

# Transforming Prudential Malaysia's communication system with iPECS

## About the client

Prudential Malaysia, an insurance company with multiple offices spread across Malaysia, places a high priority on reliability and reachability in its business operations.

## Summary

Prudential Malaysia selected iPECS UCP due to its reputable international branding and extensive history of expertise. Deployed across their offices, the iPECS UCP can be equipped with analog, digital, and IP extensions. This solution provided a full suite of features tailored to meet the current needs and future requirements of Prudential Malaysia.

### The key highlights of iPECS UCP

- **Modular Gateway Design:** Common gateway modules can be utilized across multiple UCP models, simplifying maintenance and reducing costs.
- **Scalability:** The system is designed to support future expansion seamlessly, ensuring that Prudential Malaysia's communication infrastructure grows with its business needs.
- **Flexibility:** The iPECS UCP series offers a variety of extension types (analog, digital, IP), catering to diverse communication requirements.

## Challenge

- **Outdated Systems:** Prudential Malaysia's multiple branches were equipped with outdated communication systems, hindering efficiency and reliability.
- **Infrastructure Limitations:** The existing building infrastructures posed significant challenges for upgrading to modern systems.
- **Unified System Requirements:** The client required a system capable of supporting common parts across multiple locations, ensuring fast uptime and reducing the need for diverse spare parts.
- **Scalability:** The new system needed to accommodate both current demands and future expansions.

## Product

### Platform

- iPECS UCP600

### Terminal

- iPECS 1000i
- LDP-9200 Series
- LKA-200



300 ~ 600 Ext.



Finance



iPECS UCP

**Prudential Malaysia**

## Prudential Malaysia

*"The implementation of the iPECS UCP600 system has revolutionized our communication infrastructure. Its reliability and flexibility have met our current needs while providing a robust platform for future growth. We are extremely satisfied with the performance and support provided."*

## Solution

Prudential Malaysia deployed iPECS UCP 600, as a new communication platform with iPECS IP and Digial handsets. Prudential Malaysia's partnership with iPECS has successfully addressed their communication challenges, ensuring a reliable, scalable, and secure system that meets both current and future needs. This transformation underscores iPECS's commitment to delivering top-tier communication solutions tailored to the specific needs of their clients.

## Benefits

- **Reliability and Security:** An iPECS brand is synonymous with reliability and security, essential for Prudential Malaysia's insurance business where communication is critical.
- **Cost Efficiency:** The common modular design across multiple branches reduces the need for a wide array of spare parts, resulting in significant cost savings and simpler logistics.
- **Scalability:** The solution's ability to support future growth without requiring a complete system overhaul provides Prudential Malaysia with a future-proof communication infrastructure.
- **Enhanced Productivity:** The deployment of the iPECS UCP600 has improved communication reliability and reachability across all branches, ensuring that Prudential Malaysia can maintain its high standards of customer service and operational efficiency.