



Mobility empowers work efficiency & productivity

About the client

Knight Frank Malaysia is a leading independent real estate consultancy in Malaysia. They are established in 2002 and has since grown to have a strong presence locally and globally. With over 500 employees, Knight Frank are headquartered in Kuala Lumpur with branches in Penang, Johor and Kota Kinabalu.

Knight Frank are an established voice in Malaysia's property sector, offering a range of high quality solutions that go above and beyond the professional service clients expect.

Summary

In January 2023, Tele Dynamics Global Com (TDGC) supported Knight Frank with the deployment of an Ericsson-LG Enterprise iPECS eMG800 phone system. As a large enterprise, Knight Frank's communication and networking needs are complex. TDGC supports them, facilitating flexible communication as the business grows. The system can handle an impressively high volume of incoming and outgoing calls, which can also be handled remotely through the iPECS UCS mobile solution. The new solution also provides extensive cost savings for Knight Frank.

Challenge

Real estate is a very competitive sector. Fast and effective communication with customers is critical for success. Knight Frank, as industry leaders, needed this to be a priority.

In addition to the importance of seamless communication between company headquarters and branch offices, Knight Frank also needed to be able to communicate with their employees visiting customer sites. They need a communication platform that provides mobility and keeps staff in the loop at all times.

All of this had to be a cost-effective, easy-to-use solution that required no special training for employees.

Product

Platform

- iPECS eMG800

Terminal

- iPECS 1000i

Application

- iPECS UCS Mobile



300 – 600 Ext.



Corporate



iPECS eMG800



**Knight
Frank
Malaysia**

"The new iPECS system promotes enhanced collaboration and communication for our business. It also provides huge potential for us to embrace flexible working, and provides a platform to fuel continued revenue growth."

– Encik Faizal Md Dan, Senior IT Manager

Solution

Knight Frank Malaysia selected iPECS eMG800 as their new communication platform. The iPECS eMG800 is a fantastic solution as it features a hybrid of IP, digital and analogue telephony. It also brings mobile workers closer to the business through integration with the iPECS UCS unified communication app.

iPECS UCS was provided to all mobile staff who spend time with external clients. This provides the flexibility and professionalism that a business like Knight Frank always requires.

iPECS 1000i Desktop terminals were deployed for office-based staff. The terminals were synchronized with iPECS UCS to allow employees to work effectively.

Benefits

- The company was able to reduce overall communication costs and maximize employee efficiency through this complete modernization project.
- iPECS eMG800 supports not only various types of terminals, but it also works with UC applications to boost collaboration between employees. Employees were able to provide a higher level of customer service to customers by using iPECS UCS to connect with colleagues in the office anytime.