

Communication platform for fast growing company

About the client

Officeline was founded in 1997 in Greece, and has been an early innovator in the IT integration and services provision sector. It is one of the fastest developing IT firms in Cloud computing. It provides comprehensive business solutions targeting a wealth of features that enable enterprises to respond to today's challenges. It is based in Ag.Dimitrio's Greece and employs over thirty professionals with expertise and experience in Microsoft's cloud solutions.

Summary

Until recently Officeline's telecommunications was based on an obsolete digital PBX with low cost terminals with limited features. Due to that fact, efficiency and effectiveness as well as the quality of telecommunications were poor and unable to support the company in its thriving development.

In facing the challenge, Officeline decided to invest in the iPECS UCP with it's innovative IP communication platform. Moreover, the company decided to incorporate Microsoft's Skype for Business into the iPECS system providing it's employees full application compatibility and support. Using the iPECS Report Plus Officeline can produce reports and statistics that are valuable to its business of IT support and customer service.

Challenge

The company's legacy telecommunications infrastructure put a burden their fast growth and development. Over the past two years, Officeline's workforce has more than doubled and that was a challenge the old system was not able to address. Moreover, the fact that Officeline is one of Microsoft's most valued partners globally the company needed to be able to converge Microsoft technologies with its new telecommunication system. Finally, the company needed a tool to collect data about the employee's customer support in regards to the customer's communication and satisfaction.

- Flexibility and Versatility
- Long-term value added proposition and investment protection
- Skype for Business connectivity
- Reporting and Call Statistics

Product

Platform

- iPECS UCP100

Terminal

- LIP-9000 Series

Application

- iPECS RCCV
- iPECS Report plus



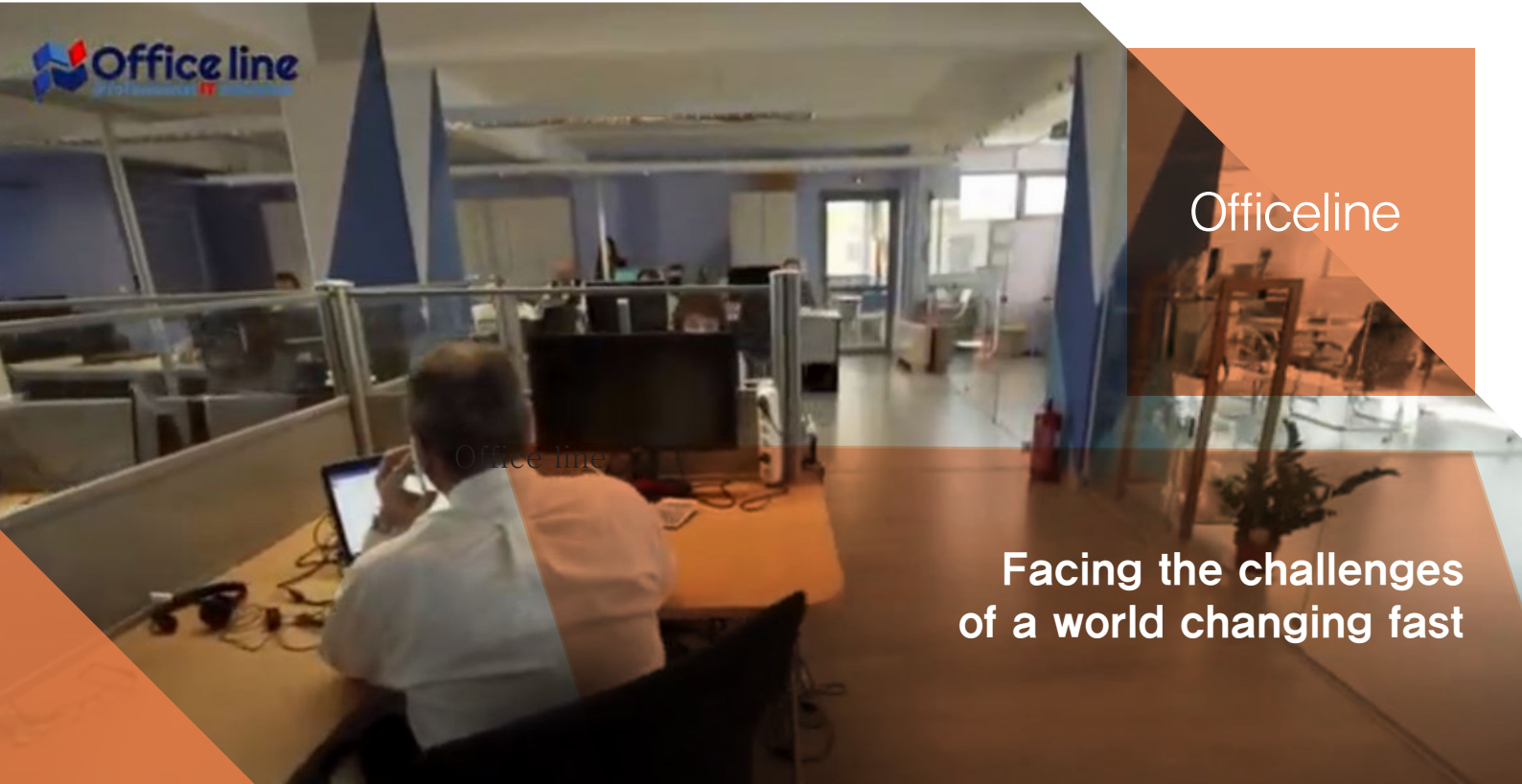
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Corporate



iPECS UCP



Officeline

Facing the challenges
of a world changing fast

Solution

- iPECS UCP100 with its flexible structure and rich communications features was deployed for Officeline's fast growing organization.
- LIP-9000 series desktop phones were installed for employees.
- iPECS RCCV for tight integration with Microsoft Skype for Business and with LIP-9000 terminals.
- iPECS Report Plus for reporting and call statistic.

Benefits

- Ericsson-LG Enterprise's iPECS UCP can support the company's fast growth smoothly.
- Increased productivity, reliability and versatility with LIP-9000 series terminals.
- Customer support department and Sales Department all incorporate Skype for Business RCC gateway thus proving the seamless integration of Microsoft's technologies with iPECS platform.
- Statistics and reports that provide valuable information about customer service and increase employee productivity.