



# Key Features By Industry Sectors



## EDUCATION

Key Features for Education Establishments:

Feature	Description
<b>PIN Code Access</b>	Deploy phones into classrooms and implement PIN code access to ensure only authorised staff can access them and secure the device.
<b>Mobile Working</b>	In most schools many of the staff are mobile and so access while on the move is critical. With integrated WiFi, DECT or Smartphone and PC applications you can ensure you can always contact staff.
<b>Distributed Architecture</b>	Separate buildings such as Nurseries or Annexe Buildings can easily be serviced from the central system by adding a module to the main system. This means all types of connectivity can be provided around the school network without expensive cabling costs.
<b>Hot Desking</b>	Your team can login to any phone extension and get their own personalised set up, features and access rights.
<b>Staff Room Voicemail</b>	Have your voicemails delivered to a shared phone in the staff room and see alerts then login to collect you messages.
<b>Reduce Carbon Footprint</b>	The iPECS offers the world's lowest power consumption of any telephone system.
<b>Create Dial-in Parent Updates</b>	Provide parents with access to prerecorded message on exam timetables, school trips and other information.
<b>Cascade voicemails</b>	Deliver voicemail briefings and updates to your team quickly and easily through cascade voicemails.

### Case Study:

The School were looking to improve their functionality, modernise their equipment and increase the capacity of their telephone system.

We provided them with an IPECS UCP Call Server which provides Voice over IP (VoIP) phones in all classrooms and key members of staff were provided with Wireless IP Phones. The iPECS UCP also supports icall Suite providing a full reporting package to ensure call costs are monitored and controlled.



## HOSPITALITY

Key Features for Hospitality Establishments:

Feature	Description
Mobile Working	In most hotels more than 80% of the staff are mobile and so access while on the move is critical. With integrated WiFi, DECT or Smartphone and PC applications you can ensure that your staff can always be contacted.
Room Status Updates	Cleaning staff can simply update a code onto the handset and reception will immediately know if a room is available.
Voicemail to Email	Your team can have a virtual voicemail box and have their voicemails delivered to their email address to collect on a smartphone/tablet or PC.
Attendant Hotel Application	Easy control for receptionists with call control and visibility of room status and access to features such as wake up calls.
Reduce Carbon Footprint	The iPECS offers the world's lowest power consumption of any telephone system.
Simple wake up call set up	Easily set wake up calls and see logs showing if the call was answered or ignored.
Child Monitoring	Secure dial-in access to room to monitor children from any phone in the hotel.
Cascade voicemails	Deliver voicemail briefings and updates to your team quickly and easily through cascade voicemails.
Distributed Architecture	Separate buildings such as Spas or Restaurants can easily be serviced from the central system by adding a module to the main system. This means all types of connectivity can be provided around the hotel network without expensive cabling costs.

### Case Study:

This Hotel were interested with improving their staff availability whilst upgrading their functionality.

We installed an IPECS which included remote IP Phones enabling the staff to use their office phone wherever they were throughout the hotel. This allows the staff to communicate with customers without delay and without any additional costs to the hotel.



## OFFICES

Key Features for Offices:

Feature	Description
Mobile Working	With integrated WiFi, DECT or Smartphone and PC applications you can ensure you can always contact your staff whilst providing the flexibility.
Hot Desking	With many Companies paying big premiums for prestigious office locations, hot desking can deliver big savings. The Ericsson-LG allows your team to login on any phone extension and get their own personalised set up, features and access rights.
Call Recording	To help manage disputes and ensure that critical advice is recorded and available for analysis and review, secure and compliant call recording is an essential option.
iCall Reports and Dashboards	iCall Reports can provide simple records and dashboards with all the information Managers need to understand the business performance in answering and handling calls.
Distributed Architecture	Many Companies operate through regional or local offices so the ability to provide remote location support is important. The iPECS can deliver a fully distributed system across multiple sites, all seamlessly networked together for a simple user experience.
Reduce Carbon Footprint	The iPECS offers the world's lowest power consumption of any telephone system.
UC Mobile Client	Save expensive international call charges using UC mobile. Simply connect back to the iPECS using WiFi and pay local UK call charges.

### Case Study:

The Estate Agents were looking for a communication system which would support staff working from home or a remote office location.

We installed a UCP with SIP Channels one of the latest network technologies, to provide seamless, resilient and cost effective communication to all of their staff. This provided them with handsets for easy remote connection and each handset was paired with an office based reception enabling additional support for each remote worker. The Head Office Reception were installed with an IP Attendant giving them visibility and full on screen control and presence.



## LEISURE & HEALTH CARE

Key Features for Health Care Establishments and the Leisure Industry:

Feature	Description
Information Mailbox	Play information such as opening hours, out of hours messages, screening days to Clients dialling the number.
Mobile Working	In most healthcare practices and leisure centres the majority of staff are mobile and so access while on the move is critical. With integrated WiFi, DECT or Smartphone and PC applications you can make sure staff can always be contacted without needing to carry multiple devices.
Voicemail to Email	Your team can have a virtual voicemail box and have their voicemails delivered to their email address to collect on a smartphone/tablet or PC.
iCall Wallboard	See call statistics in realtime, including how many patients are in the queue and how long they have been waiting for.
Reduce Carbon Footprint	The iPECS offers the world's lowest power consumption of any telephone system.

### Case Study:

The Leisure Centre were seeking to upgrade their telephone system with an emphasis that they were desperate to reduce the amount of time staff were spending on the phone to customers advising them of opening times and class/swim costs.

This was easily rectified by supplying an IPECS system with an integrated Auto Attendant enabling a front end welcome message with options. By upgrading their phone system they have improved their functionality and reduced costs.



## RETAIL

Key Features for Retail Establishments:

Feature	Description
Mobile Working	Many Sales staff are mobile and so access while on the move is critical. With integrated WiFi, DECT or Smartphone and PC applications you can ensure you can always contact your staff whilst providing the flexibility.
Call Recording	To ensure that customer complaints and queries are recorded and available for analysis and review, secure and compliant call recording is an essential option.
Information Mailbox	Play information such as opening hours, out of hours messages to Customers dialling the number.
iCall Reports and Dashboards	iCall Reports can provide simple records and dashboards with all the information Managers need to understand the business performance in answering and handling calls.
Distributed Architecture	Many Stores operate across multiple sites so the ability to provide remote location support is important. The iPECS can deliver a fully distributed system across multiple sites, all seamlessly networked together for a simple user experience.
Reduce Carbon Footprint	The iPECS offers the world's lowest power consumption of any telephone system.
Voicemail to Email	Your team can have a virtual voicemail box and have their voicemails delivered to their email address to collect on a smartphone/tablet or PC.

### Case Study:

This retailer was looking for a telephone system that could integrate their satellite stores and give them the most up-to-date system incorporating their IT. They were also keen to improve their Broadband speeds.

We equipped them with an Ericsson-LG MFIM50 Call Server which allows them to communicate between branches at no additional cost. We have moved them to SIP lines which has improved their broadband speed and has also reduced their telephone line rental costs.



## INDUSTRIAL

Key Features for Industrial Establishments:

Feature	Description
Mobile Working	Many Sales staff, Mechanics, Engineers are mobile and so access while on the move is critical. With integrated WiFi, DECT or Smartphone and PC applications you can ensure you can always contact your staff whilst providing the flexibility.
Hot Desking	The Ericsson-LG allows your team to login on any phone extension and get their own personalised set up, features and access rights.
Call Recording	To ensure that customer complaints and queries are recorded and available for analysis and review, secure and compliant call recording is an essential option.
iCall Reports and Dashboards	iCall can provide simple records and dashboards with all the information Managers need to understand the business performance in answering and handling calls.
Distributed Architecture	Many Companies operate across multiple regions so the ability to provide remote location support is important. The iPECS can deliver a fully distributed system across multiple sites, all seamlessly networked together for a simple user experience.
Reduce Carbon Footprint	The iPECS offers the world's lowest power consumption of any telephone system.
Visual Voicemail and Voicemail to Email	Your team can have a virtual voicemail box and have their voicemails delivered to their email address to collect on a smartphone/tablet or PC.

### Case Study:

This chain of Auto Garages was looking for a telephone system as they had seen an increase in business and they now required a telephone system so that they were able to transfer calls between departments and across the 3 sites.

We supplied them with an Ericsson-LG telephone system which allows the flexibility to work between branches using the latest IP phones. With the ability to transfer calls between branches, this has reduced costs and improved efficiencies.