

Embassy of Korea in Spain powered by iPECS solutions

iPECS
Your Communications Solution



Under 100 Ext.



Government



iPECS eMG800



EMBAJADA DE LA
REPUCLICA DE COREA



About the client

The embassy of Korea Republic in Madrid is one of the 671 foreign representations that Spain has, and one of 137 foreign representations in Madrid.

In addition to the embassy in Madrid, Korea (Republic) has four other representations in Spain. These representations include consulates in Barcelona, Bilbao, Las Palmas de Gran Canarias, and Seville.

www.overseas.mofa.go.kr/es-ko

Summary

The facility, one of government entity, had legacy system but still in use. So complete removal was not an option. The customer wanted to have E & M connection intact with the Korean office of Foreign Affairs. iPECS hybrid VoIP technology enabled it by deploying iPECS eMG800. Office mobility in demand had realized by iPECS UCS applications and also by installing EHS modules on LDP-9224DF with LDP9248DSS attached. Lastly the iPECS IPCR application is installed for transparent and reliable call recording service. iPECS solutions have what customer needs and will be fully available when they want more.

Challenge

The Korean embassy in Madrid has an old GDK-100 system that needs to be renewed. They needed an E & M line connection with the Ministry of Foreign Affairs in Korea. The renovation of the embassy facility requires improving the telephone services from what they currently have, by installing new powerful and flexible communication system of hybrid VoIP technology. Wireless mobility function within office in making calls is required. And for secured and transparent service, the government office demanded call recording features.

Products

Platform

- iPECS eMG800

Terminal

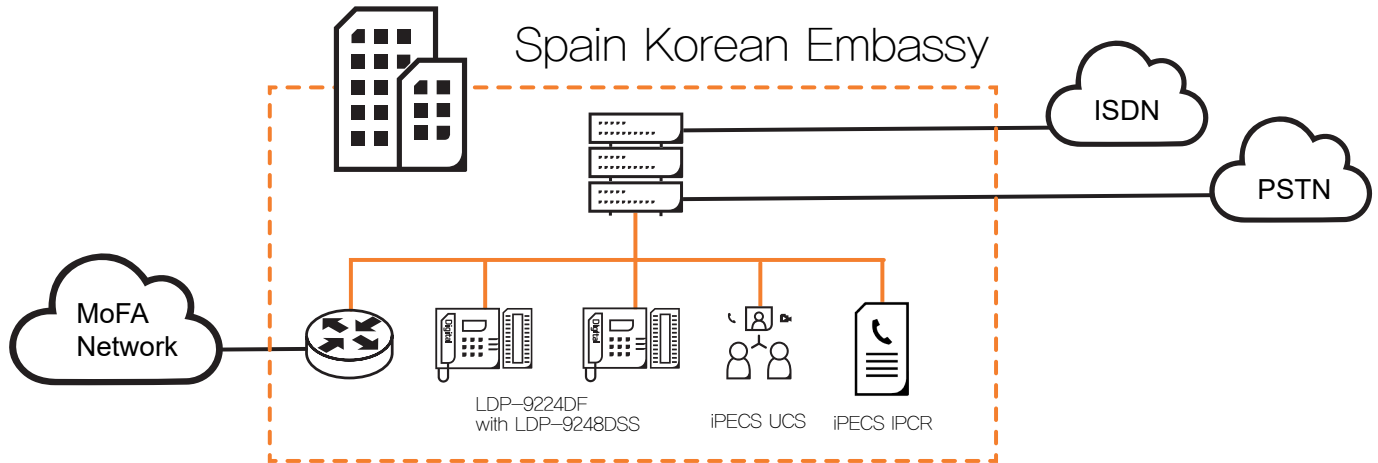
- LDP-9224DF
- LDP-9248DSS
- EHS Module

Application

- iPECS IPCR
- iPECS UCS



Hybrid VoIP system with wireless communications



Solution

- Deployed the iPECS eMG800 as a hybrid system at the embassy of Korea Republic in Madrid.
- Successfully installed to maintain E & M line connection to the Ministry of Foreign Affairs in Korea.
- Deployed iPECS IPCR call recording solution for efficient and transparent service.
- Mobility enabled by iPECS UCS and EHSA module installed to LDP-9224DF digital terminals.
- Easy call directing with LDP-9248DSS attached to LDP-9224DF for expanded physical hotkeys.

Benefits

The embassy now enjoys high quality voice communications and still maintains E & M line connection to the Ministry of Foreign Affairs in Korea. Since the cabling is still utilizing existing assets, enormous infrastructure investment costs are saved, thanks to the hybrid system iPECS eMG800. The scalability of iPECS eMG800 system gives flexible upgrade in future in any expansion cases. Moreover, the office workers now can work hand free from their telephony and be mobile. iPECS UCS integrated their communication systems and EHSA module enabled wireless communications. Simple expandable hotkey with LDP-9248DSS helps the contact point management and elevates the efficiency in making transactions. Lately, the iPECS IPCR call recording system benefits them with security and transparency. With the piles of data on their recorded call service, analytics can become useful in near future. iPECS solutions is ready end to end, satisfying the customers needs of the past, present and event the future.