

# iPECS technology unifying the tower service for its optimal quality

## About the client

Eminent is a high-end residence in the city, units in the two towers have an exclusive design and premium quality on the Boulevard of Santa Teresa Avenue in Paraguay. The towers are 30 and 20 floors high all units have air conditioning and electric floor heating installed. The tower provides outdoor landscaped areas with a sumptuous pool, deck and solarium. With 24 hours security and a full functioning front desk, the service also including kids club and babysitting service. Upon request additional services are provided such as Car wash, laundry services, pet room service, and there is an available drivers' room.

<http://www.eminent.com.py>

## Summary

The iPECS eMG800 was proposed to the client for its hybrid capability which enables analogue, digital and IP technologies to be utilized on the same platform. The solution provides 8 digit caller ID management and supports enterprise grade capacity that surpasses the client's expectation. The flexibility and openness of the platform made for easy integration to the client's existing software solutions making it a comfortable business process embedded into the communications solution.

## Challenge

The business model requirement for a communication solution had to meet the ability to support high capacity and to neatly organize the complex phone IDs in an easy reachable way. Both towers needed to be centrally managed and connected seamlessly.

One challenge is to have 8 digit caller ID numbering for all tenants and sorted so that it will neatly organize the 8 digit caller ID ID management.

## Product

### Platform

- iPECS eMG800

### Application

- 3PP PMS Hotel solution
- 3PP SMDR

### Terminal

- LDP-9200 series
- LKA-200 series





Eminent  
tower

## Solution

- iPECS eMG800 to provide analogue and digital hybrid communication technology.
- 8 digit caller ID management organized with iPECS solution.
- LDP-9200 series and LKA-200 series deployed as the multi-site towers' terminal.
- 3PP hotel management solution integration.
- 3PP SMDR solution integration.

## Benefits

Through a smooth integration of the client's existing software solution to the iPECS communication solution, providing a great benefit of cost reduction and productivity. In addition, the reorganization of the room contact points for the caller ID management neatly cleared the service structure to indefinitely improve the tenants service quality.

- iPECS eMG800's 8 digit caller ID organizing numbering system simplified the complex rooms for better service quality.
- The client's proprietary hotel management solution had been reused, integrated to the brand new iPECS solution.
- Existing local SMDR had been integrated to the new solution for customer's convenience.
- The two tower facilities are now centrally managed and operated reducing the maintenance cost.