

# Charles and Dean



## 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, enabled the 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 users
- UCE applications
- LIP-9030 handsets
- Voicemail to email
- Call groups
- Hunt groups
- Directory integration



## The Benefits

- iPECS Cloud provides the flexibility to add new users simply and easily as required, to reflect Charles and Deans ambitious growth plan
- Unified Communications 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 file sharing, conference voice or video call option and instant messaging features
- LIP-9030 handsets gave a flexible directory to handle high calls volumes with easy to use features and functionality
- Distributing phone calls from a single number to all staff using a hunt group has driven business efficiency
- Voicemail to Email enables staff to quickly return missed calls to ensure high standards of customer service and the ability to save correspondences which can easily be shared amongst the team

“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