

iPECS

iPECS Cloud

Enable Calls in Microsoft Teams Using your Ericsson-LG Enterprise iPECS System



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iPECS2Teams is a simple add on to Office 365 that connects Microsoft Teams to any new or existing iPECS Cloud or PBX* phone system in minutes allowing making and receiving calls on any device using the Microsoft Teams App.

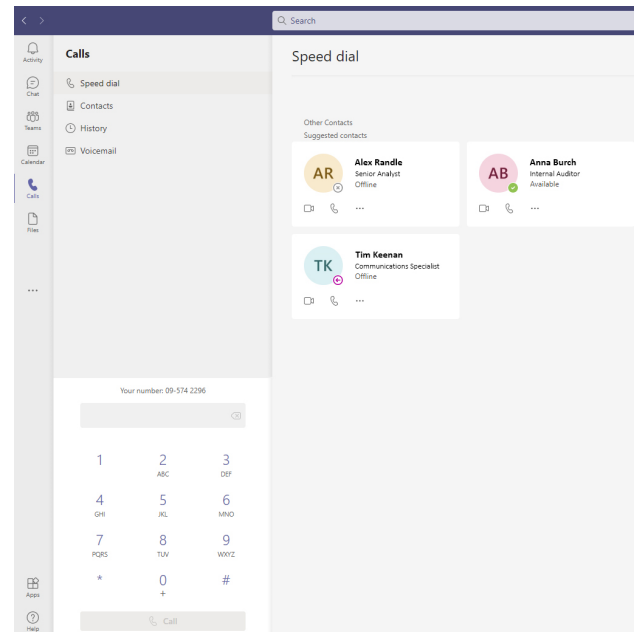
What is iPECS2Teams?

iPECS2Teams is a cloud service that connects Microsoft Teams to any existing or new iPECS Cloud or PBX* phone system. There's no hardware or software to install and it can be set up in minutes. Now you can bring all users under one collaboration platform by using Microsoft Teams for collaboration, messaging and voice across all devices.



Why customers use iPECS2Teams

- Enable calling in Teams without needing any hardware or software.
- Use your new or existing iPECS Cloud or PBX* phone system, numbers and facilities. No disruption. Any call centre or compliance features stay as they are.
- Adding more value to your investment by upgrading to these new features.



Full Teams Experience

(Get the best of both worlds)

- Add calling to teams to increase productivity.
- Work on desktop and mobile to free your workforce.
- The native Teams calling experience is familiar to users.

Simple Deployment

(Can be deployed in hours across the globe)

- Keep your existing phone system* with all the features you rely on.
- No hardware or software to install.
- Only need to enable the solution for users and groups that need it.

Enterprise Level Service

(Low risk, non-disruptive, cost effective)

- Global infrastructure in Microsoft Azure.
- Around the clock monitoring and support.
- Enterprise grade encryption and security built-in.

* Existing eMG or UCP systems

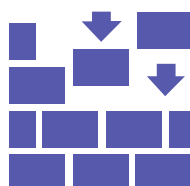


With iPECS2Teams you can deliver a voice solution that combines Unified Communications and Teams Collaboration



iPECS2Teams brings Microsoft Teams to life

- Voice enabled collaboration is driving in excess of a 50% increase in collaborative work.
- 80% of employee time is spent collaborating and 62% connect to meetings using mobile phones.
- Business goals are more quickly achieved when people enjoy working together.



Preserve the current voice investment

- Current voice platforms deliver wide-ranging business services to many types of users.
- Leveraging the current investment to power Office 365 saves on disruptive, costly new infrastructure and services.
- Making Microsoft Teams integrate with current business processes can multiply the benefits of collaboration and integration.



Simplified IT in the Cloud delivers flexibility

- Increase working flexibility and efficiency - 72% of workers will be working remotely by 2021.
- Reduce the number of applications needed for users.
- Lower support costs and higher productivity.

iPECS 2 TEAMS ON-PREM

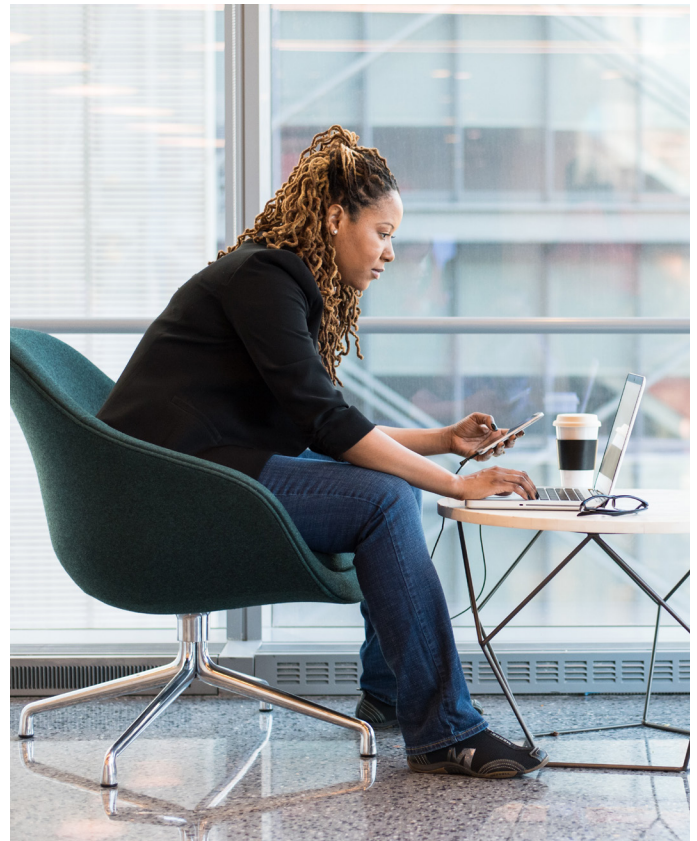
Bring Calling to Teams

The quickest and easiest way to
enable Calls in Microsoft Teams.

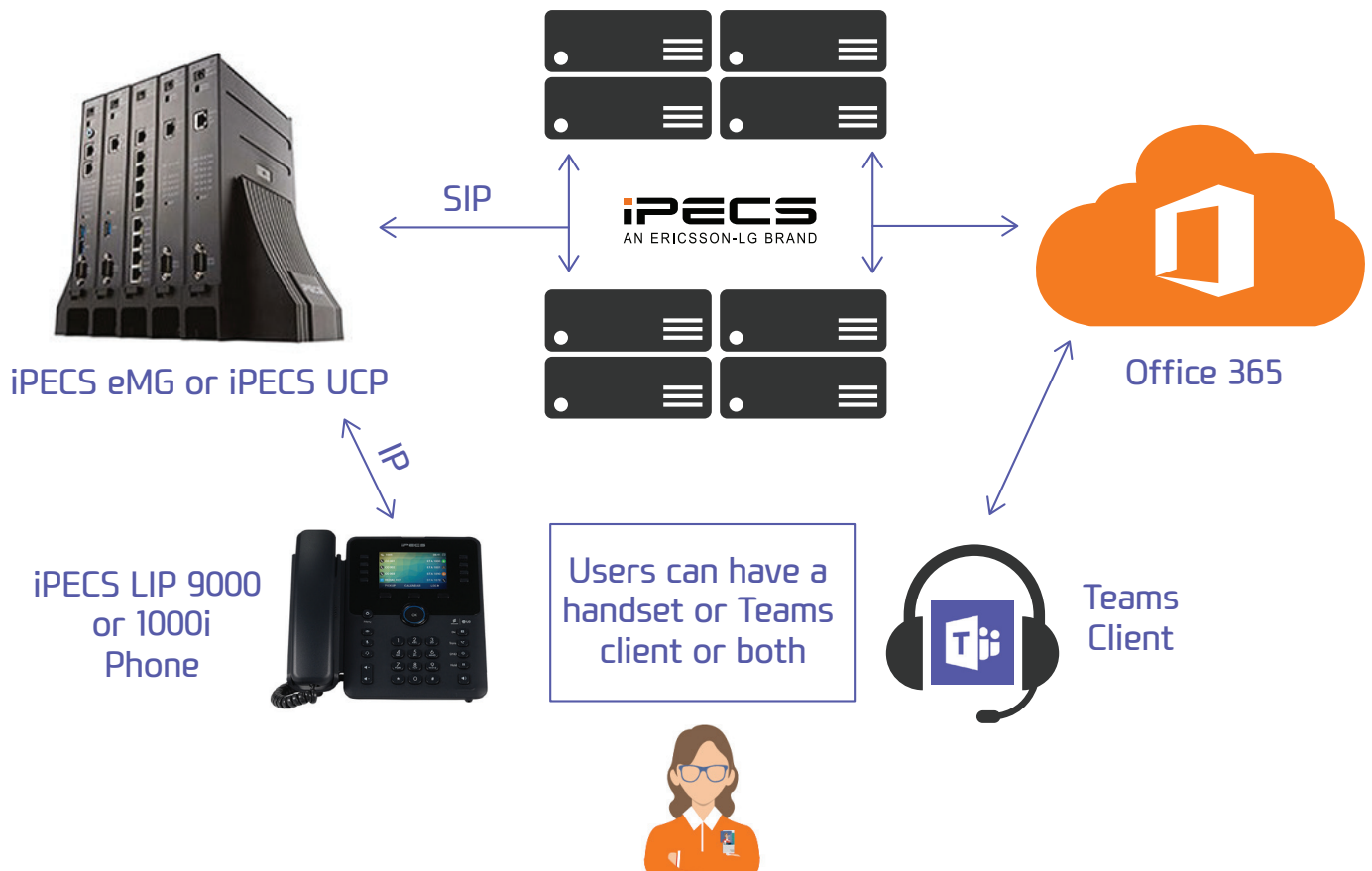


Provide enhanced collaborative tools
for your teams to deliver a true
productivity boost for your projects

- Leverage existing voice services to power the latest Microsoft Teams features.
- Streamline the number of tools your users need to use reducing cost, administration and training.
- Take advantage of the latest enhanced communications to increase the level of service your users enjoy.



How iPECS2TEAMS integrates with On-Prem



iPECS 2 TEAMS Cloud

What's supported?

Our MS Teams integration service delivers key voice calling functionality to Microsoft Teams clients;

- 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)

Why Teams and iPECS Cloud rather than Teams and MS PBX Features?

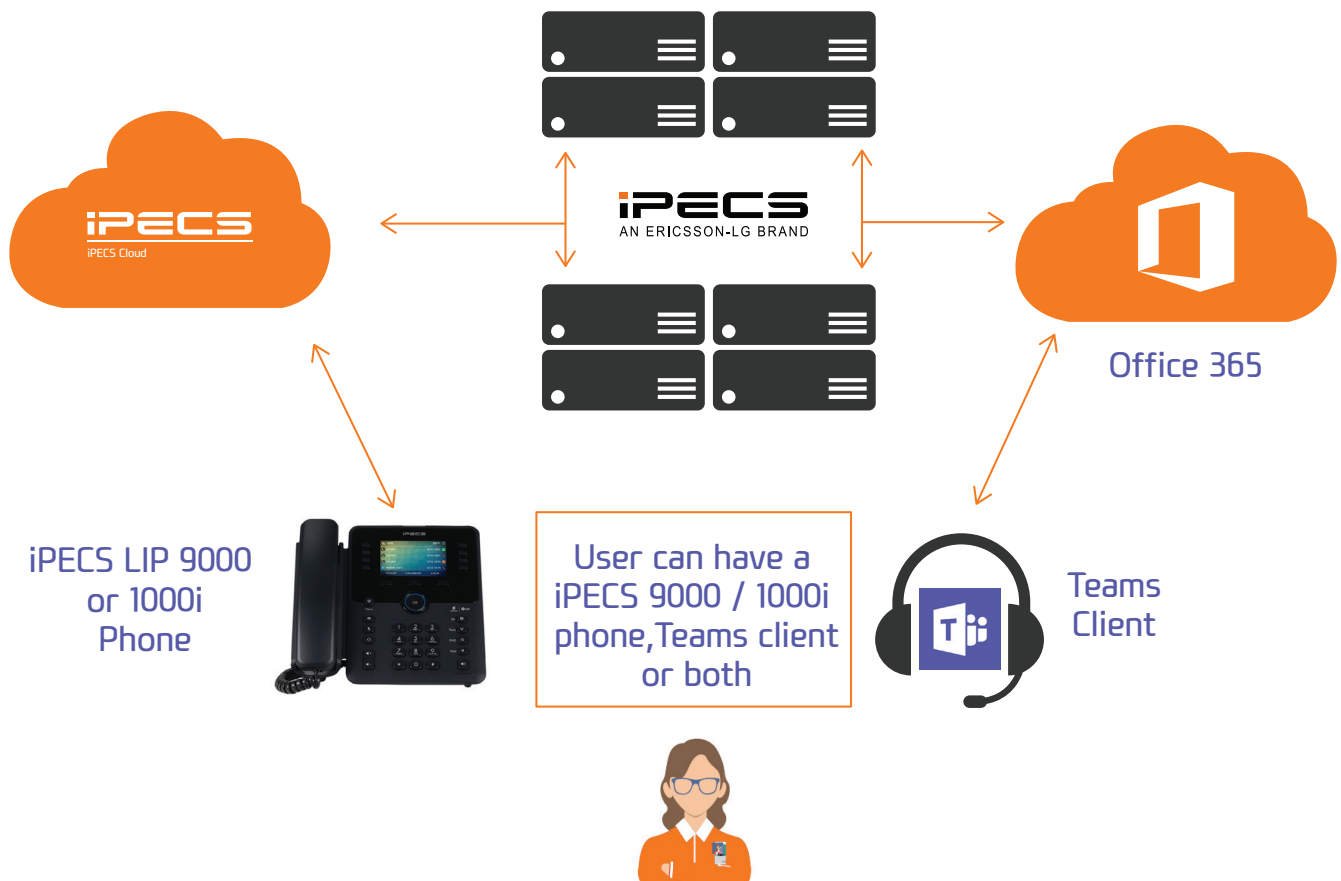
- iPECS Cloud is based on proven functionality developed over many years and delivered across a secure, reliable network
- Moving phone systems is a costly and disruptive undertaking that many businesses just cannot justify

Why do customers use iPECS2Teams?

- Enable calling in Teams without the need for extra software or hardware
- No disruption - Retain iPECS Cloud and add Teams users when required
- Simple monthly subscription service you can deploy to selected users


iPECS2TEAMS integrates with Cloud

Our MS Teams integration service delivers key voice calling functionality to Microsoft Teams clients;



iPECS2TEAMS FAQ

Why do I need to have calls in Teams?

Bringing calling into Teams brings the productivity benefits of having all their communication tools in one place, users can use one software tool for everything. 

I need to keep my phone system as it is

iPECS2Teams is designed so you can keep your existing phone system just as it is and add Teams users one user, or group at a time. You can keep your existing handsets on the desks and call reporting tools keep doing the job they are doing today. If you have features like call recording, that all works for Teams users just like it does for normal phone users.

Who is iPECS2TEAMS suited for?

Businesses that...

- Want to provide voice and calls to Microsoft Teams users
- Want to reduce number of software products to manage without compromising user features
- Want to use cloud services rather than capital expenditure on hardware and software
- Want no disruption to their existing voice and IT infrastructure
- Want users to have increased efficiency by bringing together collaboration and calls
- Want to provide full communication mobility to users on PC, Mac and mobile devices
- Want to enable BYOD
- Want to have a simple subscription service without a large project and cost overhead

Can't I just use Microsoft telephony features in Teams with their calling plans?

Microsoft can provide a facility to allow users to make and receive calls from Microsoft Teams. Moving to the Microsoft system requires the replacement of your entire business phone system and moving your telephone service and bill to them. Whilst this may suit some organisations, we often find that companies are using features, devices or add-ons that the Microsoft system can't yet provide. Moving phone system and provider is often a big project and cost that companies can't justify.

What are the iPECS2Teams advantages?

- Connect iPECS Cloud to Microsoft Teams users without buying hardware or software
- Works with Teams on PC, Mac and mobile
- Fully secure and approved for use on iPECS Cloud
- True native integration to Office 365, no workstation software to install and manage
- Subscription-based pricing

How it works?

- Controlled via an easy-to-use web portal, no hardware or software required
- iPECS2Teams routes calls between iPECS Cloud and Microsoft Teams through gateways operating in Microsoft Azure data centres
- Regional, load-balanced architecture provides enterprise availability and global capability where required





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