


One of Simple Communications Solution, iPECS Cloud and LIP-9000 Series

iPECS
Your Communications Solution

 6 Users and Growing

 Finance

 iPECS Cloud

CHARLES & DEAN
VEHICLE AND ASSET FINANCE

Charles & Dean



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OUR FINANCE**

Call us today
01780 763836

About the client

Founded in 2010, Charles and Dean have helped arrange bespoke business and personal finance solutions from assets and property to automotive. As a broker, Charles and Dean work with some of Europe's largest credible banks and as members of the National Association of Commercial Finance Brokers they offer a large choice of products and competitive rates.

www.charlesanddean.com

Summary

Charles and Dean were one of the first adopters of the iPECS Cloud following its launch in early 2016. With Charles and Deans ongoing rapid team expansion they saw the benefits of the iPECS Clouds rich feature set, its scalability, flexibility and the ability to work in synchronisation with a PBX to offer resilience.

Charles and Dean deployed LIP-9030 handsets and with voicemail to email throughout the office this solution solved all their business challenges.

The dedicated easy to use iPECS Cloud online portals provides a simple platform where users can be added and removed to reflect Charles and Deans business needs.

Challenge

- Provide a competitive cloud package to replace existing hosted solution from a cost effective and feature rich perspective
- Scalability for ongoing business expansion
- Easy to use handsets with a versatile directory and high call quality
- Effective solution for a high call environment
- Simple to use customer and manager online portal
- Reliable and resilient communication

Products

System

- iPECS Cloud:
6 users and growing

Terminal

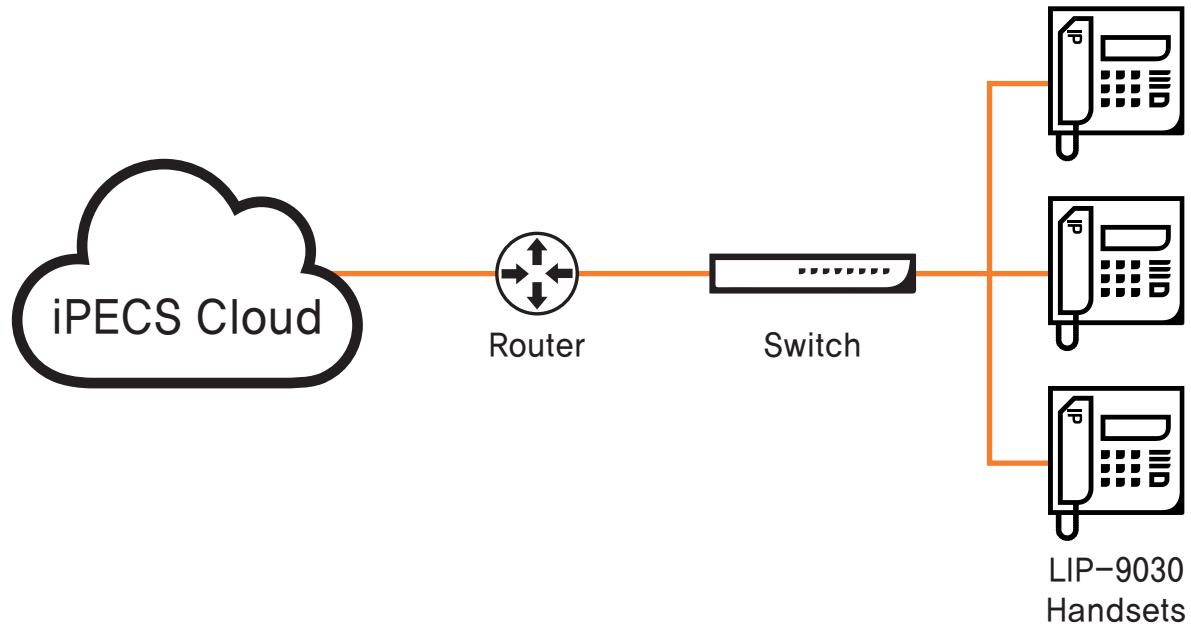
- iPECS LIP-9030

Deployment and Features

- Voicemail to E-mail
- One calling group
- Hunt group



Delivering Communication through an Innovative Platform



Solution

An iPECS Cloud was deployed to support Charles and Deans growing business. Key elements of the solution include:

- LIP-9030 handsets to handle a large call volume, whilst offering a flexible directory and exceptional call quality
- Distributing phone calls from a single number to all staff using a hunt group with mobility from call forwarding to a mobile number
- Avoiding the deletion of important information, voicemail to email ensured all voicemails could be saved indefinitely and easily shared amongst the team
- Driving collaboration, all users share a private and public directory supporting Charles and Deans niche client base

Benefits

- Telephone directory to call key customers and suppliers, increased productivity
- Resilience and reliability giving Charles and Dean faster and more effective communications solution
- Cost saving secured for Charles and Dean having replaced their existing hosted solution that incurred call charges, with all calls being hosted and inclusive of free calls to UK mobiles and UK wide landlines
- iPECS Cloud user and management portals increased team efficiency
- A rich feature set, flexibility and scalability of the iPECS Cloud means the solution can grow as the their business grows