Rich Featured Cloud Solution
iPECS Cloud

iPECS — Your Communications Solution

| About 20 Ext. | Housing | iPECS Cloud | HAIL |

About the client

HAIL (Housing Association for Integrated Living) is a voluntary housing association with properties in the greater Dublin area. HAIL's vision is to be the provider of choice for housing and support for people with mental health difficulties, enabling them to achieve and sustain independent living in the community having secure, quality, affordable accommodation with appropriate support services tailored to their needs.

www.hail.ie

Summary

HAIL is a voluntary housing association that operates many apartments in Dublin, some include on-site offices to manage wide spread properties. HAIL was already using a Cloud communications solution on multiple sites in Ireland, however it's user features were very limited and the network was unreliable. To overcome these problems, HAIL looked for an efficient, reliable and cost effective Cloud solution. At the end of their research, they chose the iPECS Cloud solution that could make their work environment much more efficient and offer rich call features.

Products

System
· iPECS Cloud

Terminal
· iPECS LIP-9010/20

Challenge

As the previous cloud solution had very limited call features, HAIL had difficulties communicating among colleagues or customers. A total of 6 sites (1 site was newly added) were needed to integrate through the iPECS Cloud server. It was easy to configure as the iPECS Cloud provides easy management through a web portal. All that is needed was an Internet connection.

· Connect 5 sites with 1 new site to be added (Total 6 sites)
· Limitation on call features
· Higher quality of IP phones
· Easy operation and management

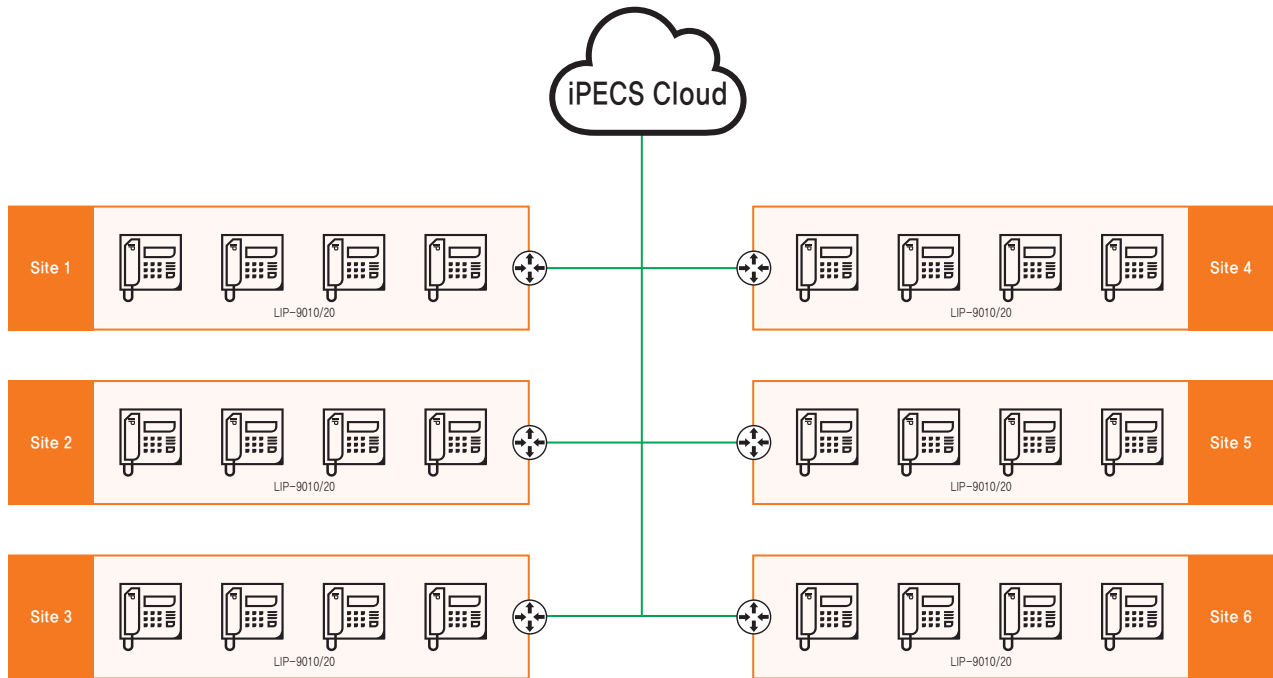# Multi-Site Integration with Full Featured iPECS Cloud

Solution

Even though HAIL used a Cloud solution, there were lots of limitations on communications, especially on call features. To meet HAIL's needs, we focused on enhancing call features to create a better work environment. iPECS Cloud is a Best-In-Class UCaaS solution accommodated to the cloud environment. iPECS Cloud contains agility, flexibility and simplicity on top of the proven technology of Ericsson-LG Enterprise. It is also equipped with a variety of end-points, applications and features.

iPECS Cloud is set up to link a network of six sites of on-site offices with rich call features such as call park, paging and presence of other users through BLF buttons. All installed IP phones call features can be configured easily by each user through a web based management portal. The flexibility of the system helps all staff with their changing work environments. Also, IT managers can easily configure the overall business network via the management portal. With the highly reliable and flexible iPECS cloud solution, all staff are enjoying seamless communications and are able to extend the highest quality of services to their customers.

Benefits

· High quality of communications through integration of all networked sites
· Enhancement of call features (Park Calls / Put Calls on Hold / Page Calls)
· Convenient communication through Call Presence by BLF buttons on IP phones
· Simple network management through web based management portal for IT managers and users

System Integrator

iPECS is an Ericsson-LG Brand