



ipecs

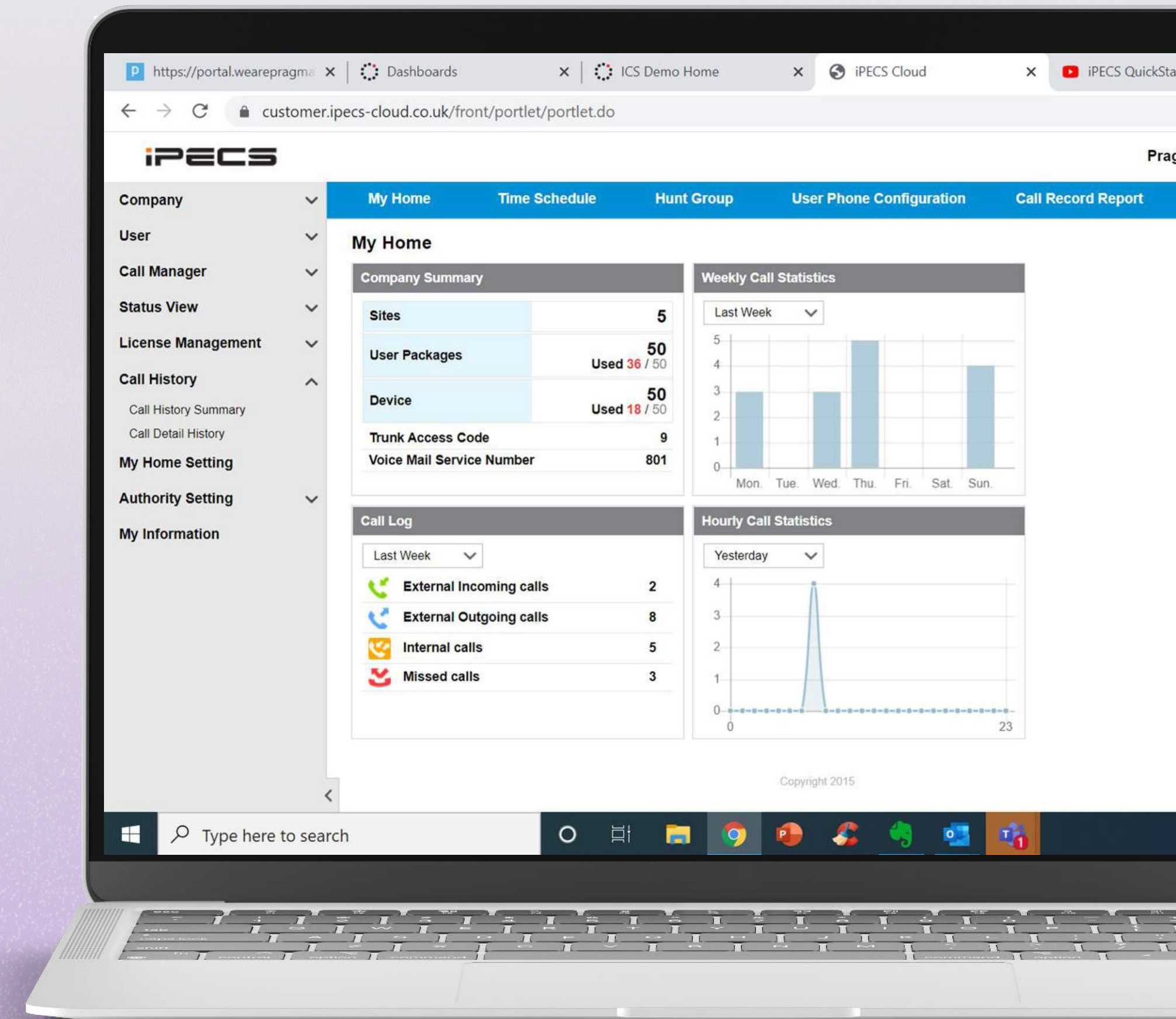
Enterprise communication, your way

Better **communication**.
More **productivity**.
Tailored to **you**.

Communication is key in every workplace, **everywhere**.
From managing workflow to connecting with customers,
communication technology is central to everything you do.

iPECS is the next step in the evolution of the phone system.
It delivers reliable, secure multi-channel communication through the
cloud, to make your business more flexible, efficient and modern.

iPECS



Why iPECS?



How it works

Traditional “on-premise” systems are hardware, stored and maintained on your site. iPECS is the next generation, taking that functionality and hosting it in the cloud. This means you can access it anywhere and scale easily as you grow.

The communication platform that adapts to you

With an extensive range of additional applications, iPECS is the most adaptable communication solution on the market. Whatever you do, however you work and wherever you work, iPECS is the foundation of how you connect with people.

Innovation and heritage

Ericsson and LG merged to unite Swedish and Korean innovation. The result is iPECS – the globally trusted enterprise communication technology brand with over 15 million users across the world.



How iPECS benefits you



Be Productive

iPECS is easy to use and easy to manage, offering all communication tools in one place. This makes every day more productive.



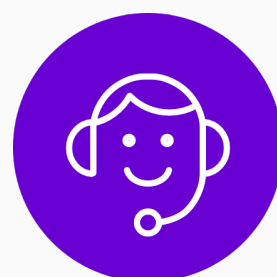
Be Scalable

Enjoy rapid scalability thanks to the cloud. Whether you're recruiting more people or adding a whole new site, simply add new user licences and they're connected.



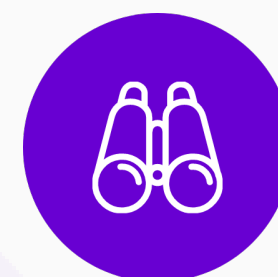
Be Secure

Hosted in highly secure and resilient data centres in the UK, iPECS offers the reliability you need to maximise uptime.



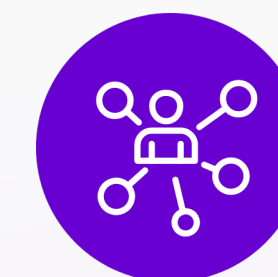
Be Available

iPECS puts you in complete control of your communication, allowing you to be there for customers when you need.



Be Futureproof

Traditional phonelines are being switched off in the UK. By January 2027, all calls will have to be routed via the internet. As an internet-based service, iPECS gets you ahead of the switch-off.



Be Adaptable

With a range of optional applications, iPECS can be adapted to you. It's the foundation for an unparalleled range of specialist applications, so it can connect you whatever you do.

Optional enhancements

iPECS

Everything tailored to you

How do you work? What problems do you need to solve? Whatever it is, we can adapt to you with optional extras that boost productivity by making your work simpler and smarter.

iPECS is not just a communication system. It's the foundation for how you manage work, connect with customers and collaborate with colleagues. These optional enhancements can be added and adapted as you need, to improve quality and boost efficiency.



Integrations **tailored to you**

Most businesses use a range of applications to connect with customers and colleagues. We think these should be linked, to maximise convenience and efficiency.

That's why iPECS can integrate with Microsoft Teams and all major CRMs.

Save time, boost efficiency

iPECS is the next step in the evolution of the phone system. It delivers reliable, secure multi-channel communication through the cloud, to make your business more flexible, efficient and modern.

iPECS





Make remote work a breeze

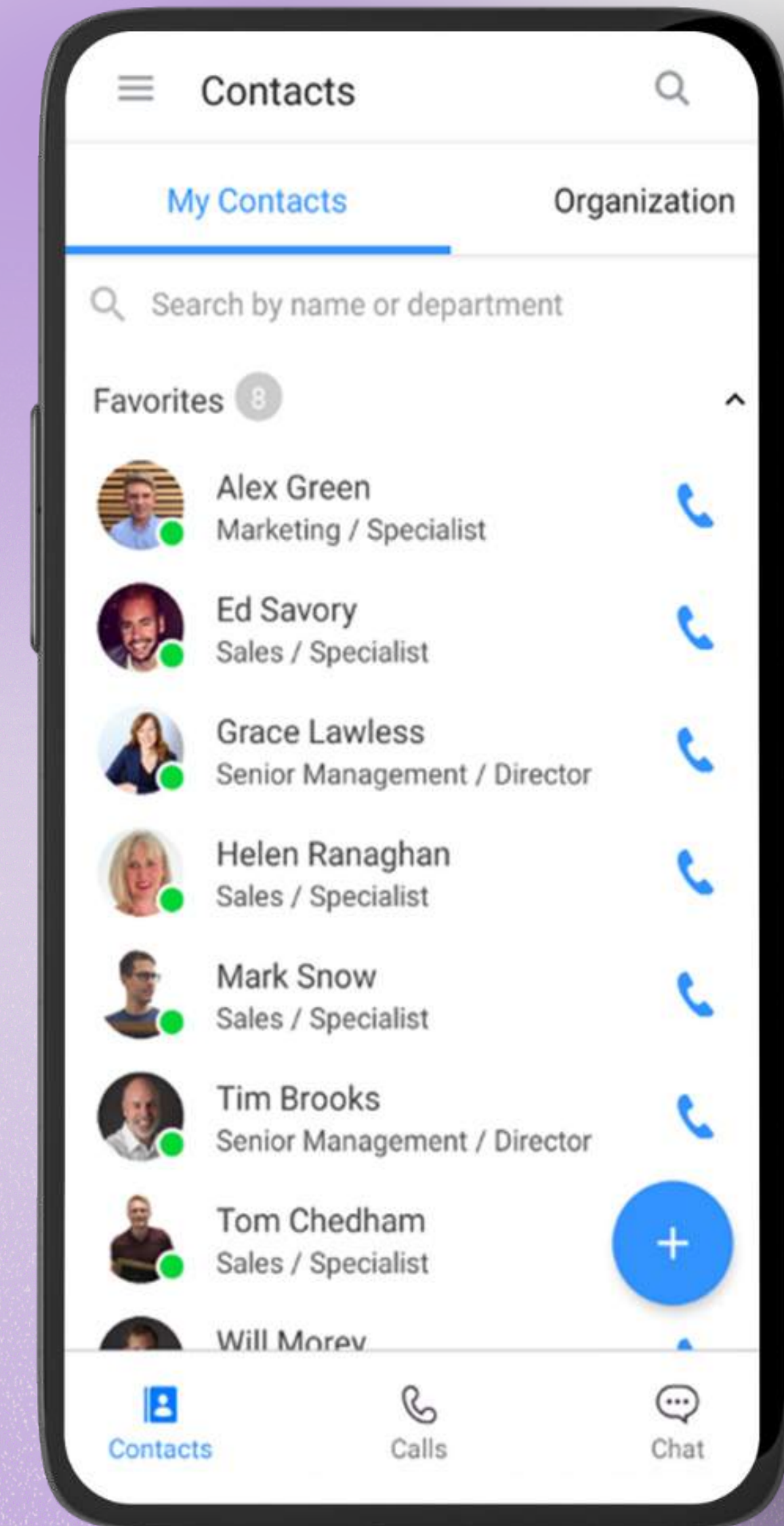
What if you're working outside the office? Hybrid work is normal these days. But how do you keep in touch between office workers, home workers and mobile workers?

Collaborate from anywhere

We can provide voice calls, video calls and instant messaging to anyone, anywhere, on any web browser or mobile device with **iPECS ONE**. This extends the benefits of iPECS to all devices.

Transfer calls across locations. Collaborate with colleagues wherever they work. View colleagues' availability in real time to speed up work.

[Click here for more about iPECS ONE](#)



iPECS ANALYTICS

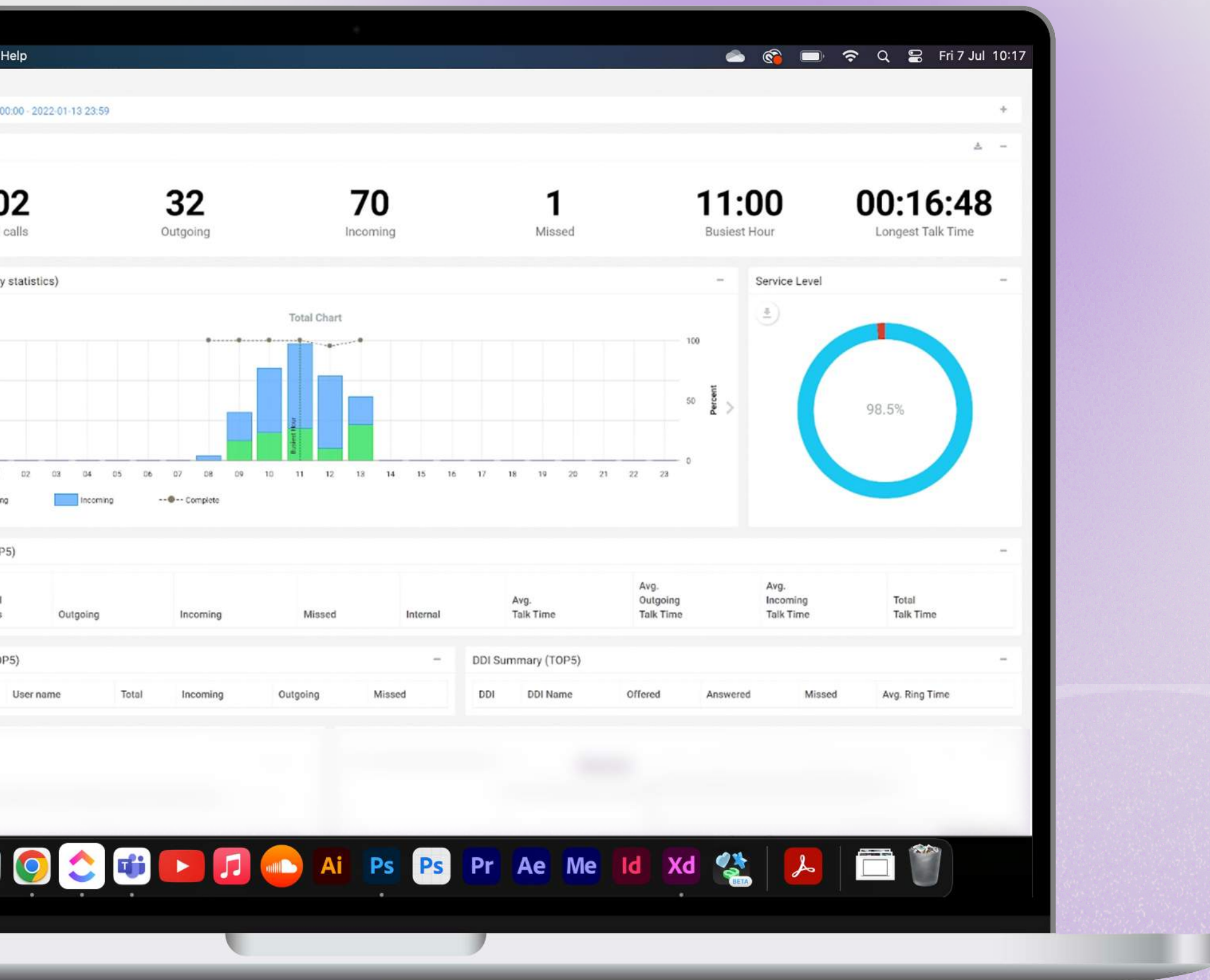
Learn more about your customers

Do you handle a lot of calls? If so, how do you keep track? How do you know if you're over-resourced or under-resourced? How do you know how long customers are waiting? If you can't answer these questions quickly, it's so much harder to measure and improve performance.

Track performance and drive productivity

We can make it easy with **iPECS Analytics**. This enables easy to read, custom dashboards and reporting on all the call-related KPIs you need to track. From managing resources to analysing caller behaviour, iPECS Analytics gives you the insight to make informed decisions and drive performance.

[Click here for more about iPECS Analytics](#)



CONNECT

for iPECS

Productive, convenient, bespoke

So many screens, so little time. You probably use a lot of different cloud services. Here's a question: what if they could talk to each other?

Connect everything in one screen

Well, they can, with **CONNECT for iPECS**. Using iPECS, it offers voice, video and instant messaging via a web browser. From there, we can integrate it with anything. So, you can automate processes, manage your most important software in one place, and save countless hours in the process.

[Click here for more about CONNECT](#)





WhatsApp for CONNECT

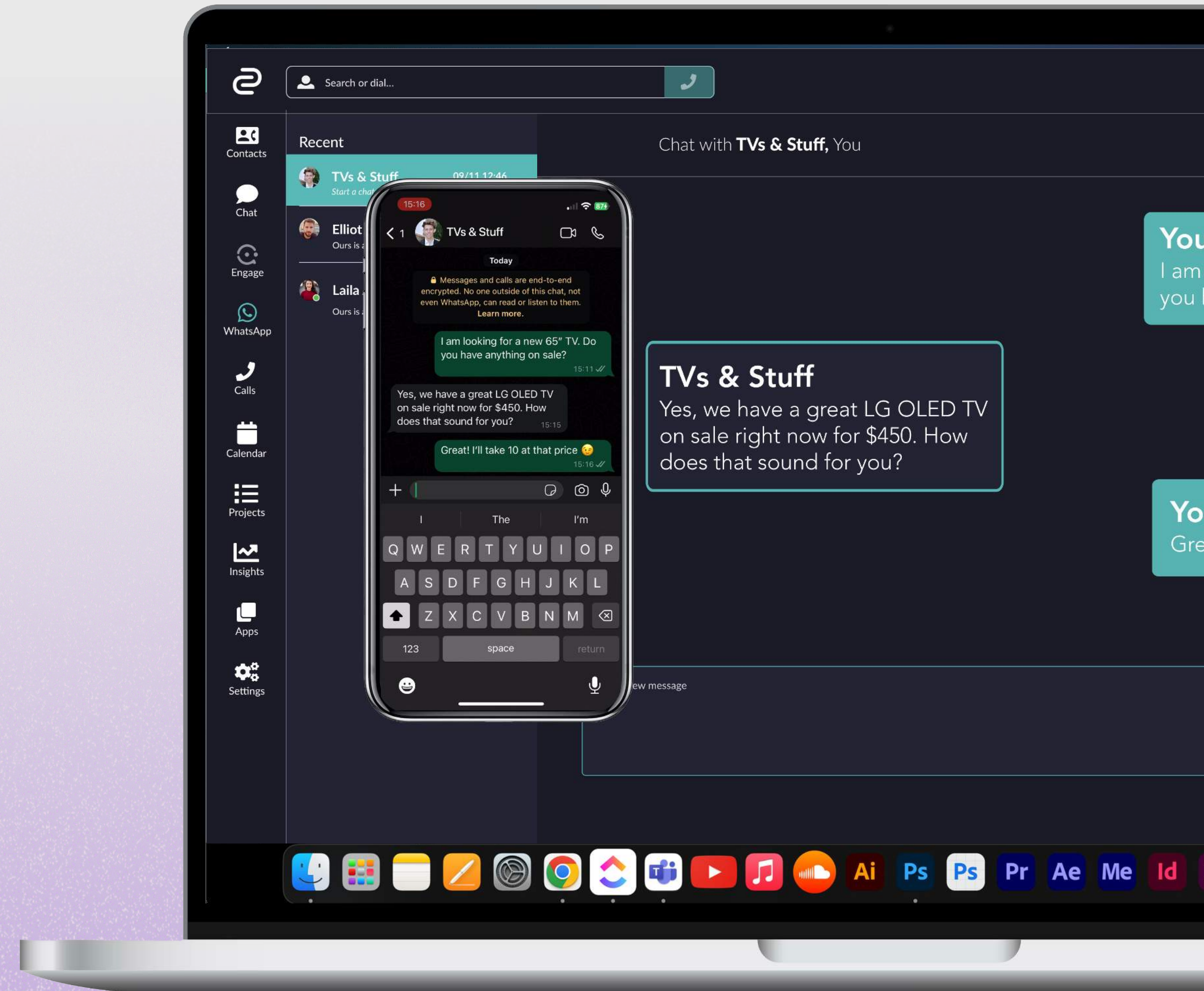
for iPECS

Bring WhatsApp Business within CONNECT

With over 2 billion users, WhatsApp is a great way to connect with customers – and CONNECT makes it easy. Handle WhatsApp Business messages within the CONNECT interface.

Improved service, increased efficiency

Your customers can contact via either via a website widget or WhatsApp Business mobile number. Either way, from their point of view it's a regular WhatsApp message. For you, it's a message in CONNECT, which any WhatsApp-enabled member of your team can respond to software in one place, and save countless hours in the process.



ENGAGE

for iPECS

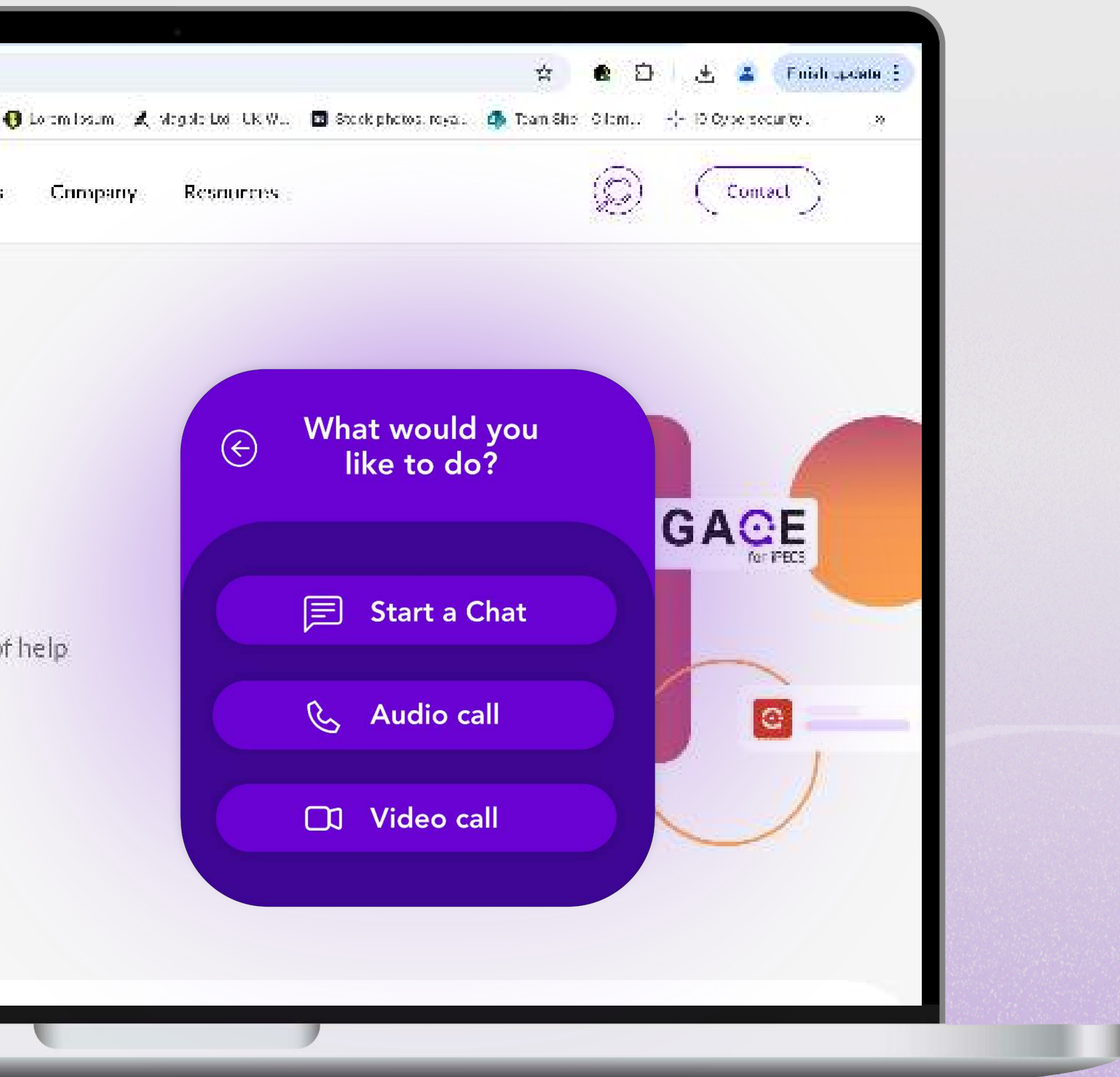
Next-level customer service, powered by AI

One simple tool will streamline customer support. It will catch inbound queries, while AI does the heavy lifting. Improve your service, increase sales and ENGAGE your customers.

Connect with customers on their terms

ENGAGE is a simple website plugin that sits on your site. All visitors have to do is click to initiate a voice call, video call or automated webchat sessions powered by ChatGPT. For you, it's as simple as adding the widget to your website, and letting the technology do the work. ENGAGE doesn't just use ChatGPT to deliver fast customer service – it engages with visitors, increasing their time on site, and aiding the sales funnel and objectives.

[Click here for more about ENGAGE](#)





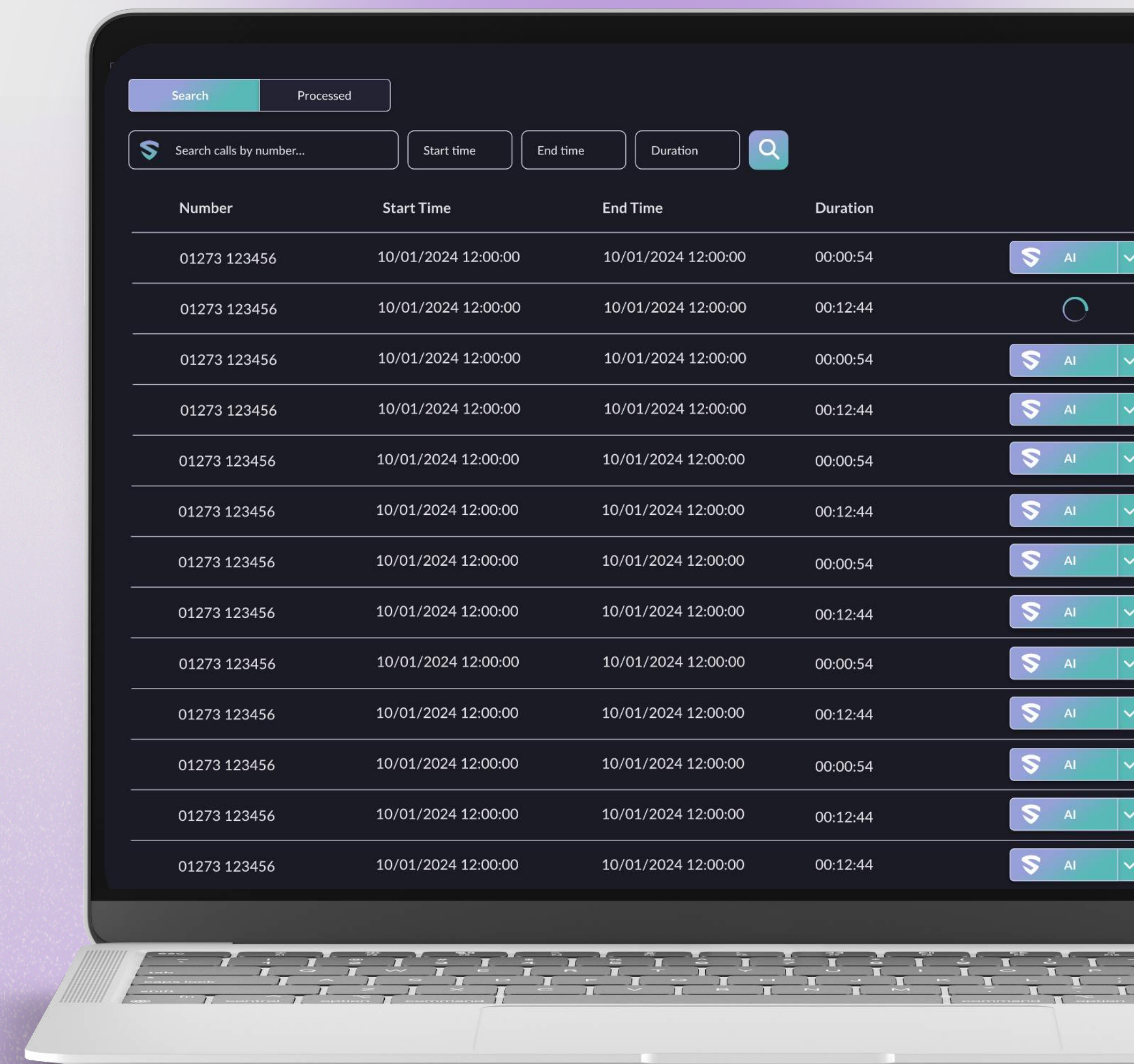
Your AI-powered assistant

In one click, Sidekick will transcribe calls and give you a digestible summary, customer sentiment analysis, and clear action points to follow up.

AI-powered call summaries and sentiment analysis

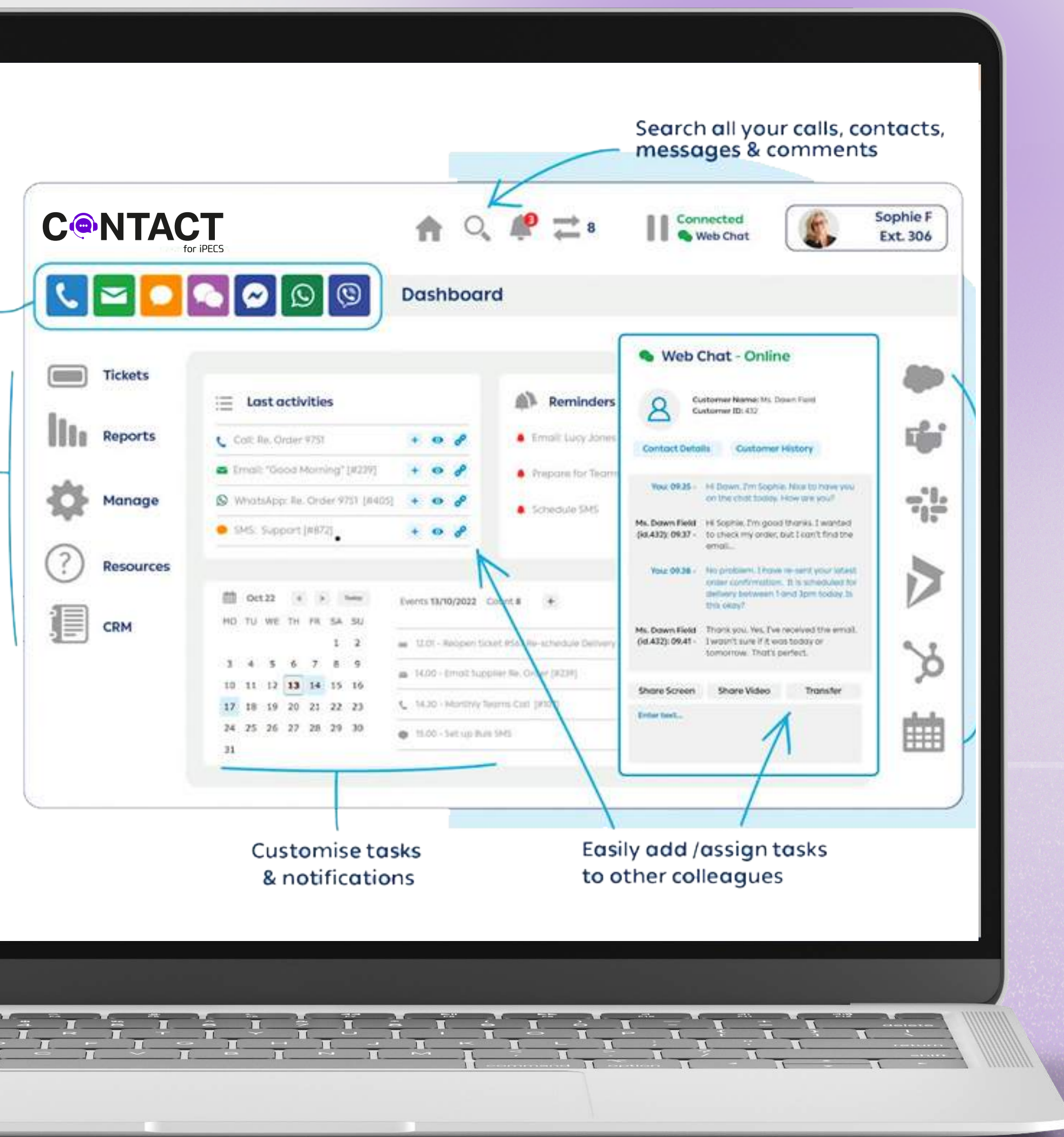
Sidekick takes the transcript of your call and uses AI to create a digestible, time-saving summary. Each call is given a sentiment score so you can quickly track caller satisfaction. Need to share a summary with a colleague? Sidekick allows you to copy it in just one click.

[Click here for more about Sidekick](#)



CONTACT

for iPECS



Take customer service to new heights

Some customers don't want to call. They want options – SMS, instant messaging, WhatsApp, social media ... Offering that will improve your service no end, but it's essential that you can manage it in one place.

Connect with customers on their terms

Good news: you can, with **CONTACT for iPECS**. Enjoy enterprise-grade omni-channel communication with customers, all on one screen, with easy management and analytics. So, you don't just get to enhance customer service – you also get to boost efficiency while you do it.

[Click here for more about CONTACT](#)

ANYWHERE

for iPECS

Stay connected on the move

What if you're on the go? From conferences to client visits, work can take you anywhere – and we can take work anywhere. Make your mobile an extension of your phone system with **ANYWHERE for iPECS**.

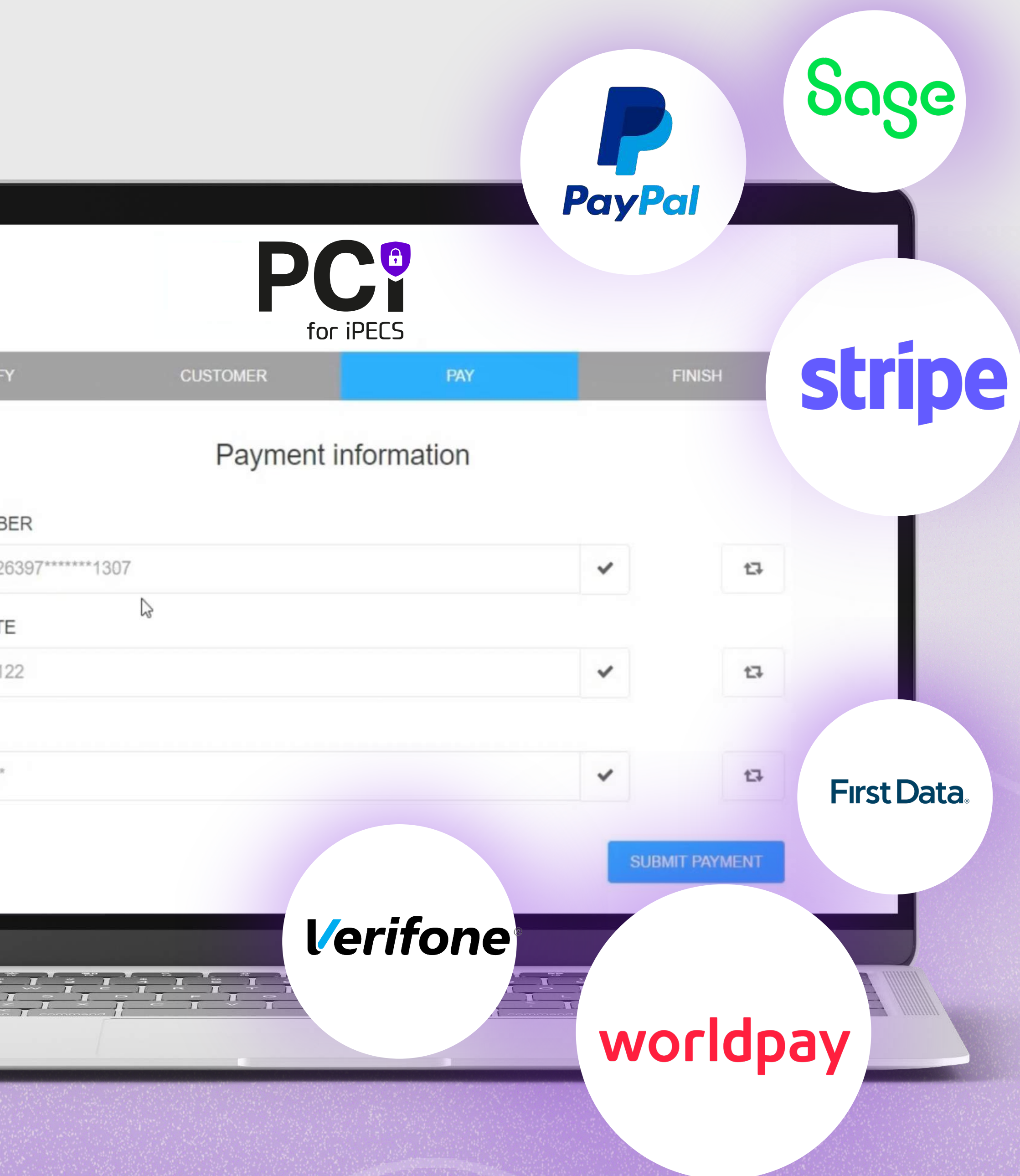
Mobile work just got easier

There's no app to keep running and nothing to download. It's just a smart SIM that turns your mobile into part of your phone system. So you can stay in touch and make, take and transfer calls as needed.

This is a great solution for salespeople, executives and anybody else whose work takes them out any about.

[Click here for more about ANYWHERE](#)





PCI
for iPECS

Take card payments securely

Do you take card payments on the phone? Complying with PCI DSS guidelines is essential to protect customers' card details. It's also always been a laborious, complex process – until now.

Compliance made easy

We can automate the process in moments with **PCI for iPECS**. So you can cut down self-assessment time, simplify the process, and ensure any card details shared on calls are totally compliant and safe. PCI for iPECS gives peace of mind to you and your customers.

CALL2TEAMS

Streamline communication and collaboration

Does your business use Microsoft Teams? More and more businesses do. So why keep one communication platform (Teams) separate from another (your phone system)? Through [Call2Teams](#), we boost productivity by bringing them into one place.

Make Teams your phone system

Call2Teams gives you the ability to make and take iPECS calls through Teams – as well as other advanced phone system functionality like call recording and statistics. So, you get all the power of Teams and iPECS in one time-saving environment.



Devices you can rely on



When you're handling calls, **the right handset makes all the difference.**

We provide a whole range of high-quality handsets so you can pick the right tools for every job.

Prefer to type as you talk? We offer hands-free headsets with noise cancelling to make sure calls are loud and clear.

There's a whole range of desk phones as well, ranging from executive phones with built-in tablets to more cost-effective options.

What if you need to walk and talk? We also offer cordless options.

1050i



1040i



1030i



120dh



800h



150dh



Communicate **better.** Work **smarter.**

The logo for iPECS, featuring the word "iPECS" in a bold, black, sans-serif font. The letter "i" is lowercase and has a small orange square above it. The letters "P", "E", "C", and "S" are uppercase and have a unique, blocky design with internal cutouts.

Your business is unique. We believe that your technology should reflect that. **iPECS** is built on that principle.

Whatever you do, whatever your size and however you work, we can tailor iPECS to your business. This gives every single team member the ability to work smarter, communicate better and boost productivity – from the office to remote workers to road warriors.

It's time to embrace the opportunity.
It's time for **iPECS**.