

# 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

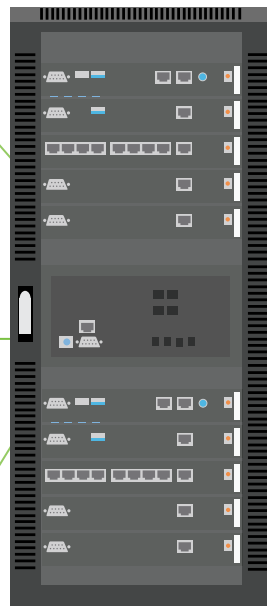
iPECS Unified Communications capability is built in to UCP. Use voice, video, instant messaging, conference calls and visual voicemail, all on one simple and easy to use platform. UC is designed to be intuitive and provide your team easy to use tools and features.

## 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

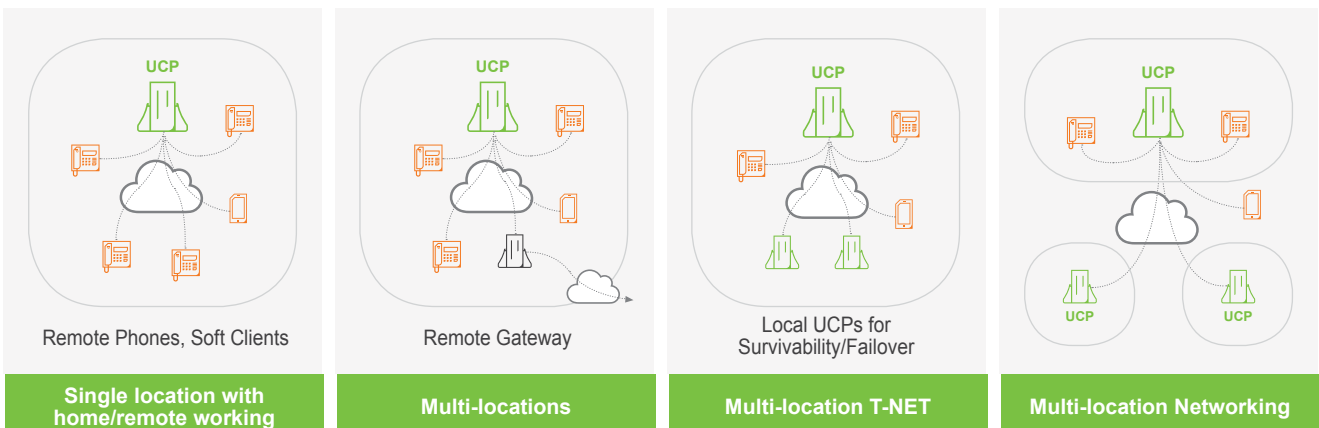
iPECS UCP helps you to make the most of the latest network technologies such as SIP, optimise call costs using WiFi or use in-built voice conferencing to save on external conference services.

## 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

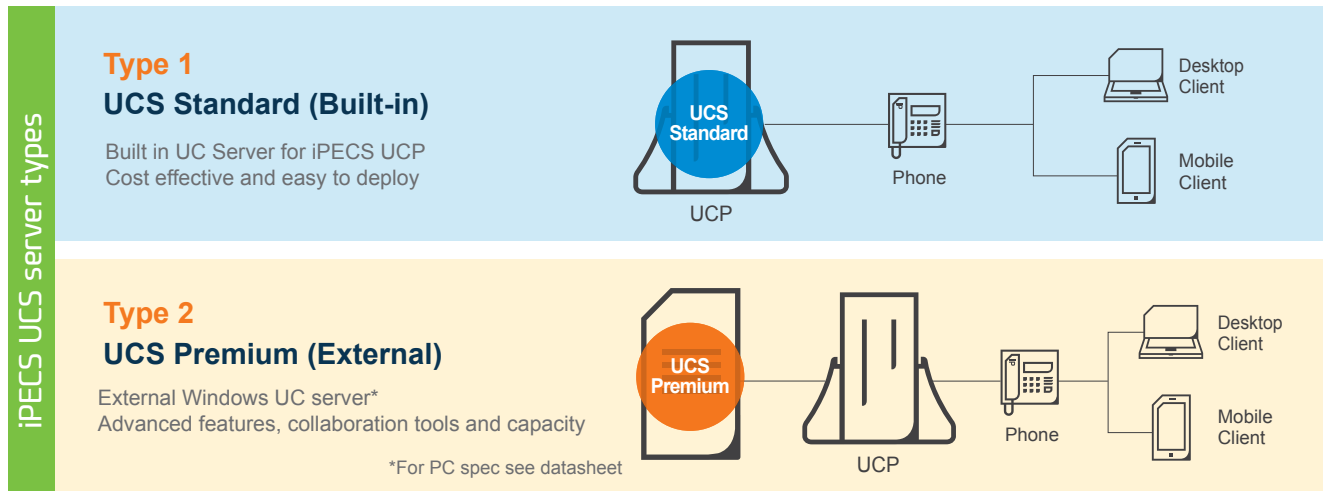


The iPECS solution has enabled the Hotel staff to work more efficiently and communicate better, which in turn has led to better and faster guest service.

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

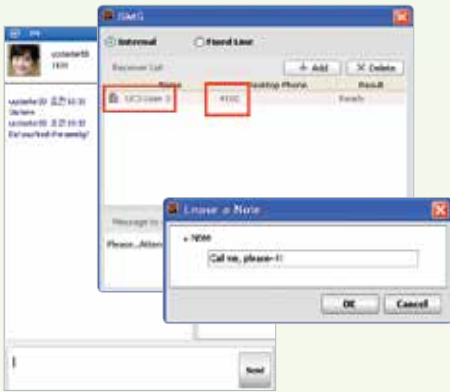
Please note that features are non-transferable between the Standard and Premium options.

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.

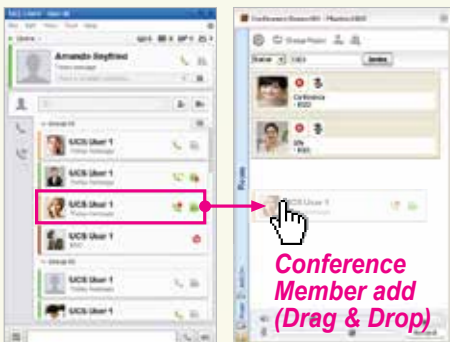
\*\*A separate licence is required for support on both platforms.



Instant Message/SMS/Note



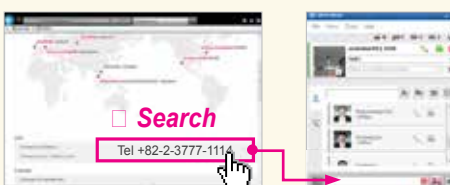
Call Popup & Memo



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

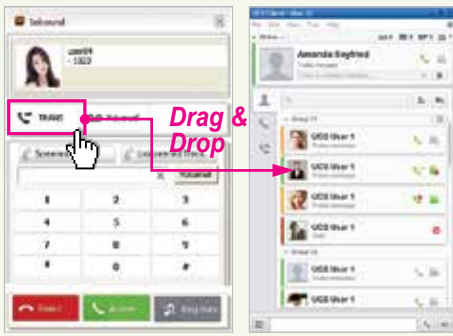
- One-to-one video calls from UCS Desktop and Mobile client
- QCIF, CIF, 4CIF video resolution

## Video Conference

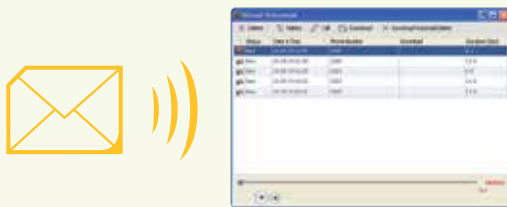
- Face to face conferences with colleagues
- Max. six party, and eight group video conference (Support only 1:1 on Mobile)
- QCIF, CIF, 4CIF video resolution
- Quick ad-hoc conference set up
- Meet-me conference and email notification
- Application sharing during conference
- Remote monitoring, Still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



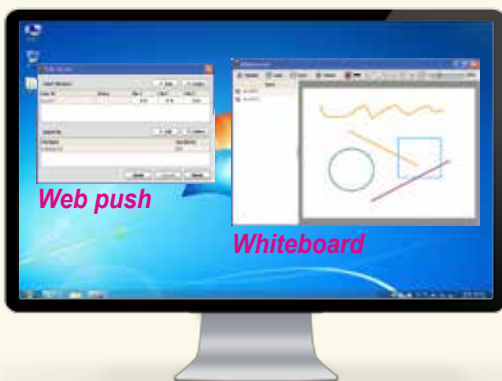
Call Transfer



Visual Voicemail



Outlook Synchronization

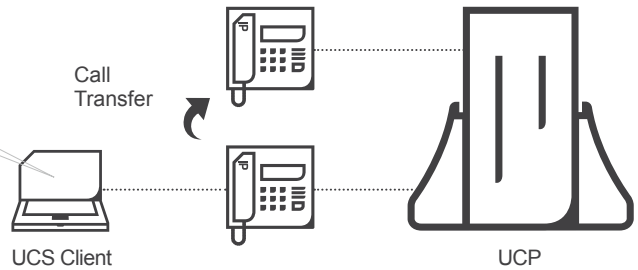


Collaboration

## 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

Ideal for businesses needing to access the full 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-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.



### LIP-9030 / 9040

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



### LIP-9070

This top-of-the-range handset delivers an immersive telephony and video user experience, with full touchscreen interface and Bluetooth integration.

# Mobility Options



## DECT Phones



### GDC-500H

- TDM DECT handset for roaming access to iPECS in your office or warehouse
- Bluetooth connectivity for headset use
- Speakerphone function



### GDC-450H

- Robust DECT handset for roaming access to iPECS in your office or warehouse

## WiFi Phone



### WIT-400HE

- WiFi handset for roaming access to iPECS in your office
- Seamless handover between cells during talk

## 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

# ABOUT ERICSSON-LG

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



Ericsson-LG is a joint venture company between Ericsson and LG Electronics, founded in November 2005. The combination of two of the world's largest technology companies delivers market leading communications solutions to enterprises of all sizes.

Ericsson-LG empowers enterprise customers and telecommunications operators around the world, with a full range of cutting-edge wired, wireless and optical telecommunications and networking technologies.

The content of this document is subject to revision without notice due to continued progress in methodology, design and manufacturing. Ericsson-LG Enterprise shall have no liability for any error or damage of any kind resulting from the use of this document

© Ericsson-LG Enterprise Co., Ltd. 2014 Version 1.0

[www.ericssonlg-enterprise.com](http://www.ericssonlg-enterprise.com)  
[www.iPECS.com](http://www.iPECS.com)

**Authorised Reseller**

**iPECS**  
AN ERICSSON-LG BRAND