

Company Information

Eliot Management Group (EMG)
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Company History

Founded: 1997

Employees & Nationwide Presence: Approximately 250 employees in 13 states

Key Products: Proprietary Eliot Line of Credit Card Processing Terminals (Eliot 1000, Eliot 2000)

Key Partners: Hypercom, Verifone, Thales, Nurit, PC Charge, Firstpay.NET

Who is EMG?

Founded in 1997, Eliot Management Group (EMG) is a nationwide processing service provider, offering cost-effective electronic payment solutions to businesses across the country. We provide Visa, MasterCard, American Express, Discover Card, Diners and Debit enrollment and processing service; processing equipment sales, repair, and installation; check protection services; and custom gift and loyalty card solutions.

Our Mission Statement

As one of the top payment processing service providers in the country, EMG strives to offer the best combination of cost-effective electronic payment solutions, local one-on-one support, superior processing performance, and comprehensive customer service to each and every client.

What EMG is all about:

Eliot Management Group started with the goal to be a dynamic organization focused on providing merchants one-on-one support while offering employees an unparalleled opportunity to earn what they are worth, not what someone else deems their worth to be. Honesty, fair-play, and integrity are not rhetorical concepts at EMG; they're enforced ways of doing business. We cater to a guideline of trekking on the higher road and will sacrifice production, if we have to, in order to maintain this business philosophy. We care about our people, our customers, our business, our competitors, and our industry. Our industry is rife with negativity, and we believe in injecting optimism and being a positive player in everything that we do to neutralize some of these elements.

We are different. There's a place for every individual in this industry; as such, EMG serves the people who work for us well. We believe that this industry is big enough for everyone willing put forth the effort, sacrifice, energy, and dedication needed to succeed. EMG is a unique company with many support systems available to help individuals get started and succeed in this business, while offering them a limitless potential to earn what they're capable of earning.

How does EMG differentiate itself from the competition?

We love competition! Everybody today seems to have the best rates, best service and shortest hold times. EMG's position is if you don't believe it yourself, then you'd better not sell it to others. Over the years, our system has evolved to react when someone does something unique or exciting that changes the landscape of our industry. In order to be a long-term player, it's important to remain on the leading edge of innovation. By having local support in our "on-market" model, we believe that we have a huge advantage over our competition. There is always going to be a "better rate" but in the end, if a basis point here or a penny-per-click there makes a merchant leave us, down the road that tiny savings they gained will come back to bite them - and they will return to EMG. We take care of our clients.

What is EMG's vision?

Our goal from Day One was to stay the course and focus on treating our employees like gold. We have mapped out our battlefield, and the 20+ offices and loyal employees working for EMG have set the stage for what's to come. Initially, we plan on opening 90 offices in 50 states to give us a good market penetration throughout the nation. Then we will go back and fill in the holes to really solidify our local presence in all U.S. markets. We continue to beef up our local, regional, and national service centers in an effort to maintain one of the lowest attrition rates in the industry. New products, services, and enhancements are constantly being reviewed to determine the best fit for our growing portfolio of merchants.

EMG's approach to customer service

We have a multi-layered approach to customer service that starts with our main Customer Service Department. We depend on these service experts to diligently answer, resolve, and work through questions and issues our customers may have. From there, we have an escalation procedure that, if needed, will bring a sales representative to the doorstep of a merchant. We provide our service to customers when they need it, not when we can get around to it.

Security

EMG has spent a considerable amount of time and money securing customer information and data. We do not store any cardholder information in any of our facilities. Our staff is continuously trained on our ever-evolving and improving security procedures and policies. We are in the process of completing all PCI compliance requirements. The unique thing about our sales channel is that none of our people are home-based and hence do not store any customer information on their person. All customer information is brought back to a local office where it is recorded and either destroyed or forwarded to our corporate information center for safe-keeping. Merchants can rest assured that their information will be safeguarded and handled appropriately.

Milestones and recognition:

2007- EMG Launches Service Website: www.emgservice.com

2007- EMG announces 2007 expansion plan in Anchorage, AK; Los Angeles, CA; Salem, OR; and Oklahoma City, OK.

2006- EMG is awarded 6th place in Utah 100

2006 - EMG opens its 21st additional office location in Ogden, UT

2006 - EMG partners with University of Utah Credit Union

2006 - EMG launches the Eliot 2000, the second terminal in their proprietary line of equipment

2006- EMG opens its 20th additional office location in Austin, TX.

2006- EMG launches the Eliot 1000, the first terminal in their proprietary line of equipment.

2005- EMG opens additional offices in Chicago, IL; Houston, TX; and Minneapolis, MN.

2005- EMG is recognized for the third time by MountainWest Venture Group in the Utah 100, this time as the 5th fastest-growing company in the state.

2004- EMG is recognized by MountainWest Venture Group in the Utah 100 as the 15th fastest-growing company in the state.

2004- EMG receives First American Payment Systems' Pinnacle Award for the third consecutive year, reaching the Everest Level.

2004- EMG is selected as First American Payment Systems' Office of the Year for the third consecutive year.

2004- EMG receives first place in First American Payment Systems' Jumbo Merchant category.

2004- EMG is selected as Office of the Year by SecurChex.

2004- EMG is selected as Office of the year by Merimac Capital.

2004- EMG opens 6 additional office locations in Ft. Worth and Dallas, TX; Milwaukee, WI; Tacoma and Spokane, WA; and Tucson, AZ.

2003- EMG receives First American Payment Systems' Pinnacle Award for the second time, reaching the Everest Level.

2003- EMG is selected as First American Payment Systems' Office of the Year for the second time.

2003- EMG opens additional office locations in Seattle, WA and Phoenix, AZ.

2002- EMG is selected by MountainWest Venture Group as one of Utah's Top 15 Emerging Elite companies.

2002- EMG receives First American Payment Systems' Pinnacle Award, reaching the Everest Level.

2002- EMG is selected as First American Payment Systems' Office of the Year.

2002- EMG opens additional office locations in Sacramento, CA and Denver, CO.

2002- EMG moves into new corporate headquarters, housing EMG's corporate offices, operations center, Salt Lake City sales office, and customer support center

2001- EMG opens an additional office location in Portland, OR.

2000- EMG opens additional office locations in Las Vegas and Reno, NV.

2000- Eliot & Associates is renamed Eliot Management Group (EMG).

1999- Eliot & Associates opens external office locations in Boise, ID and Provo, UT.

1997- Entrepreneurs Ron Dichter, Welby Evangelista, and John Howe found Eliot & Associates in Salt Lake City, UT.

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