



# Up, up and away!

Simplified Communications with iPECS Cloud Solutions

**Upgrade to iPECS cloud solutions from Ericsson-LG Enterprise iPECS**





### About Peach

Peach deliver excellent Ericsson-LG telephony tools that help you win at your business. We only provide the best telephone systems from industry leading manufacturers such as Ericsson-LG, Mitel and NEC. With minimal impact, we can easily transition your business from your existing system to your tailored on-premise or cloud based solution from Ericsson-LG iPECS. Start transforming your business communication with Peach.

### About Ericsson-LG

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.



# 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 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.

## Highlights:

Full Phone System



Flexibility



Cost Saving



Connectivity



Reliability



Unified Comms



# iPECS Finance & Automotive Case Study: Charles & Dean Vehicle and asset finance

## About Bunces Home Hardware

Based in the heart of Stamford and described as 'The Breakthrough Broker' their aim is to offer bespoke, personal and altogether more straightforward finance.

## The Challenge

**Richmond Cars faced a number of challenges in regards to their business communications:**

- Operate in several areas and looking to grow and needed more coverage. Need a good communication structure across the country.
- Needed to Scale up quickly and smoothly. The previous system wouldn't allow this.
- Multiple offices
- An expanding business needed to employ new members of staff and therefore add in new users easily.
- Working from home, the office or public areas was vital to be able to share and collaborate in a unified manner.



"As soon as I heard it was Ericsson-LG it gave me instant credibility and reassurance that the products chosen were the right ones for our young progressive company"

## The Solution

- Multi-site iPECS Cloud system that delivers all the features of a traditional phone system, but through the cloud
- Voicemail to e-mail feature included as well as Call Recording and easy access to customer database to deliver more personal service

## The Benefits

- Improved customer relations by being able to see database and details for incoming calls.
- iPECS Cloud provides the flexibility to add new users simply and easily to suit the needs of the business
- Voicemail to e-mail means when employees are out on the field which is quite regular, having those voicemails converted to e-mail for us means they can be actioned at the office efficiently.
- Accessing the cloud by working across locations often up and down the country in varying work environments means more efficiency.



# iPECS Retail Case Study: Bunces Home Hardware

## About Bunces Home Hardware

It offers traditional hardware and services. Established in 1928 and family run, Bunces has grown into a seven site business across the county of Sussex.

## The Challenge

**Richmond Cars faced a number of challenges in regards to their business communications:**

- To bring all branches under the same solution whilst providing the flexibility to adapt to the changing retail environment and cater for a head office relocation
- With a range of ages and experience, part-time to full-time staff, the solution needed to be simple to use
- With seven branches across the county, communication is increasingly important, so the system was needed across all sites
- Deliver a communication structure that was simple for customers to use when contacting a branch and one that enabled staff to quickly divert a call to the correct staff member at any branch
- A futureproof solution that will help drive the business forward

"Changing over to the iPECS cloud system has been well received. The ease of use of the handsets has been appreciated by all the staff"

**David Bunce, Managing Director**



## The Solution

- Multi-site iPECS Cloud system that delivers all the features of a traditional phone system, but through the cloud
- Easy to use LIP-9020 handsets across all sites
- To ensure Bunce is always connected, a UCP 100 was installed for backup
- Call recording to deliver great customer service
- Cost effective conference calling for team collaboration across the multiple sites

## The Benefits

- One communication solution across every branch providing ease of use for all staff regardless of what site they are working from
- iPECS Cloud provides the flexibility to add new users simply and easily to suit the needs of the business
- Management is now able to monitor calls through call recordings giving more visibility and enables Bunces to make more effective changes to business processes
- Easy call transferring between branches enables the best skilled person for a query to be reached quickly and easily



# iPECS Health Care Case Study: Oxleas NHS Foundation UK Foundation

## About Oxleas NHS Foundation UK

Oxleas is an NHS Foundation Trust providing community health, mental health and learning disability services. Oxleas have a workforce of around 3,500 across 80 sites in a variety of locations across the London Boroughs of Bexley, Bromley, Greenwich and Kent.

## The Challenge

**With a large workforce across multiple locations, Oxleas were looking for a communications system that would enable:**

- 3500 staff on role and most need access to a telephone and reduce high telephony costs
- 80 separate buildings varying in styles ranging from standard office block to hospital style environments covering a large geographical area.
- A resilient system with failover to ensure constant connectivity from a trusted partner that could be implemented in a phased manner.
- Solution to be installed separately to the existing IT Network. They also needed continuous maintenance and flexibility to continue expanding.
- Increase collaboration, efficiency, making it quicker and easier for staff to communicate and share ideas
- Hot desking across all sites allowing employees to work at any site and take their extension number with them

“Oxleas has been delighted with the performance of the Ericsson-LG CM 10000 system. You’ve got two global brand names Ericsson and LG combined to deliver a package and it just fills me with a lot of confidence that we have chosen the right solution and that solution is going to work for a long time to come.”

**John Forrest, Head of Estates, Oxleas**



## The Solution

- iPECS CM phone system enables every staff member to access the same features and functionalities regardless of their location.
- Dual CM systems for geographical redundancy – providing a highly resilient solution.
- Latest technology, SIP trunks to replace traditional technology reducing call costs
- Over 3000 IP handsets with hot desking capabilities enabling staff to access personal settings at any phone across the sites
- Simple to use online conference rooms for remote workers and on-site staff to dial in on.

## The Benefits

- For the NHS it is imperative that staff are always able to communicate as lives could be at risk, having a resilient private cloud solution, means in the event of a disaster, Oxleas will always be connected
- Hot desking has revolutionised the day to day work for staff. Those travelling to different sites can access their own user profile, such as extension number through any iPECS handset - improving efficiency and internal communications
- A game changer to Oxleas is that staff can now set up their own telephone conferences with no effort, dragging up to a hundred users internally or externally into a conversation
- From using the latest technology, this has not only delivered reduced calls costs but is a flexible solution that can react to the needs of the NHS in the future



# 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 enable you to tailor the interface to meet your business needs.

## 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



## COLLABORATION & MOBILITY

Get the team working together:

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



## TELEPHONY ESSENTIALS

Must have features:

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



## SPECIALIST COMMUNICATIONS

Tailor your user experience:

- Reception
- Console IP
- DECT
- Call Centre



## CONTROL & VISIBILITY

Monitor and understand your communications:

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

## KILLER FEATURES

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

# Phones

# Phones, Clients and Redudancy

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

Tailor for your users with the right devices for their needs.

## 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.

## LIP-9071



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

## IP DECT



iPECS IP DECT provides your team with full access to the system regardless 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.

## 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-9010 / 0920



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.

## LSS/DSS Console



This console enables you to collate all your key contacts onto a button on speed dial, creating efficiency 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 & Collaboration

Empowering your team to work together more productively

# iPECS ACD Report

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



## UC Mobile

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

### Key Features:

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



## UC Desktop



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

### Key Features:

- ClickCall: A simple mouse click-to-dial numbers
- 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.



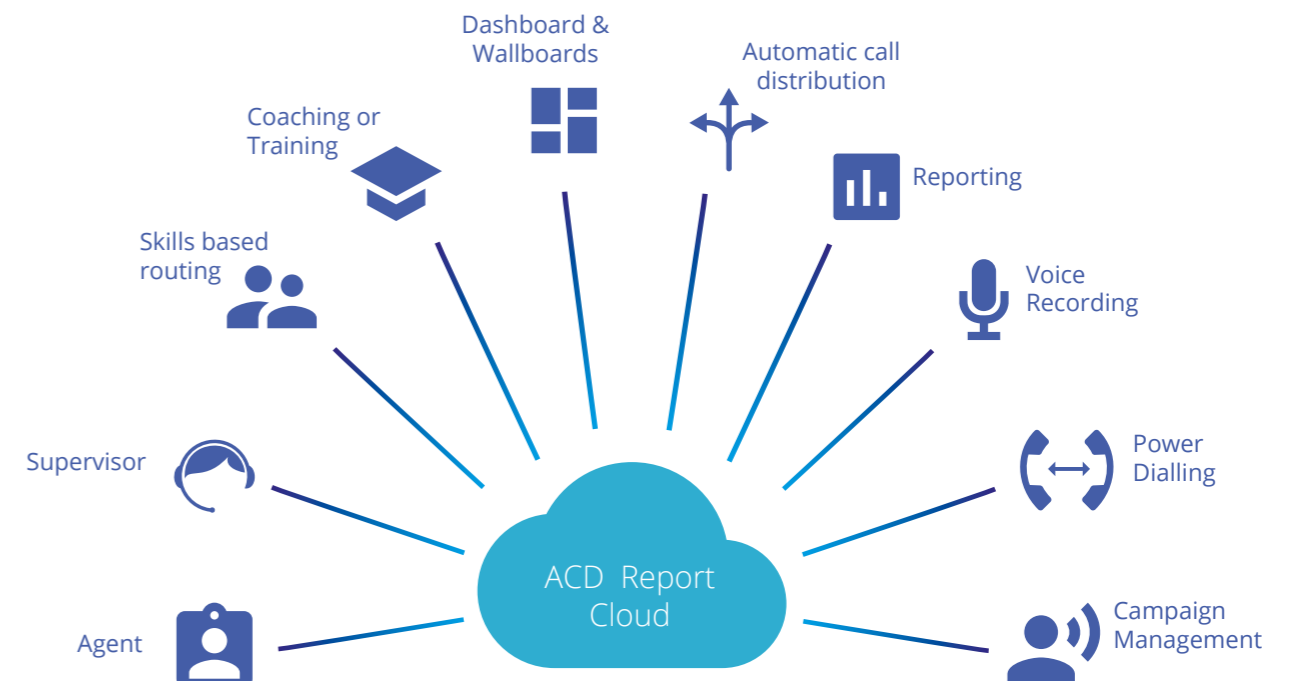
## ACD Report Supervisor

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.





# THE WHOLE TEAM BENEFITS FROM IPECS CLOUD



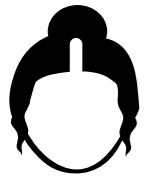
## MANAGING DIRECTOR

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



## SALES & 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."



## 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."



## 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."



## 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."



## RECEPTIONIST

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



## 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."



## WAREHOUSE SUPERVISER

"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."



## IT MANAGER

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



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Cloud Services from Peach Technologies provides hands-on assistance from Microsoft Gold Certified Technicians.

Based in Whiteley, Hampshire. Peach Technologies is a specialist business technology company with expertise in IT, Cloud, Connectivity and Telecoms; we have been listed on The Sunday Times Tech Track 100 and Deloitte Technologies Fast 50.

Priding ourselves on 'making technology simpler' means customers receive reliable IT solutions and services that always work.

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