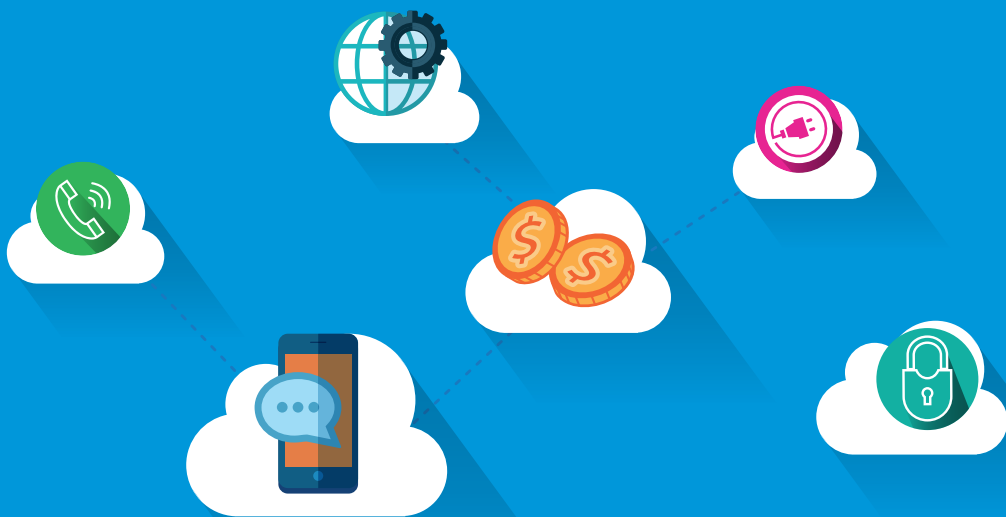


chalvington

# iPECS CLOUD

powered by Ericsson-LG iPECS



Authorised Reseller

**iPECS**  
AN ERICSSON-LG BRAND

# SIMPLIFIED COMMUNICATIONS

With iPECS Cloud



## What is iPECS Cloud?

iPECS Cloud brings all of the features you know and love from an on-premise phone system and delivers them through the cloud.

iPECS Cloud is tailored to deliver reliable and simple communications to your desktop from our highly secure and resilient data centres. This means we manage the phone system for you and you just use the handset, web portal or applications to access everything you need, when you need it.

## Why would it suit my business?

Because iPECS Cloud is designed to scale it suits all sizes of business whether you are have a single home office or multiple locations around the globe.

With on-demand features and same-day provisioning you can add users or remove users quickly and easily. With our advanced feature packs you can completely tailor the user's experience and provide a call centre solution, reception console and much more with a simple click.

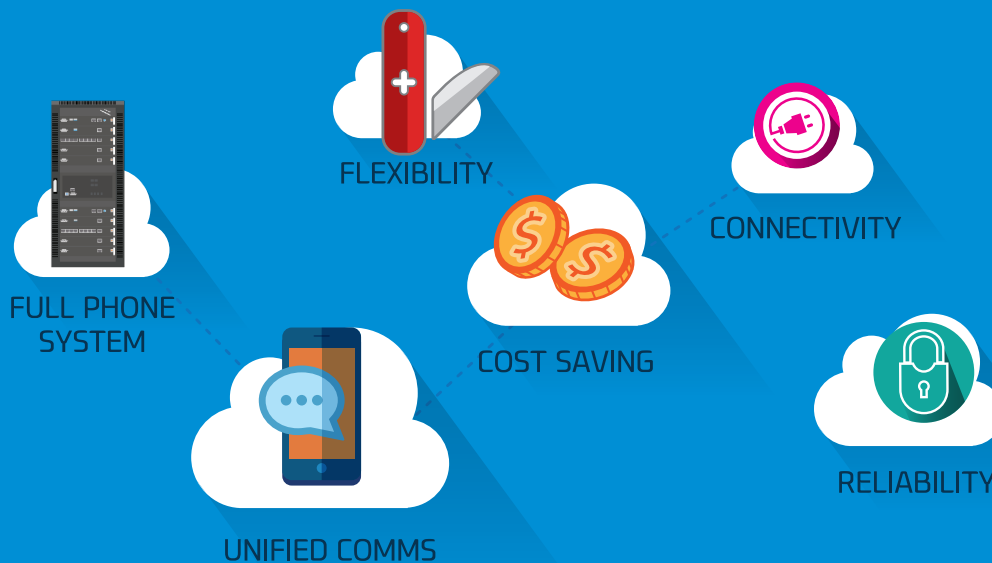
## What benefits will it deliver?

iPECS Cloud brings your teams together with simple tools for collaboration and communication.

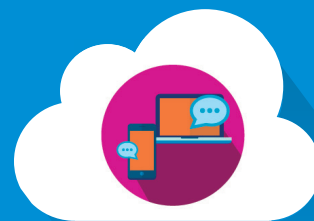
On-demand access to features and the ability to add or remove users means you have the flexibility to adapt to your business needs.

With fully featured handsets and simple web, PC or smartphone interfaces your users will understand the benefits of iPECS Cloud in record time.

Phones can be automatically and quickly provisioned directly from the cloud.



# CLOUD SOLUTIONS TAILORED TO THE NEEDS OF YOUR TEAM



## MANAGING DIRECTOR

"iPECS Cloud means I can scale and grow my business with confidence and know that everyone in my business can communicate and collaborate."

## 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 am always on the go and iPECS Cloud has enabled me to access my office communications regardless of device, location or time."

## 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 with auto attendant helping direct the call."



## 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 Cloud technology on my smartphone and laptop I can easily call at local rates wherever I am in the world."

## WAREHOUSE SUPERVISOR

"My mobile IP DECT handset means wherever I am everyone can still easily reach me. My team can also share a phone and access the communications they need."

## 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

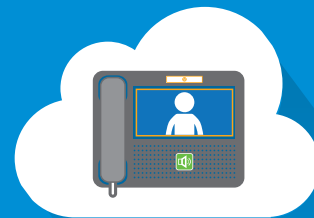
"With a simple and intuitive web portal I can make changes to iPECS Cloud myself and complete handset moves quickly and easily."

## HOME BASED WORKER

"Being able to see the status ("presence") of my colleagues and instant message quick questions makes me feel like I am sitting next to my team."

# IP Phones

These handsets are designed to provide a simple user experience with access to the full iPECS features and functionality



## 1010i

Designed as a cost effective entry-level IP phone. Presented with a wealth of features such as 4 programmable keys and HD audio. It is perfect for businesses requiring access to the functionality of the iPECS platform.



## 1030i

Considered as the essential office phone. With key features including a 2.8" full-colour backlit display, up to 18 programmable keys and dual Gigabit Ethernet ports.



## 1040i

The 1040i is the desired phone for a professional individual. Equipped with a wealth of features from 24 programmable keys, 3.5" full-colour display, USB port for charging smart devices and HD audio.



## 1050i

Dubbed the most advanced handset of the 1000i range. The current top-of-the-range phone includes a 4.3" full-colour display, up to 36 programmable keys, USB port for charging smart devices and HD audio.



## 1024i DSS

Expand the capacity of your 1030i, 1040i or 1050i handset by adding a DSS console, providing an additional 24 programmable buttons.

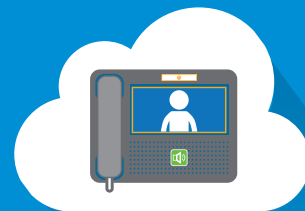


## LIP-9071

The 9071 delivers an immersive telephony experience, with a full touchscreen Android interface, apps and web browsing will become natural to using this phone as a tablet as well as a desk phone. Other features include HDMI output and Bluetooth support via a dongle.

# Phones, Clients and Redundancy

Tailor for your users with the right devices for their needs



## IP DECT



**110-DH**



**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

## Yealink Phones



**CP960**



**CP920**



**W53P DECT**

Yealink is a leading provider of UC devices and endpoints.

3 options available: CP920 & CP960 conference phones and the W53P IP DECT phone.

## WiFi Phone



**ASCOM i62**

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

## Local Redundancy



You can complement iPECS Cloud with an iPECS on-premise call server. This gives you complete peace of mind and business continuity. From Cloud 3.5 it is possible to use the eMG80 as an LCM.

# Unified Communication and Collaboration

Empowering your team to work together more productively

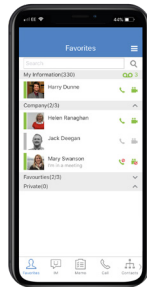


## UCE Mobile

Collaborate with colleagues and stay in contact with customers whilst on the move.

### Key Features include:

- Presence: Easily see whether your colleagues are available using integrated presence
- Instant messaging
- Easy and intuitive conference calling
- Visual voicemail



## UCE Desktop

Access the power of iPECS Unified Communications wherever you are with iPECS UC desktop client on your PC.

### Key Features include:

- Instant Messaging
- Audio conference manager to set up ad-hoc or a conference room
- Visual voicemail

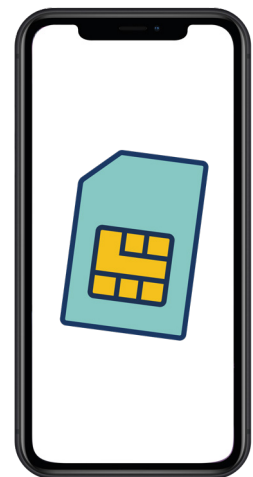


## iPECS Cloud Mobile

iCM is a mobile service that delivers telephony functionality to the user through iPECS Cloud. Removing the need for a bulky mobile app, iCM delivers key functionality to the user and business;

- Record all calls to a mobile extension
- Report on and manage a mobile extension as if it was a desk phone
- Direct internal calls from mobile to office - just dial the extension number
- No mobile app required
- Present any number when making a call

With iCM your mobile workers are no longer reliant upon an additional app to be able to communicate with colleagues in the office and manage their calls. iCM embeds telephony functionality directly to the SIM card and requires minimal setup and provisioning.



## iPECS2TEAMS Integration

Deliver voice functionality directly to the Microsoft Teams client from iPECS Cloud with iPECS2Teams. Integration is quick and simple thanks to the template-based provision process we have developed.

The following features have been tested and supported via this service:

- Make and receive a call
- Call recording
- Transfer a call (Note: Unscreened transfer only)
- Enable/disable DND (Note: Confirmation tone is not provided. After dialling the DND code the call will ring for around 10 seconds and then drop. Once dropped the DND is enabled. Making a second call will disable DND)
- Pick up a parked call (Note: Parking of calls from a Teams client is not supported)
- Call stats/reporting
- Group pickup
- Call hold (Note: Retrieval from hold can take a few seconds)
- Any feature or function that is not specifically detailed above is not supported via this service.



# Integrated Applications

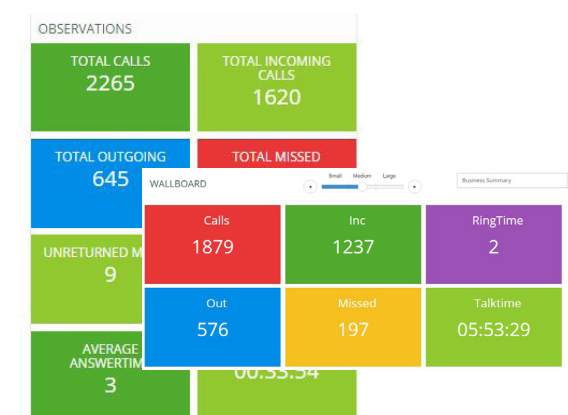
The iPECS open architecture means that integrated third party applications are able to leverage the full power of the iPECS and ensure you can build a complete solution tailored to your needs.



iCS Insight is a business productivity tool delivering powerful call data visualisation via pre-defined dashboard and wallboard.

## Call data visualisation

- **Accessible from any internet facing device:** Access call analytics via a web browser on traditional desktop devices or monitor on the go through your mobile.
- **Call metrics:** Delivery of essential call information via an intuitive dashboard and visual wallboard.
- **Monitor performance:** View call activity by DDI / extension / user.
- **Export and email:** Export reports as PDF or CSV and email to any email address.
- **Quick access via any client device:** Quick access to KPI reports.
- **Mobile-optimised:** The mobile-responsive application design facilitates access to business reports whenever and wherever needed.

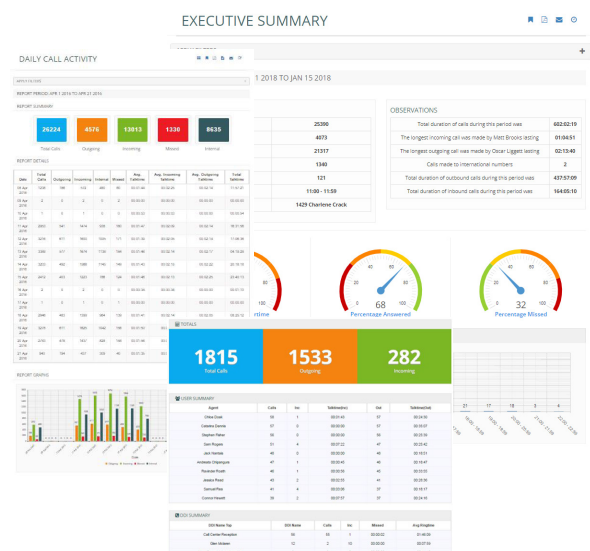


Monitor inbound and outbound calls on any device using iCS Report. Access configurable dashboards and detailed reporting. View wallboards, run and schedule reports.

## Manage service levels and make informed decisions

- **Browse an extensive catalogue of reports** or use filter to customise your own to identify trends in performance. Report on call activity by extension, department, DDI and user.
- **Incoming call analytics.** Measure call volumes, targets, grade of service, percentage calls answered and unreturned missed calls.
- **Schedule reports** for yesterday, last week or custom dates.
- **Executive reports** collate data from multiple reports and provide observations and recommended actions.
- **Customised dashboards and wallboards.**

Detailed analysis enables you to maximise staff and resource productivity, minimise costs, avoid missed opportunities from dropped calls and deliver the highest levels of customer service.



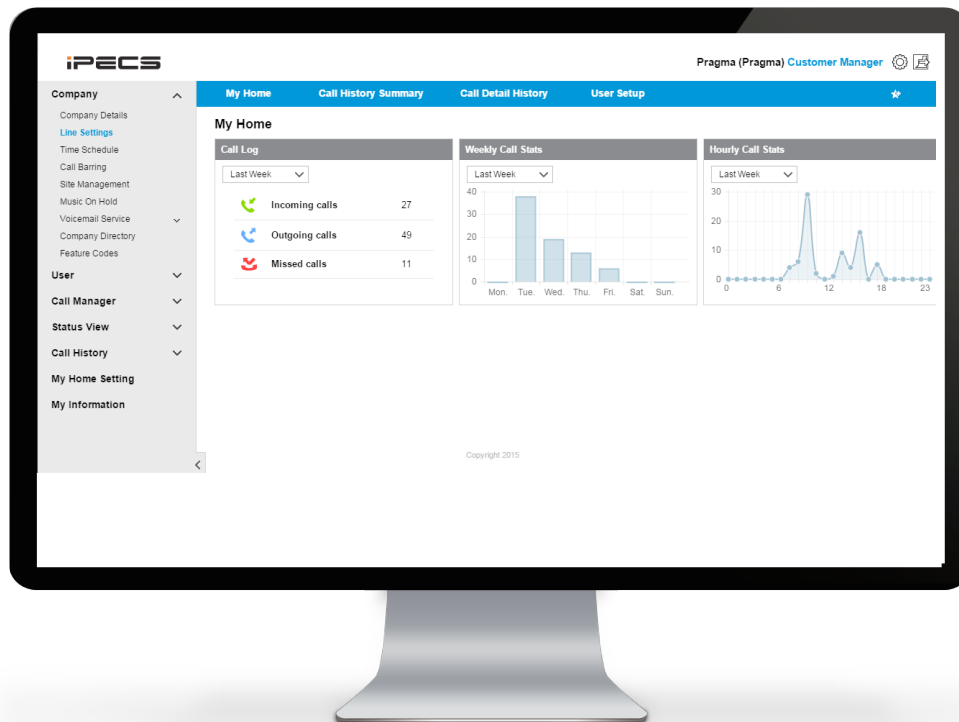


# Cloud Portal

Take control of your business communications



A simple yet intuitive interface makes it easy to manage the day to day running of your communications. Fully configurable admin and user access enables you to tailor the interface to meet your business needs.



iPECS Cloud Portal

## iPECS Cloud Portal Benefits

### Management

- Simple admin access
- Individual user access
- Easy flex key management
- Add and remove users
- Same day provisioning
- On-demand feature access
- Call Barring
- Company time schedule
- Easy business continuity, set-up and planning

### Feature Access

- Hunt groups
- Paging groups
- Pickup groups
- ACD group
- Music on hold and announcements
- Auto Attendant configurator
- Conference rooms
- Call coaching

### Reporting & Recording

- Multiple levels of reporting
- Easily searchable Call Recording
- ACD statistics and reporting
- Editable wallboard display
- Configurable call centre SLAs
- Agent performance reports



# Features for your business

Make sure your cloud solution ticks all the boxes



## TELEPHONY ESSENTIALS    COLLABORATION & MOBILITY

### Must have features:

- ☒ Auto Attendant
- ☒ Hunt groups
- ☒ Pickup groups
- ☒ Paging groups
- ☒ Voicemail
- ☒ Voicemail to email
- ☒ Music on hold

### Get the team working together:

- ☒ Instant Messaging
- ☒ Presence
- ☒ Conferencing
- ☒ Skype for Business Integration
- ☒ UCE Android Client
- ☒ UCE iOS Client
- ☒ UCE Desktop Client
- ☒ Mobile phone pairing
- ☒ Link multiple devices
- ☒ Hot Desk
- ☒ Disaster Recovery

## KILLER FEATURES

- ☒ Secure and reliable
- ☒ Inbound and outbound call centre
- ☒ Skype for Business
- ☒ Unified Communications with presence and collaboration
- ☒ Local redundancy
- ☒ Phone provisioning
- ☒ Ability to create sub-reseller categories

## CONTROL & VISIBILITY

### Monitor and understand your communications:

- ☒ Analytics
- ☒ Call reporting
- ☒ Scheduled reports
- ☒ Call recording
- ☒ Live call monitoring
- ☒ Portal for simple management

## SPECIALIST COMMUNICATIONS

### Tailor your user experience:

- ☒ IP DECT
- ☒ WIFI handset

# ERICSSON-LG ENTERPRISE

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

iPECS is an Ericsson-LG Brand



Ericsson-LG Enterprise is a leading provider of business communications solution with over 40 years of experience in the global market. Bringing its premium brand 'iPECS' to the market, Ericsson-LG Enterprise delivers a complete product lineup for Unified Communications from small to large-sized businesses, and establishes its strong position through advanced technology and diverse reference sites. Continuing our efforts, we aim to build the iPECS brand as one of the world's leading enterprise communication solution providers.

**iPECS**  
Your Communications Solution

# NOTES

Start building your plan to move to iPECS Cloud

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# ABOUT



Since forming in 1999, Customer Care has been at the core of the Chalvington Group culture. Today it is recognised as a major force in the Telecoms, ICT and Converged markets, providing a diverse range of voice and data solutions to companies that don't like to compromise.

Supplying organisations of all size and industry, from consultation right through to installation and training, our sales are backed by the ultimate in Customer Services from our dedicated and award winning Care and Support Teams. With key roles held by long standing staff we have built a level of knowledge and degree of understanding that many strive for but few achieve.

Working exclusively with 'best of breed' brands and suppliers, we offer an impressive range of technology and service solutions, and are proud to deliver the most suitable, sophisticated and technically accomplished products at a realistic cost, always taking into consideration that function and fee must meet to create the most economically efficient solution.

Through listening and careful consideration of each and every circumstance, we approach each and every customer as an individual and never assume that 'one shoe fits all'. Our aim is to future-proof your solutions and maximise your return on investment; ensuring not just the satisfaction of needs, but surpassing expectations and providing more than one reason to be delighted that you have made the right choice.

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