

# Reliable and Resilient Communication with iPECS UCP and LIP-9000 Series

**iPECS**  
Your Communications Solution

 Over 70 Ext.

 Corporate

 iPECS UCP

**Shanks**  
Making more from waste

Shanks Group



## About the client

Shanks is a leading international waste-to-product business. With sites across Europe and Canada and Shanks Group are a world leader in waste management. Founded in 1880 and listed on the London Stock Exchange Shanks has continually sought to innovate and deliver outstanding customer focus and operational efficiency.

[www.shanksplc.com](http://www.shanksplc.com)

## Summary

Shanks have deployed iPECS solution throughout many of their sites. With over 3,000 people across the Shanks group across multiple countries and a diverse range of customers Shanks need a communications solution they can rely on.

Their latest site provided a wide range of challenges that iPECS solution were able to resolve. With large and complex industrial sites with heavy machinery, hazardous materials and strict health and safety standards the iPECS solution was tailored to the exact needs of the customer.

Shanks deployed an iPECS UCP platform with LIP-9000 series handsets across the site and a range of applications to support their team and also to provide the diagnostics and remote support required for such a large and complex site.

## Challenge

- Overcoming the environmental challenges of deploying communications tools into a complex industrial site
- Incoming call awareness over loud machinery
- Mobile extensions deployment throughout the site
- Restricting external call access
- Reliable and resilient communications across multiple sites
- Central control of the network to remotely run diagnostics and manage maintenance
- Shared system access with local council
- Cost effective deployment that meet Shanks strict quality and safety guidelines
- Support increased operational efficiency goals across the new site

## Products

### System

- iPECS UCP 600

### Terminal

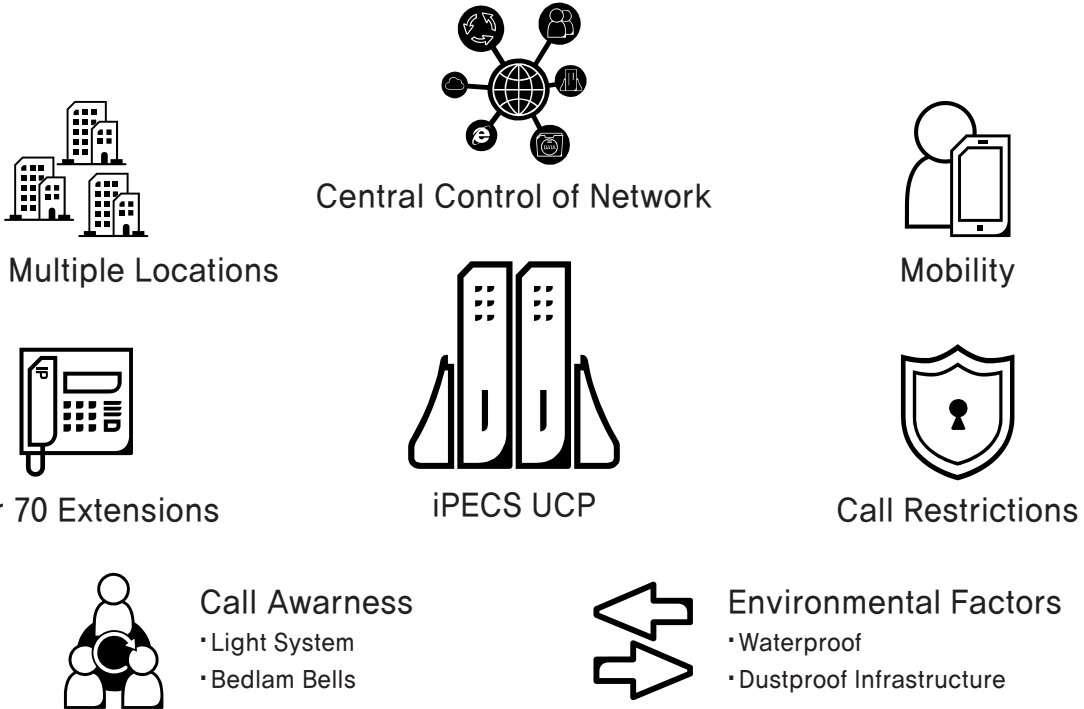
- iPECS LIP-9000 Series

### Deployment and Features

- Mobile Extension
- ISDN connectivity
- SIP connectivity and failover
- SLT modules
- Advanced call alerts
  - Flashing light alerts
  - Bedlam bells
- Multi-site communications
- Remote diagnostics and support



## Reliable and Resilient Communication Deployment



### Solution

An iPECS 600 was deployed to support the Shanks site and 70 employees who needed telephony access. Key elements of the solution for this site includes:

- Over 70 IP phone extensions
- Glass reinforced plastic casing so handsets are still fully functional in wet and dusty conditions
- Deployment of different modules across the network, for example SLTMs for bedlam bells
- Integrated light system to assist awareness of incoming calls
- Installation of an ISDN in different areas across the site
- Partitioned system access to enable sharing with the local council
- Full work station features applied such as phone extension linked to mobile devices
- With mobiles barred on site, workers are able to log into handsets anywhere across the site and access a personalised user experience
- Code required to make external calls

### Benefits

- Resilience and reliability ensuring Shanks can deliver against their service levels and contracts
- Latest communications tools and capabilities delivered to all workers across the site helping with employee engagement and supporting a safe and connected workspace
- Cost savings secured for Shanks and the local council through sharing common infrastructure and tools
- Increased customer satisfaction as key employees in the front line are accessible and available for specialist advice and support
- Increased operational efficiency as Shanks teams can collaborate and share best practice