

IPECS Overview

2026

This is IPECS

Helping businesses communicate
better across the world.



50+

Countries



15M+

Users



60M

Calls/day



50+

Years
of innovation

IPECS, a part of Ericsson, is a joint venture established in 2010 between Ericsson and LG Electronics.

The company was founded in 1969 and is headquartered in Seoul, South Korea.

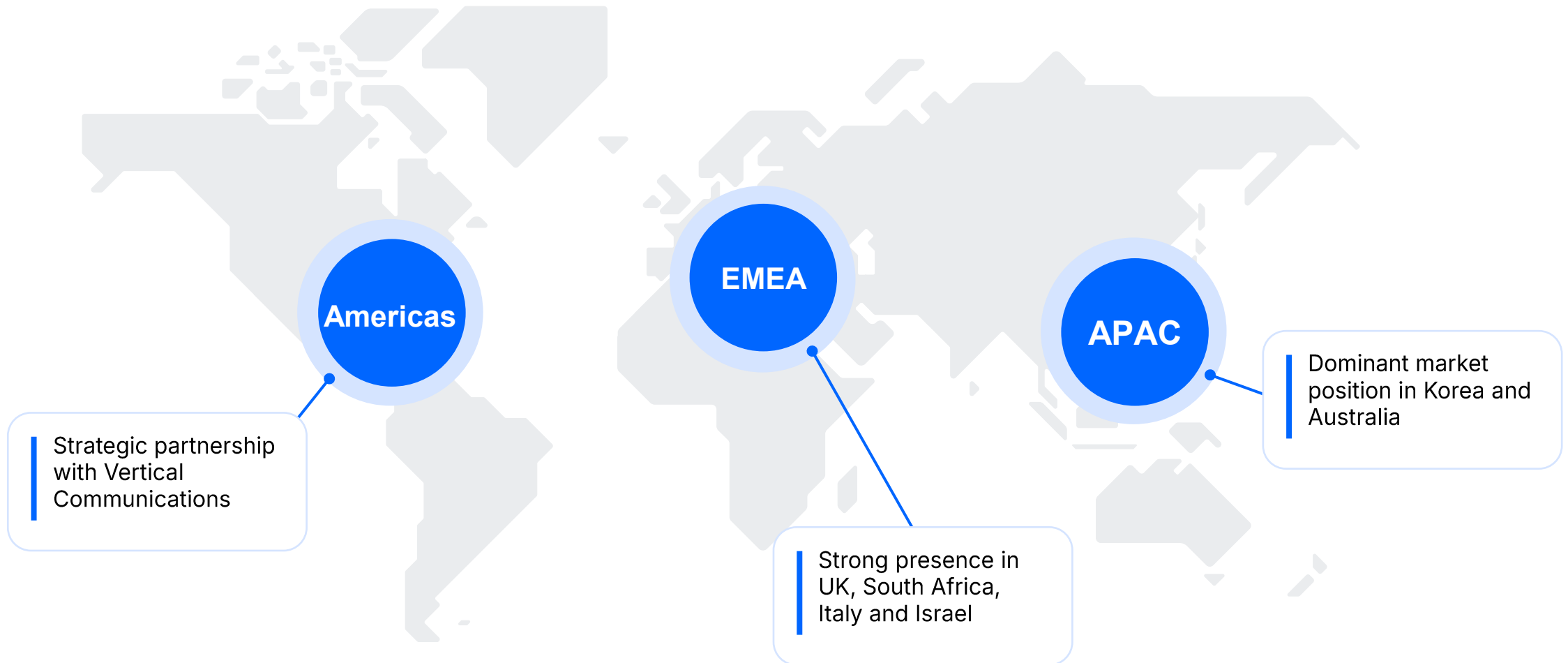
We deliver cloud-based and on-premise unified communication solutions integrating voice, video, and messaging to help businesses collaborate seamlessly.

IPECS



Global Presence

A Global team serving installed base of 15 million extensions worldwide.



IPECS Priorities

IPECS is our strategic roadmap to a more **agile, cloud centric** future in which **unified communications**, enriched **digital experiences**, and **actionable AI** work together to help business and enterprises of all sizes and industry collaborate more effectively.



Cloud Centric

Changing the game – evolving into a modern, integrated **cloud communications** platform that helps businesses work smarter and more efficiently.



AI Driven

Embedding **practical AI** capabilities and tools including **transcription**, **summarization** and **sentiment** analysis directly into user workflows.



Unified Experience

Delivering **IPECS ONE**, a single application that seamlessly connect people across any device.

IPECS Portfolio

End-to-end communication and collaboration solutions built for a **connected**, intelligent **future**.



Enterprise Communication Systems

Trusted communications built for cloud, hybrid, and on-premise environments.



Business Applications

Empowering smarter collaboration, engagement, and productivity.



Platform and Partner Ecosystem

An open ecosystem that extends IPECS applications through APIs, integrations, and local expertise.



AI Powered Services

Practical AI embedded across every stage of the communication journey.



One Portfolio.
Infinite Possibilities.



Scalable
Grow with confidence



Reliable
Always-on performance



Open
Integrate without limits



Secure
Built-in security

Enterprise Communication Systems

Unified communication, one platform.
Flexible deployment, endless possibilities.



IPECS CLOUD

Cloud-based communication for
flexibility and reliability



IPECS CONNECT

Stable on-premises solution with
powerful connectivity



IPECS UCP

Globally standardized
unified communication platform



One platform – One experience – Your choice of deployment model



Public – Private - Hybrid

Deploy flexibility across
any environment



Integrated UCaaS/CCaaS

Seamless UC and CC integration
for an enhanced customer
experience



Business Applications

Boost productivity with
range of business
applications



Practical AI

AI that drives meaningful
business innovation



IPECS Devices

Smart, reliable devices
for every workspace



Cloud Platform. Seamless UCaaS + CCaaS

Unifying communications and contact center to
boost productivity and eliminate customer friction

Business Applications



Open APIs that enable seamless integration with business applications and partner solutions



IPECS ONE

The unified iPECS experience connecting platforms, applications, AI, and services.



IPECS CC

Empowering customer service with omnichannel engagement, analytics, and AI-driven insights

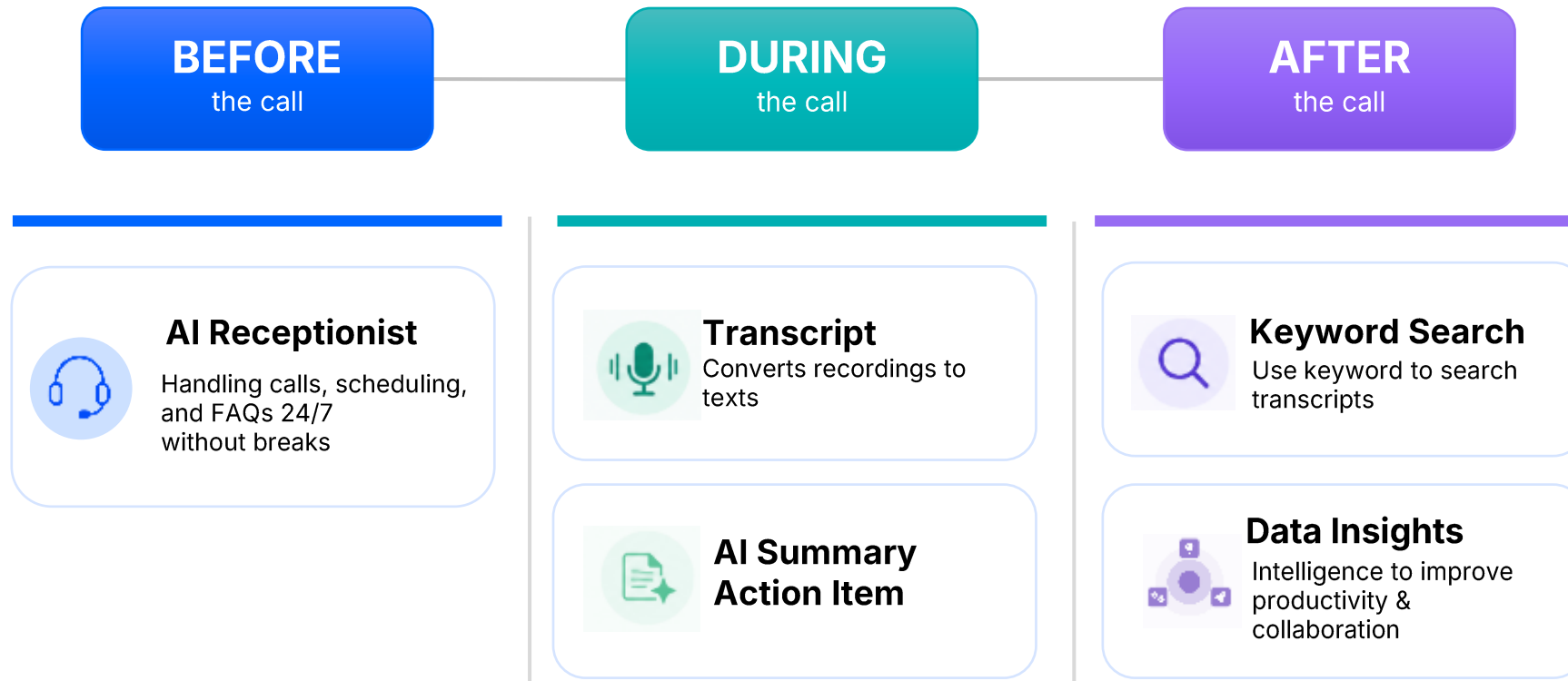


IPECS ANALYTICS

IPECS Analytics transforms communications data into actionable business insights

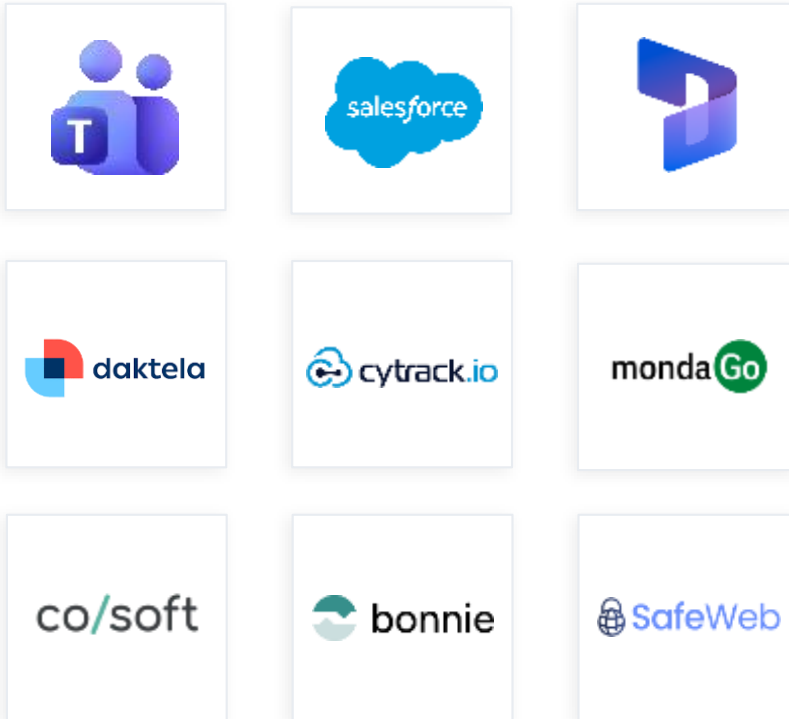
IPECS AI Services

Intelligent AI that enhances every stage of the customer journey
preparing, assisting, and summarizing every conversation



Platform and Partner Ecosystem

Open, connect, and extensible platform
that grows with your business



A growing ecosystem of technology partners
building value together



Open API architecture

enabling seamless integration with third-party applications and business systems



Wide Application Connectivity

Connect iPECS with CRM, ERP, productivity tools, and industry-specific applications



Customization & Extensibility

Enable partners and developers to build customized solutions and workflows



Extend Beyond Communications

Extend iPECS capabilities beyond communications into business processes



Accelerate Innovation Together

Accelerate innovation through a growing ecosystem of technology partners

Global IPECS Cloud presence

Delivering reliable cloud services across the world



Global

10 countries and
16 platforms worldwide



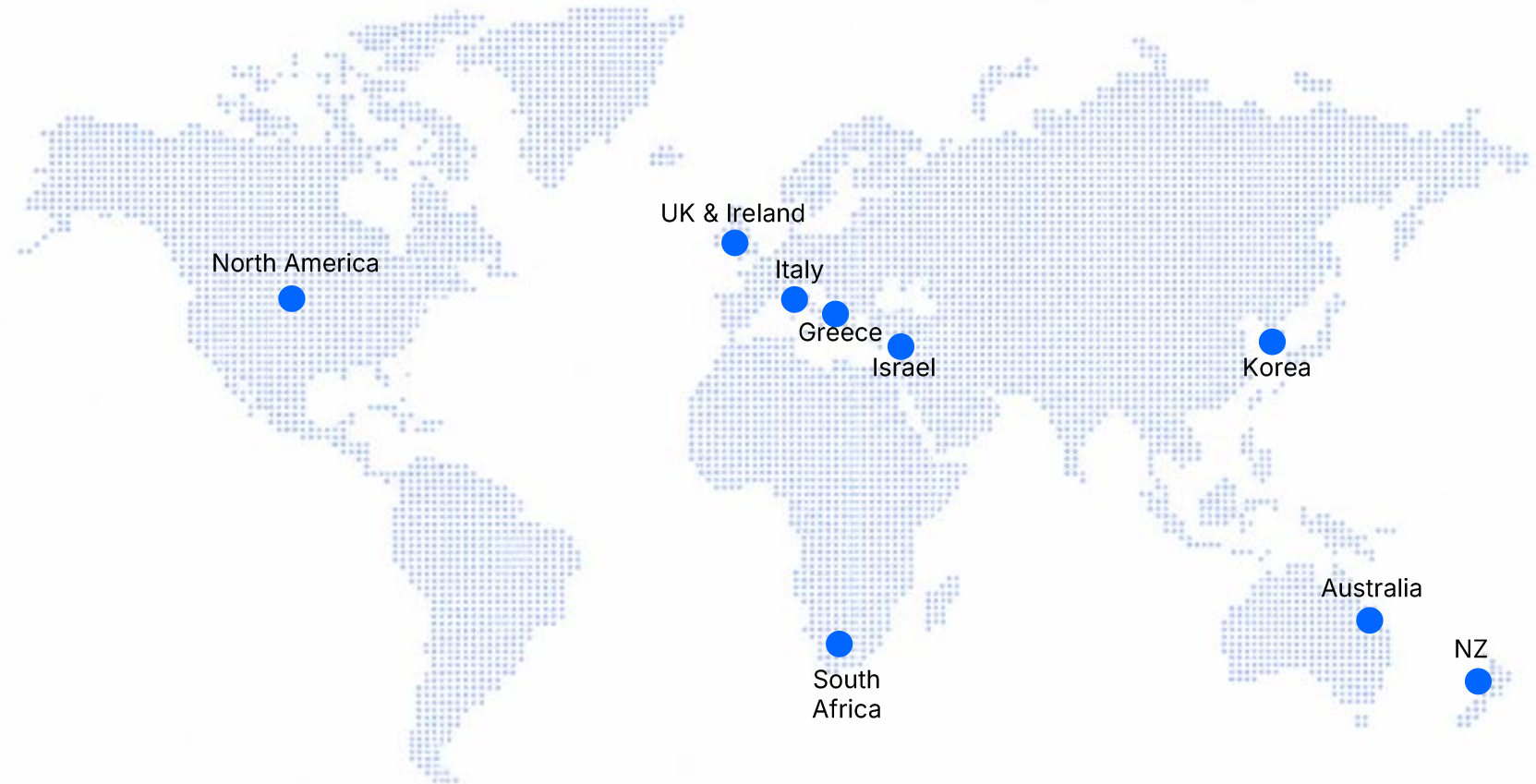
Reliability

99.999%
system uptime



Growth

3% CAGR
(2018 – 2025)



Empowering collaboration and engagement

Serving diverse customer needs through vertical expertise and a strong partner ecosystem.

OUR CUSTOMERS



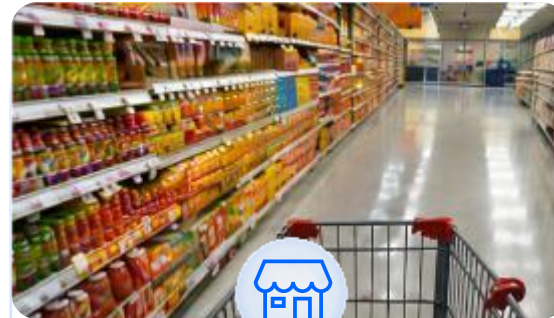
Education

IPECS delivers cost-effective, scalable communications for education.



Healthcare

IPECS delivers mission-critical reliability for healthcare. With 99.999% uptime, built-in redundancy, and disaster recovery.



Retail

IPECS simplifies multi-store communications. Centralized management across hundreds of locations.



Hospitality

IPECS elevates the guest journey from booking to checkout

GO-TO-MARKET THROUGH OUR ECOSYSTEM



Our Partners



Technology
partners



Solution
Partners



Cloud & Service
Partners



Channels



Gamma

Telkom



LG



One Platform. Every Industry.

IPECS empowers businesses across industries with reliable, intelligent, and future-ready communications



Our Values

Built on values. Driven by purpose.



Professionalism

We do our best
in everything we do.



Respect

We value people
and collaborate



Perseverance

We keep going
until we succeed



Integrity

We act with honesty
and responsibility

