



# Tea manufacturer deploys iPECS UCM on private cloud

## About the client

Originally founded in Russia in 1849 they are the leading tea manufacturer and exporter in Israel and have continued the tradition of tea production in Israel since their first Israel plant established in 1935. The investment was focused on the site in Israel and entirely on tea production, which came to yield no.1 market position in the country, with hundreds of tea and infusion types teas exported all over the global market.

<https://www.wtea.com/>

## Challenge

Wissotzky Group, had several different PBX systems installed in multiple sites that made management and maintenance for the IT staff difficult and costly. Taking full advantage of this modernization project, the client required a private cloud system that could integrate the multiple sites into one, with contact center features, call recording and reporting and provide integration to their existing CRM.

## Product

- |  |  |
|--|--|
| Platform   | Terminal   |
| <ul style="list-style-type: none"> <li>■ iPECS UCM</li> </ul>  | <ul style="list-style-type: none"> <li>■ LIP-9040C</li> <li>■ LIP-9008G</li> </ul> |
| Application  |  |
| <ul style="list-style-type: none"> <li>■ 3PP CRM integration</li> <li>■ 3PP Contact Center solution</li> </ul> |  |



## Benefits

- Easy deployment of the iPECS Cloud using as private cloud
- Multi-site and multi PBX system replaced by one solution
- Central operation and management
- 3PP Contact Center integration
- iPECS LIP-9040C and LIP-9008G for office communications
- 3PP CRM integration

The client now benefits with one communications solution for their multi-site offices with iPECS and its ability of central management including the Contact Center solution to enhance their better customer service.

Virtualization of the iPECS UCM as a private cloud solution was a great choice for them, providing them with a strong TCO through less maintenance costs and elevating their productivity utilizing the seamless integration of the iPECS and the 3PP applications.

iPECS introduced the power of seamless communication and the value it brings. Since the client is now experiencing savings from the iPECS communications solution, they have reported future investments on their iPECS communications solution will be for the for contact center, which will also be integrated through the iPECS.

The iPECS UCM had been virtualized and successfully installed on the Microsoft VM environment using two different physical servers for private cloud solution. This allows four sites to be connected and be available seamlessly.