

UP

CASE STUDY

Financial Services

“As a young, progressive and ambitious growing company, we needed to ensure we aligned ourselves with a communication system that not only supported our current growth but also supported us in the future and we feel the iPECS system does that.”

**Tom Perkins, Co-owner,
Charles and Dean**



CASE STUDY



The Customer

Charles and Dean are independent asset finance experts, and make vehicle and asset finance personal and straightforward.

Founded in 2010, Charles and Deans award winning business continues to grow across multiple locations.

The Challenge

Charles and Dean needed a solution that provided flexibility, enabling their team to communicate across multiple locations and was future proof to meet the needs of a growing business:

- 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 directory to quickly identify incoming and outgoing contacts
- Effective solution for a high call environment
- Simple to use customer and IT manager online portal
- Reliable and resilient communication

The Solution

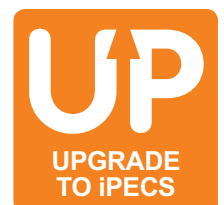
- iPECS Cloud system that delivers all the features of a traditional phone system, but through the cloud
- UCE collaboration application compatible with desktop and mobile
- Easy to use LIP-9030 handsets
- Voicemail to email to easily pick up missed messages
- Call groups differentiated by department
- Directory integration e.g upload excel documents into the phone system
- Online conference rooms for remote workers to dial in on
- Additional redundant system for disaster recovery

The Benefits

- iPECS Cloud provides the flexibility to add new users simply and easily as required, to reflect Charles and Dean's ambitious growth plan
- iPECS UCE application has been invaluable to their customer service, enabling staff to make calls that appear from the office from any location. Field staff can easily collaborate through the apps with conference and instant messaging features
- The LIP-9030 handsets flexible directory has driven efficiency in a high call environment
- Voicemail to email enables staff to quickly return missed calls to ensure high standards of customer service



Watch the video case study: <http://bit.ly/2qIN9nx>



**Contact us today for more information on
how we can help your business.**

www.upgradetopecs.com