

Maximizing efficiency and cost saving by deploying iPECS communications solution

About the client

Hozelock is a global garden equipment manufacturer with its head office located in Birmingham (UK). Over 75% of products are made in Britain. With the remaining 25% built in overseas factories in France, Malaysia, Taiwan, and China. Hozelock is sold in Europe, Australia and New Zealand, where it is achieving rapid growth. With 250 permanent staff and more seasonal employees during busy periods, Hozelock needed a phone system to facilitate seamless communications and collaboration between their staff.

www.hozelock.com

Summary

With an iPECS solutions in place, all 250 permanent employees can now seamlessly communicate, with the "hot desk" feature available for the seasonal employees. Utilizing the advanced iPECS business DECT, factory workers are now available for communication anywhere within the site, and iPECS UCS has helped streamline administrative tasks with its drag and drop call transfers.

Challenge

The customer required a communications solution that could deliver a stable connection in a large site using the old existing cabling. The budget for the complete system was limited so the suggestion had to be price competitive but also had to come with a simple and easy to maintain system. The Receptionists and office staff surely were in need of a better solution for their daily call handling. Mobility features were also needed for the factory workers. Lastly the solution's operation needed to provide advanced reporting and analytics.

Product

Platform

- iPECS UCP

Application

- iPECS UCS

Terminal

- iPECS IP Handsets
- Business DECT



100 - 300 Ext.



Corporate



iPECS UCP

HOZELOCK

Hozelock



Hozelock

"The new system has allowed us to provide management with figures to deal with the pattern analysis of incoming calls."

- Manager at Hozelock

Solution

- iPECS UCP system for price competitiveness as well as to provide diverse UC features.
- iPECS IP headsets to reduce cabling and installation and maintenance costs.
- iPECS Business DECT for factory worker's mobility.
- iPECS UCS for reception staff to better handle incoming calls.

Benefits

The iPECS solution saves the business several thousand pounds a month over their old phone system. The iPECS UCP has also been able to make use of the existing network cabling, making installation painless and much cheaper than competing systems. In addition to the cost effectiveness, a unified communications solution, mobility features, PC drag and drop call handling, reporting and analytics are all provided in the solution for greater value.

- iPECS UCP enabled communication at the center of the customer's daily business operation with greater efficiency.
- The communication system, iPECS UCP is flexible in expanding its capacity or adopting latest new UC features.
- iPECS UCS enables receptionists simply transfer incoming calls, saving huge amount of time.
- iPECS Business DECT for large factory workers guarantees seamless connection wherever they are on site.