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Vertical Communications Partners with Ericsson-LG to Release iPECS Cloud 3.0, the First Communications System in the World to Support Digital Phones

iPECS Cloud 3.0 Provides the Next Level of Support by Delivering Cloud to Digital Phones

Santa Clara, CA, June 27, 2019 - Vertical Communications®, a leading provider of business communications software and solutions, has partnered with Ericsson-LG to release iPECS Cloud 3.0. The 3.0 release is the first in the world that can support digital phones in the cloud, expanding the cloud footprint to the millions of deployed Vertical digital phones. iPECS Cloud 3.0 also delivers several powerful new features, including additional audio conference bridges and a contact center for users.

Paired with Ericsson-LG's call management platform and Vertical Communications' rich voice applications, iPECS Cloud has always delivered scalable phone systems to guarantee customers are supported. Now the same reliable, powerful, scalable, and economical system can support legacy premise customers. iPECS Cloud 3.0 allows Vertical customers and premise users to easily transition to the cloud without having to reinvest in new handsets. "Vertical continues to focus on delivering the most powerful and reliable solutions possible to our customers, while keeping our costs reasonable," said Peter Bailey, Vertical Communications, CEO. "iPECS Cloud 3.0 allows premise users to move to and take advantage of the cloud, without incurring additional cost, all while continuing to benefit from Vertical's world-class implementation capabilities and award-winning service and support."

iPECS Cloud 3.0 brings the power of cloud to millions of Vertical's legacy digital phones which are already deployed to customers. The iPECS digital telephone adapters upgrade customers to the cloud without expensive rewiring or replacing existing phones. All ports, digital phone features, and programming will be done in the central iPECS web administration.

Many of Vertical's existing array of IP phones and additional 3rd Party IP phones are supported by iPECS Cloud 3.0 as well. This allows even more of Vertical's customers to move from their current solution to iPECS Cloud without needing to reinvest in new handsets. iPECS Cloud 3.0 makes moving to the cloud easy and cost-effective.

iPECS Cloud 3.0 also boasts a handful of new features, delivering new functionality to current and future customers. iPECS Cloud 3.0 now offers new audio conference bridge options to users. The 3.0 release expands audio conferencing with the ability to secure and schedule conferences. Users can require an attendee or host PIN and can control the conference for greater productivity. The new audio conference bridge options are available in 8, 25, or 100 seat options.

iPECS Cloud users can also add on the iPECS Cloud Contact Center feature. The iPECS Cloud Contact Center includes strong telephony integration with iPECS Cloud, as well as wallboard and reports for supervisors.

The new iPECS Cloud Contact Center also offers integration with 42 leading CRM packages and advanced routing via IVR, including skills-based and scenario routing.

While most cloud communications solutions are launched as “cookie-cutter,” one-size-fits-all systems, Vertical focuses upon delivering iPECS Cloud as a tailored solution, developed to each customer’s specific business. Vertical Communications Solutions Engineers are involved in every deployment, from designing the call flow and determining which features customers need, to recommending any special customizations to make customer’s business more successful.

iPECS Cloud 3.0 is part of the One Vertical concept, ensuring that customers can rely upon a single vendor for the entirety of their telecom needs. The One Vertical portfolio includes premise and cloud solutions, phones, internet connections, applications, and more, all supported by the Vertical Communications service team. Bundling all of these services together provides the customer with a simplified support solution. Vertical Communications is the single point of contact for all telecommunications services.

For more information about Vertical’s iPECS Cloud communication solution, visit <http://vertical.com/vertical/ipecs>, or call 1-877-VERTICAL.

About Vertical Communications

Vertical Communications, Inc. is a leading provider of communications platforms and applications that enable critical business workflows for enterprises across a variety of industries including retail, automotive, health care and hospitality. Our cloud and hybrid voice, WebRTC, mobility, messaging and collaboration solutions help some of 76 the world’s most successful companies improve efficiencies in daily operations, drive sales and deliver a superior customer experience. Vertical’s award-winning products and solutions, combined with our highly customer-focused engagement model, make us a strategic partner for businesses looking to transform their operations with communications technology. For more information about Vertical Communications and our complete line of products built for How We Work Today, visit www.vertical.com.

About Ericsson-LG Enterprise

Ericsson-LG Enterprise is a leading provider of business communications solution with over 40 years of experience in the global market. Ericsson-LG Enterprise delivers a complete product lineup for Unified Communications from small to large-sized businesses, and establishes its strong position through advanced technology and diverse reference sites.

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Vertical Communications:

Kevin Butler
Vice President, Marketing
408-404-1608
kbutler@vertical.com