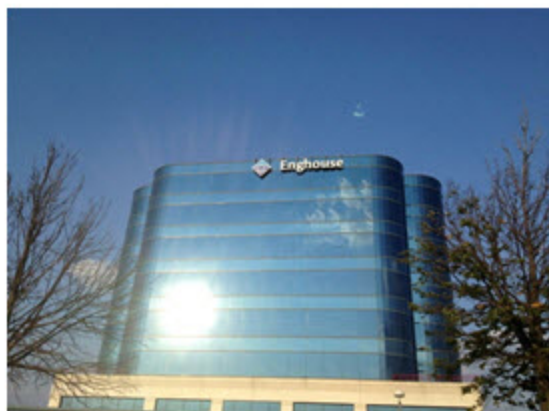


Enghouse Systems Ltd at a glance...



Enghouse Systems Ltd

Market Cap as of December 2015

\$2.0 Billion



- **Enghouse Interactive** is a division of Enghouse Systems Ltd
- One of the largest providers of customer contact solutions in the world
- **Over 10,000 customers**
- **Over 1 million agent seats**
- **Handle over 1 billion interactions daily**
- Enghouse Interactive solutions include Omni-Channel Contact Center, Reception and Call Handling, Self-service, Quality Management and CTI/CRM Integrations

Ticker	TSX: ESL
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Industry	Customer Communications Software and Services
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Founded	1984
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CEO	Stephen J. Sadler
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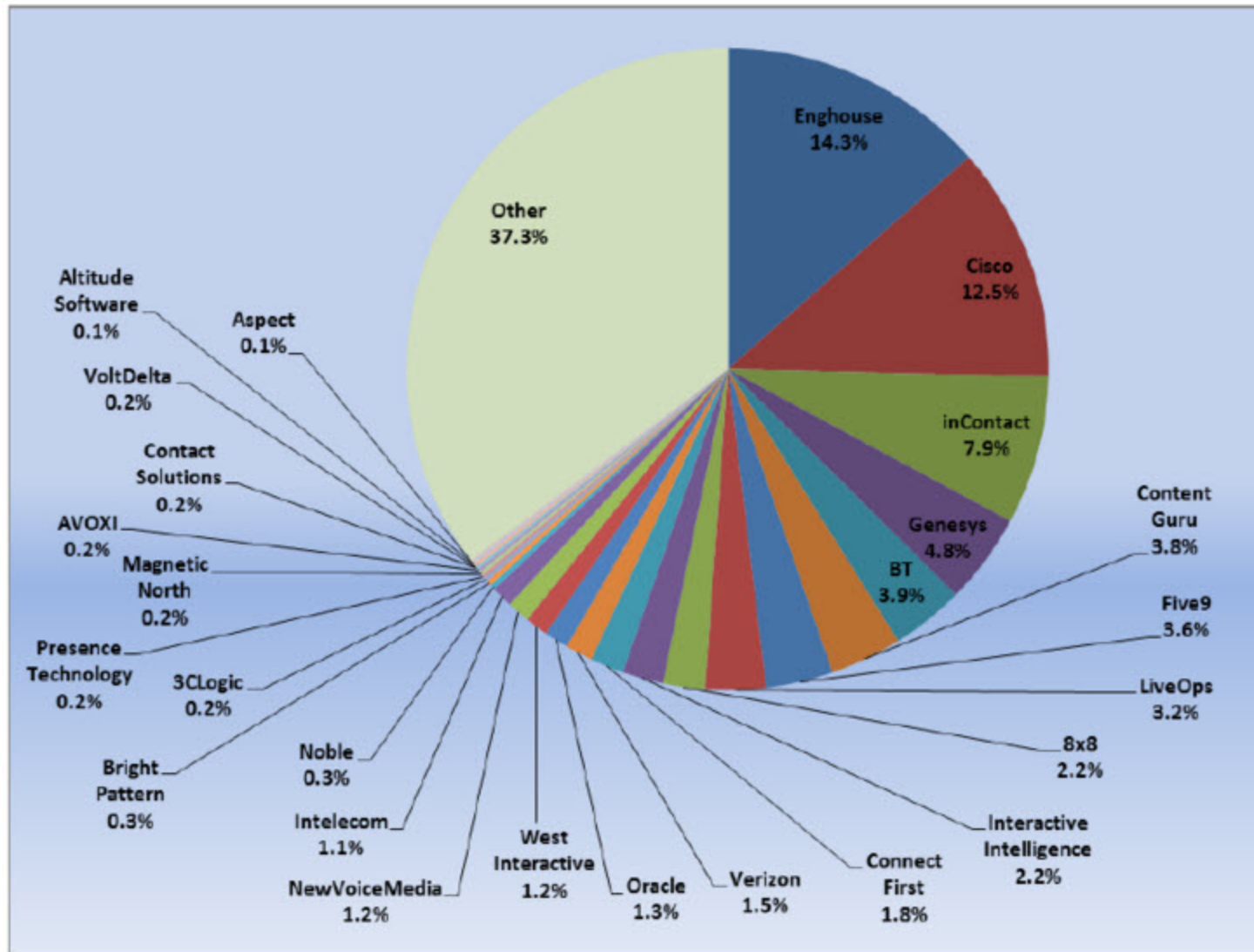
Website	www.enghouse.com
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Sales	\$280+ Million
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Headquarters	Markham, Ontario, Canada (Toronto)
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Employees	1,350+
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Cloud-Based Contact Center Infrastructure Market Share, by Seats as of August 2015



Source: DMG Consulting LLC, October 2015

CCSP Global SaaS Customers



CONTACT CENTER LIVE

Selected End Users of CCSP powered by Enghouse Interactive

Technology, Media & Telecom



Healthcare



Travel & Tourism



Financial Services



Government & Education




Retail & Industrial





CC:SP Customer Spotlights



- NGCC = Next Generation Contact Center
- **5,000+ concurrent agents, 10,000+ named users**
- In production since 2001 (formerly "MCC")
- On-Demand (Shared) and On-Net (Dedicated)
- Target market:
 - Multinationals, add-on to current voice services
 - EMEA, North America, APAC
- Implementation:
 - Base platform in London
 - Nodes in US, France, Hong Kong
 - Support and PM in USA
- Competition:

- Sales:
 - BTGS Voice Services group
 - BT Partners



Business
Services

- CMC = Contact MultiCanal
- **4,000+ concurrent agents**
- In production since 2003
- Target market:
 - SMB, multi-site large call centers
 - France, expanding into Europe & North America
- Implementation:
 - Integrated into new VOIP network
 - First VOIP application on that network
- Competition:
 
- Sales:
 - Voice Services overlay
 - System Integration group

CC:SP Customer Spotlights



- ePLDT - Division of #1 Philippines Telco
- **3,600 concurrent agents**
- Unified Contact Center Plus (UCCP) - branded on Demand Service
- In production since 2004
- Target market
 - Domestic Philippine applications
 - Outsourced Support to Global applications
- Technical
 - Highly proficient technical staff
 - Regional center of excellence
- Customer successes
 - Telcos (e.g. SMART Communications, PLDT)
 - Government (e.g. Bureau of Internal Revenue)
 - Banking & Finance (e.g. Allied Bank)



- Tier 1 Telco in India
- **10,000+ concurrent agents**
- Major markets
 - BFSI
 - Government
 - Domestic & International BPO
- 57% CCOD Marketing Share in India
- Customers include major accounts (1000+ seats each)
- 3 separate regional platforms (Each architected to support ~6000 seats)
- Outbound intensive applications

