



iPECS CLOUD

The evolution of business communications

iPECS

Your Communications Solution

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Embrace the future of business communication.

iPECS Cloud is a Best-In-Class UCaaS solution accommodated for the cloud environment. iPECS Cloud provides agility, flexibility and simplicity on top of Ericsson-LG Enterprise' proven technology of leading business communications. Whatever your business size, future-proof your systems with our scalable cloud solution that allow your team to work from anywhere.

**With iPECS Cloud you're
buying the technology of
the future.**

iPECS Cloud at a glance.

- Maximum 300K ports and 100K multi-tenents supported.
- Easy operation and maintenance through multi-tier management tool.
- Geographic redundancy for business continuity.
- Powerful telephony features.
- VMWare and KVM supported.
- Auto-provision and resource management.
- Billing gateway for 3rd party billing service integration.
- UC solution, Audio conference bridge, WebFAX.
- Auto attendant, Voicemail, Call recording.
- Auto call barring service.
- Omni-channel contact center solution (iPECS CCC).



iPECS Cloud Benefits.

Save costs without compromise.



iPECS Cloud sets free from complexity and concerns about your communications resource. Switching to the cloud means there's never any worries about maintaining or replacing outdated hardware. iPECS Cloud stays up to date automatically and naturally grows alongside your business.

As your needs change, iPECS Cloud can be optimised and customised according to your business needs. With your communications always being simple and future-proof, you can focus on what really matters to your team.

Flexible deployment.



Every business has different needs. iPECS Cloud meets any requirement through its ability to be deployed as a public, private or hybrid solution.

Whether you're looking to cut costs or boost performance, moving to the cloud allows you to take advantage of enhanced speed, reliability and security. iPECS Cloud will expand alongside your business, ensuring scalability no matter the size of your team.

Work together anywhere.



iPECS offers a proven business portfolio, including apps for voice, video, messaging and analytics. Cloud offers you the same great call handling and management services, with a far greater degree of flexibility.

With applications such as iPECS ONE, our all-in-one UC solution, you can easily collaborate with colleagues in real time on any device. Empower your team with collaboration tools that make working together simple.

iPECS Cloud Benefits.

Improve your customer experience.



Ever missed an important call while you're out of the office? Customer satisfaction depends on teams being available whenever needed. Through iPECS Cloud Contact Centre (iPECS CCC), you can better support customer service through every channel. iPECS CCC connects offices and individual teams to help bring you closer to your customers.

Powerful Management Tool.



iPECS Cloud features a multi-layered management tool for reducing time and operational expenses. The management GUI is easy to use and intuitive. The back-end portal provides allows you to easily configure and order new systems, as well as managing your bill. We also provide helpful resources and training to help your team get up to speed.

Self-manage and configure your devices.



With today's complex business requirements and limited IT resources, it's often difficult to keep up with staff and customers' changing requests. iPECS is easily customisable, allowing each user to work in the way that best suits them, boosting productivity and making your business communications easier to navigate.

Business Applications

- Contact Center
- ACD Report
- Auto Attendant
- Call Recording
- Web FAX
- Audio Conference Bridge
- Web Conference
- Analytics

Telephony Essentials

- Hunt/Pickup/Paging Group
- Voice Mail
- Multi/One/Share Number
- Mobile Extension
- Hot Desk
- Remote Office

Security

- IPKTS Protocol
- Extension/Media/Trunk SBC
- Redundancy and Geo-Redundancy
- Data Encryption
- Strong Authentication
- Call Fraud Protection

Cloud Professional Services

Ericsson-LG Enterprise's 'Cloud Professional Services' can help you get the most out of your iPECS Cloud Solutions, from initial platform design and installation to ongoing support.

One dedicated team

iPECS Cloud Professional services means that one dedicated team of Ericsson-LG support engineers are on hand to help you. We can provide incident management services both in-person and remotely.

Faster set-up

iPECS Cloud professional services means you can access newly released software, as it arrives on the market. Accelerate the efficiency of your business with a range of improved functionality.

Reduce capital and recovery time for incidents

Gain access to rapid provisioning and emergency recovery services through our dedicated team. Respond to your customers faster and use your IT resources in a more efficient way.

Enable staff to focus on your core business

Ericsson-LG Enterprise delivers best in class 'cloud professional service' so that you can keep up with the rapidly changing business environment. All you have to do is focus on your core business while keeping minimum level of IT resource.



Key professional services for iPECS Cloud

- Platform consulting.
- Design & Installation.
- Upgrade & Modify.
- On-demand training.
- Regular technical training.
- IR Support.
- Platform version upgrade.
- Emergency recovery support.



Terminals.

Enjoy the wide selection of system IP phones from entry level to professional business phones. 1000i series designed sleek to best fit the users' business needs.

Applications

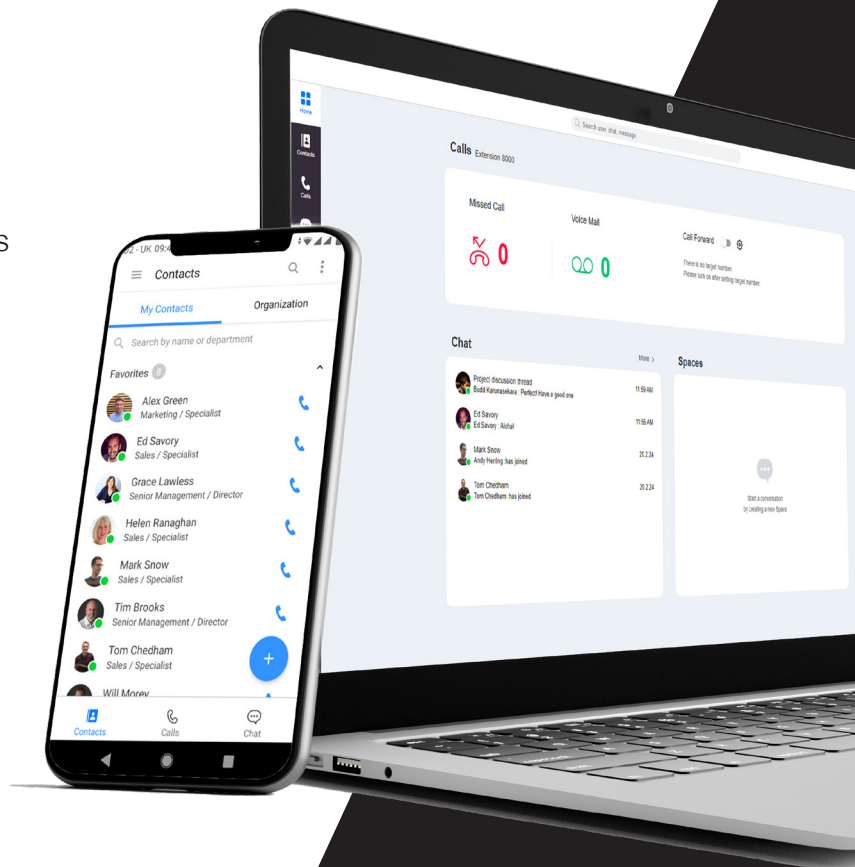
iPECS One

iPECS ONE is an all-in-one Unified Communications application designed to improve business flexibility and efficiency.

With iPECS ONE, you and your team can access voice, video and messaging on any device, all through a single application. iPECS ONE integrates alongside popular CRMs and other services, meaning you always have access to your full range of business contacts, no matter where you're working.

Key features

- High quality voice calls
- HD Video Conferencing
- Instant messaging
- CRM Integration
- File Sharing
- Customisable Dashboard
- Powered by WebRTC



iPECS Cloud Contact Center and iPECS management tools.

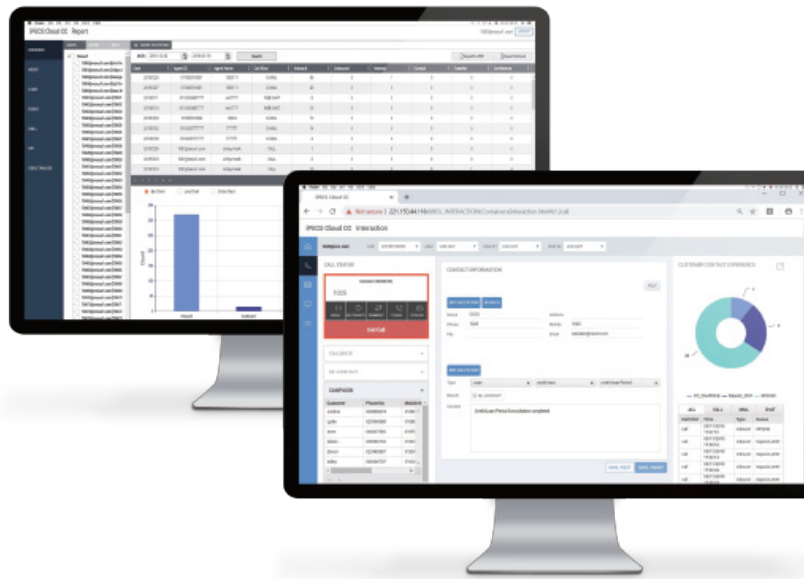
iPECS CCC

Cloud and web-based customer experience technology, iPECS Cloud Contact Center is the omni-channel contact center solution.

Your customers want you to respond immediately, accurately, in the manner they choose and they expect you to have their details already on hand.

Key features

- Omni channel contact center
- Operation in one screen
- Agent Performance monitoring
- CRM integration
- Call control
- Consult – hold for another call
- Conference
- Email integration
- Chat integration
- History log – customer info management
- Statistics – agent state, queue, skill
- Report wallboard
- Knowledge management system
- Agent Script

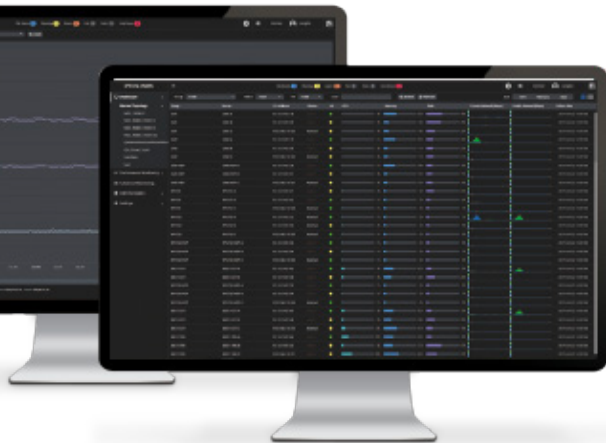


iPECS eNMS

Advanced operation management tool to maximize network efficiency for all critical network operators

Key features

- Centralized architecture – server grouping
- Network diagram display and configuration
- System performance monitoring – CPU, Memory, Disk etc.
- System configuration – LCM, TDM, G/W status
- Statistics reporting dashboard
- E-mail notification – Alarm, Failure
- Terminal and subscriber monitoring



iPECS Cloud Contact Center and iPECS management tools.

iPECS eCSM

Derive insights from total calls in and out and missed, Get call durations to optimize extension utilization

Key features

- Extension (terminal), trunk status display
- eCSM server resources and performance stats.
- Call response analysis – Grade of Service
- Summary report – 5 min/hour/day/week/month stats
- Grouping for easy management
- Instant notification – missed call threshold settings
- Customizable dashboard





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