



Evolving for Excellence

How we're reinforcing product stability & Trust

EMERGE

OUR MISSION

Financial Access for All *Anytime, Anywhere.*



Unified Conversations Platform

Intelligence

AI Intelligence & Analytics

Automation

AI Agents (Digital & Voice) & AI Assistants

Communication

Video | Text | Chat | Voice+ (CCaaS) | Office Phone | Email



Workflows

Payments

Appointments

Lobby
Management

Reputation
Management



Compliance & Security



Safe AI

Integrations



Core

Lending

Collections

AOS

Marketing

Call Center

CRM

We exist to help you drive outcomes on your priorities



**Consumer
Experience**



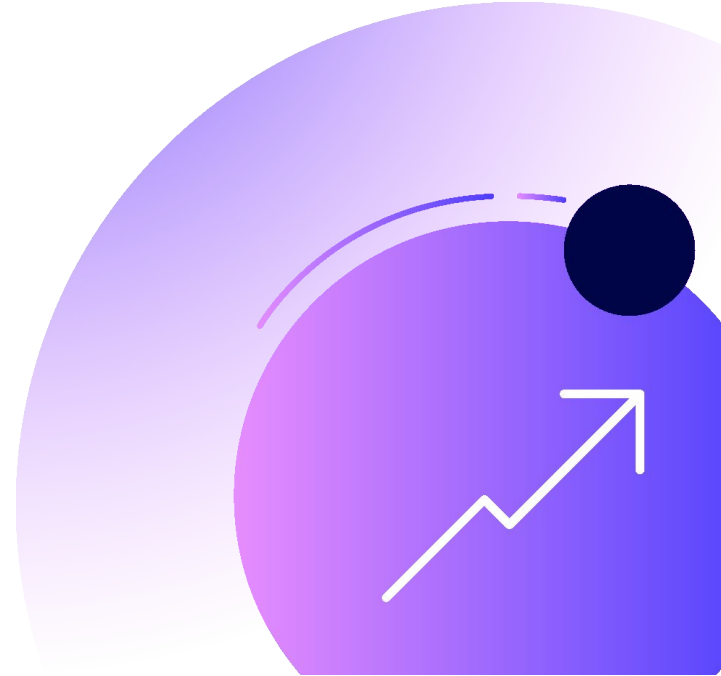
**Employee
Experience**



**Operational
Excellence**



**Scalable
Growth**



What has gone well in Our Partnership



Rapid Innovation



Listen & Deliver



Thought Leadership



Industry Focus

But there have been challenges. *We heard you.*



Product Releases

Infrequent, roadmap misses/clarity, bug resolution delays



QA

Regression testing, ownership.
"My job is not to be find Eltropy's bugs."



Service

Inconsistent Support & Implementation experience.
Lack of training & up-to-date documentation

Windows

An error has occurred. To continue:

Press Enter to return to Windows, or

Press CTRL+ALT+DEL to restart your computer. If you do this, you will lose any unsaved information in all open applications.

Error: 0E : 016F : BFF9B3D4

Press any key to continue _



The Foundation that built our present, will shape our future.

*People, Product,
Service*



**The foundation that built our
present, will shape our future.**

The Best Platform

**Best
People**



**Best
Product**



**Best
Service**





Here's what will get us there.

Build the BEST* Product



Product

Invest in the BEST* Team

**Poll: What percentage of
Eltropians do you think work on
building and servicing the
product?**



Answer

More than 80%



Improve **Product Quality**



Solution based roadmaps that drive long term value



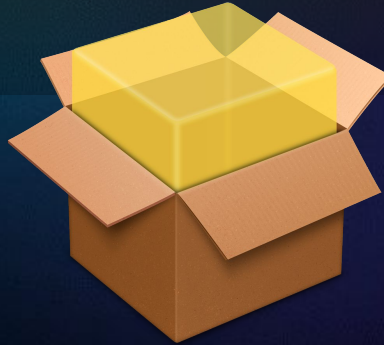
Gather feedback from Customer Success and GTM teams

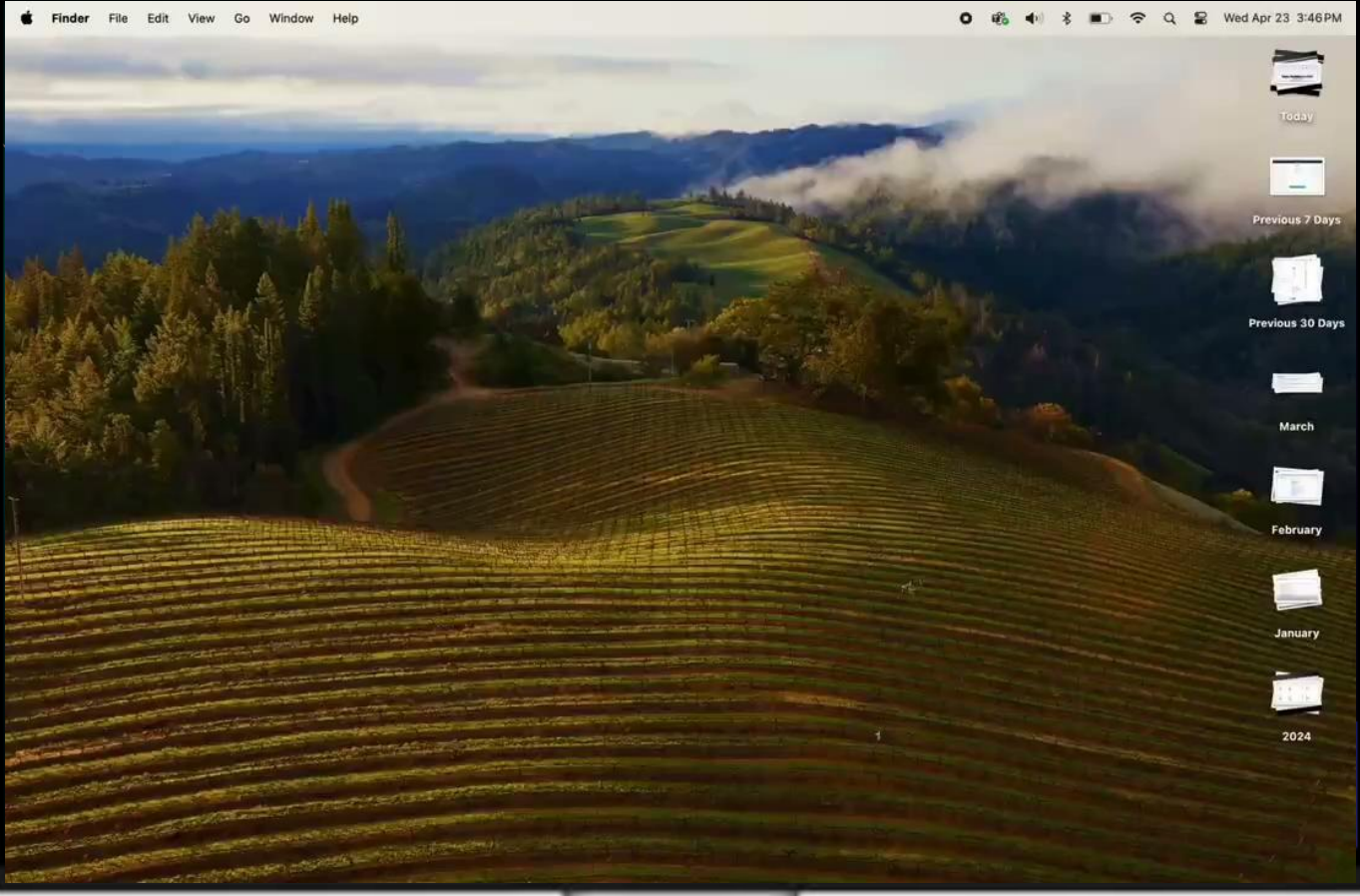


Quality, Predictability and Scalability of the Product

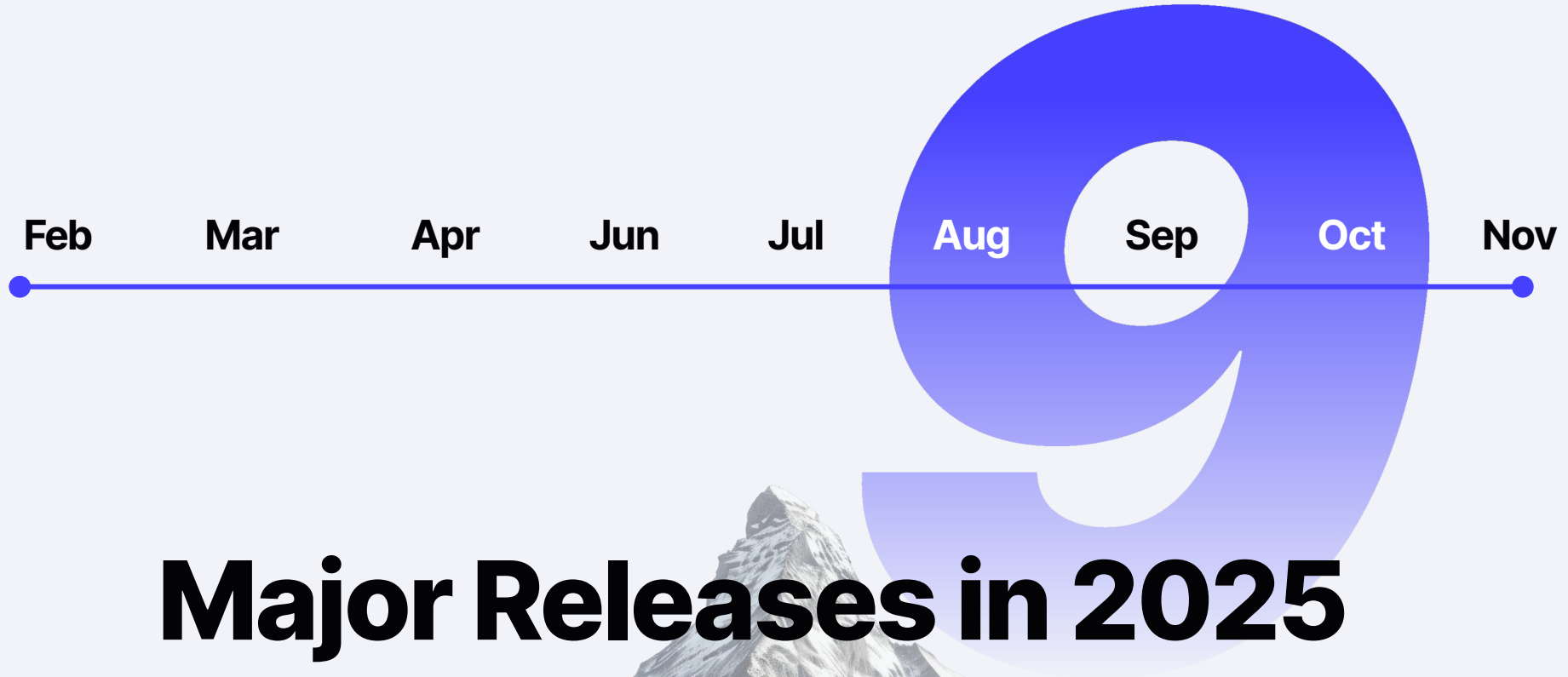


Introducing Desktop App





Faster Release Cadence



Culture driven by Customer Empathy and Bias for Action.



A tall, dark lighthouse stands on a dark, silhouetted hill against a black night sky. A powerful, bright white beam of light emanates from the lantern room at the top, shining upwards and to the left, creating a strong contrast with the dark background.

**However, we
don't just ship
products —
we need to
deliver outcomes
and experiences.**

**What is critical for
better outcomes and
experiences?**



Clarity & Understanding



Support Evolution



Implementation Excellence



Collaboration

Document of Understanding



Direction



Scope



Dependencies



Document of Understanding



Clarity & Understanding

Completely Revamped Support Experience

New Help Center

Centralized Content Team

AI Integration

Human Chat (Beta)

Welcome to Eltropy Support!

Search our documentation or select a keyword for instant help.

Try searching for:

[Domain Settings](#) · [Departments](#) · [AI](#) · [Troubleshooting](#) · [Contact Routing](#)



Admins | Domain Managers

Get help with configuring and managing the platform!

[Read Articles](#)



Users | Agents

Learn to use Eltropy for handling member interactions!

[Read Articles](#)



Developers

Explore our API for integrations and connections!

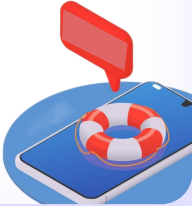
[Read Articles](#)



Support Evolution

Completely Revamped Support Experience

New Help
Center



Centralized
Content Team



AI
Integration



Human Chat
(Beta)



Support Evolution

Investments in implementation

**3X team
size YoY**

**Training,
Certification,
Templating**

**CTO partnership with
Engg/Product**

**HQ Based
(largely)**

**AI-skunk works
(agentic)**








Implementation Excellence

ASK: Feedback is a Gift



Please tell us about your recent Eltropy support experience:

	Very unsatisfied
	Unsatisfied
	Could have been better
	Satisfied
	Very satisfied

Hi Sunny T,

We at Eltropy really care about your onboarding experience. We want to know how we are doing and appreciate your insight to help us improve.

How satisfied are you with your overall experience?

5 - Very Satisfied
4 - Satisfied
3 - Neutral
2 - Unsatisfied
1 - Very Unsatisfied

ASK: Feedback is a Gift



Pre-Implementation

Post-Implementation

Response Rate

6%

CSAT Score* -
past 6 months

93%

Response
Rate

17%

Our response rates **are 50%** of our target.
~~If you don't have something nice to say, don't say it at all.~~

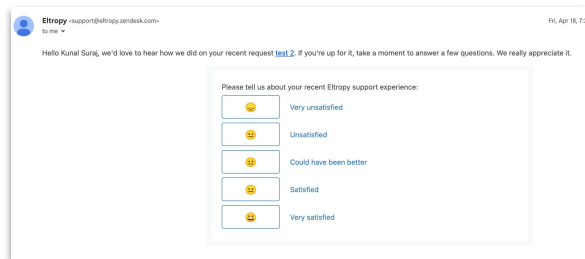


Implementation Excellence

ASK: Feedback is a Gift



Implementation Excellence

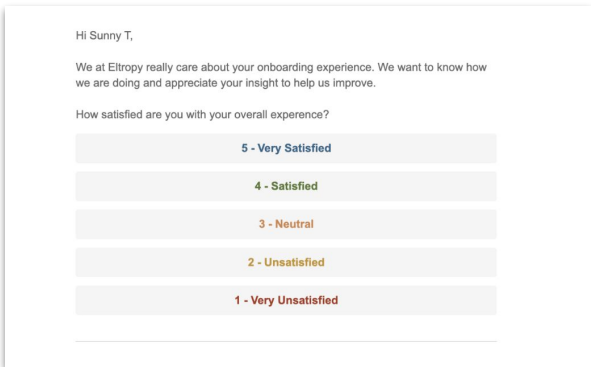


eltropy support@eltropy.zendesk.com
Hi Sunny T,

Hello Kunal Suraj, we'd love to hear how we did on your recent request [test.2](#). If you're up for it, take a moment to answer a few questions. We really appreciate it.

Please tell us about your recent Eltropy support experience:

- Very unsatisfied
- Unsatisfied
- Could have been better
- Satisfied
- Very satisfied



Hi Sunny T,

We at Eltropy really care about your onboarding experience. We want to know how we are doing and appreciate your insight to help us improve.

How satisfied are you with your overall experience?

- 5 - Very Satisfied
- 4 - Satisfied
- 3 - Neutral
- 2 - Unsatisfied
- 1 - Very Unsatisfied

Post-Implementation

CSAT Score* - past 6 months

93%

Response Rate

6%

Response Rate

17%

Our response rates **are 50%** of our target.
~~If you don't have something nice to say, don't say it at all.~~



Remote work unlocked new possibilities

— but collaboration,
culture, and
connection are harder
to build apart.

So while technology connects us — being together ignites us.
We're very high touch w/ customers, mirroring internally.

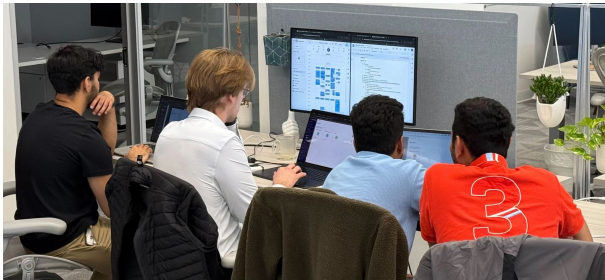


100% *Execs located in HQ*

4 *Days in-office policy*

5+ *Years Tech Support Exp hires*

76+ *Q4 CSM in-person Customer Visits*



Tech connects us. Togetherness ignites us.

We're very high touch w/ customers, mirroring internally.

76+

**Q4 CSM In-person
Customer Visits**

4 Days

**In-office Work
Policy**

1+

**Years in our new
Silicon Valley HQ**

100%

**Execs located
in HQ**



The Impact and Experience

72%

Reduction of Priority bug backlog since Q3

1

Severity 0 bug during the past 6 months

2x

Video calls on the Unified Platform since Q42024

96%

CSAT - record
Support - March 2025



A large, abstract, glowing shape in the center of the slide, resembling a crumpled piece of fabric or a complex, organic form. It is illuminated with vibrant blue and purple light, creating a sense of depth and movement against the dark background.

**We're proud of the progress
and even more energized by the work still ahead!**

**We're *moving with intention* — toward
impact, excellence, and lasting value**

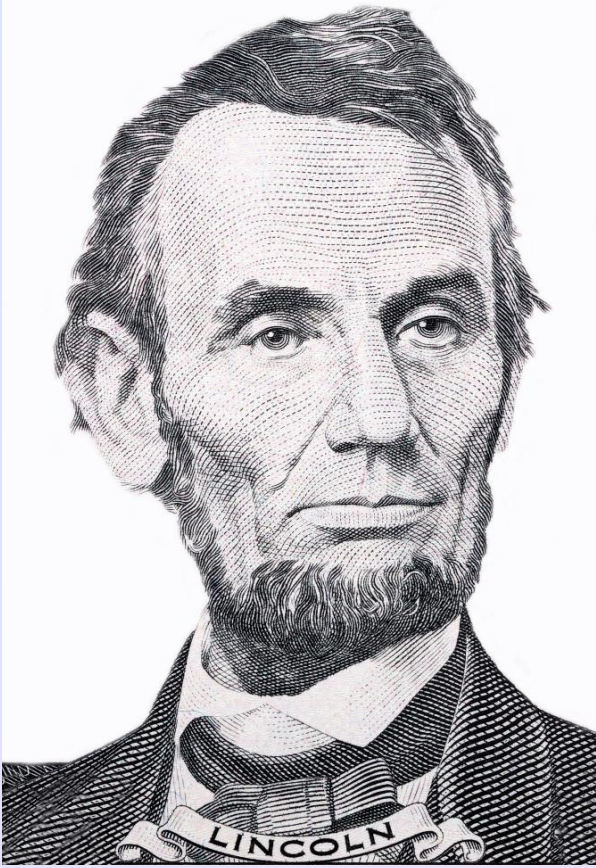
The bottom-right corner features a cluster of translucent, 3D geometric shapes in shades of purple and blue, including cubes and rectangular prisms of various sizes, some with internal reflections.

Drink Our Own Champaign



Quality \oplus AND Innovation





Commitment is what
transforms *a promise into reality*.

Abraham Lincoln