Resilient and Seamless Communication with iPECS-CM and LIP-9000 Series

iPECS
Your Communications Solution

👤 Over 3,500 Ext. | 🏢 Corporate | 🗂 iPECS-CM | **Oxleas NHS** Oxleas NHS Foundation Trust **Foundation Trust**

About the client

Oxleas is an NHS Foundation Trust providing community health, mental health and learning disability services. Oxleas have been the main provider of specialist mental health care in Bexley, Bromley and Greenwich for more than ten years and have developed a comprehensive portfolio of services in community and hospital settings.

Oxleas have a workforce of around 3,500 across 80 sites in a variety of locations across the London Boroughs of Bexley, Bromley, Greenwich and Kent.

www.oxleas.nhs.uk

Summary

Oxleas is an NHS Foundation Trust which has about three and a half thousand staff, and a turnover of about two and a half million. Oxleas covers quite a large geographical area and they operate from about 80 buildings 3,500 staffs and most of them at some point during their working day need access to a telephone.

Challenge

With a large workforce across multiple locations, Oxleas were looking for a communications system to:

· Implement hot desking across all sites to allow employees to work at any site and take their extension number with them
· Reduce ongoing telephony costs
· Increase collaboration, efficiency, making it quicker and easier for staff to communicate and share ideas
· A resilient system with failover to ensure constant connectivity
· Solution to be installed separately to the existing IT network

Products

System
· iPECS-CM
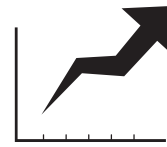
Terminal
· iPECS LIP-9000 Series

Deployment and Features
· Geographical redundancy
· Hot Desking
· Conference Bridge

pragma

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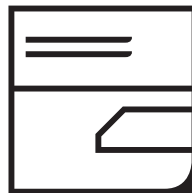## Resilient and Seamless Communication Deployment

LG

Central Control of Network

Improvement of Productivity

Connect Multiple Locations

iPECS-CM

Cost Saving

Over 3,000 Extensions

Geographical Redundancy

Solution

In terms of Oxleas basic understanding it's very simple, if you look at the handsets, they look easy to use. After the successful migration, Oxleas decided that they needed to look at the iPECS-CM 10,000.

Ultimately, Oxleas decided that the optimal solutions was private cloud which gave them the right level for cost control, the right level for control over operation and high degree of resilience. So, they decided on a solution which the iPECS-CM 10,000 offered which allowed them to install duplicate systems at different parts of the state so effectively in conjunction with their telephony contractor they engineered a failover arrangement.

And giving the staff the true ability to hot desk not just within a building but also across the estate. They have chosen to deploy combination of LIP-9010 and LIP-9030 handsets across the organisation. Now they got a state of the art fixed-line telephony system. It's able to integrate it into the way they work introduced redundancy into the system to increase Oxleas's resilience and looking forward they have some major cost savings to deliver to the organisation.

Benefits

· Implement a high capacity IP PBX, iPECS-CM which can handle up to 10,000 users
· Installation of IT infrastructure using iPECS ES switches
· Dual CM systems to give geographical redundancy – providing a highly resilient solution
· Hot desking has revolutionised the day to day working of the Oxleas, with those travelling to different sites having access to their own user profile through any iPECS handset – improving efficiency and internal communications
· A game changer to Oxleas has been that staff can now set up their own telephone conferences with no effort, by dragging up to a hundred users internally or externally on landline or mobile into a conversation

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