

# iPECS IN AUTOMOTIVE

---

Unified Communications



# POWERFUL AND RELIABLE COMMUNICATIONS SUPPORTING THE UK AUTOMOTIVE SECTOR

IP and Digital Hybrid unified communication platforms, data networking, productivity applications and desktop devices.

The iPECS range covers the requirements of small to large automotive dealerships and businesses 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 UK automotive sector can benefit from the power of iPECS.

iPECS delivers simple and reliable telephony with a feature set that empowers dealerships to save money, drive productivity and increase customer satisfaction and loyalty. With a range of embedded features that help your business excel, and the flexibility to meet the needs of office, sales floor or mobile users, iPECS is Your Communications Solution.

## Simple Unified Communications

iPECS Unified Communications capability is built in to UCP. Your team 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.

## 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.

## 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.



## 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 means your communications are truly integrated.

## 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.

## 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

### Simple, flexible, mobile

- Intuitive interface helping users across the dealership to quickly grasp the benefits of iPECS technology.
- Ensure your sales team are always available by providing access to office communications over any device, deskphone, hotdesk, smartphone, laptop, DECT or WiFi

### Improved communication

- Voice mailbox for every sales person
- Hotdesking allows staff to login to their personal settings at any desk across the branch
- Use multi-party conferencing and collaboration tools to quickly disseminate news and share ideas across your office or between branches.

### Supporting the connected business

- Cost effective deployment to multiple locations nationwide.
- Specialist features deliver a tailored solution for every user, from Managing Director to Call Centre.
- Simple site to site communication as if you are all on one system.

### Cost efficient communication

- Comes packed with features - including auto-attendant, voicemail to email and smartphone integration - without the need for expensive licence options
- Reduce overheads by managing departments such as IT and Call Centres in one central location.
- Video conferencing reduces travel time and expense between branches

# UNIFIED COMMUNICATIONS FOR ALL OF YOUR TEAM

iPECS UCP tailored to the needs of your users



## GENERAL MANAGER

"iPECS helps me to connect multiple dealerships while keeping control of costs. Every member of the team gets the communications tools they need to do a great job."

## SERVICE MANAGER

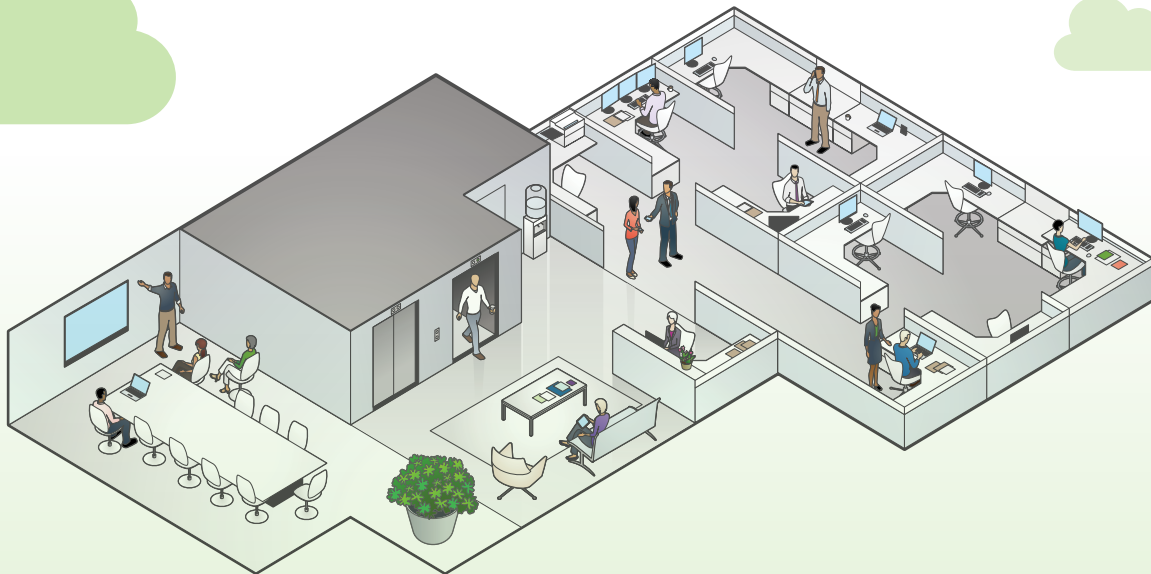
"iPECS allows me to manage my teams across multiple branches in one central location. Simple reports help me stay on top of costs and response times."

## SALES MANAGER

"Driving new sales is all about knowing the customer and being available to prospective leads. Using iPECS I am able to quickly respond to customers and connect them with a member of my team if I need to."

## SALES EXECUTIVE

"I can take my office phone extension with me wherever I am as my smartphone is integrated into the system, so customers can easily reach me anytime and colleagues can see if I'm available."



## AFTERSALES MANAGER

"With iPECS tools I can build stronger, more lasting relationships with our customers and improve brand loyalty."

## RECEPTIONIST

"iPECS helps me to handle large volumes of calls from customers quickly at peak times and I can transfer callers to the correct department with a single button or mouse click."

## CUSTOMER SERVICES REPRESENTATIVE

"With iPECS I can respond to customer enquiries quickly and efficiently. My team can resolve issues such as defective products in hours instead of days."

## IT MANAGER

"With an intuitive web interface I can make changes myself and complete handset moves quickly and easily without having to contact my provider. This saves time and money. I can also manage all sites centrally."

## CUSTOMER

"If I have a problem, I can quickly reach the person I need to speak to and get back on the road in record time."

# 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 business 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.

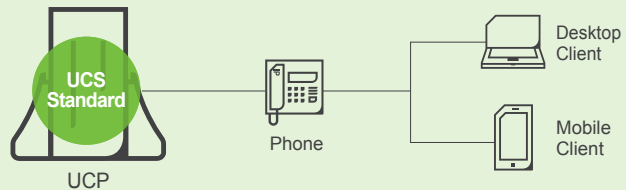
※ UCS features depend on standard and premium version.

## iPECS UCS server types

### ▶ Type 1

#### UCS Standard (Built-in)

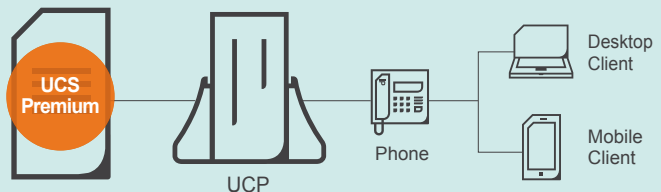
- Built in UC Server for iPECS UCP
- Cost effective and easy to deploy



### ▶ Type 2

#### UCS Premium (External)

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

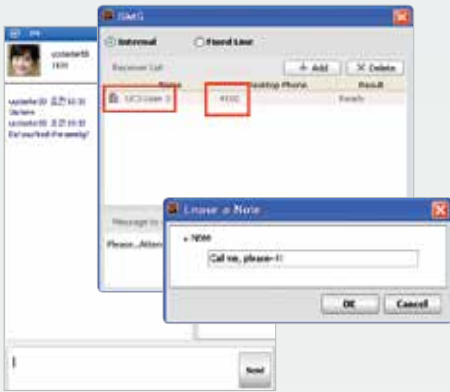


\*For PC spec see datasheet

## 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 & web push functions
- Visual Voicemail: Manage all of your voicemail on your PC, smartphone or tablet

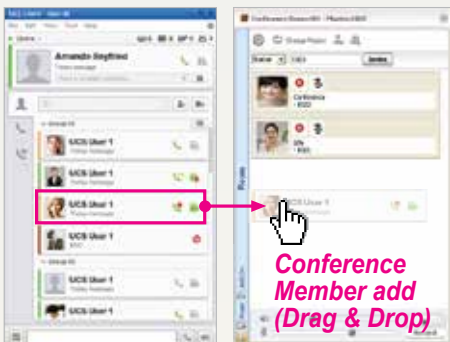




Instant Message/SMS/Note



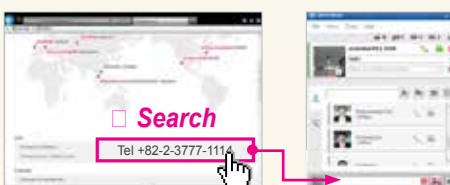
Call Popup & Memo



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, 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 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 organisation through PC application with drag & drop
- Features for conference control (Invite / Master change / Mute / Lock / Record)

## Video Call

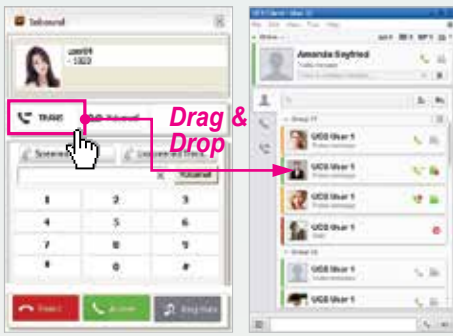
- One-to-one video calls from UCS Desktop and Mobile client
- QCIF, CIF, 4CIF video resolution

## Video Conference

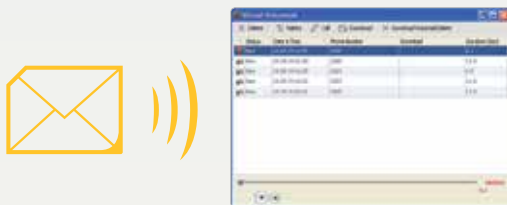
- Face to face conferences with colleagues
- Max. six party, and eight group video conference (Support only 1:1 on Mobile)
- QCIF, CIF, 4CIF video resolution
- Quick ad-hoc conference set up
- Meet-me conference and email notification
- Application sharing during conference
- Remote monitoring, Still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



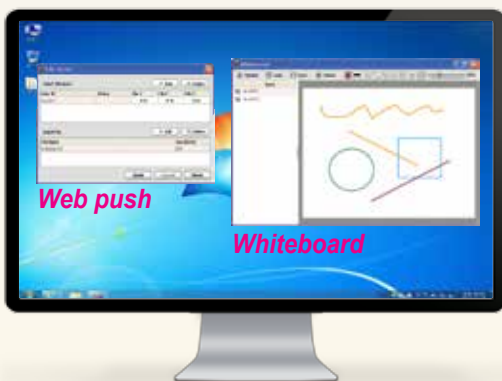
Call Transfer



Visual Voice Mail



Outlook Synchronization

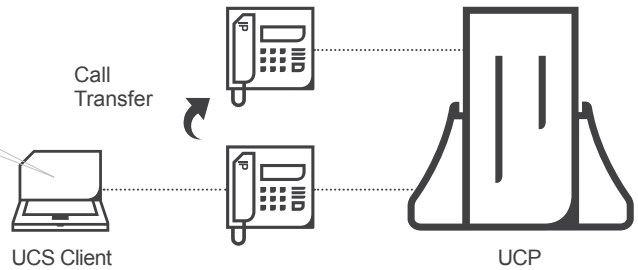


Collaboration

## 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 Synchronization

- 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 applications
- Share presence busy status and internal messaging
- Click to dial from websites or applications
- Operator console



# 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 who require a range of feature-rich telephony devices to match your constantly changing business needs.

## IP Phones



### LIP-9002

- Designed for users across the 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 30 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 40 LCD programmable flexible keys viewable over four 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 dealership or garage
- Bluetooth connectivity for headset use
- Speakerphone function



### GDC-450H

- Robust DECT handset for roaming access to iPECS in your dealership or garage



### WIT-400HE

- WiFi handset for roaming access to iPECS in your dealership or garage
- Seamless handover between calls during talk

## IP DECT



### GDC-800H(IP DECT)

- IP based DECT solution designed to leverage the power of your network
- Configure cost effective coverage across your dealership or garage with IP base stations and repeaters
- Simple to use and intuitive handset designed to support users across your business

# 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.

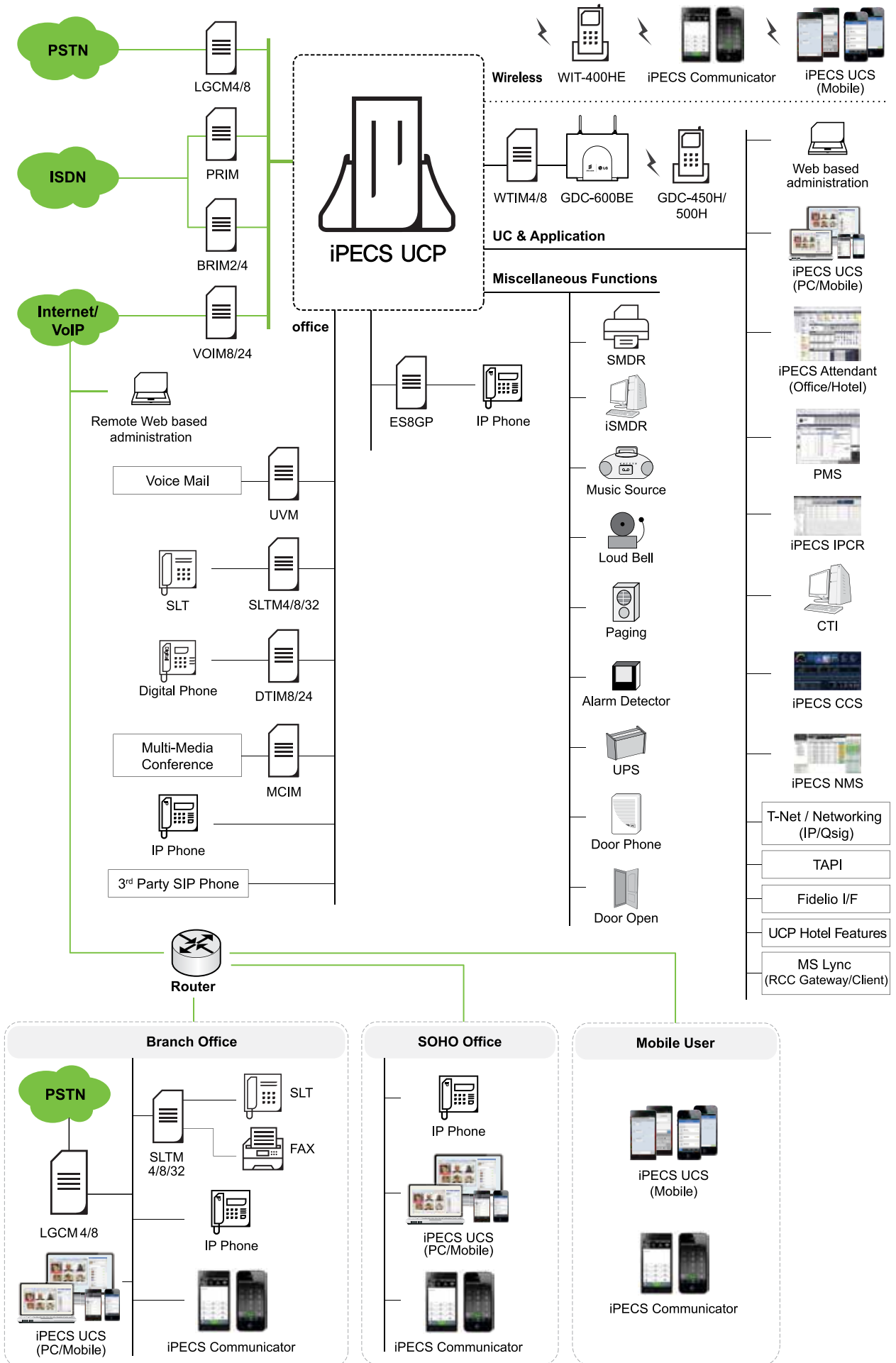
	IPECS UCP STANDARD*	UCP PREMIUM*
FEATURES		
Presence	●	●
Presence registration	50	200
IM	One to One	One to Many
Audio Call	●	●
Video Call	●	●
Click to call	●	●
Call Control	●	●
Visual Voicemail	●	●
Audio Conference Manager	●	●
Supporting Active Directory		●
Outlook Synchronisation	●	●
MS Exchange Integration		●
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.

# iPECS UCP Network



# 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

Business Communications

### Digitel Europe Ltd

Communications Centre  
1 Ivy Street  
Priory Industrial Estate  
Birkenhead CH41 5EE

Tel: 0151 650 0065

Fax: 0151 6501162

Service: 0151 650 1123

E-mail: [mail@digiteurope.co.uk](mailto:mail@digiteurope.co.uk)

Web: [www.digiteurope.co.uk](http://www.digiteurope.co.uk)

The content of this document is subject to revision without notice due to continued progress in methodology, design and manufacturing. Ericsson-LG Enterprise shall have no liability for any error or damage of any kind resulting from the use of this document

© Ericsson-LG Enterprise Co., Ltd. 2014 Version 1.0

Ericsson-LG Enterprise Co., Ltd.  
(431-749) 77, Heungan-daero 81 beon-gil, Dongan-gu,  
Anyang-si, Gyeonggi-do, South Korea  
Telephone: +82-2-3777-1114  
Fax: +82-31-8054-6607  
[www.ericssonlg-enterprise.com](http://www.ericssonlg-enterprise.com)  
[www.iPECS.com](http://www.iPECS.com)

Authorised Reseller

**iPECS**  
AN ERICSSON-LG BRAND