IPI CLOUD
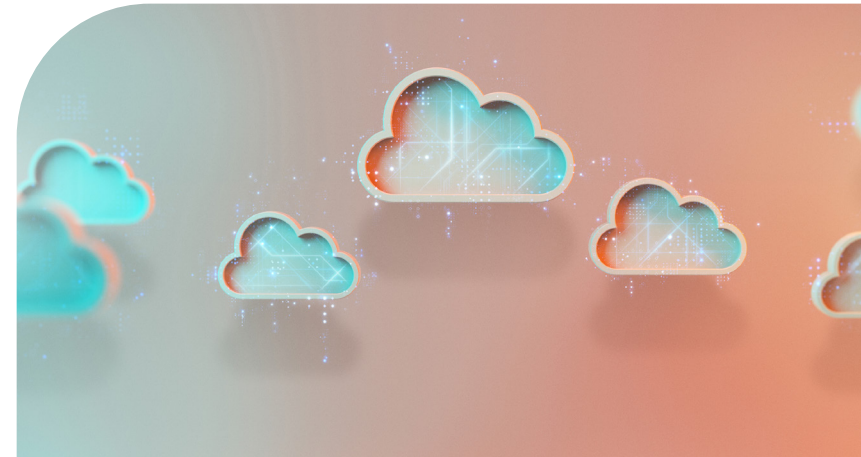
LIMITLESS POWER FROM IPI

IPI Exceptional Customer Contact

IPI CLOUD

IPI CLOUD PLATFORM

The cloud is a staple of the modern workplace, enabling organsiations to support the hybrid workforce and run operations from anywhere. As the gateway to more advanced technologies and a critical part of operations, it is essential that whatever form your cloud takes – public, private or hybrid – you have the flexibility to scale, safe in the knowledge that your information – and that of your customers – is safe.

IPI Cloud provides you with the assurance needed to grow. We offer an enterprise-grade infrastructure that operates across five tier-3 data centres. Each data centre is independently run, operating redundant power, cooling and connectivity services to reduce the risk of an IPI Cloud Zone becoming unavailable.
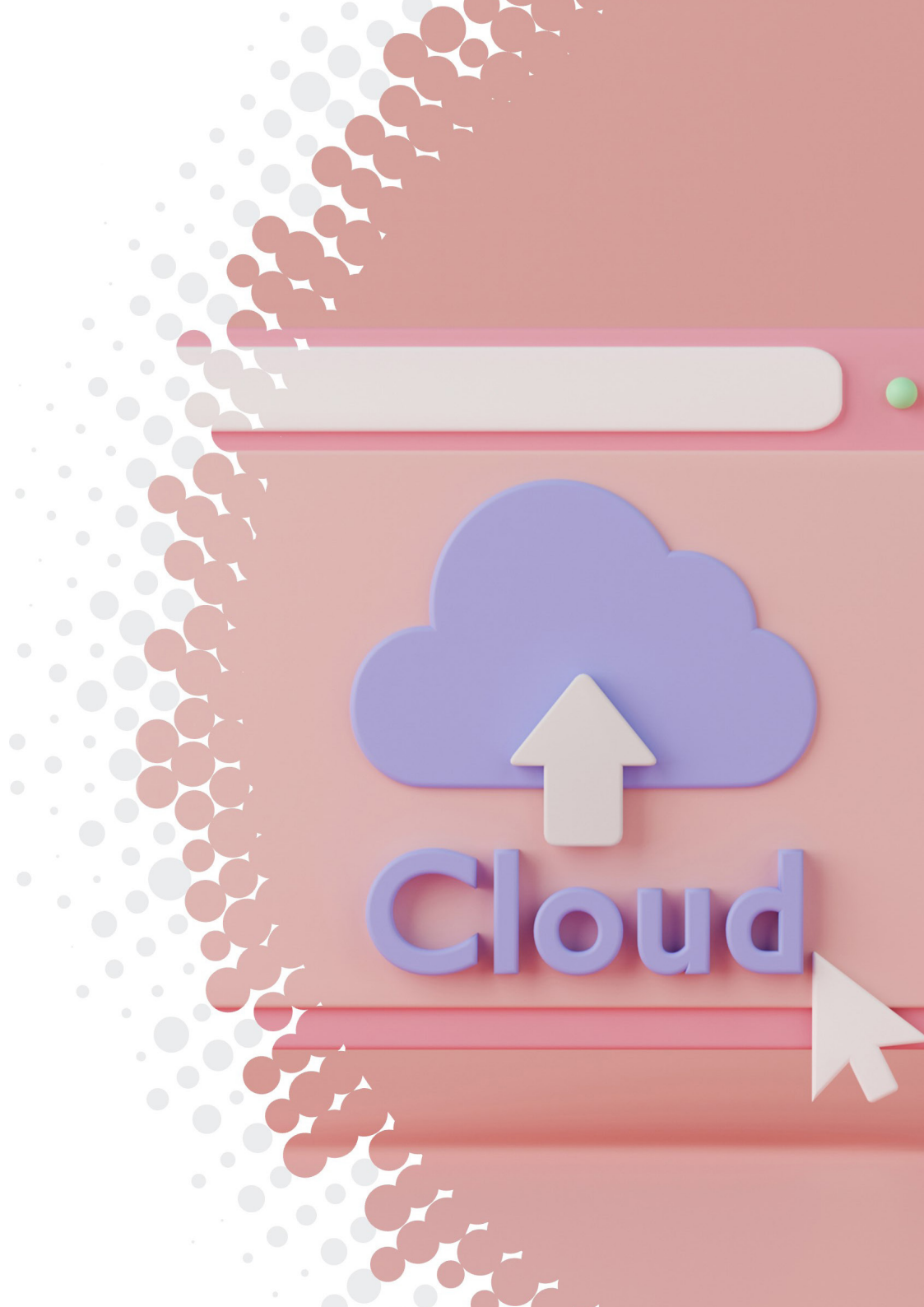
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IPI CLOUD - THE FOUNDATIONS FROM WHICH TO SCALE

With our experience spanning more than 20 years in the industry, we understand the unique challenges of running Contact Centres, but also how best to use the cloud to optimise operations.

We take the time to understand your business, your objectives and your business priorities, so that we can best match your company with a solution that will deliver success for you and your customers. This experience, and this flexibility of service, mean that we provide solutions that best meet the needs of our clients now, and in the future.

Flexible cloud computing solutions can help your business increase the speed, power and security of your IT infrastructure. And because IPI offers cloud solutions that flex to meet demand, you can scale up your solution, as and when you need to.

IPI - A STEP AHEAD IN THE CLOUD - OUR SOLUTIONS

VM Cloud

VM Cloud provides you with a fixed amount of infrastructure to be consumed within the IPI Cloud. This reduces the IT burden on your own facilities, while also enhancing security and helping to manage the cycle of upgrades and maintenance. As an Infrastructure-as-a-Service offering, this solution can scale to meet your organisation's changing requirements — allowing you to bolt on additional computing power or storage space as your needs change.

App Cloud

In its simplest form, IPI's App Cloud helps you to secure the computing capacity you need. Uniquely, rather than booking a volume of storage, IPI App Cloud clients purchase an 'application' or 'business outcome'. Your agreement might, for example, provide capacity for 450 agents on the line 24/7/365 with no outages — and this is what IPI will guarantee. As part of this undertaking, IPI carries the responsibility for delivering all the resources you need to realise this business outcome.
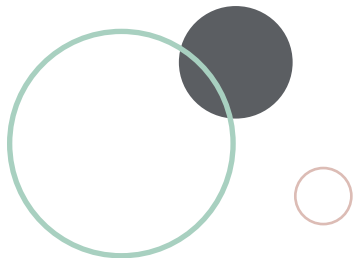
IPI - A STEP AHEAD IN THE CLOUD - OUR SOLUTIONS

Back-up-as-a-Service

IPI's Back-up-as-a-Service (BaaS) automates the back-up of your data. IPI BaaS is a cloud storage repository coupled with a software package – designed to support both on-premise or virtual servers – to send data to the backup target. The data back-up can take place across any internet connection with the remote application and the BaaS service taking care of security of data in transit as well as compressing and deduplicating the data prior to transmission, minimising the impact on the local network. The solution is also designed to satisfy compliance requirements and business continuity plans – with IPI's BaaS service providing the back-up of virtual machines and file structure. In addition, multiple copies of the data are kept, allowing for a point in time to be recovered.

Disaster-Recovery-as-a-Service

IPI's Disaster-Recovery-as-a-Service (DRaaS) protects on-premise or private environments against loss of service or access. It backs up virtual machines to the Azure cloud, meaning that in the event of a disaster, virtual workloads can be enabled within the Azure cloud and end users can remotely connect and continue to operate. The service can be tailored to specific business needs with Data Recovery Point Objectives (how much data will be lost, time between sync of data to the cloud) and Recovery Time Objectives (how quickly the virtual environment can be stood up), and can be scaled up based on business preferences.

THE GATEWAY TO THE NEXT GENERATION CONTACT CENTRE

The cloud opens the door to a wealth of possibilities. However, it is essential to ensure that you have the right technology behind you to support your transformation. With its extensive team of certified engineers, IPI is the right partner to ensure that your cloud infrastructure always performs and that your organisation's data, and your customers', is held securely no matter where it resides. We help you prepare for the future, whilst maintaining your day-to-day operations, ensuring that whatever happens along the way, you can continue to operate.

IPI CLOUD PLATFORM

TAKE THE NEXT STEP

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