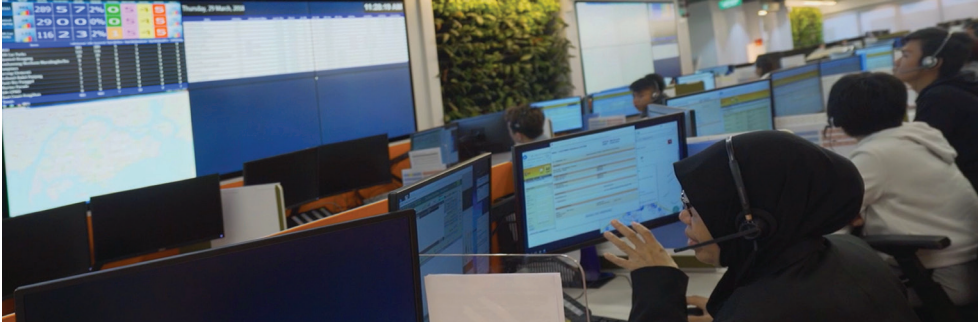


# Operate your Call Center in a Smart way with iPECS CCS

**iPECS**  
Your Communications Solution

 100 ~ 300 Ext. |  Corporate |  iPECS UCP |  EM SERVICES | EM Services Pte Ltd



## About the client

Since 1988, EM Services has committed to deliver the highest standards of property management services in Singapore. As a leader in property management services, EM Services provides a suite of services in public housing, commercial and private properties including Property Engineering Contracts and project management

[Http://www.emservices.com.sg/](http://www.emservices.com.sg/)

## Summary

EM services is a property management company and needed to invest in a communications platform for its operations expansion. With a new office relocation, new investments were seen as necessary. The existing Corporate communication systems was no longer supported due to the product being in end of service by the manufacturer. Higher customer care service required modernization on their Unified call center solution. For the best customer care service, EM Services selected Ericsson-LG Enterprise's iPECS UCP and iPECS CCS as their next generation communication solution, with full satisfaction on the capability and reliability of the iPECS solutions.

## Challenge

- EM Services was a loyal customer to its previous communication solution provider for 45 years
- Required scalability for ongoing business expansion
- Needed an effective solution for handling high incoming call traffic environment
- Demanded Customizable Reporting format for various government agency hotline operations
- Wanted easy to use handsets with a versatile directory and high quality audio reproduction
- Required dedicated installation and 24/7 support service

## Products

System

- iPECS UCP

Terminal

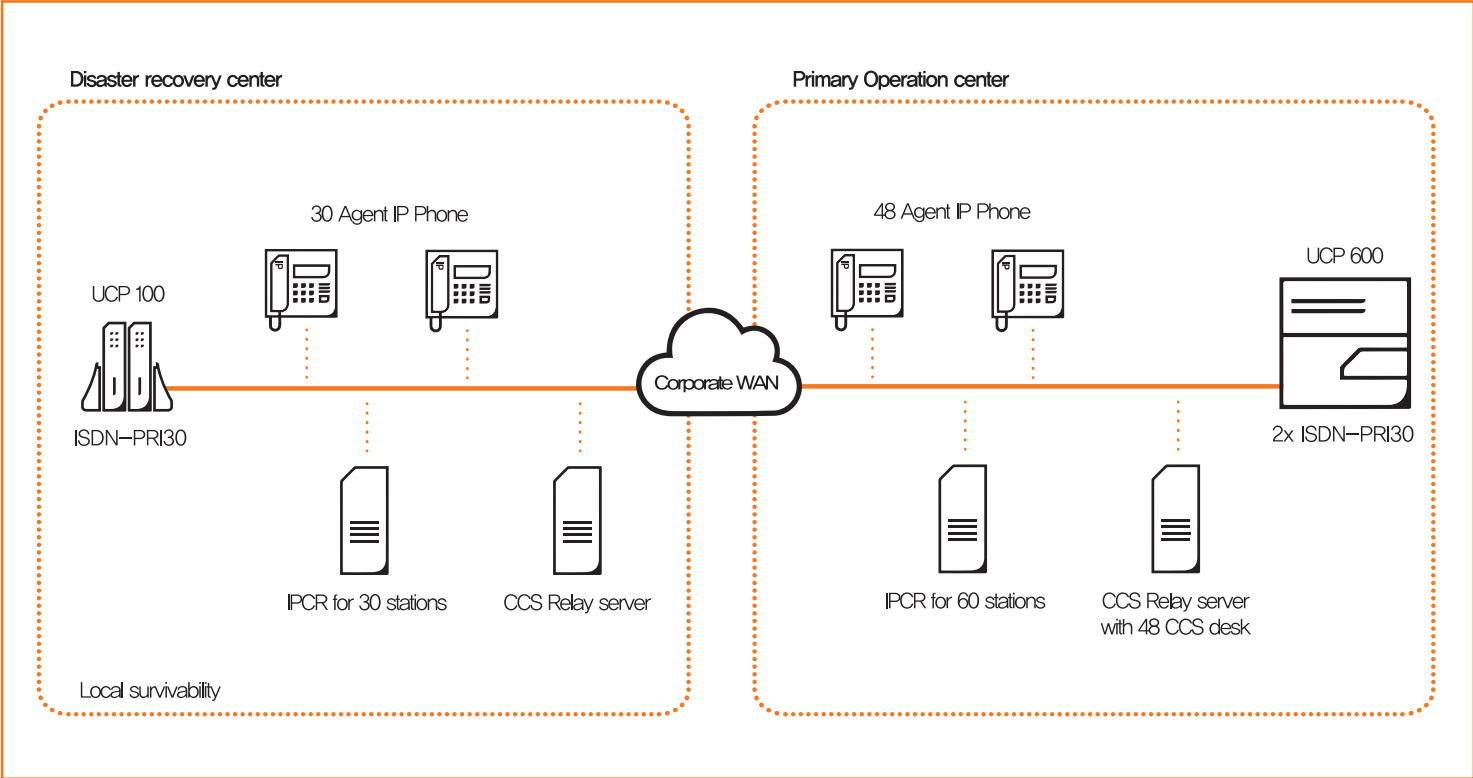
- iPECS LIP-9020/30

Application

- iPECS CCS
- iPECS IPCR



# Delivering Communication through an innovative platform



## Solution

- iPECS CCS IVR Call queuing function for supporting incoming enquiry call traffic
- iPECS CCS Desk agent productivity tools
- iPECS UCP 600 dual power supply and dual call server designs
- iPECS UCP 600 build-in ACD Group and flexible CCR functions
- iPECS LIP-9020/30 installed for main users
- Open access SQL database provides possibility in implementing additional customized reports
- Committed SI vendor with the ability of providing dedicated supports and after-sales service

## Benefits

- iPECS CCS IVR System provides flexible call queuing function in handling incoming enquiry call traffic
- iPECS CCS Desk offers an easy and flexible agent productivity management tools
- iPECS UCP 600's high availability design provides commercial competitive advantage
- Built-in ACD group and flexible CCR functions offer a perfect alternative automatic call distribution operation
- LIP-9020/30 series handsets provide one touch access button to improve productivity in handling 24/7 incoming enquiry
- iPECS Solution's SI engineering capability and Open access CCS SQL database enables reporting format customization
- Committed SI vendor with dedicated supports and after-sales service satisfies iPECS customer