

UNIFIED COMMUNICATIONS

With iPECS UCP



Authorised Reseller

iPECS
AN ERICSSON-LG BRAND

SIMPLE UNIFIED COMMUNICATIONS

Unified Communications Platform, iPECS UCP

iPECS UCP is Ericsson-LG Enterprise's unified communications platform designed to help organisations communicate and collaborate with all of their stakeholders. iPECS Unified Communications helps people across your business be more productive and efficient regardless of their location or chosen device.

Simple Unified Communications

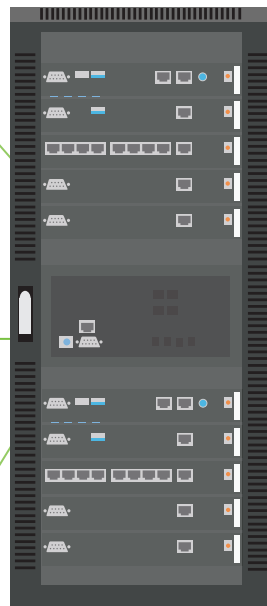
iPECS Unified Communications capability is built in to UCP. Use voice, video, instant messaging, conference calls and visual voicemail, all on one simple and easy to use platform. UC is designed to be intuitive and provide your team easy to use tools and features.

Reliable and Resilient

Total reliability is the only option for your communications. iPECS UC delivers complete resilience through geographic redundancy and inherent modular architecture.

Anytime, Anywhere Connectivity

Access the power of your iPECS Unified Communications platform regardless of your device or location using smartphone, tablet or PC applications.



Tailored to your needs

iPECS offers a range of enhanced applications from Ericsson-LG and specialist application providers. Integration into standard office applications such as Microsoft Outlook or Lync means your communications are truly integrated.

The latest standards-based technologies

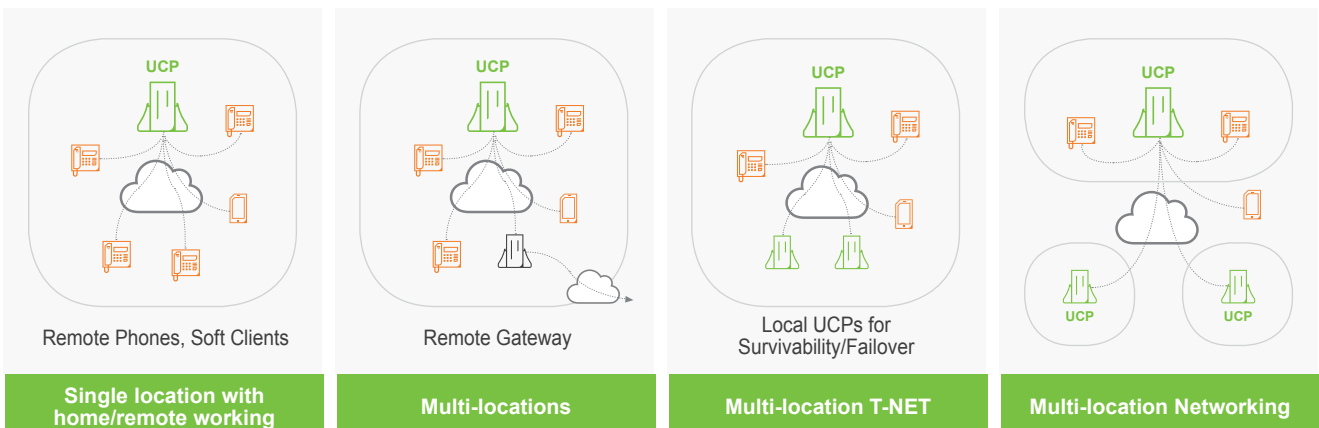
iPECS UCP helps you to make the most of the latest network technologies such as SIP, optimise call costs using WiFi or use in-built voice conferencing to save on external conference services.

Scale with your growth

iPECS is designed to deliver flexibility as your organisation grows. Your communications can easily adapt to meet changing needs.



Flexible deployment options for multi-site environments



Unified Communications For All Of Your Team

iPECS UCP tailored to the needs of your users



MANAGING DIRECTOR

"iPECS helps me run my business, provide the service my customers need and control my costs. Every member of the team gets the communications tools they need to do a great job."

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 can take my office phone extension with me wherever I am as my smartphone is integrated into the system meaning my customers can easily reach me anytime and colleagues can see when I am available."

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 telling them where they are in the queue and the call is quickly delivered to the right person in the 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 UC technology on my smartphone and laptop I can easily call at local rates wherever I am in the world."

WAREHOUSE SUPERVISER

"My mobile DECT handset means wherever I am everyone can still easily reach me."

RECEPTIONIST

"I can quickly 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 interface I can make changes myself and complete handset moves efficiently and easily."

HOME BASED WORKER

"I use my phone just the same at home as if I was in the office. Being able to see the status ("presence") of my colleagues and instant message quick questions makes me feel just like I am sitting next to my team."

Unified Communications Overview

Communicate, collaborate and boost productivity, regardless of your location or chosen device.



Your Unified Communications Strategy

iPECS UC delivers the tools and features to support your team, including:



Easy UC

No additional hardware options to deliver standard UC to your team. Just choose your licences and go.



Mobile

Access the power of iPECS UC wherever you are with the intuitive iPECS UCS mobile client.



Video

Bring interactions alive with video calls from your handset, PC client or smartphone application.



Presence & Messaging

Easily connect with colleagues over phone, video, instant messaging or web collaboration.



Application Integration

Integrate Microsoft Outlook into your iPECS with simple integrations of schedule, contacts and click to call.

iPECS Case Study: Hydro Hotel

About the Hydro Hotel

The Hydro Hotel in Cumbria offers over 80 bedrooms, leisure facilities and a conference centre catering to 200 delegates. The hotel employs over 50 members of staff and is part of a chain of three sister hotels.

The Challenge

The Hydro Hotel was going through the process of major refurbishment and was looking for a new communications solution that could overhaul their everyday processes, including:

- Improving efficiency – with their existing system, the simplest tasks were taking far too long to complete.
- Making it quicker and easier for staff to communicate and collaborate internally.
- The ability to record calls or see where calls had been missed and where business was being lost.

The Solution

A solution based around the iPECS UCP600 system was installed at the Hotel, including:

- 86 extensions in bedrooms and 6 conference rooms
- 8 IP phones around the hotel for staff to be contacted at designated communication points
- 10 WiFi handsets to give night porters roaming access to communications
- UCS mobile app
- iCall Suite
- Call Recording

“

The ability to pull off simple reports has really helped the Management team to get a much clearer overall picture of how the business is doing and see where improvements can be made.

Ian Catterill, General Manager, Hydro Hotel

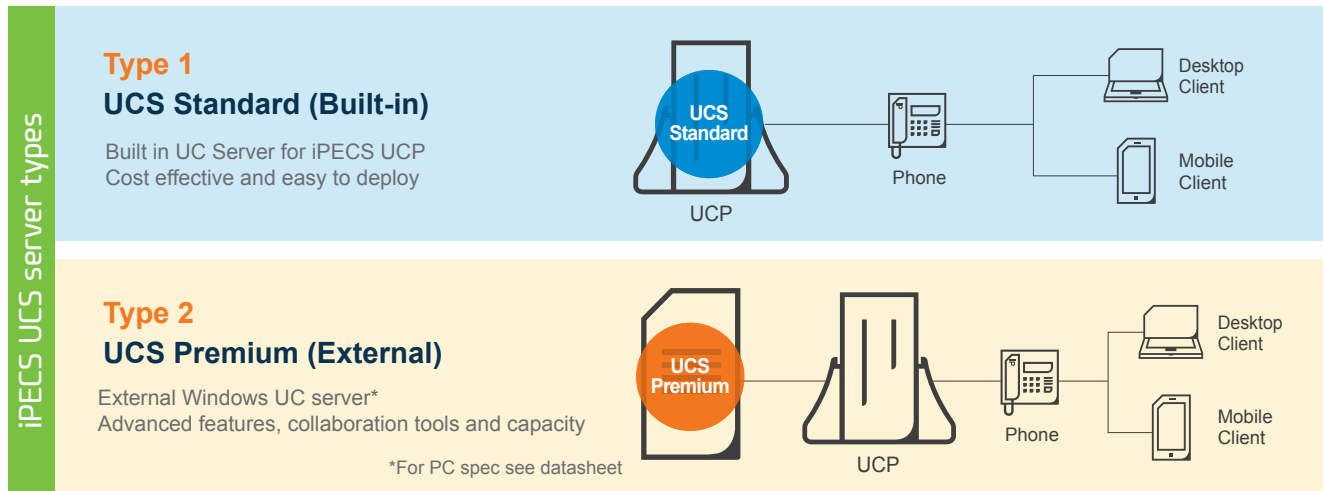
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The iPECS solution has enabled the Hotel staff to work more efficiently and communicate better, which in turn has led to better and faster guest service.

The General Manager can now operate the Hydro Hotel and its sister hotel using the UCS mobile application on his smartphone, reducing the need for unnecessary travel and expensive call charges.

Packaged and Scalable UC

Choose which version suits your business by identifying the options below that accommodates your users needs. iPECS UC can scale with your business as your needs and requirements develop from Standard to Premium.



Evolve Your Needs

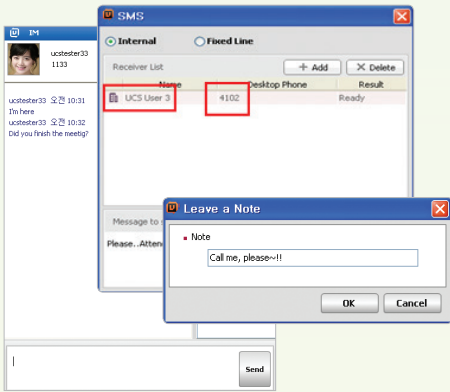
Please note that features are non-transferable between the Standard and Premium options.

Each software client can be embedded with a softphone enabling you to make calls directly from your PC. Alternatively, choose the "without voice" option to continue using your desktop handset alongside the application.

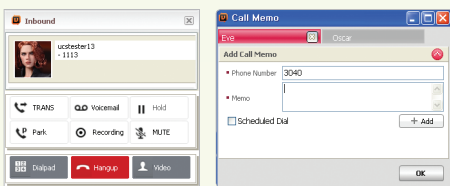
FEATURES	iPECS UCS Standard*	iPECS UCS Premium
Presence	●	●
Presence registration	50	200
IM	One to One	One to Many
Audio Call	●	●
Video Call	●	●
Click to call	●	●
Call Control	●	●
Visual Voicemail	●	●
Audio Conference Manager	●	●
Supporting Active Directory		●
Outlook Synchronisation	●	●
MS Exchange Integration		●
Organisation Chart		●
6-Party Video Conference		●
Collaboration		●
Mobile Client (Android, iPhone)**	●	●
Live call recording	●	●
Web collaboration		●

*iPECS UCS Standard clients and UCS Premium clients cannot be operated in parallel. iPECS UC migration to UC Suite is possible.

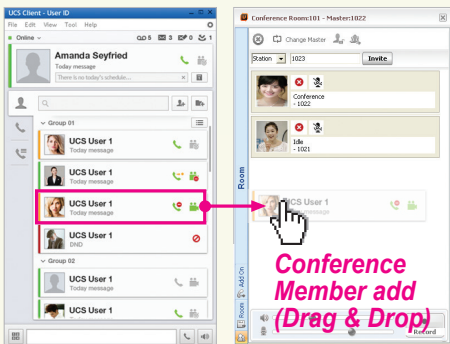
**A separate licence is required for support on both platforms.



Instant Message/SMS/Note



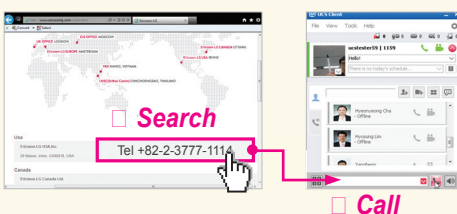
Call Popup & Memo



Audio Call & Conference



Video Call & Conference



Click call

Integrated Presence

- Instant access to colleagues availability
- Quickly find colleagues who are available and save time and money with more efficient first time contact
- Integrated “do not disturb” presence setting is available across UCS and Phone

Instant Messaging, SMS and Note

- Simply invite others with drag & drop
- Send and receive text messages to other internal iPECS systems
- Leave notes for offline UCS users so they can contact you as soon as they come online

Audio Call

- Call popup shows caller's information
- Outlook popup shows caller's contact information in Microsoft Outlook
- Make quick memos on call within a pop up window

Audio Conference

- Simple to use Audio Conference Manager
- Use built-in audio conference system and increase capacity with MCIM conferencing module
- Easy conference organisation through PC application with drag & drop
- Features for conference control (Invite / Master change / Mute / Lock / Record)

Video Call

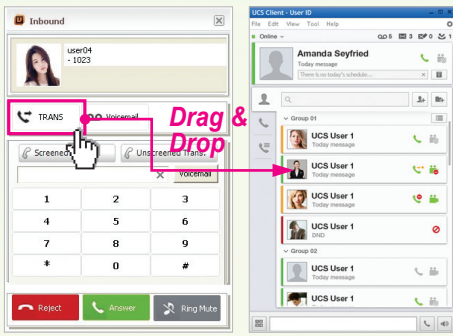
- One-to-one video calls from UCS Desktop and Mobile client
- QCIF, CIF, 4CIF video resolution

Video Conference

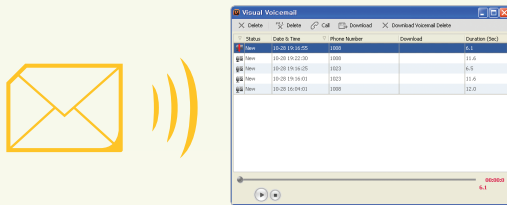
- Face to face conferences with colleagues
- Max. six party, and eight group video conference (Support only 1:1 on Mobile)
- QCIF, CIF, 4CIF video resolution
- Quick ad-hoc conference set up
- Meet-me conference and email notification
- Application sharing during conference
- Remote monitoring, Still shot, Recording
- Presentation mode (1:32)

Click call

- Integrate iPECS telephony into your desktop and PC applications
- Easy dialling from web browser or Microsoft Windows applications



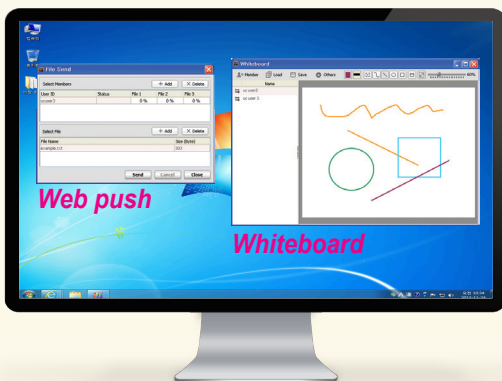
Call Transfer



Visual Voicemail



Outlook Synchronization

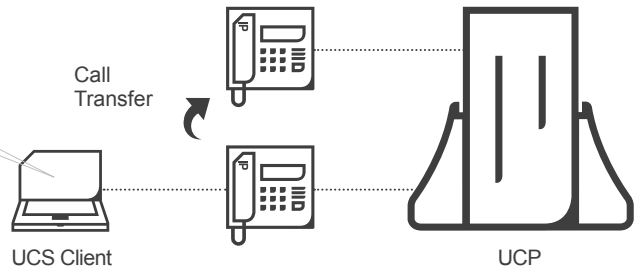


Collaboration

Call Control

- Manage your calls from the desktop with iPECS UCS
- Call control with simple one click or drag & drop
- Answer / Disconnect / Deny / Transfer / Hold / Park

► **Example** : Call Transfer by drag & drop



Visual Voicemail

- Easy retrieval of voicemail through iPECS Visual Voicemail application
- Supporting desktop client and mobile client

Outlook Synchronisation

- Synchronisation with Microsoft Outlook contacts and schedule
- Contacts registered to Microsoft Outlook are synchronised to iPECS UCS users' Private Directory
- If Private option is activated, the schedule is not opened to the shared users from the iPECS UCS
- Easy dialling from Microsoft Outlook contact

Microsoft Exchange Server Integration

- More precise schedule synchronisation with Exchange Server
- Outlook schedule synchronisation with or without UCS login
- Option 1: Integration with local Microsoft Outlook client
- Option 2: Synchronisation between Exchange server and UCS Server

Collaboration

- File Send
- Program sharing
 - Application: Share documents, spreadsheets, presentations, and drawings in real time
 - Desktop: Share desktop screen with other UCS users
- Web push: Share web page address with other UCS users
- Whiteboard: Share drawings and free-form text

iPECS Enhanced Applications

Every business has different communications needs and iPECS is designed to be tailored to your specific market sector and organisation. Ericsson-LG Enterprise offers various applications to help you build a unified communications strategy that meets the needs of every part of your business.

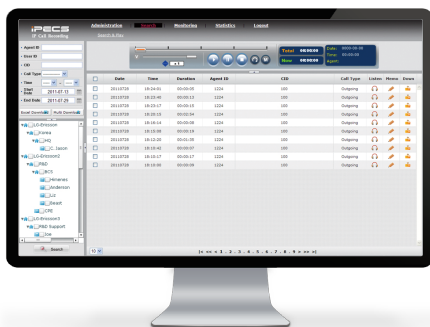


iPECS Attendant (Office & Hotel)

iPECS Attendant

An operator console which helps your receptionist or front desk staff handle high call volume.

- Operating without an external phone
- Call recording / Call statistics / Call history
- Presence, shortcuts and on screen call control

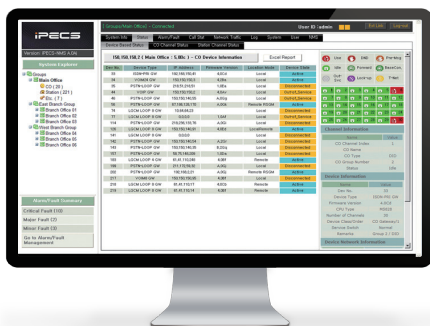


iPECS IPCR

iPECS IPCR

A call recording and monitoring solution tightly integrated with iPECS call platforms and contact centres.

- Centralised or distributed call recording
- Encryption enabled call recording
- Multi-party conference call recording up to 13 party access
- Trunk-based recording
- Announcement file play during call



iPECS NMS

iPECS NMS

A powerful web-based Network Management tool designed to permit rapid response to system alarms, provide remote access, analyse system statistics and provide issue alarm notification.

- Fault management and real time system monitoring
- Web based client access
- Traffic statistics

Integrated Applications

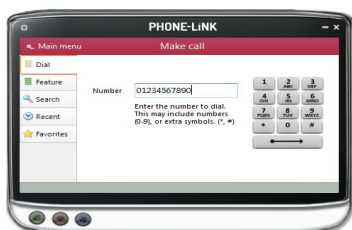
The iPECS open architecture means that integrated third party applications are able to leverage the full power of the iPECS and ensure you can build a complete solution tailored to your needs.



icall report dashboard



icall record



PHONE-LiNK Desktop Call Control

icall suite

Productivity Through Intelligence

icall is designed to integrate into the iPECS platform and use the data and system functionality to deliver you greater insight and control of your communications platform. Five modules cover call reporting, recording, desktop call control, contact centre management and outbound dialling.

report

Log and analyse your communications

- Customised and scheduled call reports and analysis
- Real time dashboard and wallboard displays

record

Record your calls for training, compliance and assurance

- Simple retrieval, play back and call evaluation
- Easily record ISDN2, ISDN 30, Analogue or SIP trunks

dial

Outbound dialler - more talking, less time dialling

- Progressive and predictive dialling
- Increase agent productivity and job satisfaction

contact

Contact centre management module

- Real time contact centre reporting and demand modelling
- Manage SLA's and monitor agent performance

PHONE-LINK

Integrated telephony from your desktop delivering call control and full integration into CRM, ERP and specialist applications

- Screen popping of key applications
- Integration into Microsoft Outlook and other applications
- Share presence busy status and internal messaging
- Click to dial from websites or applications
- Operator console

Terminals

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



IP Phones



LIP-9002

With 4 programmable flexible buttons for quick access functions, HD voice and headset interface the LIP-9002 is designed for users across your business to access key telephony features and functionalities.



LIP-9010 / LIP-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 / LIP-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 headset interface.

Digital Phones (DTIM module required to support the LDP-9200 range)



LIP-9071

Top-of-the-range handset with full touchscreen interface. Support for apps and web browsing means you have a phone and tablet video conference unit in a single device. Wireless and Bluetooth support via a dongle. HDMI output.



LDP-9208

Highly featured phone providing user friendly access to key iPECS features and functions. 8 programmable feature keys for quick access functions.



LDP-9224

Executive and high call volume phone with 24 programmable feature keys. Expand the capacity of your LDP-9224 handset by adding a DSS console to provide additional programmable buttons.



LDP-9240

Top-of-the range digital handset with 24 paperless flexible buttons (across two pages), two way audible speakerphone and additional programmable buttons by adding a DSS console.



Optional DSS / LSS Consoles

Expand the capacity of your handset by adding a console, providing 12, 24 or 48 additional programmable buttons with paper or LCD screens.



DECT Phones



GDC-480H / 500H

- DECT handset for roaming access to iPECS in your office or warehouse
- Bluetooth connectivity for headset use (GDC-500H only)
- Speakerphone function

WiFi Phone



WIT-400HE

- WiFi handset for roaming access to iPECS in your office
- Seamless handover between voice-enabled WiFi access points

IP DECT



GDC-800H(IP DECT)

- IP based DECT solution designed to leverage the power of your network
- Configure cost effective coverage across your building or campus with IP base stations and repeaters
- Simple to use and intuitive handset designed to support users across your business

A GLOBAL INNOVATOR



Ericsson-LG Enterprise is a joint venture company between Ericsson and LG Electronics, founded in July 2010. The combination of two of the world's largest technology companies delivers market leading communication solutions to enterprises of all sizes.



ABOUT US

West Pier Telecom is a leading supplier of corporate communication and networking products and services. We have been recognised for our customer service and pride ourselves on providing holistic solutions all under one roof as well as the highest level of technical knowledge.

Our areas of expertise include on premise business telephone systems, hosted telephony, contact centre solutions, telephone maintenance and support, internet connectivity, network solutions, video conferencing, business mobile phones, SIP trunks and business relocation services. Our clients include TUI Travel Plc, Harwoods Group, eBay, AXA PPP, NAHT, JML and the Ministry of Defence.

With over 20 years' experience, we have a wide range of solutions that are tailored to meet the needs of all customers, from the smallest business to multinational enterprises.

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