# Bright Pattern and ECS Telecom Co., Ltd. Announce Their Partnership

*Bright Pattern provides the AI-powered contact center platform that will be the underpinning of ECS Telecom's Artificial Intelligence Contact Center.*

SAN FRANCISCO, CA, UNITED STATES, May 12, 2025 /EINPresswire.com/ -- Bright Pattern, a recognized leader in AI-powered omnichannel contact center software, and ECS Telecom Co., Ltd., a renowned leader in the delivery of advanced contact center solutions in Korea, announced their partnership to bring AI-powered contact center capabilities tailored to the unique needs of the Korean market.



Bright Pattern logo

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> *Mr. HN Hyon, Chief Executive Officer & Director of ECS Telecom Co., Ltd.*

Bright Pattern provides the AI-powered contact center platform that will be the underpinning of ECS Telecom's Artificial Intelligence Contact Center (AICC) solution. This next-generation intelligent platform includes a channel integration hub and artificial intelligence-based digital services. By combining AI technologies (including STT/TTS, NLU, and more) into the call infrastructure of contact centers, AICC maximizes the productivity of agents, enhances customer service satisfaction, and reduces operational costs. These solutions provide native omnichannel Korean language AI support, both in text and voice.

In addition to cloud deployment, Bright Pattern and ECS Telecom also provide private cloud deployments that meet Korean government regulations addressing data sovereignty as well as industry-specific security requirements.

"Our partnership with Bright Pattern represents a major step forward in delivering next-generation, AI-powered contact center solutions tailored specifically for the Korean market," said Mr. HN Hyon, Chief Executive Officer & Director of ECS Telecom Co., Ltd. "Working closely

together, we have designed secure AI contact center solutions that operate at speed and scale in Korean."

"We have formed a pivotal partnership with ECS Telecom as we jointly recognized the Korean market required unique capabilities," said Michael McCloskey, CEO of Bright Pattern. "By combining Bright Pattern's advanced omnichannel AI platform with ECS Telecom's deep expertise in communications, we are empowering Korean enterprises to deliver effortless, personalized customer experiences across every channel, while meeting the highest standards for security and compliance."

Bright Pattern and ECS Telecom also announced that Michael McCloskey, CEO of Bright Pattern, will be addressing a special customer event hosted by ECS Telecom on May 27, 2025 in Seoul. The event titled "The Brightest Choice for Contact Centers" brings together ECS Telecom's top customers to share the benefits of migrating from on-premises to cloud or private cloud AICC deployments.  Michael will be speaking about Bright Pattern's roadmap and the customizations Bright Pattern has brought to support the Korean market.

About Bright Pattern

Founded by pioneers in the contact center industry, Bright Pattern delivers a natively built, all-in-one AI-powered omnichannel contact center platform for the entire customer journey.  The platform includes comprehensive automatic call distribution (ACD) capabilities, an advanced AI suite that solves the broadest set of use cases, and workforce management (WFM) to manage human as well as virtual agents.

Recognized by partners and customers as the fastest time-to-implement and lowest-cost-to-deploy, Bright Pattern delivers unmatched time-to-value.

With a proven track record serving over 500 customers across 30 countries, Bright Pattern's cloud-native platform offers unmatched deployment flexibility — whether in the cloud, on-premises, or in private cloud environments.

For more information on how Bright Pattern is reimagining customer experience, visit [www.brightpattern.com](www.brightpattern.com).

About ECS Telecom Co., Ltd.

ECS Telecom Co., Ltd. is a leading contact center solutions and services provider in Korea specializing in the design, implementation, and operation of contact center and communication infrastructure solutions for enterprises and public institutions. With over 25 years of experience, ECS Telecom provides industry-leading expertise in voice and digital channel integration, AI-powered customer engagement, and secure, compliant communication systems.

In recent years, ECS Telecom has expanded its portfolio to include cloud and private cloud contact center solutions, helping customers transition from on-premises infrastructure to more scalable, flexible, and AI-driven platforms. By combining deep market knowledge with innovative technology, ECS Telecom empowers organizations to accelerate their digital transformation and deliver superior customer experiences.

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