

# Enhance productivity using video collaboration

**iPECS**  
Your Communications Solution



Under 100 Ext.



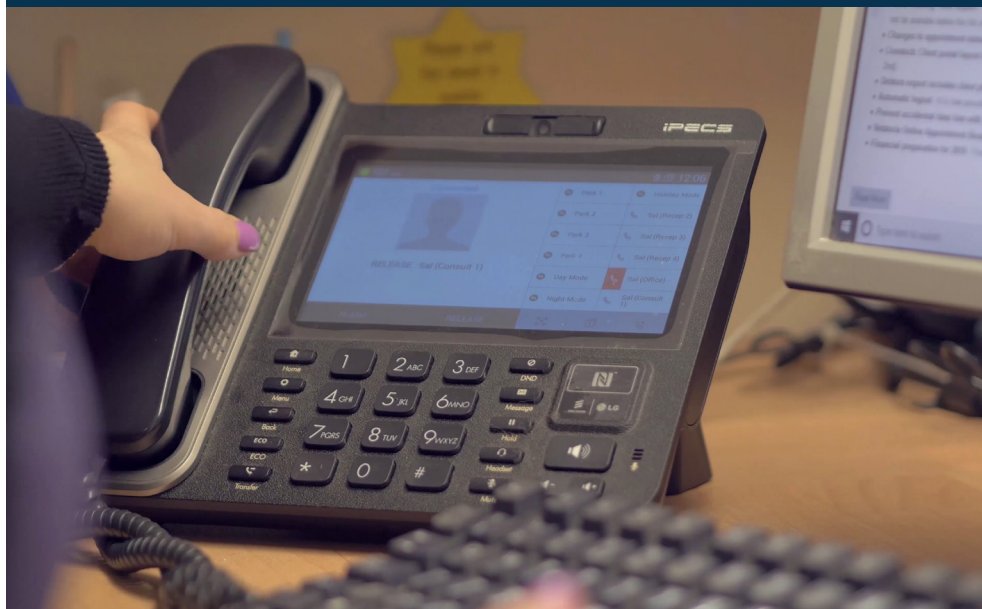
Corporate



iPECS UCP



Hampton Park Vets



## About the client

Hampton Park Vets are dedicated to providing the highest level of veterinary medicine along with a friendly and compassionate service. They have 3 sites in total and provide veterinary services in and around Salisbury. Hampton Park Vets pride themselves on providing great communication with their customers and team members.

<https://hamptonparkvets.co.uk/>

## Summary

With the previous distributed communications network, it was difficult for the customer to manage and maintain the systems. The vet needed to frequently communicate with other branches to run the corporate business and therefore a better communication's means was much needed. Video conferencing, IP telephony, and with the 3PP call recording application made the perfect solution for the customer. In addition, modernization project of communication systems has centralized its distributed architecture into a single point of an all pure IP operation and management with multi-media communication system.

## Challenge

- To easily distribute and transfer calls between branches in a multi-site environment
- To provide a system that included call recording for staff training and compliance
- Had different systems in each of the 3 branches, making it difficult and costly to maintain
- With multiple systems, it was difficult to scale the business for additional user extensions
- The handsets used by customer looked old-fashioned and were difficult to use

## Products

### Platform

- iPECS UCP

### Terminal

- LIP-9071
- LIP-9030

### Application

- 3PP call recording



## Centralization of multi-site communication system



### Solution

- iPECS UCP for pure IP centralized infrastructure
- LIP-9071 were deployed to enable video conferencing capability
- 3rd party recording application integrated into iPECS system

### Benefits

- Implementing a central iPECS phone system that services all three branches has meant that staff can stay in contact between practices with the press of a button. This has improved the efficiency of the business and reduced the cost of dialling between practices.
- The addition of having the ability to video call between practices has meant that Hampton Park Vets can now hold regular face-to-face meetings without having logistical issues. This has allowed the frequency of meetings to increase from monthly to weekly, significantly improving the communication and knowledge sharing.
- Introducing call recording into the business has improved staff training and allowed the practices to take consent of emergency veterinary procedures over the phone. This has meant that Hampton Park Vets can retain records of customer consent and easily locate the recordings if required.

“Implementing video calling has allowed us to significantly increase the frequency of our staff meetings. The call recording feature has allowed us to improve staff training and give our clients a better service over the phone.”

– Laura Percy, Practice Manager at Hampton Park Vets