



## The Customer

Hozelock is a large manufacturing business based in Birmingham, UK. With 250 permanent staff and more seasonal employees during busy periods, Hozelock need a phone system to facilitate seamless communication and collaboration between their staff.



## The Challenge

- Install a cheaper and easier to maintain system
- Enable advanced reporting and analytics
- Portable solution for factory workers
- Work with a large site and old cabling
- Give receptionists and admin staff a better call handling solution



## The Solution

- iPECS UCP 100
- iPECS LIP-9020 & 9040C handsets
- iPECS UCS Mobile Application
- iPECS Business DECT



## The Benefits

Cost-effective solution – Ericsson-LG Enterprise's iPECS solution saves the business several thousand pounds a month over their old phone system. The UCP100 has also been able to make use of the existing cable network, making installation painless and much cheaper than competing systems.

Streamlined usage – With the UCS application in use, calls can be dragged and dropped to transfer, saving receptionists and call centre staff a huge amount of time. The DECT solution for the large factory guarantees workers are contactable wherever they are on site.

Seamless expandability – iPECS offers Hozelock options they've never had before for expansion. The system can now 'breathe' with the business, expanding and contracting according to the demands on the business.