answered 24/6 from Monday to Saturday (Philippine Standard Time)
 - E. Everyone on our staff speaks English
6. Security:
- A. Physical
 - a. Facility is completely under company control (we manage the whole complex/building)
 - b. Biometric access system, 3-layer
 - c. 24/7 security guard manning
 - d. Compartmentalized production areas
 - e. CCTV monitoring of all critical areas
 - B. IT
 - a. Internet and email access is controlled to meet client specifications
 - b. All USB ports physically disabled
 - c. Workstations are not equipped with floppy and/or optical drives.
 - d. Complete audit trail for files handled by the facility
7. Safety:
- A. Chemical-based fire suppression systems in all production and server areas.
 - B. Segregated electrical lines for each production area
 - C. Automatic Fire Alarm System is in place
8. Self-Sustainability
- A. In-house Food & Beverage service
 - B. In-house property maintenance crew
9. Accessibility & Convenience
- A. Located along the less congested portion of the Makati Central Business District.
 - B. Surrounded by public transport hubs (jeepneys, buses, FX shuttles, MRT and LRT rail systems)
 - C. Good access to neighboring cities (Manila, Ortigas, Parañaque, Pasay, Taguig, Mandaluyong), and domestic and international airports.
 - D. Close to major shopping districts and medical centers
 - E. Close to several Five Star Hotels.

Contact details:

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