

IPECS is an Ericsson-LG Brand



www.iPECScloud.co.nz
www.atlasgentech.co.nz

iPECS Cloud

The evolution of business communications

iPECS
Your Communications Solution

Embrace the future of business communication

iPECS Cloud a Best-In-Class UCaaS solution accommodated for the cloud environment. iPECS Cloud provides agility, flexibility and simplicity on top of Ericsson-LG Enterprise's proven technology of leading business communications. Whatever your business size, future-proof your systems with our scalable cloud solution that allows your team to work from anywhere.

| iPECS Cloud at a Glance |



iPECS Cloud Benefits



Save costs without compromise

iPECS Cloud will set you free from complexity and concerns over your resource utilisation for business communications. No more outdated hardware to maintain or replace. Just a no-fuss cloud communication system that stays up-to-date. As your business grows, you can easily expand the capacity, features, and applications of your communication solution. Letting your communication be simple and future proof, you can focus on your core business with your money and time saved.



Flexible deployment scenario

Businesses have different communication environments and needs. iPECS Cloud can be deployed in various environments as all-public, private or hybrid cloud. Deploy the best fit for your network transformation. Whether you're moving to cut costs or boost performance, migrating to a new cloud means taking advantage of enhanced speed, reliability, and security. If you plan to expand, iPECS Cloud will expand with you. Enjoy one-size-fit-all scalability from a solution that benefits businesses of all sizes.



Work together anywhere

iPECS offers a proven business communication portfolio including IP PBX, UC application, Voice, Video and management tools. Now even on Cloud, you can enjoy a full range of telephony features such as Hot Desk, Mobile Extension, Group Queuing, Multi-shared numbering etc., just as an on-premise system. With collaboration applications such as 'iPECS UCE', all-in-one UC solution, you can easily collaborate among colleagues in real-time with multi devices and conduct FHD video conference for presentations and file sharing. Empower your team with cloud collaboration tools that make working together easy.





Improve your customer experience

You may have experienced missing an important business call while you're out of the office. Having continuity in your business communications is very important for your customer satisfaction. Through iPECS Cloud Contact Center (iPECS CCC), you can easily see improved customer service that will guarantee customer satisfaction by turning on all channels of customer support. It connects offices and individuals seamlessly to support ubiquitous omnichannel communication and bring customers closer.



Powerful Management Tool

iPECS Cloud incorporates a multi-layered management tool for reducing time and operation expenses. The management web based GUI is an easy and intuitive management tool for all resources. The Back-end portal is for iPECS Cloud business partners for configuring and ordering of all services, with the billing gateway management by business partners. For the customer IT manager and end-user the front-end portal is used for all layers of management. Get your team trained quickly, thanks to our easy-to-learn, intuitive interface that looks and acts the same on any device.



Self-manage and configure your devices

With today's complex enterprise business solutions and with limited IT resources, it may be difficult to manage all end users' change requests. IT managers can separate the editing access by features and assign to the appropriate end users for a more flexible and customisable business environment. The end users can also manage their own configuration through the web browser wherever they are, boosting productivity of both your IT staff and the end user.



Telephony Essentials



- Hunt/Pickup/Paging Group
- Voice Mail
- Multi/One/Share Number
- Mobile Extension
- Hot Desk
- Remote Office



Security



- IPKTS Protocol
- Extension/Media/Trunk SBC
- Redundancy and Geo-Redundancy
- Data Encryption
- Strong Authentication
- Call Fraud Protection



Business Application



- Contact Center
- ACD Report
- Auto Attendant
- Call Recording
- FAX to Email
- Audio Conference Bridge
- Web Conference
- Analytics

| Why iPECS Cloud |

One-stop professional service for iPECS Cloud



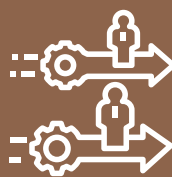
Flexibility and Scalability

Disaster Recovery

Number portability, keep your existing Numbers

Business Continuity

Advanced Features & functionality



24/7 Support

Nationwide Sales Team

Over 20 Years of telephony Experience



Terminals



LIP-9071

Touch-screen IP Deskphone

IP phone

Enjoy the wide selection of system IP phones from entry level to professional business phones. The LIP-9000 series are sleek designs to best fit the users business needs.



LIP-9002

4 Button IP Deskphone



LIP-9020

10 Button IP Deskphone



LIP-9040

36 Button IP Deskphone



GDC-110dH

Standard Cordless Phone



GDC-800H

Premium Cordless Phone



GDC-150dh

Ruggedised Cordless Phone

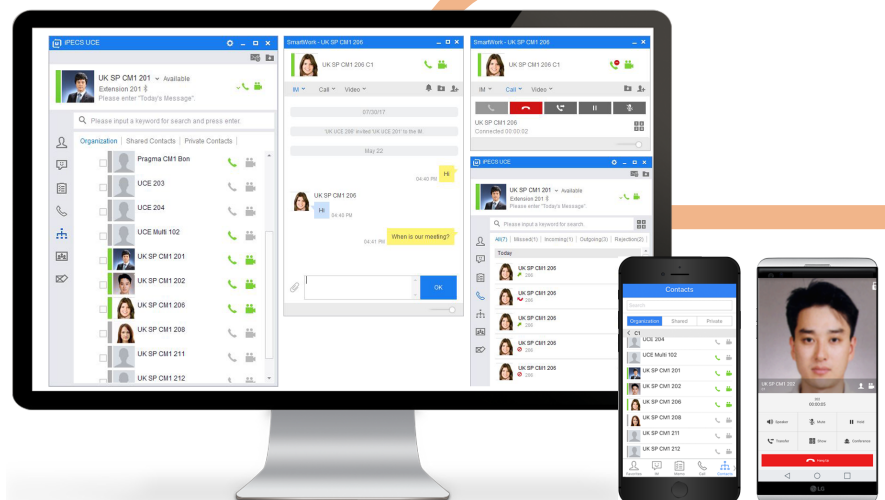


Applications

iPECS Cloud Collaboration

iPECS UCE

A powerful multimedia collaboration application to enhance productivity by unifying presence, instant messaging, voice, video and conference features. iPECS UCE builds ubiquitous working environment in your business making use of a variety of devices including desktop, tablet and smart phone.



Key features

One number for multi devices
Desktop phone control
Presence
Voice call

1:1, 1:N chat
Group chat
File transfer during chatting
Call move

Chat move
Mobile handover
Network handover
Mobile call-back

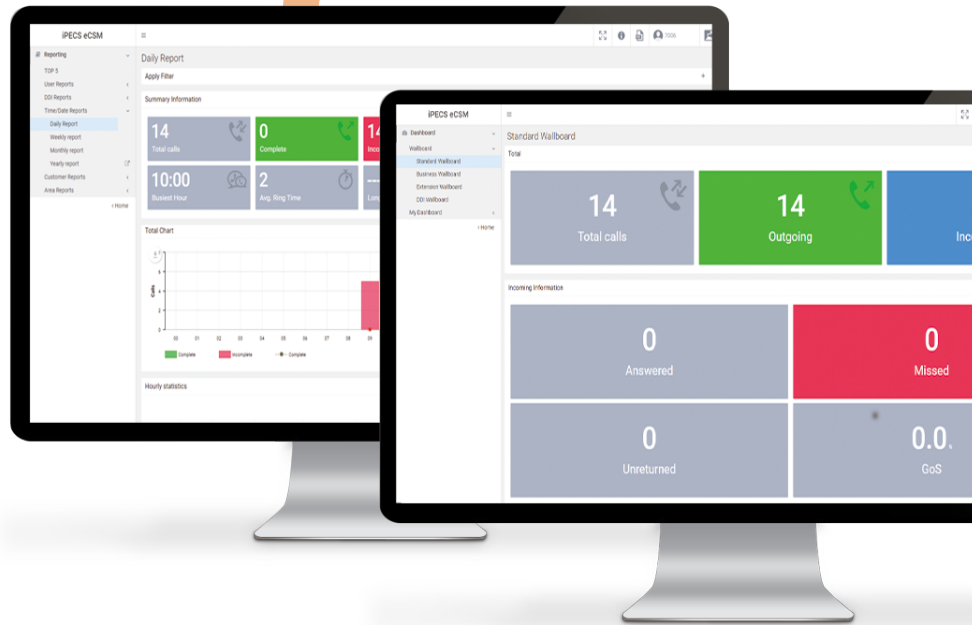
Mobile call-through
Multi tenant support

iPECS eCSM

Derive insights from total calls in and out and missed,
Get call durations to optimise extension utilisation

Key features

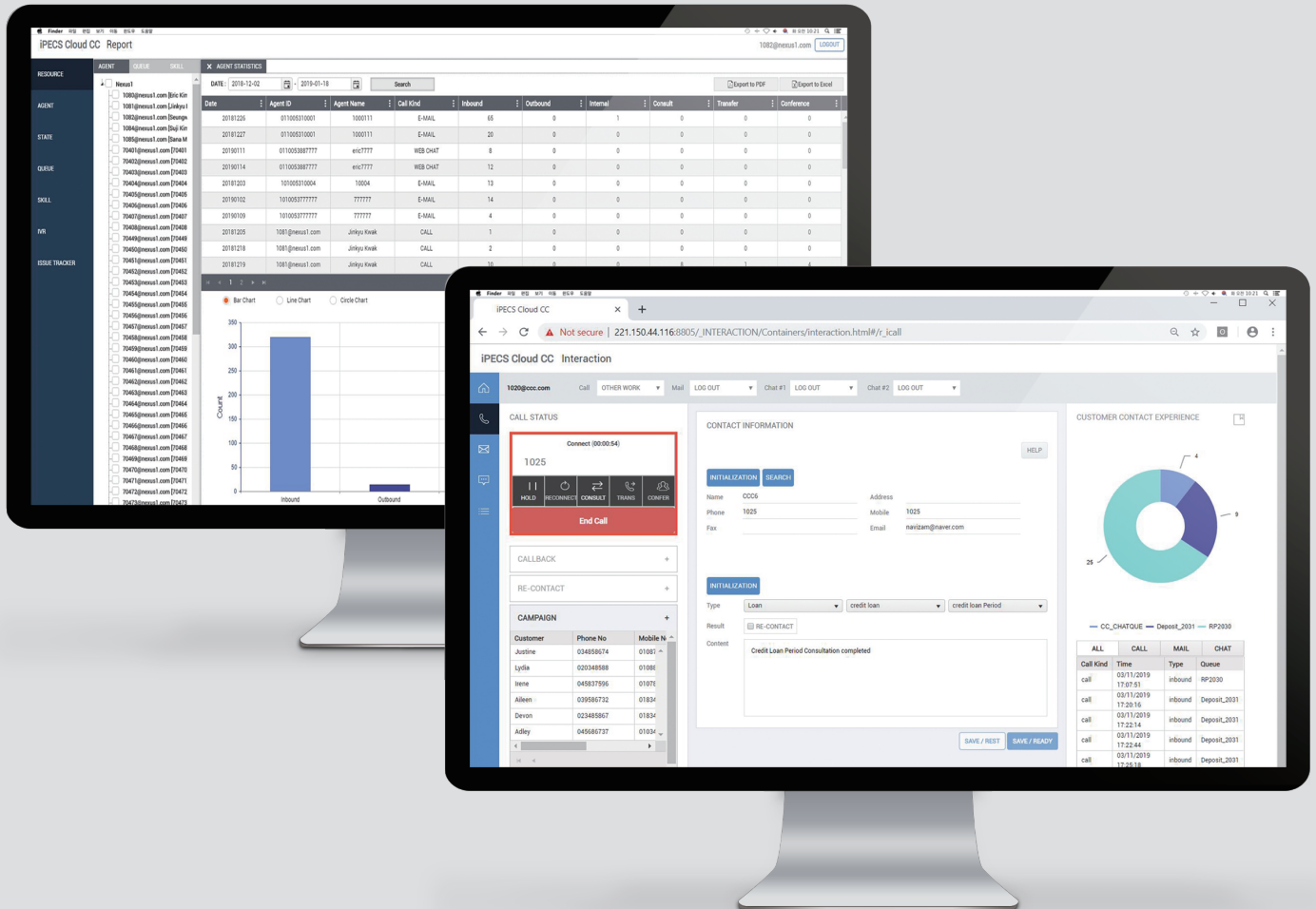
- Extension (terminal), trunk status display
- eCSM server resources and performance stats
- Call response analysis – Grade of Service
- Summary report – 5 min/hour/day/week/month stats
- Grouping for easy management
- Instant notification – missed call threshold settings
- Customizable dashboard



iPECS

IPECS IP Attendant

iPECS CCC



Cloud and web-based customer experience technology, iPECS Cloud Contact Center is the omni-channel contact center solution.

Your customers want you to respond immediately, accurately, in the manner they choose and they expect you to have their details already on hand.

Key features

Omni channel contact center

Operation in one screen

Agent Performance monitoring

CRM integration

Call control

Consult – hold for another call

Conference

Email integration

Chat integration

History log – customer info management

Statistics – agent state, queue, skill

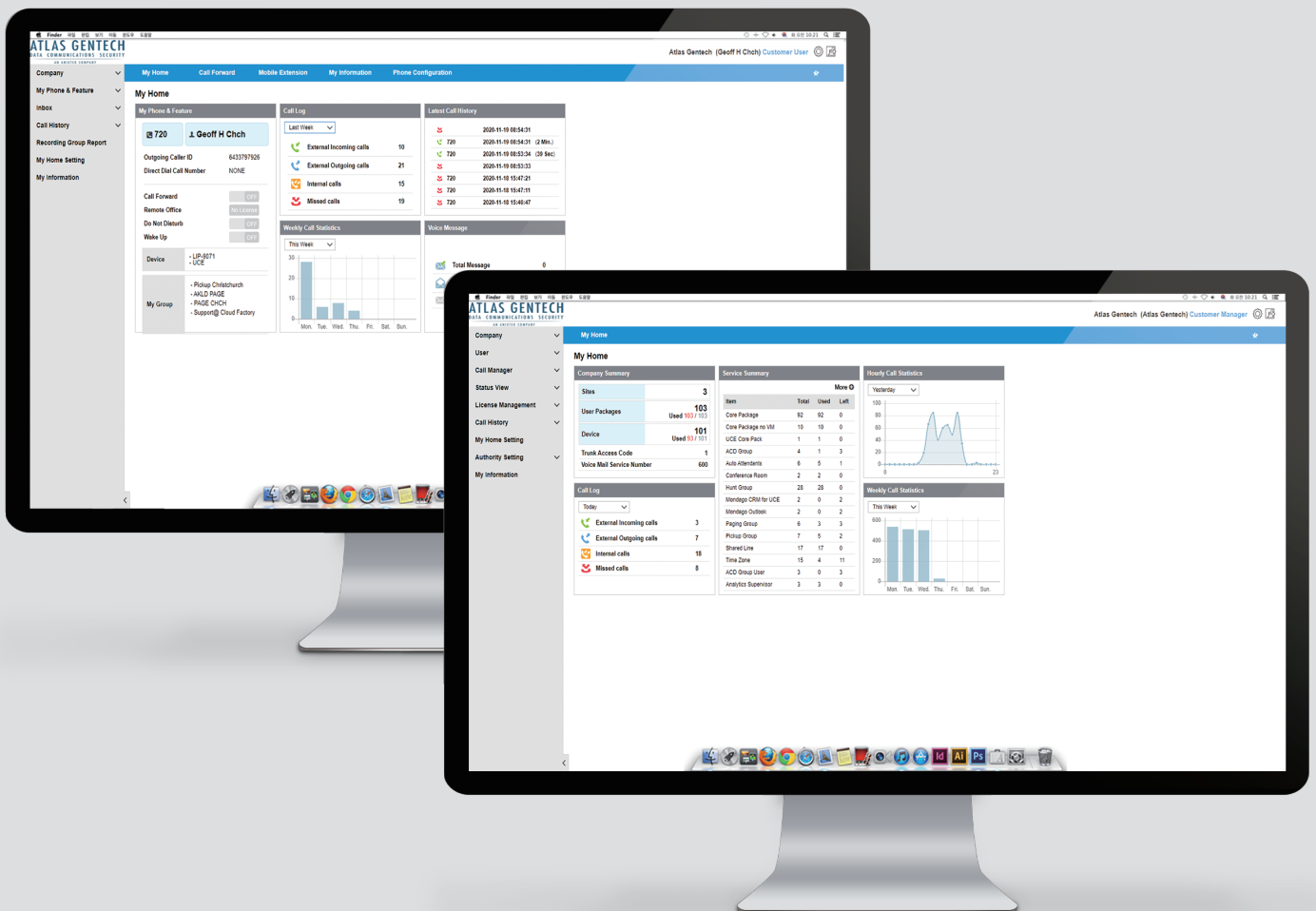
Report wallboard

Knowledge management system

Agent Script

iPECS Cloud Management Portals

iPECS CMP



Manage your own site or phone with our free management portals

- Customer management portal access for site wide management
- User portal access for individual user management of their own device.

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Your Communications Solution

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