

Scalable, cloud-based unified communications

iPECS
Your Communications Solution



Under 100 Ext.



Corporate



iPECS Cloud

MILLFIELD
THEATRE

Millfield Theatre



About the client

Millfield Arts Centre is a multi-site theatre and arts organization that is comprised of six venues across five different sites. It is owned and managed by the London Borough of Enfield council.

They pride themselves on providing the best in cultural and arts entertainment and education alongside excellent customer service.

www.millfieldtheatre.co.uk

Summary

The Millfield Arts Centre is an organization that is ever-expanding, therefore they required a communications system that could easily scale with them. With their old phone system, they found that adding new sites was complicated and expensive, so they have been upgraded to the iPECS Cloud. Now they can quickly add new sites as long as there is an active broadband line available. They have also benefited from integrating call reporting and analytics software to report on call-flows, number of calls and when lines are busy. This has allowed the customer to reduce the number of missed calls and increase business.

Challenge

- Easily and cost-effectively add new sites to the phone system
- Manage call handling, call flow, and handsets internally
- Ensure reliability with a disaster recovery solution in place
- Previously had technical issues with older technology
- Reduce the volume of missed calls

Products

Platform

- iPECS Cloud

Terminal

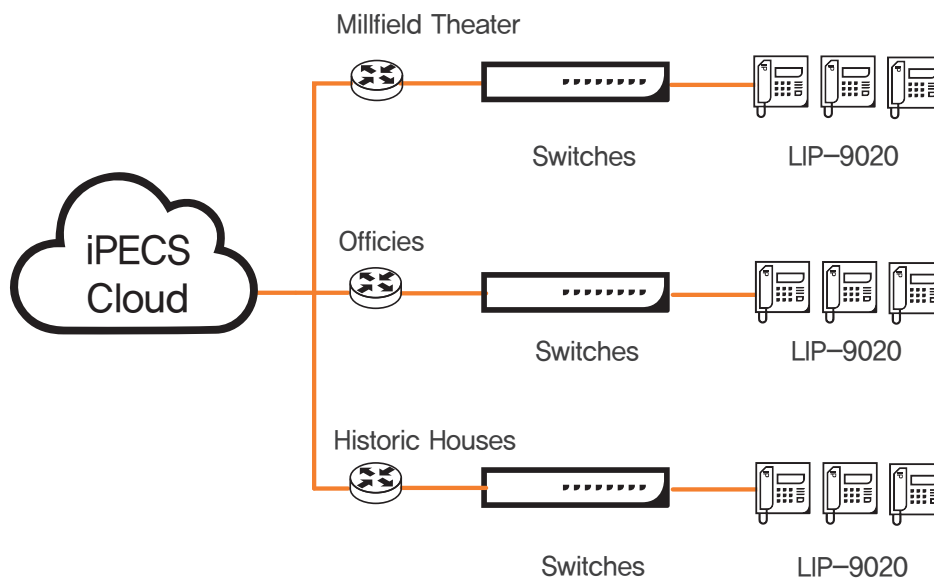
- LIP-9020

Features

- Auto-attendant
- Voice to e-mail
- Queuing
- Call reporting
- Call transfer



Flexible and scalable communications system



Solution

- iPECS Cloud enables the customer to enjoy flexible scalability when in need of site expansion
- LIP-9020 handsets provide future proof pure IP communications that can integrate value adding applications
- Multi-site deployment was made possible at the same time giving centralized operation and management

Benefits

- The iPECS Cloud has allowed the customer to save on call costs and overhead. They no longer have to pay for local, national or mobile calls within the UK. As the system is cloud-based they no longer have to maintain expensive equipment on-premise which reduces overhead.
- With a cloud-based phone system it is easy to add new sites to the existing system. All that is required in the new site is an active broadband line. The customer has plans to expand, therefore a scalable communications system was one of the main requirements.
- iPECS Cloud has the ability to integrate with a variety of applications to enhance your communications. The customer has integrated call reporting and analytics application to help them to keep track of their busy periods and reduce the volume of missed calls. They are now able to produce automated reports on call flows, number of calls and when lines are busy meaning they can allocate team members to busy periods and improve customer experience.