

Digital & Print Collateral - ETAN Industries

ETAN INDUSTRIES

Welcome to ETAN Industries.

As we approach our fifth decade in operation, we are pleased to announce that we have recently completed some changes to our company structure. As a result, all of our enterprises are now headed by our parent company, ETAN Industries.

While our collections business will retain the Credit Protection Association (CPA) name, and our cloud computing interest will continue to be branded as ATSCloud, the rest of our business lines now operate as ETAN Industries.

This is an exciting time for our company as we combine our capabilities, enabling us to offer a more extensive suite of collections, customer service and transaction management services. Our clients can look forward to the same quality and results they have come to expect from our companies, but with enhanced efficiencies resulting from these consolidations. Thank you for your continued business and support, and welcome to the new ETAN Industries!

Introducing the ETAN Business Lines

- ETAN OUTSOURCED CUSTOMER SERVICE**
Integrated low-agent inbound and outbound customer phone, automated outreach and multi-channel communication channels.
- ETAN EQUIPMENT RECOVERY SERVICES**
Comprehensive recovery programs that include on-site calls, skip-tracing, letter campaigns, return calls, vehicle customer liability and a consumer debt portal.
- CPA THIRD PARTY COLLECTIONS**
Fully customizable receivables management that can be configured to meet the specific needs of any industry, company or collectors campaign.
- ETAN BILLING & ACCOUNT MANAGEMENT**
Advanced billing, transaction management and accounting systems that are fast, accurate and intuitive to use.
- ATSCLOUD SECURE CLOUD SOLUTIONS**
A broad range of secure, hybrid cloud solutions applicable to a wide range of industries.

Advanced TeleSolutions | **ATS**
INBOUND SOFT-DISCONNECT PROGRAM | We're ready for your call.

You Focus On Subscribers Who Pay Their Bill On Time.

*We'll Focus On The
Ones Who Don't.*

We Prevent Permanent Subscriber Disconnection

- ✓ Dedicated payment specialists
- ✓ Simplified payment options
- ✓ Exceptional customer care
- ✓ Detailed call reduction analysis
- ✓ Reduced subscriber churn
- ✓ Decreased system operating costs

Advanced TeleSolutions | **ATS**
INBOUND SOFT-DISCONNECT PROGRAM | We're ready for your call.

A Case Study

THE CHALLENGE

Manage inbound call spikes after soft-disconnection

A large, northeastern MSO needed an effective solution to address the long hold times and reduced staff efficiencies that plagued their contact center following the soft-disconnections of delinquent subscribers.

The call spikes—which averaged 40,000 per month—negatively impacted overall customer service levels by compromising answer rates and pushing hold times above 25 minutes. The temporarily disconnected subscribers became permanently lost as they abandoned the complicated IVR without making a payment.

The MSO collections team needed a solution to manage the call volume and allow their internal contact centers to remain focused on subscribers with service, billing and customer care issues.

THE SOLUTION

The ATS Inbound Soft-Disconnect Program

The ATS solution was designed to reduce subscriber churn and manage the operating costs associated with service disconnection. In May 2007, the soft disconnected subscribers began connecting directly to the ATS call center, which effectively separated the customer care function from the payment process.

Dedicated ATS payment specialists connected directly to the client's IVR and billing platform to manage spikes in inbound calls. The 24/7 payment center provided simple call resolution with a multitude of bill payment options. Additionally, ATS delivered detailed daily reporting with call volume, answer rates, abandonment rates, transfers and payments.

THE RESULTS

- 50,000 calls redirected from client's contact center
- \$10 million in payments processed
- 95,000 subscribers reconnected
- 15% decrease in service disconnections

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FASTLane
The Financial Accountability Solution for Tolling

BALANCING TOLL TRANSACTIONS TO THE PENNY. EVERY. SINGLE. MONTH.

FASTLane is the tolling industry's first Back Office System built on an accounting platform. It provides unsurpassed accuracy and increased settlement speeds. FASTLane allows authorities to unite the financial and operational aspects of billing in a single system that provides transparency down to the transaction level.

Transaction Processing • Billing • Account Management • Customer Service Communications • Accounting & Reconciliation • Transponder Management Collections • Applications Development/Support • Fleet Management

ETAN INDUSTRIES
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ATS Keeping An Eye On Your Virtual World™

INFRASTRUCTURE HOSTING

PRIVATE CLOUD COMPUTING
END-TO-END DATA ENCRYPTION
DATA LOSS PREVENTION
TOP-TIER DATA CENTERS
ATS DATA CENTER SPECIFICATIONS

TIER 4 DATA CENTER-99.999% RELIABLE

- No Single Point of Failure
 - 24x7x365x365 support
 - Redundant power, air, data, and network paths
 - 100% uptime guarantee
 - 100% uptime guarantee
 - 100% uptime guarantee
- Dedicated Fiber Ring
 - Dedicated fiber optic network
 - Redundant core benefits
 - 100% uptime
- Data Integrity
 - Continuous data backup and restoration
 - Digital rights management
 - Data loss prevention
 - Compliance monitoring
- Security
 - 24x7x365x365 support
 - Continuous data loss prevention
 - Insecure network
 - Electronic data protection
 - Network intrusion detection and prevention
 - Network intrusion detection and prevention
- Network Architecture
 - All data centers have redundant connections directly connected to ISP
 - Global locations
 - Dedicated network lines
 - Network intrusion detection
 - Network intrusion detection
 - Network intrusion detection

ATS Keeping An Eye On Your Virtual World™

INFRASTRUCTURE HOSTING

HIPAA COMPLIANCE
END-TO-END DATA ENCRYPTION
DATA LOSS PREVENTION
TOP-TIER DATA CENTERS
HEALTHCARE HOSTING

ATS HEALTHCARE HOSTING

ATS Healthcare Hosting focuses on the deployment, hosting and management of all major operational applications, customer applications and data storage for healthcare practitioners. Our capabilities include but are not limited to:

- Infrastructure Hosting
- Software as a Service
- Web & Security/Compliance Data Management
- Desktop Virtualization
- Unlimited Storage Capacity
- Managed Backup and Archiving
- Top-Tier Security & Reliability
- 24x7x365x365 Support
- Disaster Recovery Programs
- Network Intrusion Detection
- Network Intrusion Detection
- Network Intrusion Detection

THE FUTURE OF HEALTHCARE IS HERE

Healthcare technology is advancing so quickly, it is difficult to know what hardware to invest in, what technologies to deploy, what programs to utilize to make your practice as effective as it needs to be in this digital world.

ATS offers centrally managed IT services to provide peace of mind—free independent practices to complete healthcare delivery systems. Whether based on a single facility, distributed across a campus or even around the world, ATS clients are assured of advanced, reliable IT solutions that minimize risk, protect data, and maximize uptime and efficiency. ATS can ensure that your practice always has access to the latest technology, the most secure applications and the most reliable and secure technology infrastructure.

You Focus on the patients—we'll be keeping an eye on your virtual world.

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ATS Keeping An Eye On Your Virtual World™

A CASE FOR GREENER COMPUTING

THE PROBLEM

CMA Communications, a cable operator serving rural communities in Louisiana, Mississippi, Nevada and Texas, planned to unify their network communications across 17 local cable offices in four states. The initial project was to create backup and connectivity servers at every office and to replace desktops and upgrade software as necessary to ensure operating system and software compatibility between locations. Early in the planning process, however, it was determined that computing resources and software versions varied from office to office and that many locations did not have reliable power or facilities to support on-site servers.

Recognizing that a more comprehensive solution would be required, CMA leadership approved a more comprehensive approach to network unification, with the primary stipulation that the final result be both energy efficient and environmentally friendly, and fall within the budget allocations of the original plan.

THE SOLUTION

CMA utilized ATS to find the most appropriate tactics to achieve their network unification goal. Given the project parameters including budget constraints, hardware capacity and software version incompatibilities from office to office, and the charge of finding a greener computing environment, ATS drafted a project design for CMA's new network environment.

The ATS plan involved deployment of an entire virtualized infrastructure. CMA's 20 network servers were virtualized into a single physical server hosted at the ATS data center. Seventy five desktop computers in CMA's 18 regional offices were replaced with Wyse EarthSmart™ thin clients at every workstation. The virtualized desktop has allowed CMA to take advantage of workload balancing of its cable systems and distributed power management of a virtual infrastructure. With those mechanisms in place, ATS was able to provide instant standardization of operating systems and software across the company, along with the ability to manage future updates from a single location.

THE RESULTS

The CMA/ATS Infrastructure Virtualization Project resulted in complete network unification among the CMA offices—at a lower cost than required to update hardware and software across the system.

In terms of energy efficiency, ATS hit the ball out of the park. By replacing underutilized desktops with thin clients, CMA recognized lower energy consumption. Every server virtualized with the project saved 700kWh of electricity annually, totaling approximately \$700 in energy costs. "We are blown away by the results," said Mark Reaves, Vice President of CMA. "We recognized energy savings at every single regional office immediately after moving to ATS hosting," he said.

In addition to operating efficiencies, ATS was able to help CMA achieve the goal of implementing a greener computing strategy:

- Environmental Benefit of Thin Client Computing vs. PC
- Fewer materials and less energy is used in thin client production
- 90 percent less energy used each year
- Climate control efficiencies resulting in lower heat production
- Less noise pollution in user areas

CMA
Cable Management Association

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1989
41 Million
Basic Cable Subscribers

2009
67 Million
Basic Cable Subscribers
5 Million
Telephone Subscribers
30 Million
Internet Subscribers

It's Time For A New Collection Strategy.

ATS|CPA
Integrated Collections Solutions

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