

Connecting multiple countries with iPECS

iPECS
Your Communications Solution



300-600 Ext.



Corporate



UCP

LALIZAS
Simply life saving

LALIZAS



About the client

Laliza is a company that manufactures marine and life saving equipment. With their HQ located in Athens, Greece, Lalizas has international branches in Italy, Spain, Bulgari, Belgium and USA and a commercial presence in 127 other countries. The company holds the leading position in the European Marine Market with over 35 years of experience and expertise in life saving equipment.

www.lalizas.com

Summary

LALIZAS, is a manufacturing company and had multiple vendors's PBX installed at the multiple sites, with this current setup their communications cost were high and provided low efficiency with inconsistent features. Now that LALIZAS has deployed the iPECS UCP as a platform that connects and manages their multi-sites, Monitoring and reporting of all branches are supported by a centralized communication system from the LALIZAS HQ. Mobility for the factory sites is now supported using the iPECS solutions IP DECT and Wi-Fi phones. With the iPECS solution as their new communication system it has transformed the way they collaborate and communicate.

Challenge

The customer has two separate locations in Athens, Greece and four branches in offices other countries: Italy, Bulgari, Belgium and USA. With using different vendor's PBXs in each location some of them utilizing SIP trunks and some of them using other various methods the result was very high communication costs between the branches. The existing communication services had few features and no ability for networking or a centralized monitoring and management application. At this point the following needs were identified:

- Centralized management
- Transparent networking
- Seamless communication between branches
- Overall reporting
- Local survivability
- Centralized directory

Products

Platform

- iPECS UCP600
- iPECS UCP100

Terminal

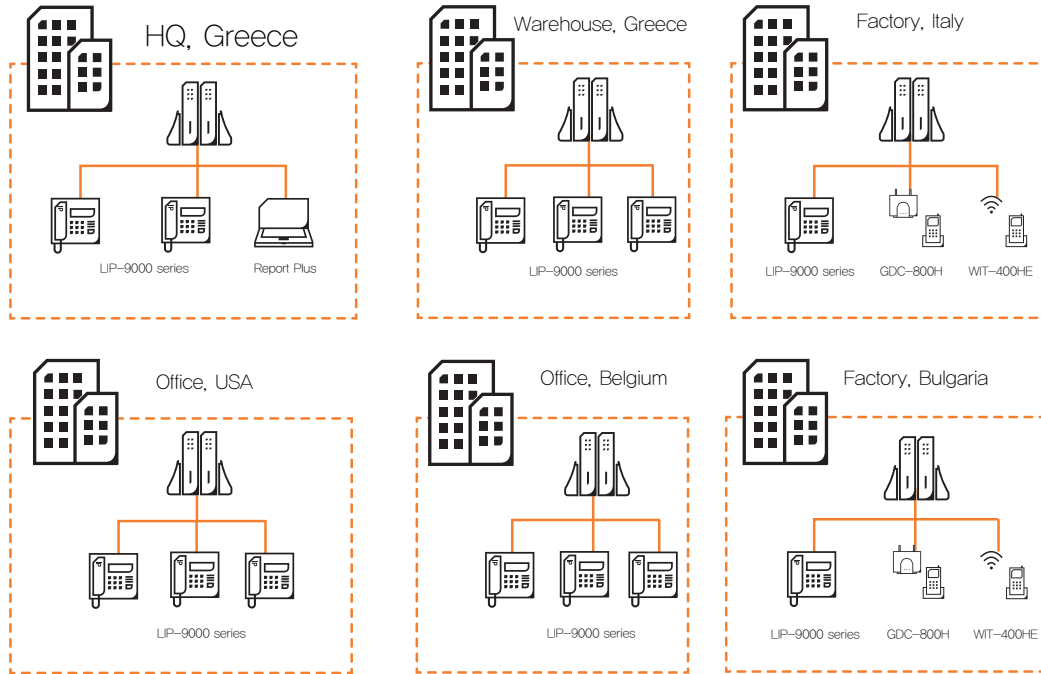
- LIP-9000 Series
- GDC-800H
- WT-400HE

Application

- iPECS Report Plus



Ultimate Flexibility – Seamless Communication



Solution

- By deploying iPECS UCP600, HQ office now has the ability to deploy over 350 centralized ports.
- Branch offices installed UCP100 with T-NET connectivity and local survivability.
- IP DECT, GDC-800H and Wi-Fi WIT-400HE phones are provided for factory workers for mobility when communicating.
- LIP-9000 series are deployed to get the full benefit of the IP communication infrastructure.
- iPECS Report Plus enabled easy access of multi-site information for centralized management.

Benefits

- The end-users now have greater visibility of incoming calls and the ability to easily transfer calls between countries.
- The mobility provided by iPECS IP DECT allows the workers to be easily reached wherever they are on site.
- With LIP-9000 series, they have increased accessibility of the communication between branches and throughout the whole LALIZAS network, reducing the costs and increasing efficiency.
- Moreover, the iPECS UCP platform's ultimate flexibility and seamless scalability have provided the company with the ability to easily grow and expand in the future.