iPECS Cloud

The evolution of business communications

Embrace the future of business communication

iPECS Cloud is the best-in-class UCaaS solution for the cloud environment. iPECS Cloud provides agility, flexibility and simplicity on top of essential features for business communications. Whatever your business size, future-proof your systems with scalable cloud solution that allow your team to work from anywhere.

| iPECS Cloud at a Glance |

Unified communications and Collaboration

Maximum 300K ports and 100K multi-tenants

Auto attendant,
Voice mail,
Call recording

Powerful telephony features

Audio conference bridge, WebFAX

Intelligent call analytics and reporting

Rest APIs for interworking with 3rd party applications

Easy operation and maintenance through multi-tier management tool

Auto provision and resource management

VMware and OpenStack supported

Geographical redundancy, Local survivability

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iPECS Cloud Benefits

Save costs without compromise

iPECS Cloud will set you free from complexity and concerns over your resource utilization for business communications. No more outdated hardware to maintain or replace. Just a no-fuss cloud communication system that stays up-to-date. As your business grows, you can easily expand the capacity and features, and applications of your communication solution optimized and customized for your business needs. Letting your communication be simple and future proof, you can focus on your core business with your money and time saved.

Flexible deployment scenario

Businesses have different communication environment and needs. iPECS Cloud can be deployed in various environments as all public, private or hybrid cloud. Deploy the best fit for your network transformation. Whether you're moving to cut costs or boost performance, migrating to a new cloud means taking advantage of enhanced speed, reliability, and security. If you plan to expand, iPECS Cloud will expand with you. Enjoy one-size-fit-all scalability from a solution that benefits businesses of all sizes.

Work together anywhere

The most productive teams cite being able to work with versatility as the key to their success. The iPECS Cloud suite of features offers unparalleled versatility. iPECS Cloud allows users to enjoy robust call features such as call transfer, hot desk, mobile extension etc. With collaboration applications such as 'iPECS ONE', all-in-one UC & Collaboration solution, you can easily collaborate among colleagues in rea-time with multi devices and conduct video conference for presentations and file sharing. Empower your team with cloud collaboration tools that make working together easy.

Improve your customer experience

You may have experienced missing an important business call while you're out of office. Having continuity in your business communication is very important for your customer satisfaction. iPECS ONE enables users, regardless of location, to access iPECS Cloud from a browser or smartphone app delivering all of the features needed to communicate via voice, video or chat. Collaboration over video with colleagues or customers becomes just another button click on a browser or smartphone app. Deliver better customer service with iPECS Cloud.

Powerful Management Tool

iPECS Cloud incorporates a multi-layered management tool for reducing time and operation expenses. The management GUI which is web based is easy and intuitive management tool for all resources. The Back-end portal is for iPECS Cloud business partners for configuring and ordering of all services, with the billing gateway management by business partners. For the customer IT manager and end-user the front-end portal is used for all layers management. Get your team trained quickly, thanks to our easy-to-learn, intuitive interface that looks and acts the same on any device.

Self-manage and configure your devices

With today's complex enterprise business solutions and with limited IT resources, it may be difficult to manage all end users' change request. IT managers can divide the editing access by features and assign to the appropriate end users for a more flexible and customizable business environment. The end users can also manage their own configuration through the web browser wherever they are, boosting productivity of both your IT staff and the end user.

Telephony Essentials

• Hunt/Pickup/Paging Group
• Multi/One/Share Number
• Mobile Extension
• Hot Desk
• Remote Office
• Dial by name
• Custom Ringback Tone

Security

• Extension/Media/Trunk SBC
• Redundancy and
   Geo-Redundancy
• Data Encryption
• Call Fraud Protection
• PCI-DSS Support
• TOTP based 2FA

Business Application

• UC & Collaboration
• Voice Mail
• Auto Attendant
• Call Recording
• Web FAX
• Audio Conference Bridge
• Analytics

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Phones

iPECS IP phones and IP DECT phones support a comprehensive suite of telephony features and applications with solutions designed to meet varying communications needs from small to large environments.

Intuitive user interface, superior HD voice, comprehensive range of terminals meet the needs of your entire organization for today and future. Enjoy the wide selection of iPECS 1000i IP phones from entry level to professional business phones.

1080i `Premium`

Premium Gigabit video IP Phone
- 7" (1024 x 600) touch & color display
- Up to 48 programmable keys with 12 self-label keys
- HD video with high resolution (HD720p) and 8M pixel camera
- HD audio for handset and speaker with wide band codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports
- 2 USB ports for charging and USB accessories
- Built-in Wi-Fi, Built-in Bluetooth and HDMI port
- OS version: Android 10

1050i `Advanced`

Advanced Gigabit color IP Phone
- 8 line 4.3" (480 x 272) color display
- Up to 36 programmable keys with 12 self-label keys
- HD audio for handset and speaker with wide band codec (G.722, Opus)
- Full duplex speakerphone with wide band voice
- Dual Gigabit Ethernet ports
- 1 USB port for charging mobile devices and USB accessories

1040i `Professional`

Professional Gigabit color IP Phone
- 6 line 3.5" (480 x 320) color display
- Up to 24 programmable keys with 8 self-label keys
- HD audio for handset and speaker with wide band codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports
- 1 USB port for charging mobile devices and USB accessories

1030i `Essential`

Essential Gigabit color IP Phone
- 6 line 2.8" (320 x 240) color display
- Up to 18 programmable keys with 6 self-label keys
- HD audio for handset and speaker with wide band codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports

1020i `Basic`

Basic Gigabit IP Phone
- 4 line 2.8" (132 x 64) gray scale display
- Up to 16 programmable keys with 4 self-label and 4 paper-label keys
- HD audio for handset and speaker with wide band codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports

1010i `Entry`

Cost effective entry IP Phone
- 4 line 2.4" (132 x 64) BW display
- 4 self-label programmable keys
- HD audio for handset and speaker with wide band codec (G.722, Opus)
- Full duplex speakerphone with wideband voice

1048ilss   1024idss   1048idss

Expanding the scalability and responsiveness
- 1048ilss: 48 buttons DSS (LCD type underlay)
- 1024idss: 24 buttons DSS (Paper type underlay)
- 1048idss: 48 buttons DSS (Paper type underlay)
- Compatible with 1020i, 1030i, 1040i, 1050i, 1080i

IP DECT

**Empower mobility with durable, IP DECT solutions**
- Phones: 150dh, GDC-800H, 120dh
- Base stations: 130db, 110db
- Repeater: 100dr

Applications

iPECS ONE

iPECS ONE is a web based unified communications & team collaboration solution that allows you to connect with your team and customers anywhere, anytime. iPECS ONE provides digital workspace to boost productivity and improve customer experience by unifying voice, messaging, conferencing and sharing. Get work done more efficiently in iPECS ONE.
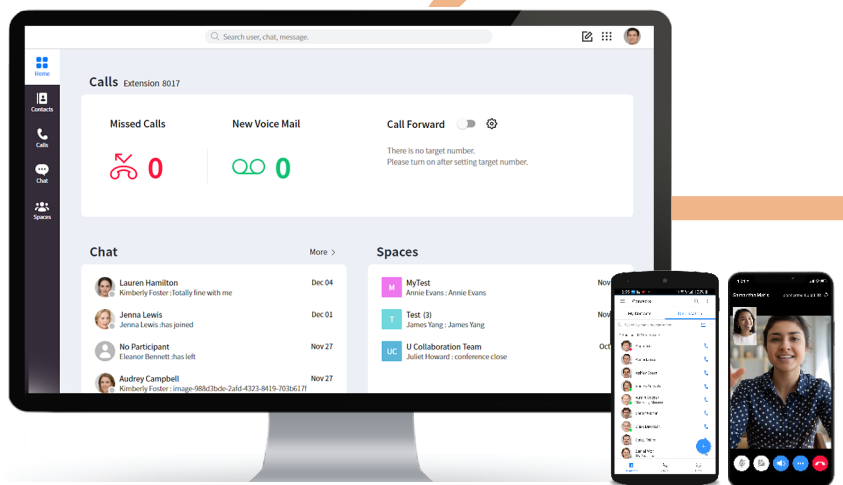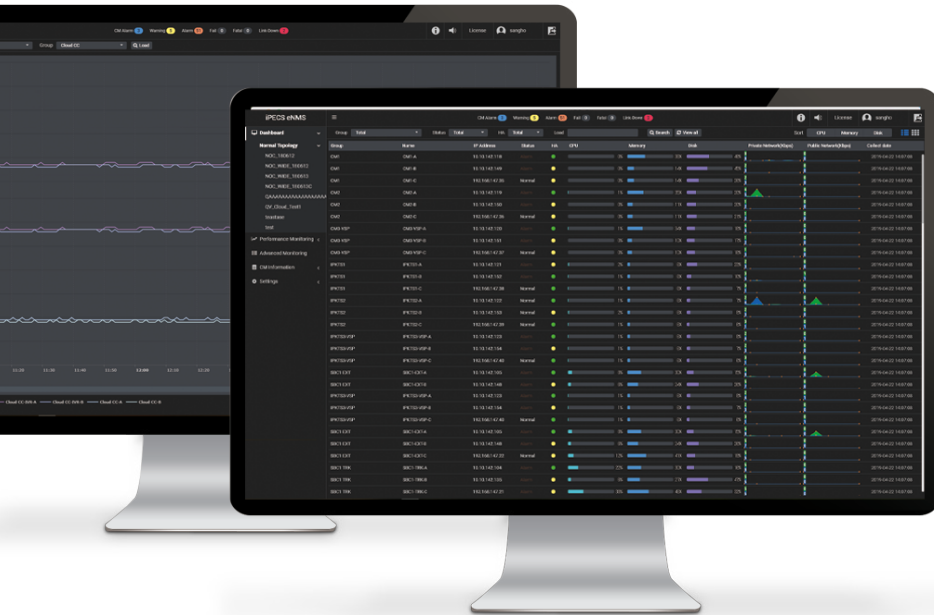

Key features

iPECS call handling	1:1, Group chat	Video conferencing	Global search
Desktop phone control	File transfer	Team messaging	Personal & company directory
Voice mail	Initiating group call	Guest access through URL link	CRM integration
Call recording	Ad-hoc conference	Sharing	Automated provisioning

iPECS eNMS

Advanced operation management tool to maximize network efficiency for all critical network operators

Key features

Centralized architecture – server grouping

Network diagram display and configuration

System performance monitoring – CPU, Memory, Disk etc.

System configuration – LCM, TDM, G/W status

Statistics reporting dashboard

E-mail notification – Alarm, Failure

Terminal and subscriber monitoring

iPECS Analytics

Derive insights from total calls in and out and missed,
Get call durations to optimize extension utilization
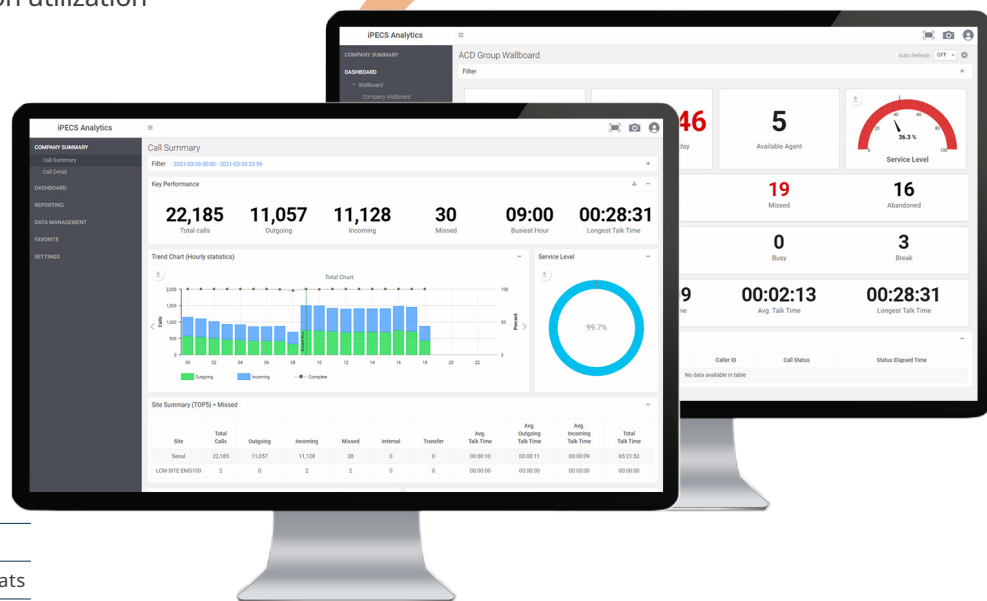
Key features

Extension (terminal), trunk status display

Call response analysis – Grade of Service

Summary report – 5 min/hour/day/week/month stats

Real time monitoring for ACD groups and Hunt groups

Real time summary for agent call and group call

Instant notification – missed call threshold settings

Built-in call center features

iPECS

Cloud
Professional Services

'Cloud Professional Services' can help you get the most out of your iPECS Cloud Solution investment from initial platform design and installation to comprehensive support.

Professional services from dedicated team

iPECS Cloud Professional Services provides flexibility in how support resources are allocated. A dedicated (rather than designated) team of iPECS support engineers who provide incident management and problem resolution support either remotely or onsite.

Bring your platform online faster, with fewer headache

Through 'Cloud Professional services' you can access to newly released software immediately. With this access, you can easily obtain new and improved functionalities to accelerate the efficiency of your business communications.

Reduce capital and recovery time for incidents

Customers can get rapid provisioning and emergency recovery services through a dedicated cloud professional team. It enables customers to respond faster to various incident situations and enables to use their IT resources efficiently.

Enable staff to focus on your core business

iPECS delivers best in breed 'cloud professional service' so that you can keep up with the rapidly changing business environment. All you have to do is focus on your core competencies while keeping minimum level of IT resource.

| Key services offering |

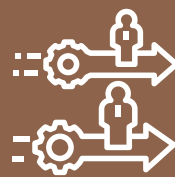One stop professional service for iPECS Cloud

		Platform consulting
Design & Installation	**Upgrade & Modify**	**On-demand training**
Regular technical training		**IR Support**
Platform version upgrade	**Emergency recovery support**	