

# Modernizing to new UC platform with iPECS Cloud and LIP-9030



100-300 Ext.



Corporate



iPECS Cloud



Public and Commercial Services Union



## About the client

Public and Commercial Services Union (PCS) is the UK's largest civil service trade union, and is well established with 300 employees across 9 sites, with over 200,000 members.

Working with civil service and government agencies and in the private sector, PCS has strong growth plans and is moving to a more flexible working environment, with remote workers utilizing the hot desking functionality.

[www.pcs.org.uk](http://www.pcs.org.uk)

## Summary

With substantial growth plans, PCS' immediately saw the benefits of the iPECS Cloud' rich feature set, ease of scalability, flexibility, central administration capacity for all sites across the UK and the frequent release of new feature upgrades. Supporting PCS's changing working environment the LIP-9030 handsets were deployed across the 9 UK sites to deliver seamless hot desking with voicemail to email throughout.

Simplicity was key to accommodate the constantly growing number of staff. The simple to use iPECS Cloud online portals provides a platform where users can easily be added or removed to reflect PCS business requirements.

## Challenge

PCS was looking to upgrade their aging telephony system and needed a new communication system that could overhaul their everyday processes.

- Needed efficiency improvement on existing outdated communication system
- Required centrally unified system for all 9 sites in UK for central administrative tasks
- Required Cloud based dashboard for call insights, and a platform for customisable reports and wallboards
- PCS utilizes Skype for Business across all sites and needed a solution that could integrate with it.

## Products

### Platform

- iPECS Cloud

### Terminal

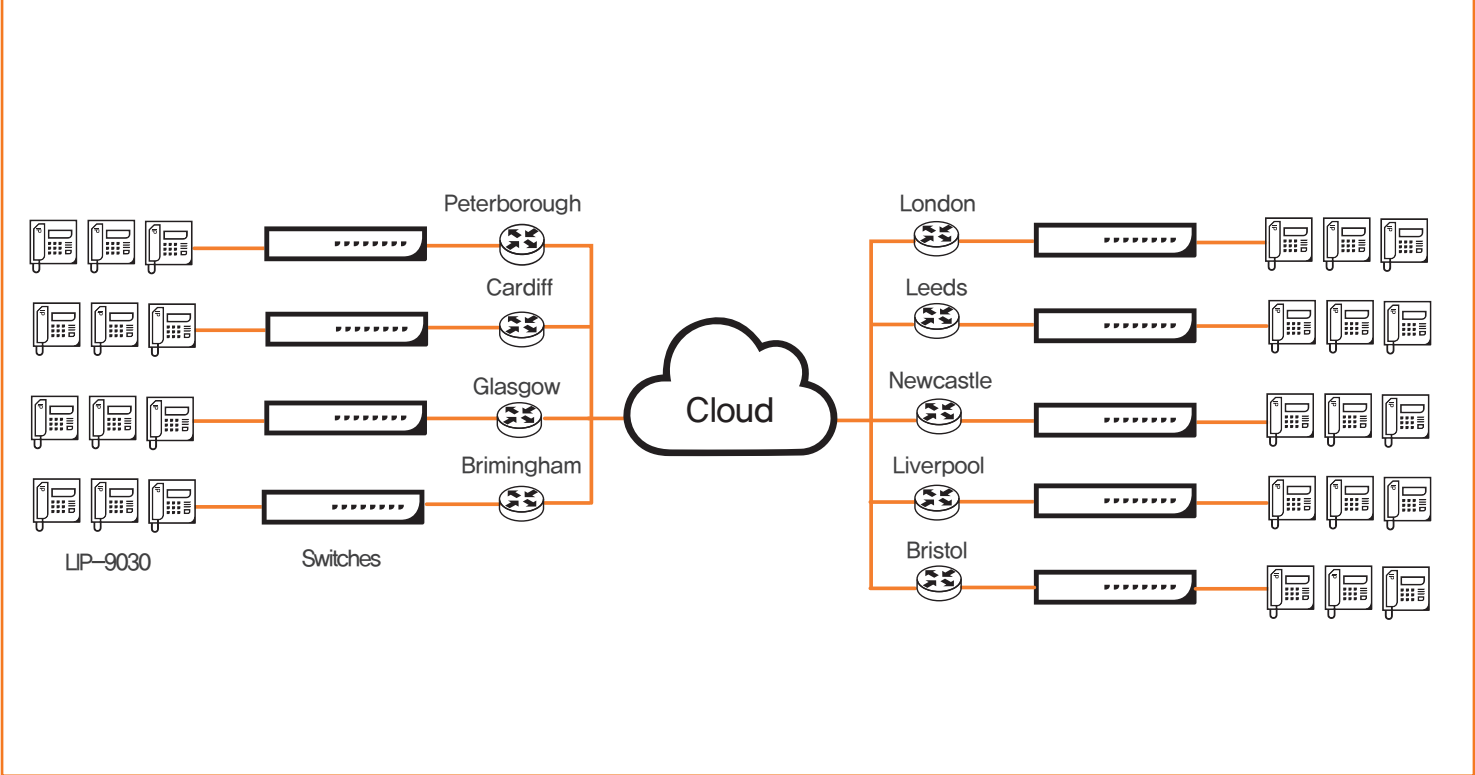
- LIP-9030

### Application

- Skype for Business integration
- Hot desking
- Call analytics (3PP)
- Voice to e-mail



# Delivering flexible multi-site communication and reporting



## Solution

With centralized administration capabilities, the iPECS Cloud emerged as an ideal solution for the optimal use of communication services for PCS. Ericsson-LG Enterprise enables PCS to enjoy call analytics, call reporting and wall board with customized formats, that can also receive updates from third party applications on the iPECS Solution which can be integrated with Skype for Business. The Hot Desk features within iPECS solution allows users to have access to their personal speed dial from any of 9 PCS sites.

## Benefits

- Make it easy and cost effective for PCS to grow the business both on new sites and on existing sites adding new users, as staff numbers grow.
- LIP-9030 handsets on all sites, enables hot desking staff to work across multiple sites offering a flexible directory, uniform platform and exceptional call quality.
- Voicemail to Email enables staff to quickly return missed calls to ensure no loss of business.
- integrate easily with user contacts and ensures a no call drop-out and high call quality, through connecting the call through the secure and resilient iPECS Cloud solution.
- Clear graphic visibility of call recordings and real-time call data, through reporting and wallboards