

Deploy a Smart Work Environment with iPECS UCS

iPECS
Your Communications Solution



Under 100 Ext.



Corporate



iPECS UCP



One Stop Promotions



About the client

One Stop Promotions are a leading UK supplier of promotional merchandise and custom printed gifts.

With thousands of products, alongside a worldwide sourcing network, 30 staff work throughout the warehouse and office.

www.onestoppromotions.co.uk

Summary

With a high call volume and a growing team they One Stop Promotions quickly saw the benefits of UCS both desktop and mobile client, with click to dial, instant messaging and employee presence. The application has driven flexible working whether it be hot desking or working abroad.

One Stop Promotions deployed LIP-9020 and 9030 handsets with the voicemail to email driving business efficiency and an improved level of customer service for their clients.

Challenge

- With a growing team and the need to accommodate remote working the right communications system was needed to cater for a changing office environment
- One Stop Promotions were paying high monthly costs for minimal benefits, a cost effective solution that utilised the latest telephony functionalities and applications was key
- Incorporate overseas employees and enable management on international trips to access the full features of the telephone
- No visibility of real-time staff presence and restricted to email communication

Products

System

- iPECS UCP
- SLT wireless handsets
- Hunt Groups with dedicated ring tones
- Voicemail to email
- Remote working

Terminal

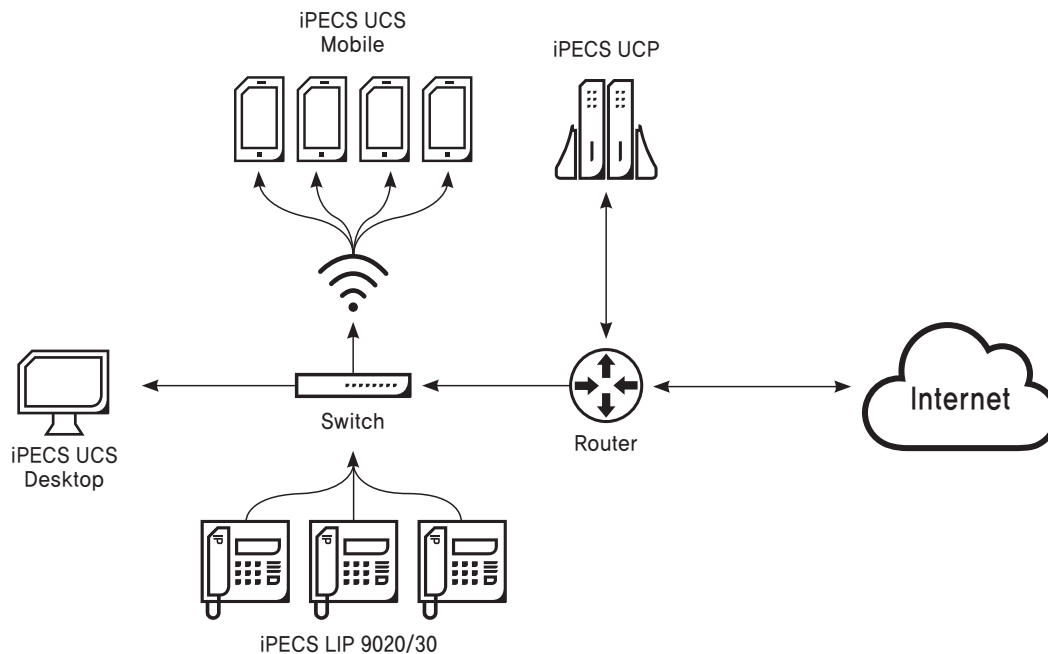
- iPECS LIP-9020/30

Application

- iPECS UCS Desktop Client
- iPECS UCS Mobile Client



Maximize Productivity with Simple UC Deployment



Solution

- An iPECS on-premise solution was deployed to support One Stop Promotions growing business
- iPECS LIP-9020/30 handsets significantly improved customer service with voicemail to email, flexible directory and outstanding call quality
- iPECS UCS desktop is driving collaboration with office presence, file sharing and instant messaging
- iPECS UCS mobile gives remote users access to the phone system, whether in the UK or abroad. This is driving significant cost efficiency with the added benefit of the office number being displayed on external calls

Benefits

- iPECS UCS desktop application at every work station has enabled staff to easily communicate both onsite and remotely by taking full advantage of the visibility of staff presence and instant messaging for collaborative working
- iPECS UCS mobile has been invaluable to remote workers especially international travel with the business telephone number being on display on calls made outside of the office
- iPECS UCS has also been highly cost effective from the outset with calls being made over Wi-Fi connection removing costly international call rates
- The click to dial feature has notably increased productivity particularly within the sales team by speeding up the process for outbound calls and removing dialling errors
- Significant improvement in business efficiency through dedicated hunt groups with customers easily being directed to the best skilled person
- Voicemail to email has enabled staff to quickly return missed calls to ensure no loss of business and removes the need to be at a desk phone to retrieve voicemails