

Deploy a Smart Work Environment with iPECS UCS

iPECS
Your Communications Solution

 Under 100 Ext. |  Corporate |  iPECS UCP |  Fluid Hygiene



About the client

Fluid Hygiene deliver an exceptional contract, commercial and specialised cleaning service across the UK. With over 20 years of experience, Fluid Hygiene are experts in the industry and offer a level of customer care that's unrivalled by competitors. Working a 24-hour service, a high standard customer journey is core to business.

www.fluidhygiene.com

Summary

As a growing company with a high call volume environment with a large workforce that predominantly works remotely, Fluid Hygiene instantly saw the benefits of iPECS UCS mobile client. With significant cost reductions, instant messaging and employee presence, the iPECS UCS mobile client has driven a more efficient and cost effective workplace. Fluid Hygiene deployed LIP-9020 and 9030 handsets with the voicemail to email feature which has streamlined office based staff call handling and has delivered an improved customer journey for their clients.

Challenge

- With a growing team of 60 remote workers with 24-hour availability staff needed a reliable platform that offered wherever whenever communication
- Inadequate real-time visibility on call activity made it challenging to manage and monitor calls in a high call environment
- Call data reporting to continue delivering an exceptional customer journey
- Fluid required the ability for staff to easily communicate both on and off-site without paying high monthly costs whilst utilising the latest telephony functionalities and applications

Products

System

- iPECS UCP

Terminal

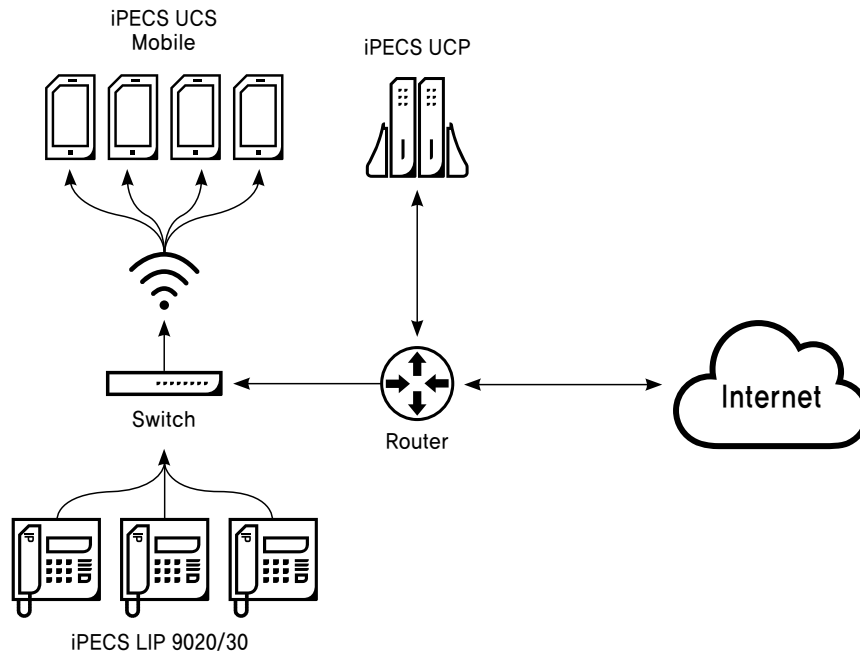
- iPECS LIP-9020/30

Application

- iPECS UCS Mobile Client
- 3rd party CRM Integration
- 3rd party Management System Integration



Maximize Productivity with Simple UC Deployment



Solution

- iPECS UCP, Ericsson-LG Enterprise's reliable unified communication platform was deployed at Fluid. As ground breaking innovative platform, iPECS UCP helps them to build seamless communication environment for their team of 60 remote workers with 24-hour availability staff
- iPECS LIP-9020/30 handsets, standard gigabit IP phone were installed for office worker
- iPECS UCS Mobile which is Ericsson-LG Enterprise's powerful unified communication application was installed for remote workers
- 3rd party CRM and management system integrated with iPECS was installed to enhance customer satisfaction

Benefits

- iPECS UCS mobile has enabled remote workers to access the benefits of the iPECS solution as if they were in the office, all through a Wi-Fi connection. This has significantly reduced call costs of remote workers and driven collaboration through instant messaging and conferencing
- The LIP-9020 handsets flexible directory and simple to use features has driven efficiency in a high call environment
- A third-party call management system integrated with iPECS has facilitated greater call visibility giving access to historical and real-time call data. Call recording monitors call quality and staff presence empowers staff to connect a customer to the best skilled and available person
- Using the latest SIP technology, the iPECS UCP meets the highest levels of reliability and enables a business continuity strategy and all delivered at a reduced cost