ecorp.

Company Profile

Innovating telecommunications

Ecorp Systems is one of Australia's leading telecommunications providers with a focus on providing customers with new technology for voice and SMS. At Ecorp Systems, we are inspired to change how your business communicates with the world.

- ✓ Australia's best rates
- ✓ 99.999% network uptime
- ✓ Caller Analytics
- ✓ Advanced call routing
- ✓ Local 24/7 support team
- ✓ Voice and SMS APIs
- ✓ 100% cloud based

Connecting to Australia's Most Trusted Networks

TELSTRA   OPTUS   vodafone

OUR CLIENTS
Proudly serving some of Australia's favourite brands

ACU
AUSTRALIAN CATHOLIC UNIVERSITY

Australian Government
Defence

St Mary's Villa
Residential Aged Care

carpetCALL
FLOOR CENTRE

pe
PERFORMANCE EDUCATION

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MITSUBISHI

MR YUM

pet stock

RayWhite.

"Ecorp created our new Portal which allowed us to monitor and run the business, along with our 200 contractors.

The system was so successful that we were able to reduce our admin staff by 50%. More importantly, we have had 100% Customer Service every month since.

Our Portal was designed with simplicity in use, the ability to allow our customers access, and to run the business anywhere in the world.

If you are serious about reducing costs, increasing Customer Service and running your business freely, then you need to talk to the team at Ecorp.

Mark Bates, Director
AYLINE RESTORATION GROUP

Phone Numbers

Truly global numbers

Get instant access to thousands of local, national, mobile, and toll-free phone numbers. Order in our Cloud Platform, using our developer-friendly API, or with help from our support team.

- ✓ Australia's best rates
- ✓ 1300, 1800, 13, Local, Mobile
- ✓ Numbers in over 100 countries

- ✓ Best in class call quality
- ✓ Advanced call routing
- ✓ Easily port from another provider

Cloud Platform

Port your current numbers or buy new local, international, mobile, shared rate and toll free numbers in the **Ecorp Systems** Cloud Platform.
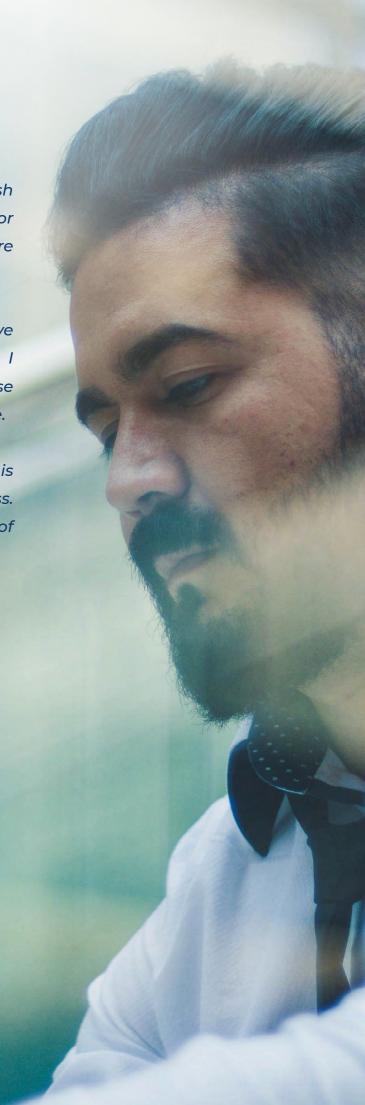
Easily provision and configure your numbers using our **REST API**

"

Ecorp has been an absolute breath of fresh air when it comes to telecommunications for the three companies in which I am a share holder of.

Customer service is something that I believe is lacking in the industry but with Ecorp I have experienced nothing but clear, concise and friendly customer service from day one.

If consistency is what you're after, then Ecorp is what I recommend for you and your business. We truly appreciate your high standards of service every time we need you.

Shaun Preston
OWNER, PERTH ROOFING

Connect callers with the right teams faster

Call Routing helps you take your customer experience to the next level. Configure your incoming call experience using Flow Designer in our Cloud Platform, by connecting to our API, or by contacting our customer support team.

- Call recording
- Missed call notifications
- Holiday routing
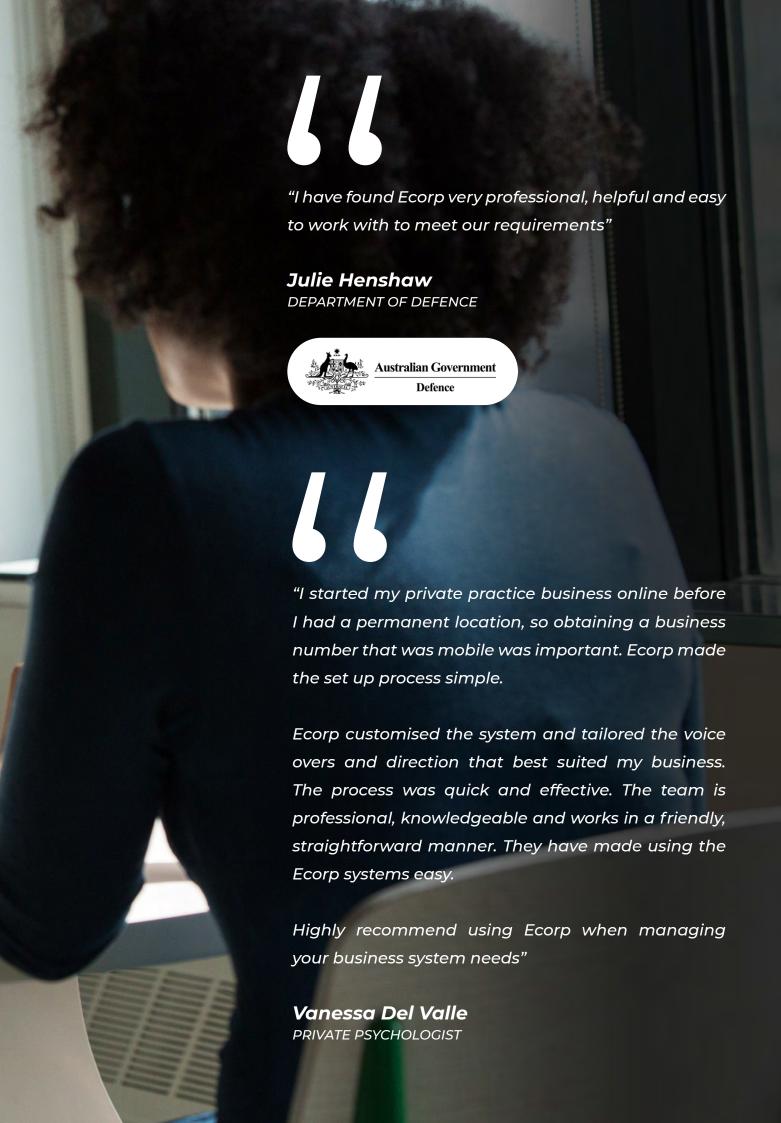- Failover / redundancy
- IVR menus
- Location routing

- Direct calls to a number or SIP address
- Whitelist / blacklist
- Play audio
- Time of day routing
- Custom call surveys
- Call whisper

Cloud Platform

Create your own call routing solutions with our easy to use drag and drop routing interface, Flow Designer. Select from more than a dozen actions to create great experiences for your callers.

Easily provision and configure your numbers using our **REST API**

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"I have found Ecorp very professional, helpful and easy to work with to meet our requirements"

Julie Henshaw
DEPARTMENT OF DEFENCE

Australian Government
Defence

"

"I started my private practice business online before I had a permanent location, so obtaining a business number that was mobile was important. Ecorp made the set up process simple.

Ecorp customised the system and tailored the voice overs and direction that best suited my business. The process was quick and effective. The team is professional, knowledgeable and works in a friendly, straightforward manner. They have made using the Ecorp systems easy.

Highly recommend using Ecorp when managing your business system needs"

Vanessa Del Valle
PRIVATE PSYCHOLOGIST

Track your calls like you track your clicks

Want to know exactly which campaigns are making the phone ring? Ecorp Systems Call Tracking can help.

- ✓ Offline & online tracking
- ✓ Social media tracking
- ✓ Track ad conversions

- ✓ Track which city your customers called from
- ✓ See which campaigns are most successful
- ✓ Easy to understand analytics reports

Ecorp Systems integrates with the world's most popular applications.

Google Ads   Google Marketing Platform   **optimizely**   salesforce   HubSpot

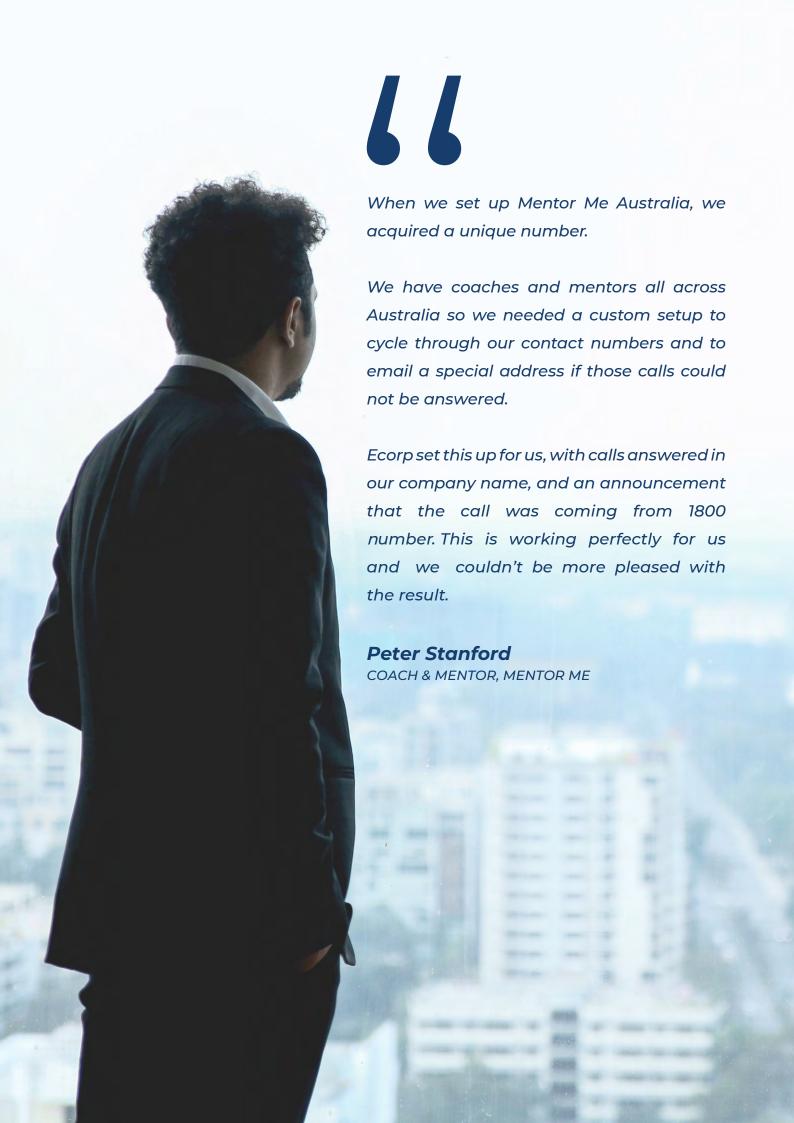webhooks   Marketo   Adobe™   Marin SOFTWARE   zapier

Cloud Platform

View your call analytics in one handy place, presented in easy to read graphs, charts and maps. Find details on specific calls, listen to recordings, and export reports of your calls to share with your team.

Easily provision and configure your numbers using our **REST API**

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When we set up Mentor Me Australia, we acquired a unique number.

We have coaches and mentors all across Australia so we needed a custom setup to cycle through our contact numbers and to email a special address if those calls could not be answered.

Ecorp set this up for us, with calls answered in our company name, and an announcement that the call was coming from 1800 number. This is working perfectly for us and we couldn't be more pleased with the result.

Peter Stanford
COACH & MENTOR, MENTOR ME

SMS

Connect callers with the right teams faster

Our global SMS platform vendor sends millions of SMS a month. It has been engineered to be easy to use, with fast delivery times and multiple redundancies in place, to ensure your SMS gets to your customer. Start sending SMS now in our Cloud Platform, by connecting to our API, or by contacting our customer support team.

- ✓ SMS Rest API
- ✓ Two-Way SMS
- ✓ Encrypted data
- ✓ Delivery Reports
- ✓ Email to SMS
- ✓ Delivery Receipts

- ✓ Branded Sender IDs
- ✓ Smart routing to guarantee delivery
- ✓ Send large volumes in seconds
- ✓ Tier 1 on-shore service
- ✓ Send with SMPP
- ✓ Scheduling

Easily provision and configure your numbers using our **REST API**

Network

Connect callers with the right teams faster

The Ecorp Systems network is completely cloud based and 100% on-shore. The network is designed and managed in a way to ensure high availability and throughput. Services are proactively monitored 24/7 with best practice processes in place to mitigate risk.

Ecorp Systems consistently keep customer experience at the heart of everything that we do. In order to achieve ultimate Customer Experience, we provide on-shore Operations teams, dedicated to managing your services through the full life cycle.

The Operations department consists of three key areas:

Service Support
Dedicated Resource for organising the provisioning and ongoing management of your services. All services are offered under SLA which is managed monitoring, automatic escalations, start-to-finish dependency mapping, problem and incident management and a host of other business workflows which ensures professional and timely actions prioritized by impact to you.

Service Delivery
Manages all aspects of product and service impacts, from vendor systems and management to network monitoring and process control. Service delivery is accountable for process engineering, to maximize efficiency and minimize risk.

Network Engineering
Ecorp Systems insist on Network Engineering to be in the Operations department to ensure the Network is managed and maintained in such a way that your voice is heard.