

# iPECS IP8800 & ES-2000 Series in Cloud Solution

**iPECS**  
Your Communications Solution

 Over 500 Ext.

 Government

 IP Terminal/Data Switch



## About the client

The Agricultural Market Agency (ARR) is an institution of the Polish government formed in June 1990 in order to implement the country's agricultural intervention policy. It is engaged in the pursuit of some tasks of the EU Common Agricultural Policy, for instance: promotion, state subsidies to promote the consumption of dairy products, monitoring of bio-components and liquid biofuels markets, subsidizing private storage of products, collection and administration of data on agricultural and food markets.

[www.arr.gov.pl](http://www.arr.gov.pl)

## Summary

Intelligent Technologies SA using the iPECS equipment manufactured by Ericsson-LG Enterprise has delivered a total communication solution for Agricultural Market Agency. (...)The new solution, based on ITSA's One Number SaaS Unified Communications System integrated with a unified hardware environment of Ericsson-LG IP Phones and data switches provides, contact center services, central phonebook, BLF and Pick-up functions and facilitates internal communication within the organization for serving ARR clients. (...)All of the above aspects of cooperation allow us to recommend the company Intelligent Technologies SA as a reliable provider of telecommunication solutions." (Jerzy Mielewski, Deputy Director of Administration Department)

## Challenge

The solution that specifically met the technical requirements of the Agricultural Market Agency was publishing as a public tender. Additional selection criteria were to be the costs of subscriptions and connections, as well as time to remove any critical failures. The aim of the contract was to provide a complete telecommunication system, comprising: assignment of 1,000 new telephone numbers (including abbreviated numbers), a dedicated data transmission link using optical fiber technology, along with a redundant hot standby link using wireless radio technology. The system should have a SIP Trunk connection providing up to 200 active/simultaneous channels to the PSTN. One of the main points of the specification was to provide 570 IP Phones with support for 1,500 phone book entries utilizing LDAP technology, as well as the installation of network switches with PoE support with a capacity of 864 ports. The system should be located entirely in the operator's network, the service should be delivered in a SaaS model, and the only elements in the customer's network should be the network equipment with IP terminals. Additional requirements in terms of functionality of communications system included a professional application for operating contact and call center structures, and comprehensive unified communications services.

## Products

### Terminal

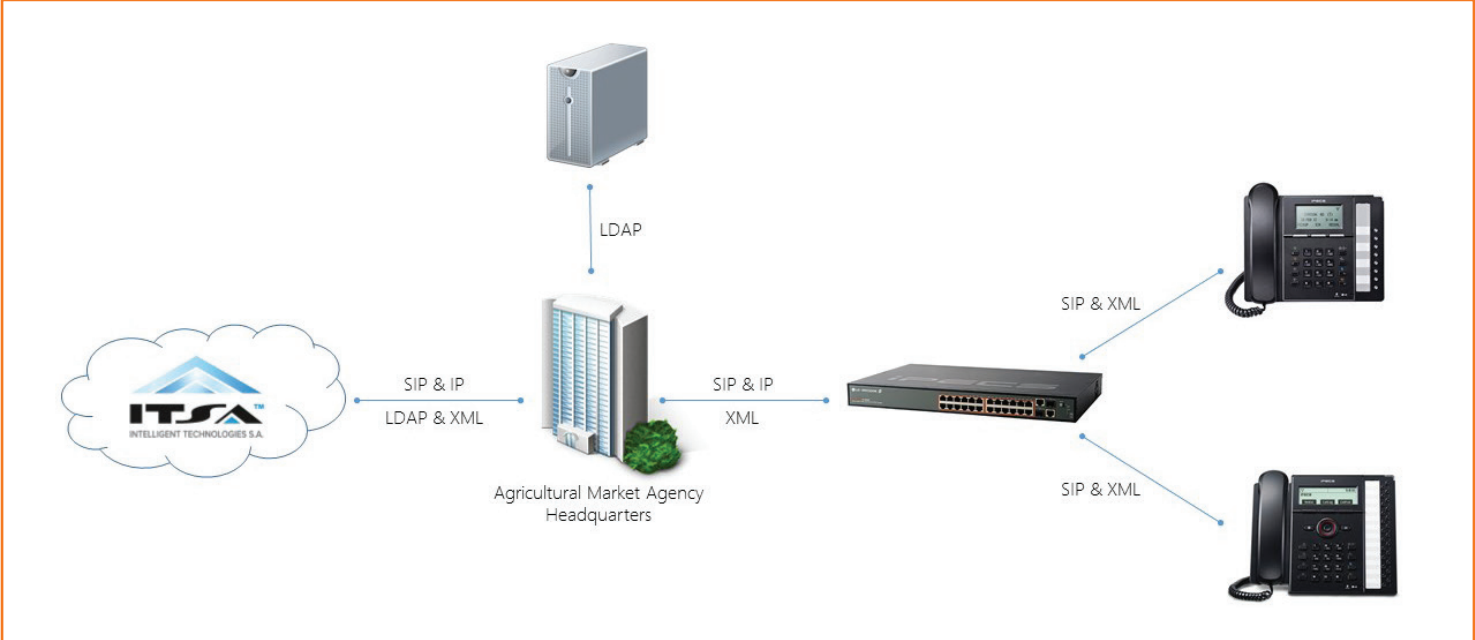
- IP8815E
- IP8830E

### Data switch

- ES-2026P



# iPECS IP terminals and data switches are fully complied with customized features in Cloud solution



## Solution

The solution that won the public tender and has now been successfully implemented for the client is the proprietary One Number platform, which is the leading product of unified communication in a SaaS model developed by Intelligent Technologies SA. The offer was based and has been successfully installed with a unified hardware environment based on Ericsson-LG Enterprise utilizing IP phones models

IP8815E and IP8830E, served by a group of Ericsson-LG Enterprise ES-2026P data switches. The terminals fully comply with the specifications provided by the client, furthermore, their excellent ergonomics and positive aesthetic impression as phones designed for business solutions is also significant.

## Benefits

The Polish Agricultural Market Agency, due to the choice of SaaS architecture as a solution, gained tangible benefits in the communication between internal employees and customers. The location of the system in the “operator’s cloud” enabled entry to all the systems from any place in the world, provided one has access to the public Internet. The modular design of the management system provides pre-defined interface features to defined employees of a company. Unrestricted scalability ensures client’s safety in a situation of having to add more branches to the company, or when the number of its employees exceeds the amount of reserved ports on the switch, the system will allow the

expansion through installing additional IP terminals of Ericsson-LG Enterprise IP8815E or IP8830E series, or ES-2026P switches, or higher. The One Number platform with Ericsson-LG Enterprise hardware gives a complete solution of the phonebook via the use of remote phonebook functionality in XML format. The system automatically communicates with the customer’s LDAP server and then sends in real-time mode processed contacts on demand of the phone. The access to the contacts is instant, at the same time allowing the search function, finally, the solution can store up to 7,500 thousand contacts.