

Unified Communications



iPECS UCP



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 partners. 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

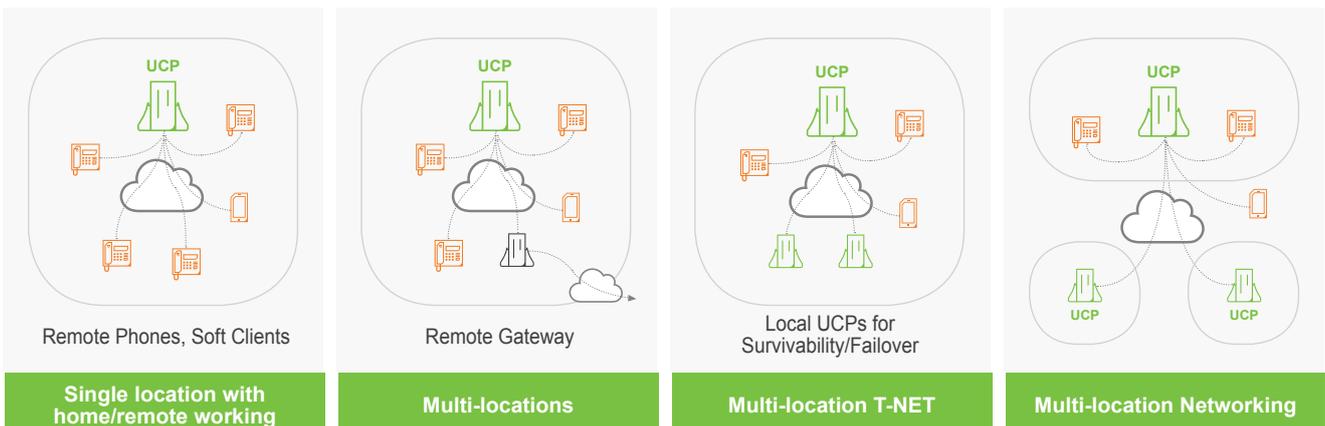
iPECS UCP helps you to make the most of the latest network technologies such as SIP, optimise call costs using WiFi or use in-built voice conferencing to save on external conference services.

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: Setfords Solicitors

About the Setfords

Setfords Solicitors are one of the UK's fastest growing legal practices and have built an innovative business model that has disrupted the staid and steady world of solicitors. Communication is at the heart of their business model and has been the key to them winning and retaining customers.

The Challenge

Setfords work with solicitors across the UK, the majority of whom work from home or a remote office location. Setfords required a communication system that could easily support remote workers and also help them to meet the continuing demand for adding many new remote workers each month.

Setfords faced a number of major pain points with their current solution:

- Constraints placed on the number of remote workers they could support and the use of VPN for access
- Office staff struggled to support remote workers without visibility of their presence and status
- New users being added meant significant cost, resource and inconvenience
- Cost control was an important factor as remote workers call costs needed to be reduced

Reliability of their communications was key as customers needed to trust and have positive experiences with the innovative new way in which Setfords were delivering legal services.

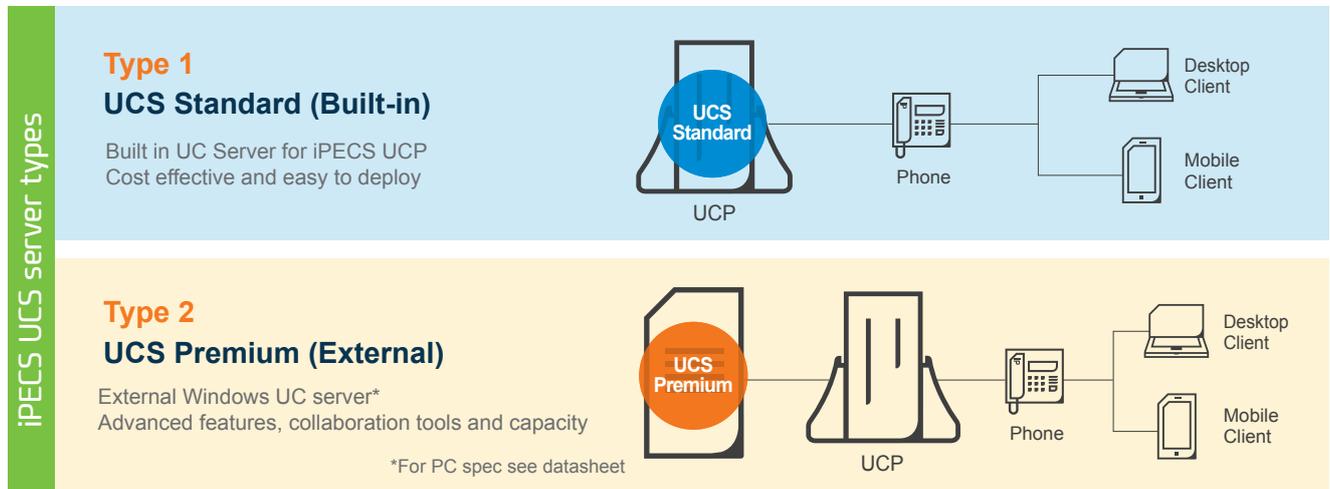
The Solution

A solution was built based on Ericsson-LG iPECS technology combined with SIP trunk network connectivity. The iPECS acted as an enabler to Setford's business model and growth plans, empowering them to unlock the potential in their business and helping them to scale to achieve growth.

- The core system is an iPECS 600 ensuring significant room for growth as many new users are added each month
- The time taken to establish and equip a productive new team member has been dramatically reduced
- Remote worker access and uptime is now 100% due to iPECS VPN-less technology
- A centralised office reception has improved customer service
- Internal collaboration and team support has improved with better communication
- Costs have been reduced thanks to SIP network connectivity
- Business continuity planning has been implemented utilising SIP network technology, ensuring Setfords can respond to crises or issues

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

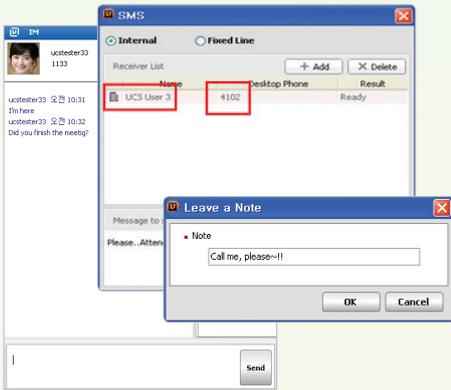
Please note that features are non-transferable between the Standard and Premium options.

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.

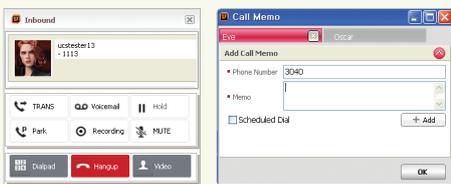
FEATURES	iPECS UCS Standard*	iPECS UCS Premium
Presence	●	●
Presence registration	50	200
IM	One to One	One to Many
Audio Call	●	●
Video Call	●	●
Click to call	●	●
Call Control	●	●
Visual Voicemail	●	●
Audio Conference Manager	●	●
Supporting Active Directory		●
Outlook Synchronisation	●	●
MS Exchange 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.

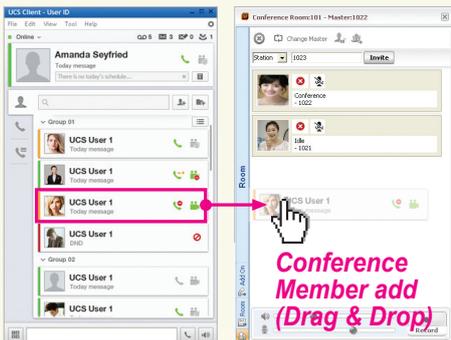
**A separate licence is required for support on both platforms.



Instant Message/SMS/Note



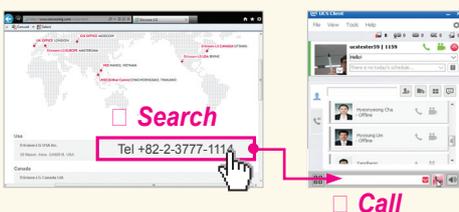
Call Popup & Memo



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 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 popup window

Audio Conference

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

Video Call

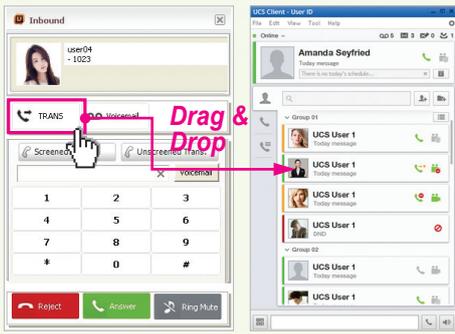
- One-to-one video calls from UCS Desktop and Mobile client

Video Conference

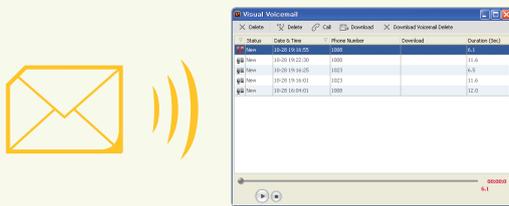
- Face to face conferences with colleagues
- Max. six party, and eight group video conference (Support only 1:1 on Mobile)
- Quick ad-hoc conference set up
- Meet-me conference and email notification
- Application sharing during conference
- Remote monitoring, Still shot, Recording
- Presentation mode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

Click call

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



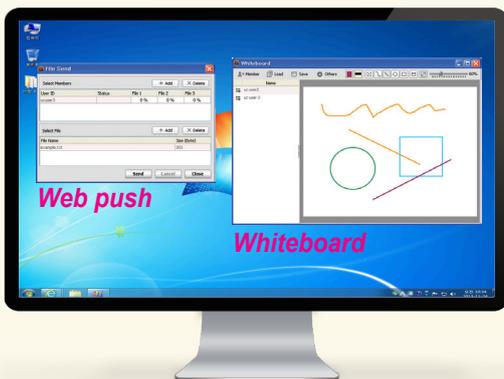
Call Transfer



Visual Voicemail



Outlook Synchronization

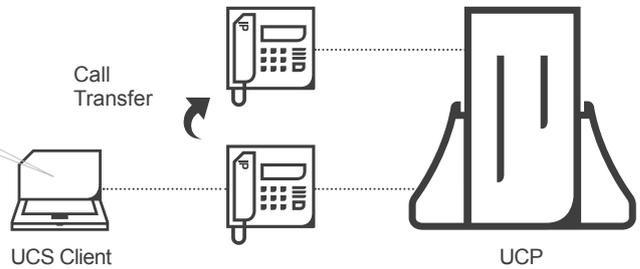


Collaboration

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.

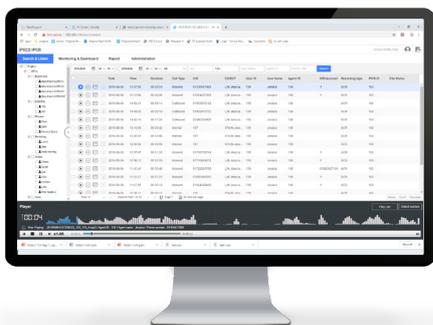


iPECS Attendant (Office & Hotel)

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.

- 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
- Extension based recording



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

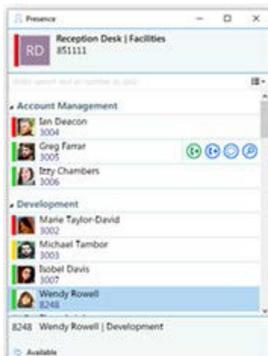
The iPECS open architecture means that integrated third party applications are able to leverage the full power of the iPECS and ensure you can build a complete solution tailored to your needs.



iCS Report dashboard



iCS Record call recording



PHONE-LiNK Version 3.0

iCall Suite

Productivity Through Intelligence

iCall Suite seamlessly integrates with the iPECS platform, its data and functionality to deliver greater insight and control of your communications platform. The modular solution includes iCS Report call reporting and analytics, iCS Record call recording, iCS Contact contact centre management and agent desktop call control.

iCS Report

Monitor inbound and outbound call activity using pre-configured and custom reporting, graphical dashboards and visual wallboards

- Flexible reporting on call activity, volumes, targets wait time and unreturned missed calls
- Schedule reports to distribute via emails
- Real-time dashboard and wallboard displays

iCS Record

Record calls on analogue, ISDN or SIP across one site or multiple sites for training purposes, in line with regulatory compliance and for quality assurance.

- Encrypted call recording, retrieval and play back
- Easily record all line types
- Facilitates PCI DSS, MiFID II and GDPR compliance
- Call evaluation, analytics and wuality monitoring

iCS Contact

Contact centre management for supervisors:

- Real time contact centre reporting and demand modeling
- Manage SLAs and monitor agent performance

Agent call control, bringing 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

PHONE-LiNK

Integrated telephony from your desktop delivering call control and full integration into CRM and other contact orientated applications

- Screen popping of key applications
- Integration in various different various CRM's
- 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-9040C

If your business receives a high volume of calls, integrated presence helps show user availability. These high-end phones have programmable keys viewable across three pages, include gigabit support, HD voice and headset interface. The LIP-9040C has a coloured screen as standard.



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.



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.

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



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.

Mobility Options



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



ASCOM i62

- Colour display
- Water, dust and chemical resistant
- Built-in loudspeaker
- Vibration alert

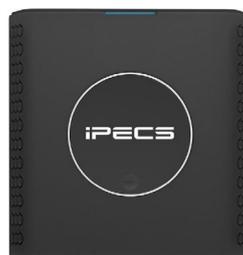
IP DECT



110-DH



110-DB



130-DB



GDC 800H



GDC 800R

- 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 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.



ABOUT DIGITEL

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.

This includes 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, anytime 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 companies bring innovative multi-media solutions and services into their businesses to meet and exceed their customers' requirements.

digitel

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Authorised Partner

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