iPECS Cloud

from Ericsson-LG Enterprise

United Networks

Simplified Communications
With iPECS Cloud

What is iPECS Cloud?

iPECS Cloud brings all of the features you know and love from an on-premise phone system and delivers them through the cloud.

iPECS Cloud is tailored to deliver reliable and simple communications to your desktop from our highly secure and resilient data centres. This means we manage the phone system for you and you just use the handset, web portal or applications to access everything you need, when you need it.

Why would it suit my business?

Because iPECS Cloud is designed to scale it suits all sizes of business whether you are have a single home office or multiple locations around the globe.

With on-demand features and same-day provisioning you can add users or remove users quickly and easily. With our advanced feature packs you can completely tailor the user's experience and provide a call centre solution, reception console and much more with a simple click.

What benefits will it deliver?

iPECS Cloud brings your teams together with simple tools for collaboration and communication.

On-demand access to features and the ability to add or remove users means you have the flexibility to adapt to your business needs.

With fully featured handsets and simple web, PC or smartphone interfaces your users will understand the benefits of iPECS Cloud in record time.

FLEXIBILITY

CONNECTIVITY

FULL PHONE SYSTEM

COST SAVING

RELIABILITY

UNIFIED COMMS
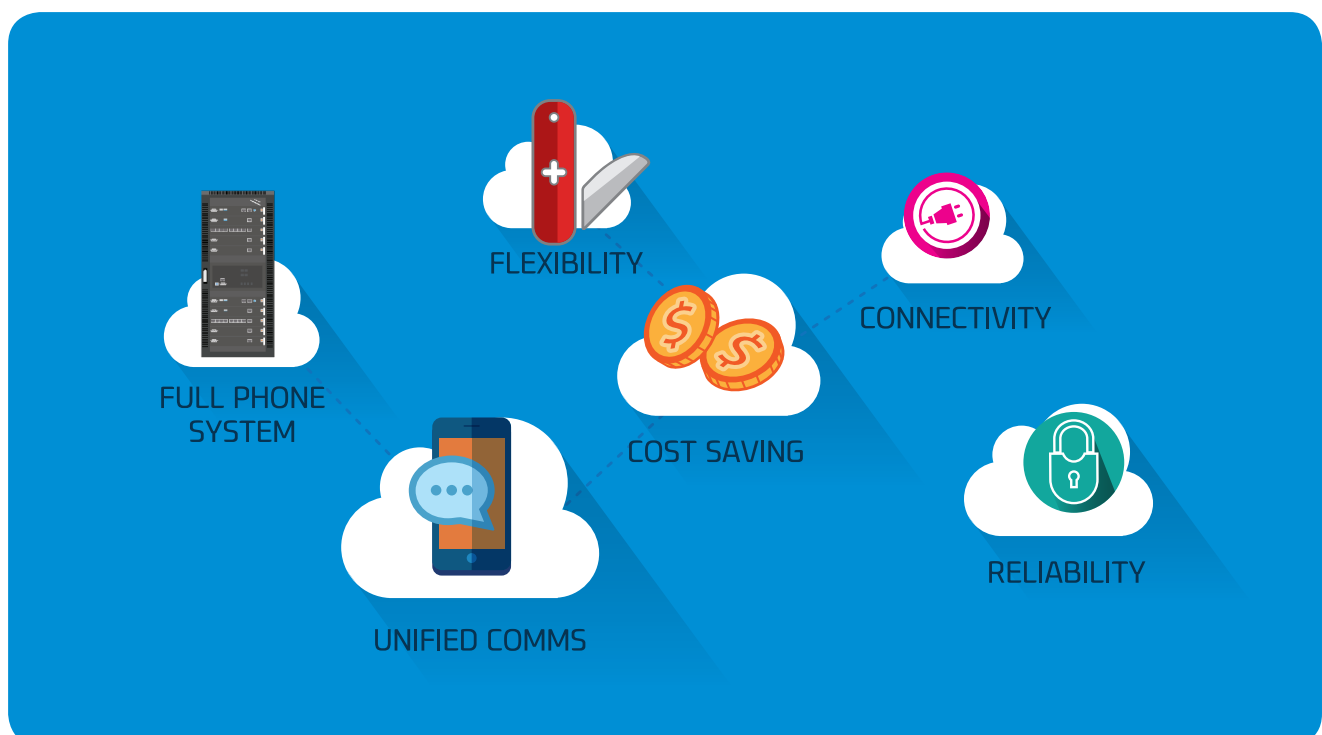
Cloud Solutions tailored to the needs of your team
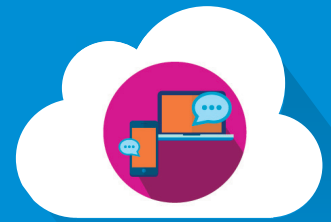
MANAGING DIRECTOR

"iPECS Cloud means I can scale and grow my business with confidence and know that everyone in my business can communicate and collaborate."

OFFICE MANAGER

"The wallboard tells me and the team when we all need to grab the phones and simple reports help me stay on top of costs and response times."

MOBILE SALES EXECUTIVE
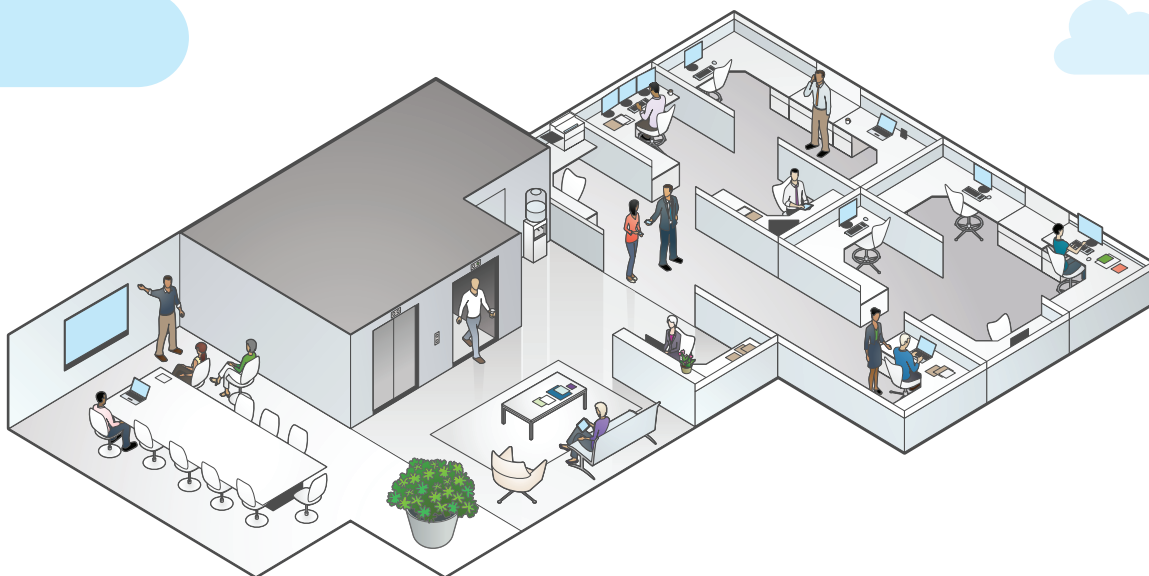
"I am always on the go and iPECS Cloud has enabled me to access my office communications regardless of device, location or time."

SALES AND SUPPORT AGENT

"I can support my customers better as they know what's happening if they ever have to queue. There's a simple announcement with auto attendant helping direct the call."

GLOBAL ACCOUNT MANAGER

"Travelling abroad used to mean lots of expensive calls to the office and restricting calls home to my family but with iPECS Cloud technology on my smartphone and laptop I can easily call at local rates wherever I am in the world."

WAREHOUSE SUPERVISOR

"My mobile IP DECT handset means wherever I am everyone can still easily reach me. My team can also share a phone and access the communications they need."

RECEPTIONIST

"I can easily see what everyone is doing and transfer calls with a single button or mouse click. It's never been easier."

IT MANAGER

"With a simple and intuitive web portal I can make changes to iPECS Cloud myself and complete handset moves quickly and easily."

HOME BASED WORKER

"Being able to see the status ("presence") of my colleagues and instant message quick questions makes me feel like I am sitting next to my team."

Phones

These handsets are designed to provide a simple user experience with access to the full iPECS features and functionality
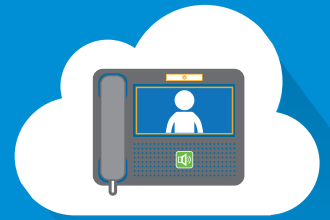
LIP-9002

Ideal for businesses needing to access the functionality of the iPECS platform with HD Voice and a headset interface. A perfect handset to deploy to all users requiring a simple interface to the iPECS platform. Group directory access currently not available.

LIP-9010 / 9020

These mid-range phones give businesses the full functionality of the iPECS platform with HD voice, full duplex and headset interface. These handsets offer additional programmable keys meaning you can quickly access the features your users need with a single button. The LIP-9020 includes gigabit support.

LIP-9030 / 9040

If your business receives a high volume of calls, integrated presence helps show user availability. This phone has programmable keys viewable across three pages. This high-end phone also includes gigabit support, HD Voice and a headset interface.

LIP-9071

This top-of-the-range handset delivers an immersive telephony experience, with a full touchscreen interface and wireless and Bluetooth support via a dongle. With HDMI output and full support for Android apps as well as web browsing means you have a phone and tablet in a single device.

Phones, Clients and Redundancy

Tailor for your users with the right devices for their needs
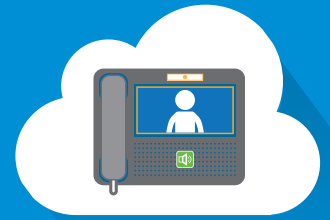
IP DECT

iPECS IP DECT provides your team with full access to the system regardles of their location. Perfect for staff on the move or working in warehouse, workshop or campus locations.

IP Attendant Reception Console

With high volumes of calls, a quick and easy interface to answer and transfer the calls is vital. IP Attendant provides a simple and intuitive tool to support a busy reception. Compatible with Windows PC environments.

LSS/DSS Console

This console enables you to collate all your key contacts onto a button on speed dial, creating efficient working and saving you time with the added bonus of viewing when your contacts are on another call.

Local Redundancy

You can complement iPECS Cloud with an iPECS on-premise call server. This gives you complete peace of mind and business continuity.

Unified Communication and Collaboration

Empowering your team to work together more productively

UCE Mobile

Collaborate with colleagues and stay in contact with customers whilst on the move.

Key Features include:

- Presence: Easily see whether your colleagues are available using integrated presence
- Instant messaging
- Easy and intuitive conference calling
- Visual voicemail
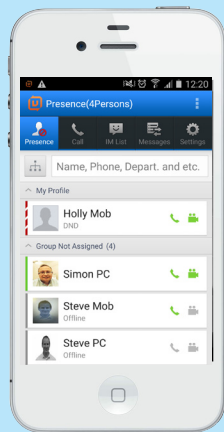
UCE Desktop

Access the power of iPECS Unified Communications wherever you are with iPECS UC desktop client on your PC.

Key Features include:

- Instant Messaging
- Audio conference manager to set up ad-hoc or a conference room
- Visual voicemail

Skype for Business Integration

Voice enable your Skype for Business Unified Communications tools using our simple application. Both Office 365 and on-premise Exchange are supported with this simple add-on app that fully integrates iPECS into your Microsoft UC desktop.

iPECS ACD Report

Quickly and easily build a Call Centre within iPECS Cloud that helps you drive inbound and outbound capability

ACD Report Supervisor

The iPECS Cloud Supervisor interface provides a web portal with all of the information and control needed to supervise a call centre.

With performance monitoring, agent stats and queue overviews you can deliver both excellent customer service and the efficiency needed to be successful.

ACD Report Agent

iPECS Call Centre Agent provides all the tools to ensure productivity and outstanding service levels.

The web-based agent interface delivers outbound dialling campaigns, inbound call information and the stats to keep your agents motivated.
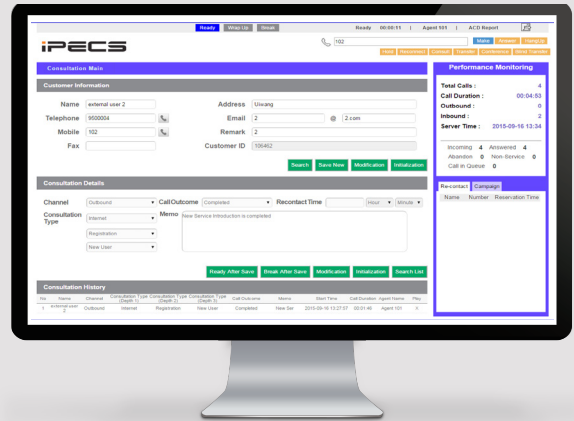
- Dashboard and Wallboards
- Coaching or training
- Automatic call distribution
- Skills based routing
- Reporting
- Supervisor
- Voice Recording
- Agent
- Power-dialling
- ACD Report Cloud
- Campaign Management
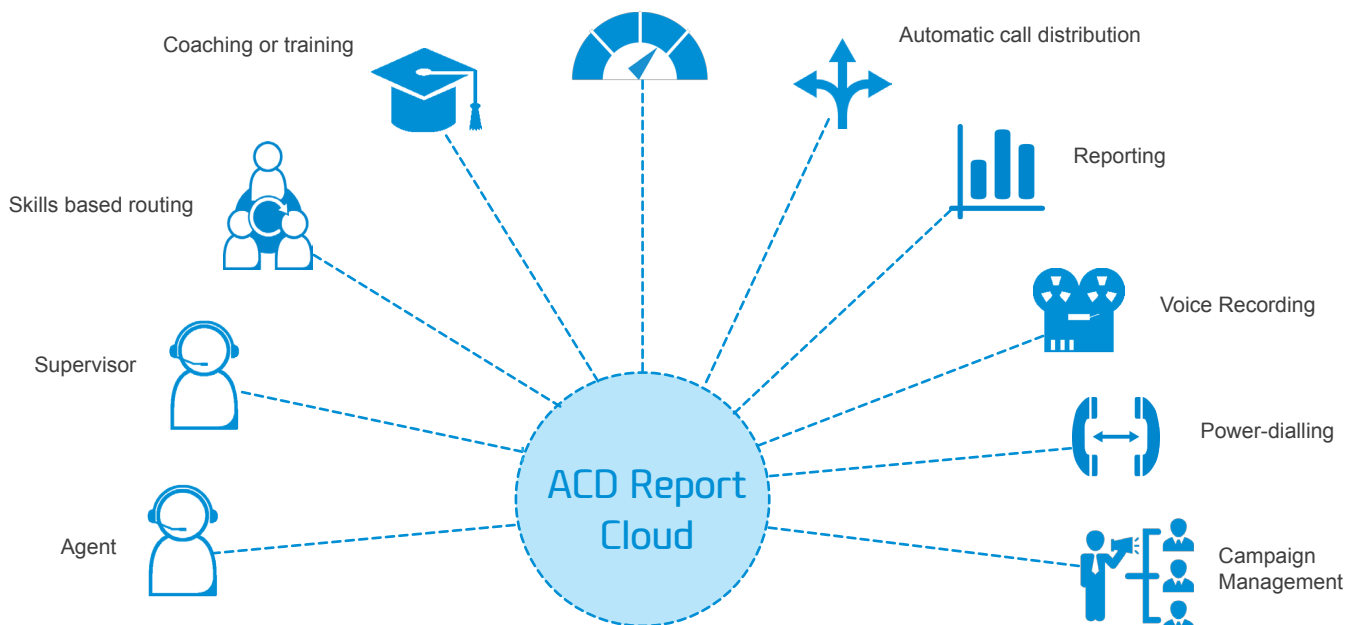
Cloud Portal

Take control of your business communications

A simple yet intuitive interface makes it easy to manage the day to day running of your communications. Fully configurable admin and user access enables you to tailor the interface to meet your business needs.
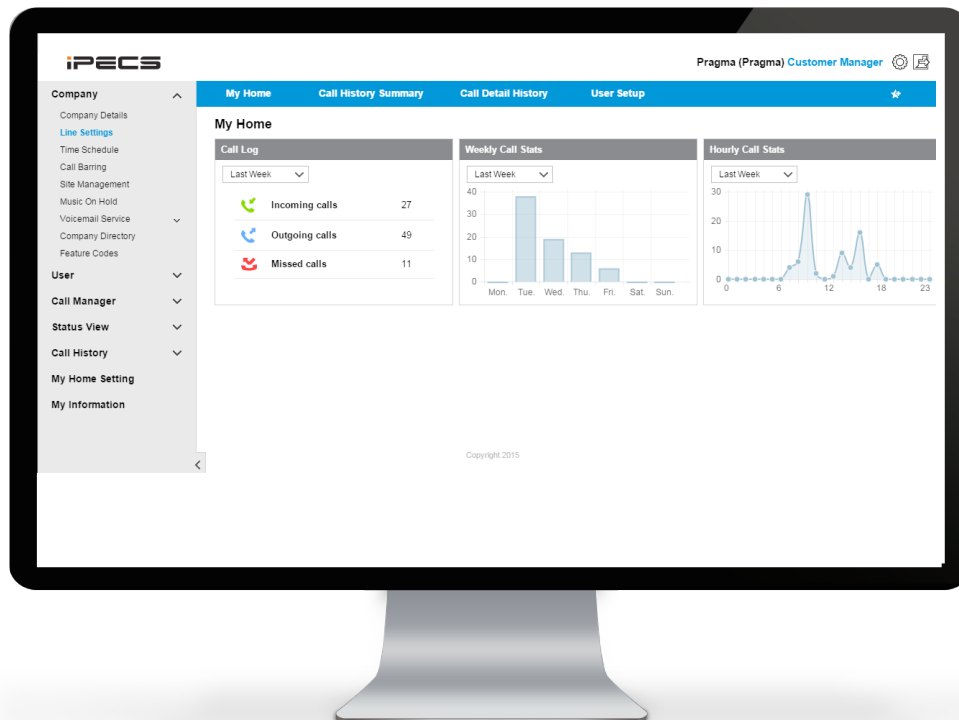
iPECS Cloud Portal

iPECS Cloud Portal Benefits

Management

- Simple admin access
- Individual user access
- Easy flex key management
- Add and remove users
- Same day provisioning
- On-demand feature access
- Call Barring
- Company time schedule
- Easy business continuity, set-up and planning

Feature Access

- Hunt groups
- Paging groups
- Pickup groups
- ACD group
- Music on hold and announcements
- Auto Attendant configurator
- Conference rooms
- Call coaching

Reporting & Recording

- Multiple levels of reporting
- Easily searchable Call Recording
- ACD statistics and reporting
- ACD wallboard
- Editable wallboard display
- Configurable call centre SLAs
- Agent performance reports

Features for your business

Make sure your cloud solution
ticks all the boxes

TELEPHONY ESSENTIALS

Must have features:

- ☑ Auto Attendant
- ☑ ACD
- ☑ Hunt groups
- ☑ Pickup groups
- ☑ Paging groups
- ☑ Voicemail
- ☑ Voicemail to email
- ☑ Music on hold

COLLABORATION & MOBILITY

Get the team working together:

- ☑ Instant Messaging
- ☑ Presence
- ☑ Conferencing
- ☑ Screen sharing
- ☑ Skype for Business Integration
- ☑ UCE Android Client
- ☑ UCE iOS Client
- ☑ UCE Desktop Client
- ☑ Mobile phone pairing
- ☑ Link multiple devices
- ☑ Hot Desk
- ☑ Disaster Recovery

KILLER FEATURES

- ☑ Secure and reliable
- ☑ Inbound and outbound call centre
- ☑ Skype for Business
- ☑ Unified Communications with presence and collaboration
- ☑ Local redundancy

CONTROL & VISIBILITY

Monitor and understand your communications:

- ☑ Analytics
- ☑ Call reporting
- ☑ Scheduled reports
- ☑ Call recording
- ☑ Live call monitoring
- ☑ Portal for simple management

SPECIALIST COMMUNICATIONS

Tailor your user experience:

- ☑ Reception Console
- ☑ IP DECT
- ☑ Call Centre

Ericsson -LG Enterprise

Ericsson-LG Enterprise is one of the World's most innovative unified communications companies

ERICSSON | **LG**

GLOBAL
Market leadership with presence in over 60 countries

#1
in South Korea, Russia, Israel and Australia

10M+
Worldwide users in over 60 countries

25
Years in the UK serving growing businesses

iPECS is an Ericsson-LG Brand

ERICSSON | **LG**

RELIABILITY
Resilient data centre infrastructure

AWARD WINNING
Enterprise System of the Year 2015

R&D INNOVATION
Delivering innovative communications technologies

TOP 10
Recogised by Gartner Analysis as a high growth vendor

Ericsson-LG Enterprise is a leading provider of business communications solution with over 40 years of experience in the global market. Bringing its premium brand 'iPECS' to the market, Ericsson-LG Enterprise delivers a complete product lineup for Unified Communications from small to large-sized businesses, and establishes its strong position through advanced technology and diverse reference sites. Continuing our efforts, we aim to build the iPECS brand as one of the world's leading enterprise communication solution providers.

United Networks
BUSINESS COMMUNICATION SOLUTIONS

Notes

Start building your plan to move to iPECS Cloud

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