iPECS
Your Communications Solution

iPECS is an Ericsson-LG Brand

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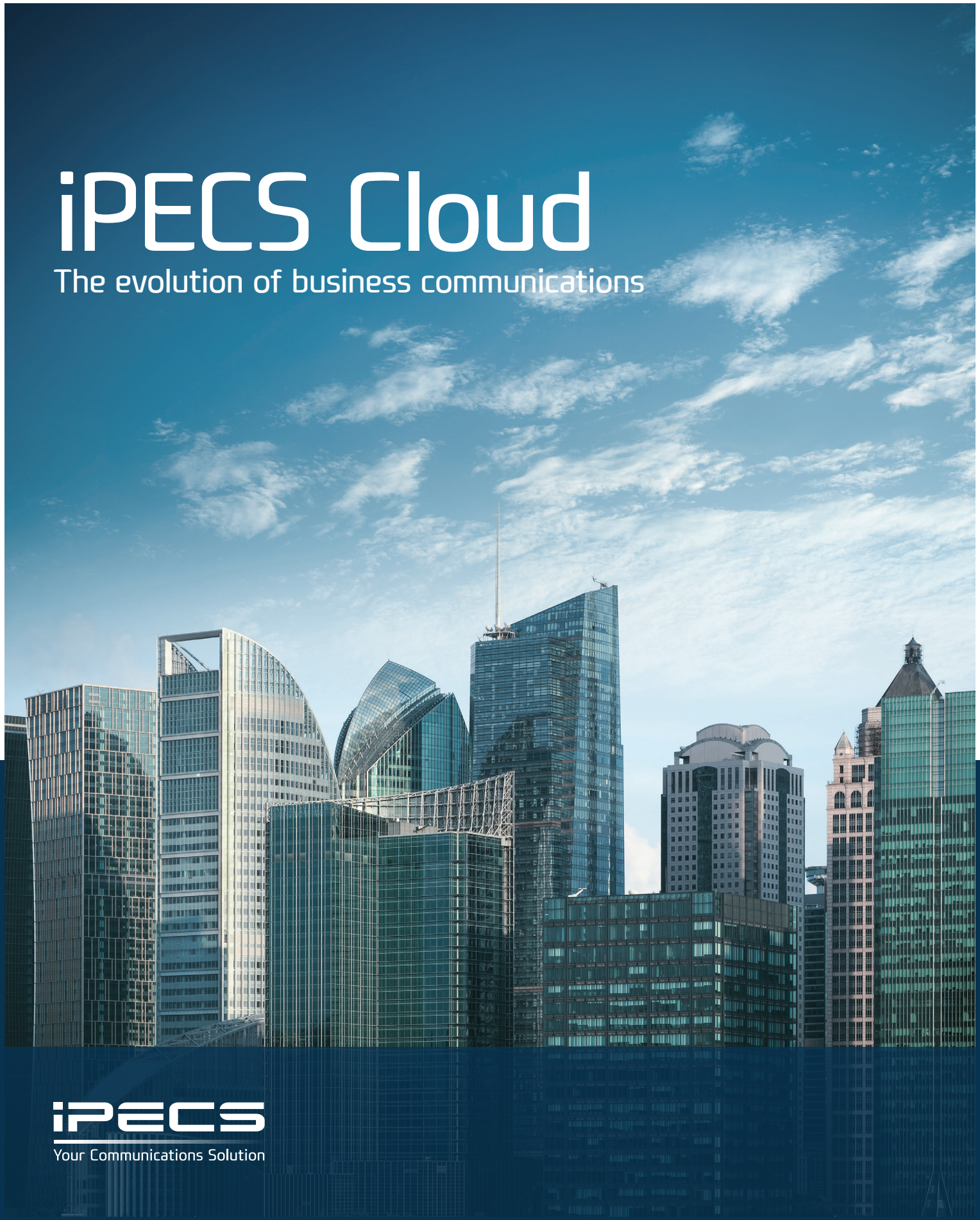
iPECS Cloud

The evolution of business communications



iPECS
Your Communications Solution

iPECS

Embrace the future of business communication

iPECS Cloud a Best-In-Class UCaaS solution accommodated for the cloud environment. iPECS Cloud provides agility, flexibility and simplicity on top of Ericsson-LG Enterprise' proven technology of leading business communications. Whatever your business size, future-proof your systems with our scalable cloud solution that allow your team to work from anywhere.

| iPECS Cloud at a Glance |

Maximum 300K ports and 100K multi-tenents supported

Easy operation and maintenance through multi-tier management tool

Geographical redundancy, Local survivability

Powerful telephony features

VMWare and KVM supported

Auto-provision and resource management

Billing gateway for 3rd party billing service integration

UC solution, Audio conference bridge, WebFAX

Auto attendant, Voice mail, Call recording

Auto call barring service

Omni channel contact center solution (iPECS CCC)

iPECS Cloud Benefits

Save costs without compromise

iPECS Cloud will set you free from complexity and concerns over your resource utilization for business communications. No more outdated hardware to maintain or replace. Just a no-fuss cloud communication system that stays up-to-date. As your business grows, you can easily expand the capacity and features, and applications of your communication solution optimized and customized for your business needs. Letting your communication be simple and future proof, you can focus on your core business with your money and time saved.

Flexible deployment scenario

Businesses have different communication environment and needs. iPECS Cloud can be deployed in various environments as all public, private or hybrid cloud. Deploy the best fit for your network transformation. Whether you're moving to cut costs or boost performance, migrating to a new cloud means taking advantage of enhanced speed, reliability, and security. If you plan to expand, iPECS Cloud will expand with you. Enjoy one-size-fit-all scalability from a solution that benefits businesses of all sizes.

Work together anywhere

iPECS offers a proven business communication portfolio including IP PBX, UC application, Voice, Video and management tools. Now even on Cloud, you can enjoy full range of telephony features such as Hot Desk, Mobile Extension, Group Queuing, Multi-shared numbering etc., just as on premise. With collaboration applications such as 'iPECS UCE', all-in-one UC solution, you can easily collaborate among colleagues in rea-time with multi devices and conduct FHD video conference for presentations and file sharing. Empower your team with cloud collaboration tools that make working together easy.

Improve your customer experience

You may have experienced missing an important business call while you're out of office. Having continuity in your business communication is very important for your customer satisfaction. Through iPECS Cloud Contact Center (iPECS CCC), you can easily see improved customer services that will guarantee customer satisfaction by turning on all channels of customer supports. It connects offices and individuals seamlessly to support ubiquitous omnichannel communication and bring customers closer.

Powerful Management Tool

iPECS Cloud incorporates a multi-layered management tool for reducing time and operation expenses. The management GUI which is web based is easy and intuitive management tool for all resources. The Back-end portal is for iPECS Cloud business partners for configuring and ordering of all services, with the billing gateway management by business partners. For the customer IT manager and end-user the front-end portal is used for all layers management. Get your team trained quickly, thanks to our easy-to-learn, intuitive interface that looks and acts the same on any device.

Self-manage and configure your devices

With today's complex enterprise business solutions and with limited IT resources, it may be difficult to manage all end users' change request. IT managers can divide the editing access by features and assign to the appropriate end users for a more flexible and customizable business environment. The end users can also manage their own configuration through the web browser wherever they are, boosting productivity of both your IT staff and the end user.

Telephony Essentials

- Hunt/Pickup/Paging Group
- Voice Mail
- Multi/One/Share Number
- Mobile Extension
- Hot Desk
- Remote Office

Security

- IPKTS Protocol
- Extension/Media/Trunk SBC
- Redundancy and Geo-Redundancy
- Data Encryption
- Strong Authentication
- Call Fraud Protection

Business Application

- Contact Center
- ACD Report
- Auto Attendant
- Call Recording
- Web FAX
- Audio Conference Bridge
- Web Conference
- Analytics

Cloud Professional Services

Ericsson-LG Enterprise's 'Cloud Professional Services' can help you get the most out of your iPECS Cloud Solution investment from initial platform design and installation to comprehensive support.

Professional services from dedicated team

iPECS Cloud Professional Services provides flexibility in how support resources are allocated. A dedicated (rather than designated) team of Ericsson-LG Enterprise support engineers who provide incident management and problem resolution support either remotely or onsite.

Bring your platform online faster, with fewer headache

Through 'Cloud Professional services' you can access to newly released software immediately. With this access, you can easily obtain new and improved functionalities to accelerate the efficiency of your business communications.

Reduce capital and recovery time for incidents

Customers can get rapid provisioning and emergency recovery services through a dedicated cloud professional team. It enables customers to respond faster to various incident situations and enables to use their IT resources efficiently.

Enable staff to focus on your core business

Ericsson-LG Enterprise delivers best in breed 'cloud professional service' so that you can keep up with the rapidly changing business environment. All you have to do is focus on your core competencies while keeping minimum level of IT resource.

| Key services offering |

One stop professional service for iPECS Cloud

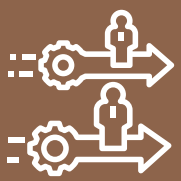
Platform consulting

Design & Installation

Upgrade & Modify

On-demand training

Regular technical training



IR Support

Platform version upgrade

Emergency recovery support

iPECS

Terminals

IP phone

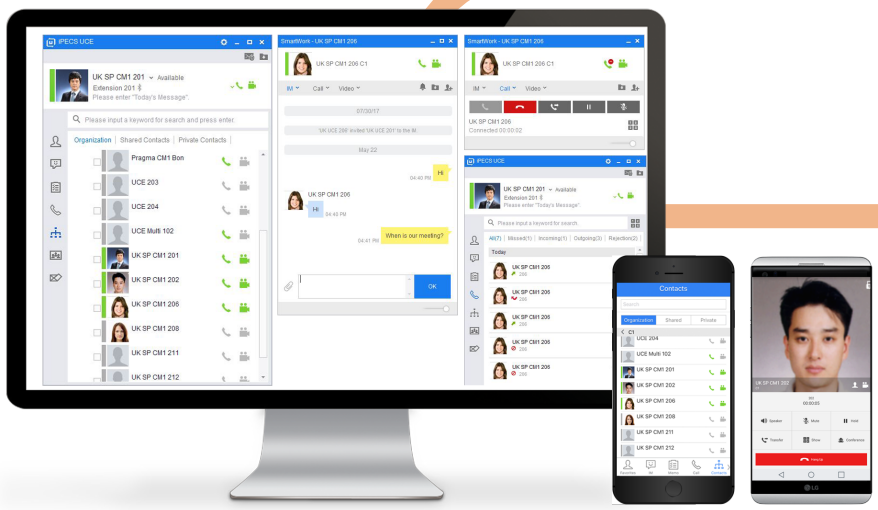
Enjoy the wide selection of system IP phones from entry level to professional business phones. 1000i series and LIP-9000 series designed sleek to best fit the users' business needs.

Applications

iPECS Cloud Collaboration

iPECS UCE

A powerful multimedia collaboration application to enhance productivity by unifying presence, instant messaging, voice, video and conference features. iPECS UCE builds ubiquitous working environment on your business making use of a variety of devices including desktop, tablet and smart phone.

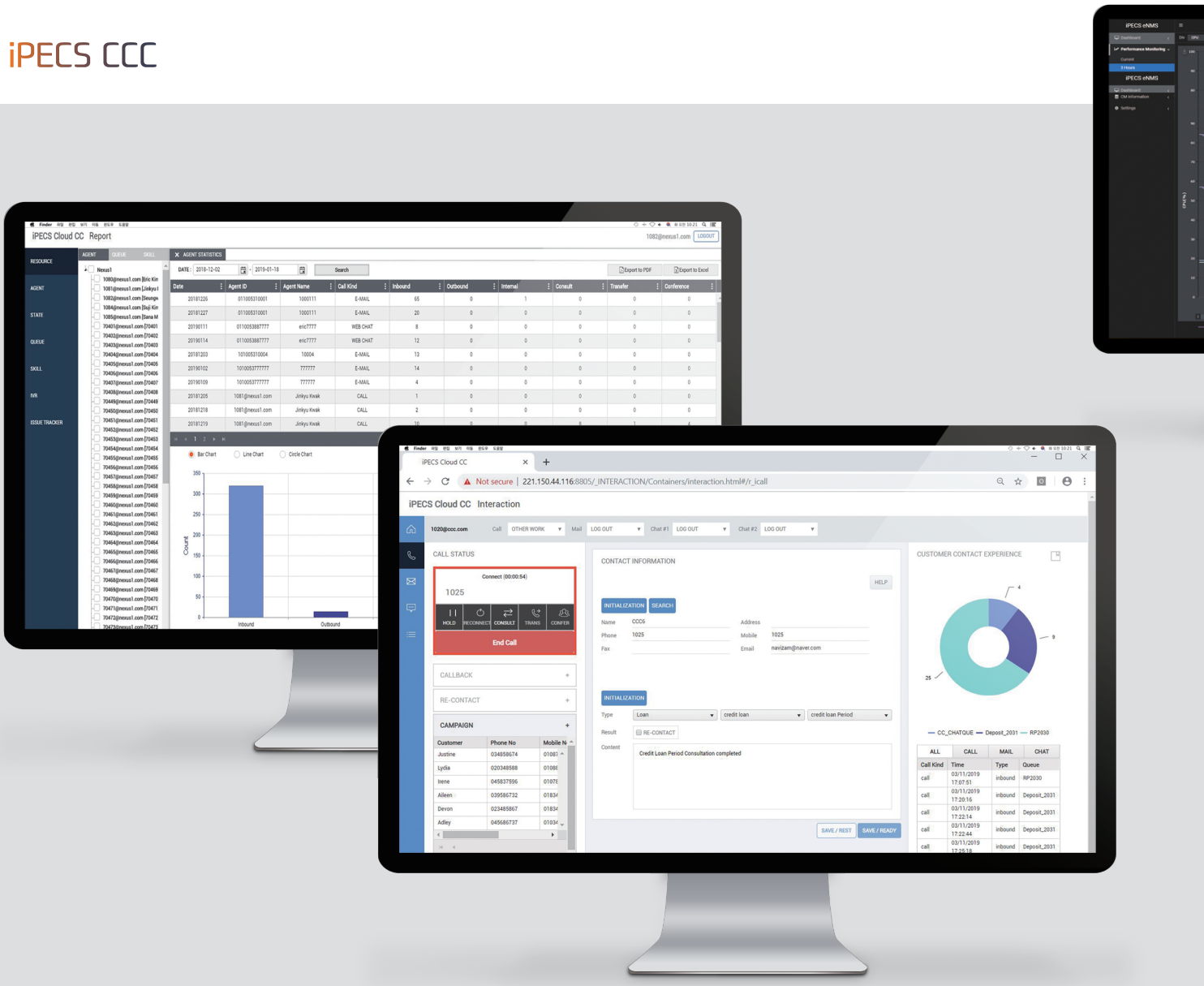


Key features

One number for multi devices	1:1. 1:N chat	Chat move	Mobile call-through
Desktop phone control	Group chat	Mobile handover	Multi tenant support
Presence	File transfer during chatting	Network handover	
Voice call	Call move	Mobile call-back	

iPECS Cloud Contact Center and iPECS management tools

iPECS CCC



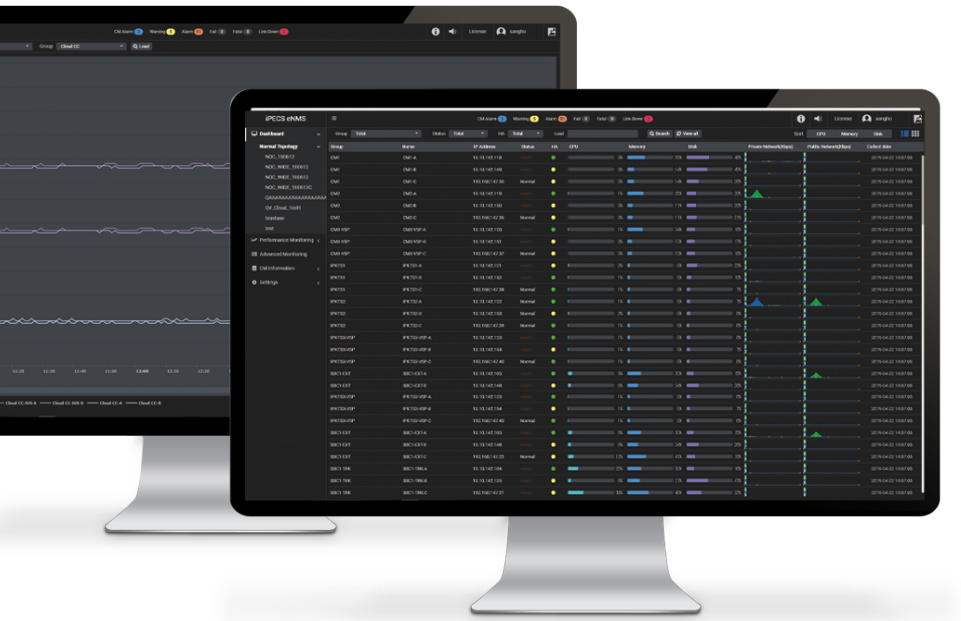
Cloud and web-based customer experience technology, iPECS Cloud Contact Center is the omni-channel contact center solution.
Your customers want you to respond immediately, accurately, in the manner they choose and they expect you to have their details already on hand.

Key features

Omini channel contact center	Consult – hold for another call	Statistics – agent state, queue, skill
Operation in one screen	Conference	Report wallboard
Agent Performance monitoring	Email integration	Knowledge management system
CRM integration	Chat integration	Agent Script
Call control	History log – customer info management	

iPECS eNMS

Advanced operation management tool to maximize network efficiency for all critical network operators

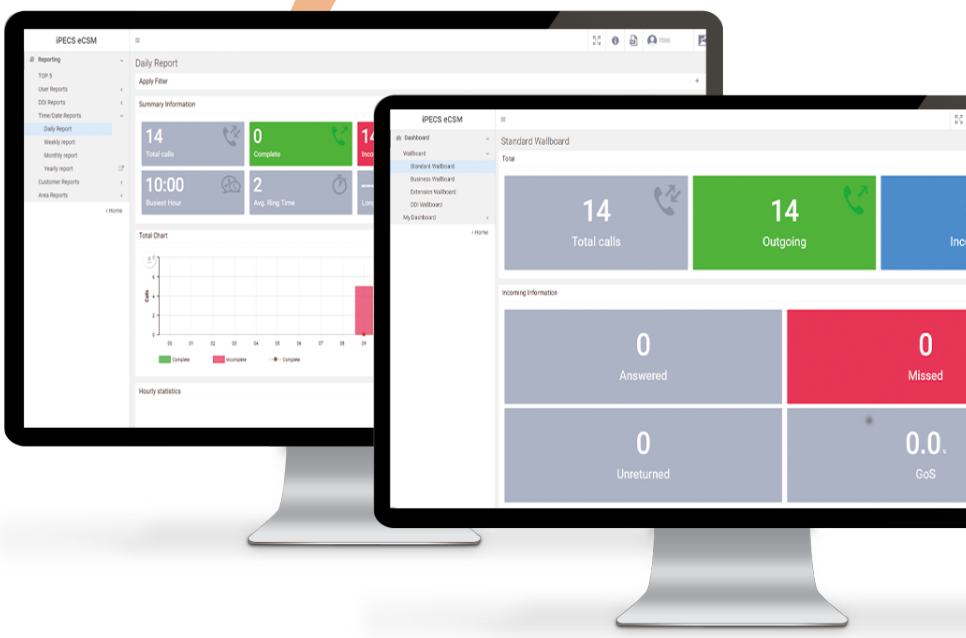


Key features

- Centralized architecture – server grouping
- Network diagram display and configuration
- System performance monitoring – CPU, Memory, Disk etc.
- System configuration – LCM, TDM, G/W status
- Statistics reporting dashboard
- E-mail notification – Alarm, Failure
- Terminal and subscriber monitoring

iPECS eCSM

Derive insights from total calls in and out and missed,
Get call durations to optimize extension utilization



Key features

- Extension (terminal), trunk status display
- eCSM server resources and performance stats
- Call response analysis – Grade of Service
- Summary report – 5 min/hour/day/week/month stats
- Grouping for easy management
- Instant notification – missed call threshold settings
- Customizable dashboard