

Press Releases

October 10, 2006

ETECH PRIVATE LIMITED OPENS SECOND CENTER IN INDIA

NACOGDOCHES, TX: Etech, Inc., a global provider of outsourced customer contact services, announced today that it's sister company, Etech Private Limited (ETPL), has opened a second center in India. The new center is in Baroda, Gujarat which is located in western India. This center adds an additional 75 seats to the global capacity of the business process services Etech and ETPL offer its customers.

Matt Rocco, Etech's Chief Operating Officer stated, "The decision to grow capacity is driven by customer demand both domestically and in offshore markets where we are able to offer cost effective, high quality labor without compromising quality of service or performance. The ETPL center in Gandhinagar, India has proven to our customers that our model for success works in an offshore market."

"The government of Gujarat has been very helpful in promoting our industry and employment opportunities in their state. With our global footprint, our clients look to us to support their business process requirements using the best skilled labor force possible," Rocco continued.

Rocco went on to explain, "Etech and ETPL's value drivers are centered on our leadership commitment to place personhood over function. By exhibiting this every day in everything we do, our team members are led to provide an exceptional level of service in all aspects of their interactions – both with customers and with peers. This commitment, combined with hiring the right people and providing them with quality training and dedicated leaders, creates an environment for success."

The ETPL center in Baroda began providing services in September. Brandon Chambers, Director of Operations in India, oversees the operations in Baroda as well as the center in Gandhinagar. Chambers, a native of Nacogdoches, moved to India in February of 2006 along with his wife, Heather, and their two children. Prior to that time, he was Assistant Director of Operations in Nacogdoches, Texas.

Etech, Inc. is a privately held company and along with it's sister company, Etech Private Limited, provides a variety of call center and BPO services to Fortune 500 companies through it's four divisions. These divisions include:

- Effective Teleservices (ETI) is a traditional outsourced provider for Fortune 500 clients in the business processing area.
- Effective Monitoring Solutions (EMS) provides services that help contact center agents improve the quality of their interactions with customers and prospects.
- Effective Software Solutions (ESS) designs, develops and maintains application and software programs, and
- Corporate Asset Recovery Group (CAR) is a full service collection agency in partnership with the law firm of Adorno and Yoss.

The company has over 1500 team members working within their four global contact centers – Nacogdoches and Lufkin, Texas and Gandhinagar and Baroda, India.

For further information on Etech, Inc. or Etech Private Limited, please see www.etechninc.com.