Unified communications solution for SMB

iPECS UCS

SINGLE SERVER UC SOLUTION FOR SMB

POWERFUL MULTIMEDIA COLLABORATION AND PRODUCTIVITY ENHANCING TOOL EXCLUSIVELY DESIGNED FOR THE SMALL AND MEDIAUM SIZED BUSINESS. ITS SINGLE SERVER ARCHITECTURE HELPS SMB START EXPEREINCING THE NEXT GENERATION COMMUNICATION SOLUTION WITHOUT HAVING TOO MUCH TO CONCERN.

iPECS UCS delivers tools to enhance productivity and improve customer responsiveness in an affordable package for your SMB. Integrated with your iPECS platform, iPECS UCS Clients access the rich voice services of the iPECS and the wide range of video, text and graphic collaborative and messaging services of iPECS UCS Server. Whether your business is brick and mortar or virtual, iPECS addresses the communication needs of the today's SMB and delivers the next generation in communications technology.

Tools to enhance productivity and improve responsiveness

Video Conference, bring together up to 6 parties in a collaborative session, share documents and text, conduct private presentations and co-browse, efficiently sharing information and reducing decision making time. Presence, know your party's status so you can select the mode best suited for your communications. Instant Messaging, combine real-time and your-time for an effective communication tool. Group and individual schedules, share schedules to inform others of business activities, meetings etc., know how and where to contact others. Private and shared directories, synchronized with your contact management software (Outlook, ACT!, Goldmine or Excel) the private directory as well as the shared directories allow quick access to place calls, deliver full contact information when receiving calls and are fully integrated with other services of iPECS UCS.

Employing iPECS UCS services improves your business productivity, and reduces the response time to your business clients in an easy to use, user customizable intuitive graphical user interface.

Easy to access and activate

The intuitive and consistent user interface lets your employees quickly and easily adopt UCS tools into their everyday communications. Registered users activate their UCS Client by downloading the client application from the UCS Server and can enjoy the enriched communication experience delivered by iPECS UCS. In addition, there is no need to make a commitment for full scale deployment from the beginning. Experience the full value of iPECS UCS using the 90-day free demo license available in all iPECS platforms. Set-up a small-scale pilot to make sure the solution meets your business with everyday users.

Single server solution, reduce cost and simplify management

The single server based solution reduces hardware cost to match the needs of your business. For smaller sites, use a lightweight server; as your business grows, add a little muscle to support 600 simultaneous clients from up to 2,000 registered clients and 30,000-shared record database. iPECS UCS server simply connects to your iPECS voice platform over any IP network and with user database set-up deploys quickly.

Secured Web based server management allows convenient and full feature remote access via web browser. System managers need access only a single server to monitor real time status of the components, usage statistics, and manage activity logs.

Business purpose Unified Communications

Unlike external Instant Messaging and chat services, iPECS UCS provides a business confidential solution. Message sessions are only between registered iPECS users and the company owned server maintains logs and details of the communication. UCS Clients encrypt text messages employ AES (Advanced Encryption Solution) to protect from intercept. Managing shared company schedules from UCS Server, ensures that all client users stay updated. Users will appreciate discovering other business related features such as outbound calling history management, Personal call memo, Individual call routing and more.
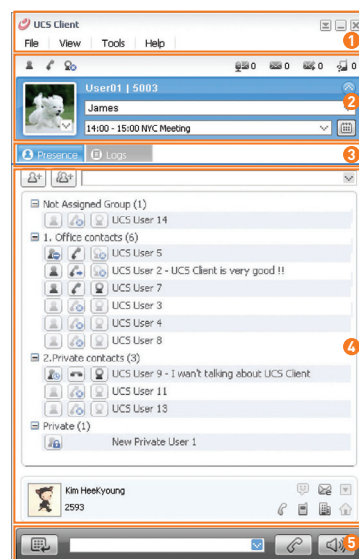
1. Main menu bar

2. User information field

3. Multiple feature tab

4. Main operation field

5. Quick telephony bar

Presence

• 10 Client status, 5 Desktop phone status, 4 Web cam status

Instant messaging & file send

• Business purpose IM, Intuitive user interface, Message encryption(AES)
• Unlimited automatic log saving, Click to send

Conference management

• Conference group call: Multiple number dialing from directory, Individual connection management
• Virtual conference room: Room management & status monitoring, Email invitation, Ad hoc conference

Internal & external SMS

• Internal SMS to system stations up to 100 characters
• External SMS via PSTN ETSI Type 1 & 2 up to 80 characters

Video conferencing

• 6 party video conference
• QCIP, CIF, VGA format, H.263+ , Maximum 15 frames
• Easy to access user interface

Call recording

• Click to record on HDD, Automatic client recording agent of linked station, Recorded file handling

Directory management

• Dynamic DB search, Shared UCS DB up to 2,000(Internal)/30,000 (External), Locally managed private DB
• Automatic Outlook DB synchronization, LDAP search, DB export & import, ACT!, GoldMine, Outlook, Excel, CSV

Individual call routing

• Multiple scenario editing, Incoming CID filtering
• Time zone base routing, Flexible destination assignment

Schedule management

• Shared schedule: Company/Team schedule, up to 5 shared folders
• Private schedule: Real time sync w/ MS Outlook, Open to public option per event

Application sharing

• Real time application sharing
• Image exchange method, Resolution control
• White board   • Desktop sharing

Call related features

• IP Bridge, Interactive call pop up, Scheduled dial
• Call Assistance, Step call, 48 flexible buttons & etc

Server related features

• Client usage statistics, Server status monitoring
• Administrator notice, Log management

Major Specifications	
Maximum number of client registration per server	2,000 clients
Maximum number of concurrent log in	600 clients
Maximum number of user registration	2,000 internal / 30,000 external per server
Maximum number of presence registration	200 presence users per client
Instant Messaging	200 Ad hoc groups & 30 Chatting rooms
Individual Call Routing	10 scenarios per client
File sending	5 parties & 3 files per client
Application sharing	6 parties per event
Video Conference	6 parties & 8 groups via CIF, QCIF, VGA
Log history saving per client	2,000 events
Headset hook switch integration	Plantronics : Audio 910, CS 50/60, GN Netcom : GN 8120

System Requirements		UCS Client	UCS Server
Hardware Requirements		Pentium IV 2.3G	Intel Core 2 Duo 1.8G(Minimum)
		512 MB RAM & 200 MB free HDD	Intel Quad Core 2 Duo 2.4G (Recommended)
		1024 x 768 video card recommended	2GB RAM & 1GB free HDD
		10/100 Base-T NIC	10/100 Base-T or faster NIC
		Full duplex sound card	
		USB headset recommended	
		Web Cam(Optional)	
Operating System		Microsoft Windows 2000	Microsoft Windows XP Professional
		Microsoft Windows XP	Microsoft Windows 2000/2003 Server
		Microsoft Windows Vista	Microsoft Windows Vista Business/Enterprise/Ultimate Edition

LG-ERICSSON