

iPECS IN LEGAL

Unified Communications



SIMPLE UNIFIED COMMUNICATIONS

Unified Communications Platform, iPECS UCP

iPECS UCP is Ericsson-LG Enterprise's unified communications platform designed to help legal practices communicate and collaborate with all of their stakeholders. By keeping employees connected, team and client communication becomes more responsive allowing you to deliver a high value service that stands out from the competition.

iPECS Unified Communications helps people across your legal practice be more productive and efficient, regardless of their location or chosen device. Keep costs down and increase billable hours by reducing the need for unnecessary travel expenses and unproductive time.

The iPECS range covers small to large legal practices with a range of platforms that can scale to meet the needs of between 2-2000 users. Each platform utilises the same core features and software ensuring the legal sector can benefit from the power of iPECS.

Simple Unified Communications

iPECS Unified Communications capability is built in to UCP. Users can 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.

Integrated applications tailored to your needs

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

Reliable and Resilient

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

Leverage 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.

Anytime & Anywhere Connectivity

Access the power of your iPECS unified communications platform your way regardless of your device or location using smartphone, tablet or PC applications.

Scale with your growth

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



Building blocks for your Unified Communications strategy

Conference

Your legal teams can communicate more easily and collaborate with clients using voice conferencing calls all managed within iPECS.

Mobile Access

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

Video

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

Presence & Messaging

See if colleagues are available and quickly communicate using instant messaging, enabling you to deliver better service to clients.

Application Integration

Easy integration into Outlook or click to call from any application. Integrates with SOS and LEX.

UNIFIED COMMUNICATIONS FOR ALL OF YOUR TEAM

iPECS UCP tailored to the needs of your users



MANAGING PARTNER

"Communication and collaboration are at the heart of everything we do. Using Ericsson-LG iPECS I can be completely confident my teams have the very best tools to support our clients and collaborate as a team."

TRAINEE

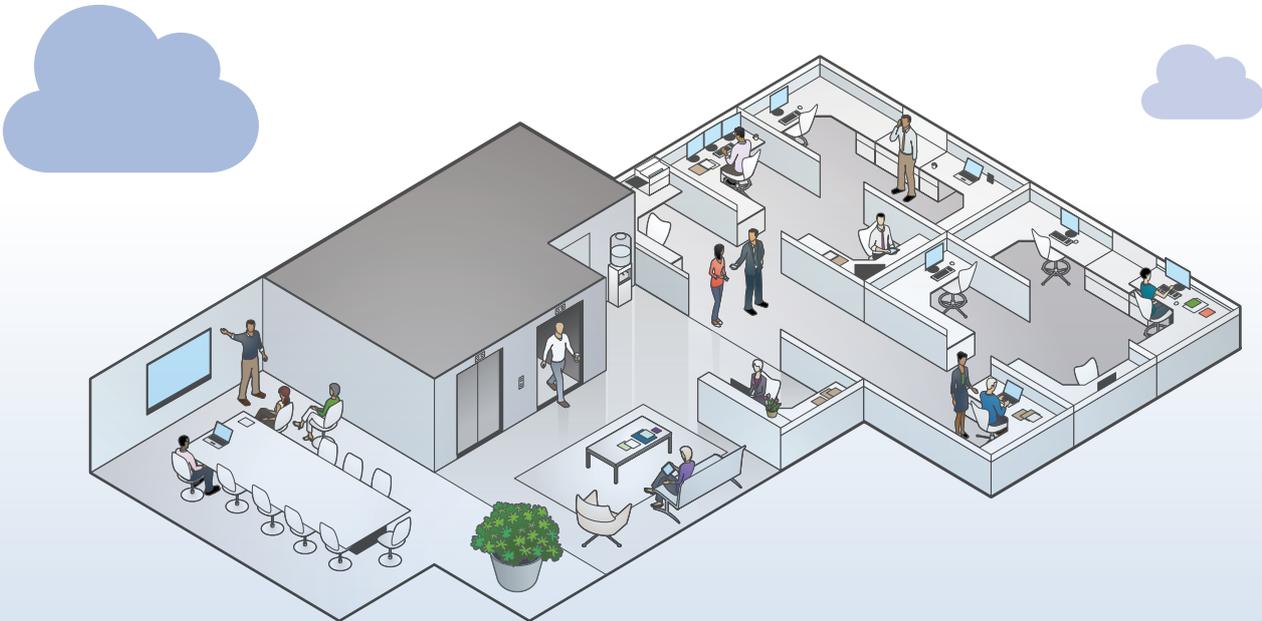
"iPECS means I can always access my team and get the support I need to help clients."

DEPARTMENT HEAD

"iPECS unified communications means I know when my team are available and can work with them regardless of their location. Quick reviews and meetings on video help me provide support to the team without expensive travel costs."

ASSISTANT

"iPECS UCP helps me to manage all of the incoming calls and keep clients fully up to date, providing a rapid response to their questions and issues."



INTERNATIONAL COMMERCIAL PARTNER

"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."

CLIENT DEVELOPMENT MANAGER

"Driving new business is entirely about building relationships and being available to prospective clients. Using iPECS I am able to quickly respond to clients and connect them with a member of the team."

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 an intuitive web interface I can make simple changes myself and complete handset moves quickly and easily."

HOME BASED SOLICITOR

"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."

iPECS UC Overview

iPECS UC delivers the tools and features to support your team

iPECS UC Features

Evolving to your needs

iPECS UC can scale with your practice as your needs and requirements develop from UC standard to premium.

Mobile Client (Android/iOS)

Enhance your mobile communications with all of the power of your iPECS UC solutions using a simple to set up application.

Video Conferencing

Six party video conference, sharing document, desktop, and application.

Presence & IM

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

Outlook Integration

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

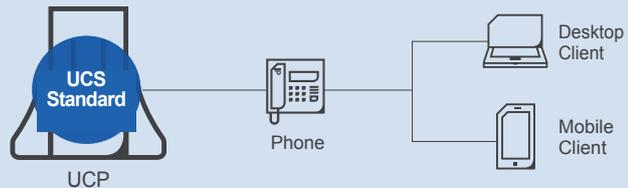
※ UCS features depend on standard and premium version.

iPECS UCS server types

Type 1

UCS Standard (Built-in)

- Built in UC Server for iPECS UCP
- Cost effective and easy to deploy

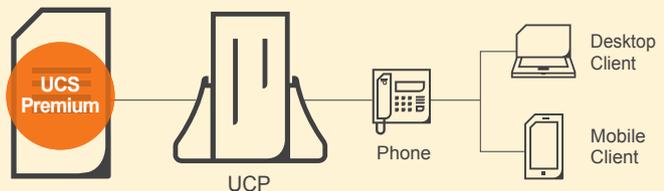


Type 2

UCS Premium (External)

- External Windows UC server*
- Advanced features, collaboration tools and capacity

*For PC spec see datasheet



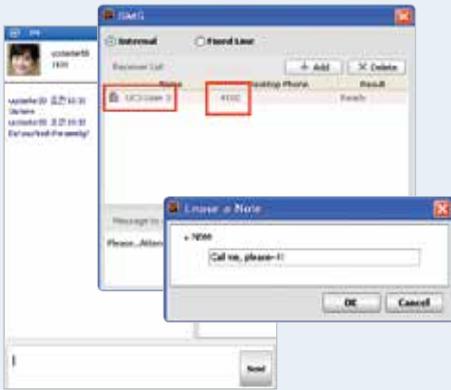
iPECS UCS main features

- Call control: Control all of your calls and telephony from your desktop or mobile client
- ClickCall: A simple mouse click to dial numbers from your screen
- Chat Instant Messaging: Chat to colleagues and collaborate on simple questions and information exchange
- Call Through/Call Back: Call through your main office system and secure reliable and cost effective call rates
- Outlook integration: Outlook contact and schedule synchronisation
- Audio Conference Manager: Voice conference (Ad-hoc, Room, and Group), easily invite attendees using drag & drop
- Video Conference & Collaboration:
 - Video conference up to six colleagues on UCS Premium including screen sharing, white board and web push functions
- Visual Voicemail: Manage all of your voicemail on your PC, smartphone or tablet

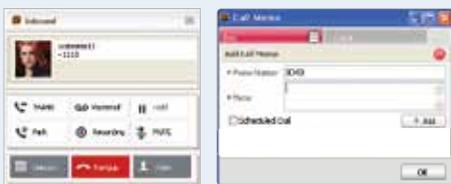
□ Desktop Client



□ UCS Mobile Client (Android & iOS)



Instant Message/SMS/Note



Call Popup & Memo

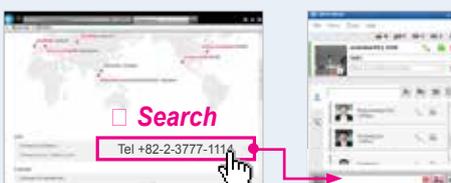


Conference Member add (Drag & Drop)

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

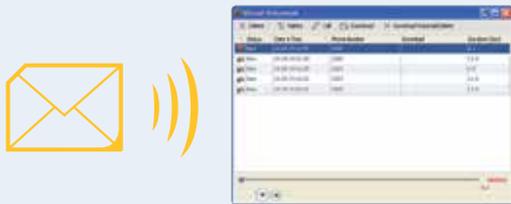
- Face to face conferences with colleagues
- Max. six party, and eight group video conference (Support only 1:1 on Mobile)
- QCIF, CIF, 4CIF video resolution
- Quick ad-hoc conference set up
- Meet-me conference and email notification
- Application sharing during conference
- Remote monitoring, Still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



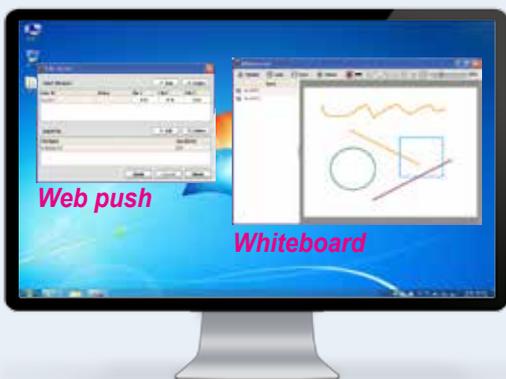
Call Transfer



Visual Voice Mail



Outlook Synchronization

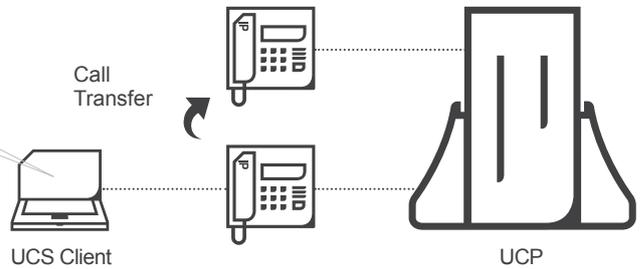


Collaboration

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, short cuts 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, 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 platform and ensure you can build a complete solution around the platform.



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

connect

Bring your telephony to your desktop

- Screen pop and click to call from your favourite applications
- See colleagues presence and share a company wide address book

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 legal software, including SOS and LEX
- Share presence busy status and internal messaging
- Click to dial from websites or applications
- Operator console to help receptionists and client facing staff handle high call volumes

Terminals

iPECS UCP supports an extensive range of terminals such as digital and IP phones, SIP phones, DECT, Mobile Client, and IP Conference Phone. These terminals are designed for business users such as those in the legal sector who require a range of feature-rich telephony devices to match their constantly changing business needs.

IP Phones



LIP-9002

- Designed for users across your business to access the full power and functionality of the iPECS platform
- HD Voice



LIP-9010

- Mid-range phone designed for users across your business requiring access to the full range of iPECS features and functions.
- HD Voice



LIP-9020

- Mid-range phone designed for users across your business requiring access to the full range of iPECS features and functions.
- HD Voice
- 10 Programmable feature keys with 3 colour LED



LIP-9030

- High call volume or management phone with 24 LCD programmable buttons to quickly access features and see colleagues presence across three pages
- Integrated presence indication helping users see colleagues availability
- Gigabit support
- HD Voice



LIP-9040

- Reception attendant handset with 36 LCD programmable flexible keys viewable over three pages
- Integrated presence indication helping users see colleagues availability
- Gigabit support
- HD Voice



LIP-9070

- Executive handset designed to deliver an immersive telephony and video experience.
- Full touchscreen interface with full Bluetooth integration to smartphone and Bluetooth enabled devices
- Gigabit support
- HD Voice

Mobility Options



DECT Phones



GDC-500H

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



GDC-450H

Robust DECT handset for roaming access to iPECS in your office



WIT-400HE

- WiFi handset for roaming access to iPECS in your office
- Seamless handover between calls during talk - perfect for home-based partners to access the practice communications platform

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 with IP base stations and repeaters
- Simple to use and intuitive handset designed to support users across your business.
- Deploy to small remote offices to support users with access to the central practice iPECS platform

PACKAGED AND SCALABLE UC

Choose which version suits your business by identifying the options below that suit your users needs.



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

	IPECS UCP STANDARD*	UCP PREMIUM*
FEATURES		
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)**	●	●

*IPECS UCP Standard clients and UCP 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.

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.

ABOUT ERICSSON-LG

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.

Ericsson-LG has 1,200 employees including 700 R&D manpower and is head-quartered in Seoul, Korea, with its R&D center in Anyang, Korea.

Ericsson-LG Enterprise Solutions (ES) division has 250 employees including R&D resources with a prime strength in designing, developing, manufacturing and marketing voice solutions.

Ericsson-LG Enterprise operates in over 60 countries around the globe and has been in the communications market for over 40 years. This heritage and market presence mean they truly understand enterprise communications and what it takes to provide reliable, resilient and highly featured communication platforms that help you win.

ABOUT US

With over 3,000 systems installed in the UK, Digitel is a recognised leader in the design, installation and maintenance of communications solutions.

Digitel has been working with Ericsson-LG for over 20 years and over this period Digitel has received many top awards, including international recognition from Ericsson-LG. Digitel's most recent award included a 'Special Achievement' Award at Ericsson-LG's Global partners conference with 53 countries in attendance.

Whilst these awards take into consideration sales performance, they also reflect Digitel's on-going commitment to Ericsson-LG products and excellence in customer support. Digitel are a unified communications solutions provider of any-where, any-time communications. Our end-to-end all-in-one solutions directly help businesses to reduce communications costs, increase operating efficiency and enhance customer service. We achieve this by enabling people to communicate and collaborate more effectively, streamlining processes and helping customers bring innovative multi-media solutions and services to meet and exceed our customer's requirements.

digitel

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