

Altshare's Cloud Transition Strategy

About the client

Altshare, a fintech company based in Israel, provides equity management solutions through a SaaS platform. Founded in 2006, the company has established itself as a leader in the technology industry with a mission to simplify equity management for everyone. As part of the Altschuler Shaham group of companies, one of the largest investment houses in Israel which manages assets worth of 186 billion NIS, Altshare provides equity management solutions to 2,400 private companies and about 450 public companies.

Summary

Altshare wanted to implement a cloud-based UC communications solution to improve productivity among their employees and customer experience. After thoroughly reviewing proposals from several manufacturers and integrators, AltShare chose iPECS Cloud as the solution of choice and Bezeq International as the integrator of choice. The decision to use Bezeq International was based upon their ability to provide a holistic response to all of Altshare's communication needs, including Unified Communication (UC) services, connectivity and future cloud solutions.

Challenge

Due to the Altshare's growth, the groups management decided to separate Altshare from the main PBX of the group and purchase a separate PBX for them with dedicated contact center service.

The customer requested:

- A cloud solution from a leading manufacturer
- An advanced technology platform with flexibility
- A communication platform that can integrate with third party call center features seamlessly.
- A solution to support working from home.
- A solution to improve collaboration among their employees.

Product

Platform

- iPECS Cloud

Terminal

- iPECS 1000i

Application

- iPECS ONE
- Integration with 3rd party contact center solution



Under 100 Ext.



Corporate



iPECS Cloud

Altshare

“Choosing iPECS Cloud was the right thing to do. iPECS Cloud as the core of the entire solution together with iPECS ONE application and the Call Center functionality have proven to be a comprehensive perfect solution for Altshare which provides them an advanced feature-rich platform with a flexible future expansion.”

– Sharon Ezra, Director of Bezeq International –

Solution

- iPECS Cloud as a communication platform is easy to use, is seamlessly scalable and is fully compatible with third party contact center solutions. As a cloud-based solution it does not require hardware, so Altshare did not have to invest heavily in facilities up front, allowing them the flexibility to invest as the company grows.
- Bezeq International also provided Altshare with iPECS ONE. The UC and collaboration app enhances team collaboration and enables remote working capabilities.
- Together, iPECS Cloud and iPECS One provides AltShare employees access to voice calls, instant messaging, and video calls anytime from anywhere. These features enable them to take their customer service to the next level.
- In addition to the cloud solutions, Altshare were also provided with iPECS 1030i and 1050i desktop terminals. The desktop phones offer color display and a full duplex speaker with wideband codec.

Benefits

- The newly installed iPECS solutions are easy to use allowing Altshare to go live without any special user training.
- There are significant benefits from installing an Ericsson-LG Enterprise UCaaS solution such as iPECS Cloud and iPECS ONE. One of the largest is there is no need to invest in hardware, resulting in the initial setup costs staying low.
- Supporting voice, messaging, and video, allows users to communicate anytime from anywhere making it an extremely convenient and efficient choice for Altshare. Employees are able to increase their level of collaboration with each other and enhance customer service. The successful installation of iPECS Cloud and iPECS ONE has allowed Altshare to achieve its goals of improving productivity among their employees and enhancing customer experience.