

Mission critical communications with iPECS Cloud solutions

About the client

'Sahar' is a registered Israeli non-profit organization which has been operating since '00. They provide rapid, professional, free-of-charge emotional support to people experiencing emotional distress and suicidal ideation.

Sahar work closely with law enforcement and national emergency agencies, with dedicated volunteers working as first responders to situations where individuals are experiencing distress. Sahar's volunteers provide 24/7 support in Hebrew and Arabic, operate support forums and email support.

Summary

Sahar needed a communication platform to enable smooth coordination with volunteers scattered across multiple countries. They also required the ability to communicate anytime and anywhere with people seeking help. Bezeq International responded by donating a complete cloud telephony solution based on the iPECS Cloud platform and iPECS ONE application. This innovative solution not only unified global communication but also ensured secure, uninterrupted connectivity. As a result, volunteers worldwide can respond more quickly and effectively to emotional distress and suicidal ideation among residents and youth in Israel, delivering critical support when it matters most.

Challenge

Sahar was looking for a reliable communication platform that would enable seamless coordination with volunteers spread across multiple locations and countries, including Israel, the USA, Canada, and Europe. As the organization handles distress calls 24/7 and must frequently liaise with local emergency services in Israel, maintaining constant and stable communication was critical. They needed to reach individuals seeking help, as well as connect instantly with relevant authorities, without interruption or delay. To achieve this, Sahar required a flexible, secure, and highly dependable telephony solution that could support their mission-critical operations and ensure full connectivity at all times.

Product

Platform

- iPECS Cloud

Applications

- iPECS ONE



Under 100 Ext.



Healthcare



iPECS Cloud

Sahar

Sahar

Solution

iPECS Cloud was deployed as Sahar's main communication platform, providing a simple-to-install and highly scalable solution that makes it easy to add new subscribers as the organization grows. Since all volunteers operate remotely from different parts of the world, the ability to communicate anytime and anywhere is crucial. To support this, the all in one communications app iPECS ONE was introduced as the ideal complement to the platform. Through iPECS ONE, Sahar's volunteers can seamlessly manage both internal coordination and external communication with people in need. The integrated system ensures consistent connectivity, secure collaboration, and a smooth user experience across all regions.

Benefits

By implementing the iPECS Cloud platform and iPECS ONE application, Sahar gained measurable improvements in reliability, scalability, and operational efficiency:

- **Effortless Deployment and Scalability** – The iPECS Cloud, a best-in-class UCaaS solution, made installation simple and future expansion easy as the organization continues to grow.
- **Reliable and Flexible Connectivity** – With iPECS ONE, volunteers can securely communicate anytime and anywhere, ensuring stable and redundant connections across global locations.
- **Enhanced Emergency Response** – Volunteers can instantly contact or receive calls from local authorities such as the Israel Police or health emergency services, enabling fast, uninterrupted communication in critical situations.