

**MATRIX HELPS MANUFACTURING GIANTS
IN PRODUCING WORLD CLASS SEATS,
ENHANCES EMPLOYEE PRODUCTIVITY WITH
MULTI-LOCATION CONNECTIVITY SOLUTION**

INDUSTRY	Manufacturing
CUSTOMER	Bharat Seats
CHALLENGES	<ul style="list-style-type: none"> • 24x7 Connectivity Between In-office and Mobile Workers • High Telephony Costs • Scalable Communication System for Future Growth • Connectivity Between Head Office and the Branch Offices • Easy Management of Communication Systems
SOLUTION	<ul style="list-style-type: none"> • Scalable and Hybrid ETERNITY IP-PBXs at Head Office and Branch Offices • GSM Trunks for Easy and Cost-effective Connectivity with Mobile Workers • Hassle-free Maintenance with Web based GUI Interface

INTRODUCTION

Bharat Seats Pvt. Ltd. is owned in partnership by Suzuki Motor Corporation Japan, Maruti Suzuki India and the Relan Group. The company is an eminent manufacturer of complete seating systems for transport and automotive vehicles. The company holds offices at different locations across India in Manesar, Bahadurgarh and Gurgaon.

SOLUTION

Matrix, along with its esteemed channel partner, offered a solution that sufficed the needs of Bharat Seats Pvt. Ltd. Matrix offered ETERNITY GE12S - IP-PBX for Seamless Mobility and Universal Connectivity at the Bharat Seats' head office in Gurgaon. Ten IP Phones SPARSH VP248S were also provided for improved desk telephony experience. ETERNITY GE6SAC - IP-PBX for Small and Medium Enterprises was installed at the branch office in Gurgaon. To reduce communication delays in the two branch offices at Manesar, ETERNITY PE6SP and ETERNITY NE416 - The Next Generation PBX for Small Offices was provided. Furthermore, almost 30 employees were connected internally and with the mobile workers using ETERNITY PE6SP at a branch office in Bahadurgarh.

CHALLENGES

To tailor quality seating material and close the sales order; it was necessary for all employees working at head office and branch office to be in sync. Continuous calling on GSM networks to contact the on-field employees increased the company's telephony costs. It was very difficult to offer wired connectivity to employees at remote locations.

Reduce Telephony Costs by Placing all the Calls through GSM Network

Since the outbound calls were routed through GSM network, communication delays were reduced. Improved connectivity between office employees and mobile workers optimized the business opportunities.

Streamline Internal Communication by Connecting all the Employees over IP

With IP connectivity between all the PBXs, Bharat Seats saved internal communication costs. Flexibly scalable systems loaded with distinct features such as Multi-party Conference, Dial-by-Name, Presence Sharing and Instant Messaging elevated the level of business communications and boosted employees' productivity.

Scalable Systems to Support Expansion Plans

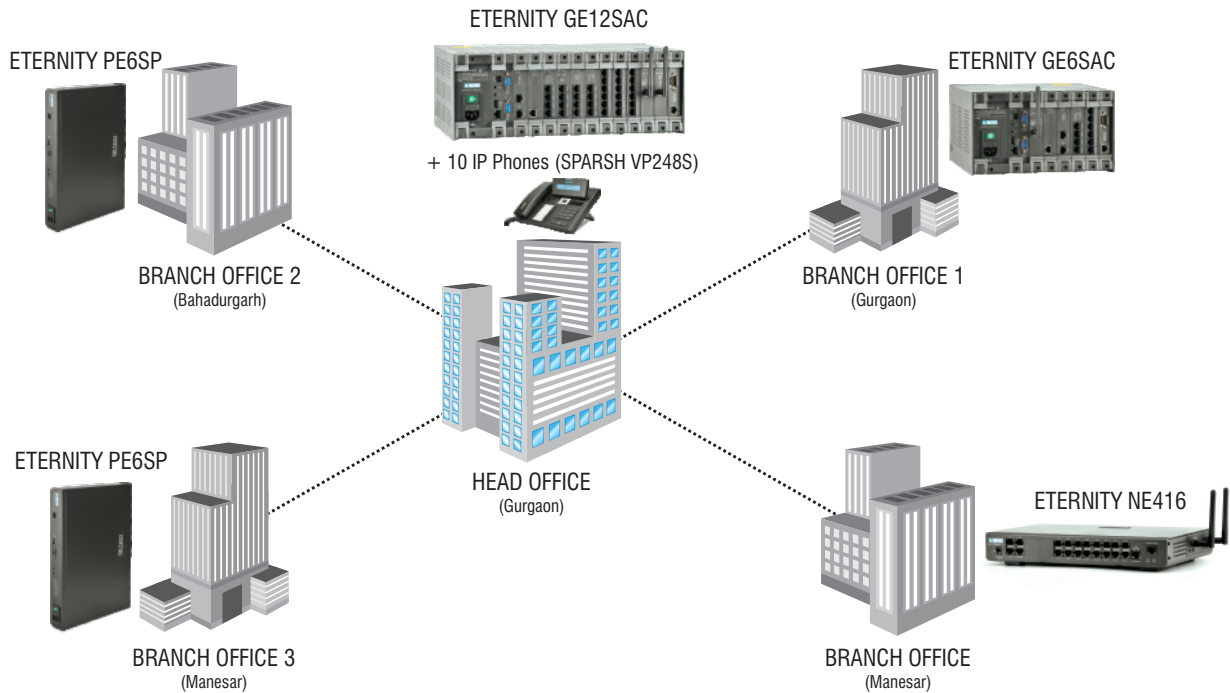
One of the main reasons for Bharat Seats to choose Matrix Telecom solutions is the scalability and hybrid nature of the system. Currently, Matrix ETERNITY IP-PBX manages calls of 150 employees at the head office. ETERNITY GE12SAC has the capacity of supporting up to a total of 240 users in any combination of GSM/Analog/IP users.

Remote Management of Communication System with Web based GUI

With the Web based Remote Management feature, system can be managed by the IT administrator from any place, through any device.



SOLUTION DIAGRAM



BENEFITS

- Continuous Internal Communication Boosted Employees' Productivity
- Easy Connectivity with the Mobile Workforce Automated Decision Making Process
- Remote Support with Web based GUI Increased the Reach of IT Department
- Calls through GSM and IP Network Slashed Down the Communication Costs

ABOUT MATRIX

Established in 1991, Matrix is a leader in Telecom and Security solutions for modern businesses and enterprises. An innovative, technology driven and customer focused organization; Matrix is committed to keep pace with the revolutions in the telecom and security industries. With more than 40% of its human resources dedicated to the development of new products, Matrix has launched cutting-edge products like IP-PBX, Universal Gateways, VoIP Gateways and Terminals, GSM Gateways, Access Control, Time-Attendance and Video Surveillance solutions. These solutions are feature-rich, reliable and conform to the international standards. Having global foot-prints in Asia, Europe, North America, South America and Africa through an extensive network of more than 500 channel partners, Matrix ensures that the products serve the needs of its customers faster and longer. Matrix has gained trust and admiration of customers representing the entire spectrum of industries. Matrix has won many international awards for its innovative products.

For further information, please contact:



MATRIX COMSEC

Head Office

394-GIDC, Makarpura, Vadodara-390 010, India.
Ph: +91 265 2630555, Fax: +91 265 2636598
E-mail: Inquiry@MatrixComSec.com
SMS 'MATRIX' to +91 99987 55555

www.MatrixTeleSol.com