Seamless integration between the customers existing communications and iPECS UCM

About the client

Chongqing BOE Display Technology Co., Ltd. is a subsidiary of BOE Technology Group in the southwest of China. It is a sixth-generation flexible display(AMOLED) production line facility. Chongqing BOE Display Technology Co., Ltd. factory construction project is a Chongqing municipal key project that is included in the mayor's key project for management and control, to create a complete flexible display industry chain, highlight the leading effect of leading enterprises, and attract more than 30 well-known companies.

Summary

BOE Technology Group has many existing branch offices in different cities of China, Chongqing BOE Display Technology is a newly built facility. One of the key requirements from the customer is integration with customer's existing voice network infrastructures. The iPECS UCM was selected by the customer to integrate with their existing 3rd party UC platform in Beijing Headquarter via standardized SIP trunks. The customer also needed to be able to use more than 2,000 3rd party SIP phone terminals in their office, which are fully compatible with iPECS UCM and with special functions like Call Recording for the fire control room and security guard room being mandatory, the iPECS IPCR was adopted to fulfill this requirement.

Challenge

The customer required that the new communication system must be able to integrate with their existing voice network and infrastructures seamlessly. This means the newly installed system must be compatible and have interoperability to the existing systems by adopting industry open standards.Another difficulty to overcome was the customer's numbering plan has duplicated digits: meaning the outgoing trunk call access code 9 and 9xxx extension numbers. Thus, the newly installed system needed to support duplicated numbering plan digits in order to analyze the dialed digits and route the call to the destination correctly. The customer also has special call scenarios for special functions like fire and security guard rooms.

Product

Platform
• iPECS UCM

Terminal
• SIP Terminals

Application
• iPECS IPCR
• Integration with 3rd party SMDR software

Over 1K Ext. | Corporate | iPECS UCM | BOE Chongging BOE Display Technology

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"iPECS UCM interworked with existing communication infrastructure perfectly. It allows us to enhance employee productivity while saving lots of extra costs."

Solution

- iPECS UCM seamlessly integrated with customer existing voice network infrastructures via standardized SIP trunk
- High Availability system with Active-Standby redundancy call servers and redundant ethernet links
- iPECS IPCR provides continuous automatic call recording for special functions extensions
- Built in Audio Conference Bridge with 3 different ways (Dial in conference room, Command Group Call, Add on conference) to join conference
- Built in voicemail for executive users, Built in Blacklist to block spam calls
- Working on the move with Mobile Extensions for a few special users
- Authorization code for users in the factory area to dial outgoing PSTN calls

Benefits

- iPECS UCM provides the customer the cutting-edge communication platform with high availability and stability.
- Seamlessly integrate with customer existing voice network infrastructures through open standard SIP trunks.
- Users in the new site can communicate freely with users in the headquarter and other branch offices. Important calls on specified extensions can be automatically recorded and reviewed by the employees with certain privilege remotely at any time.
- Built-in conference bridge saved cost for deploying dedicated 3rd party conference bridge system.
- Built-in voicemail / blacklist / IVR / Mobile Extension functionalities improved user working efficiency and productivity while saving lots of extra costs.