



AN EMBASSY IN GHANA IMPROVES ACCOUNTABILITY AND TRANSPARENCY WITH MATRIX TELECOM SOLUTIONS

Shifting abroad or going on a visitor's visa is fraught with gazillion complications. People are often concerned about their accommodations and itinerary in foreign places. While people are not within the limits of their own country and if any problem arises then it

worsens the plight of people. The embassy officials are the only ones who can help the people in jeopardy. Therefore, it is imperative for the embassy professionals to constantly stay in touch with each other and be reachable every time to offer correct solutions at the right time.

INDUSTRY	Government
CUSTOMER	Embassy
LOCATION	Cantonments, Ghana
CHALLENGES	<ul style="list-style-type: none"> • Call Management • Flexibility to Attend Desk Extension Calls even on the Move • Robust Internal Connectivity • Flawless Communications
SOLUTION	<ul style="list-style-type: none"> • GSM Gateways • Office-in-a-Box Solution • GSM and VOIP Connectivity for Mobile Employees • Analog Lines for Inter Departmental Communication • Web based Centrally Managed User Interface
RESULTS	<ul style="list-style-type: none"> • Improved Management and Handling of Calls • Reduced Telephony Costs • Boosted Connectivity between Employees • Enhanced Work Efficiency
PARTNER	Raycom Technologies

INTRODUCTION

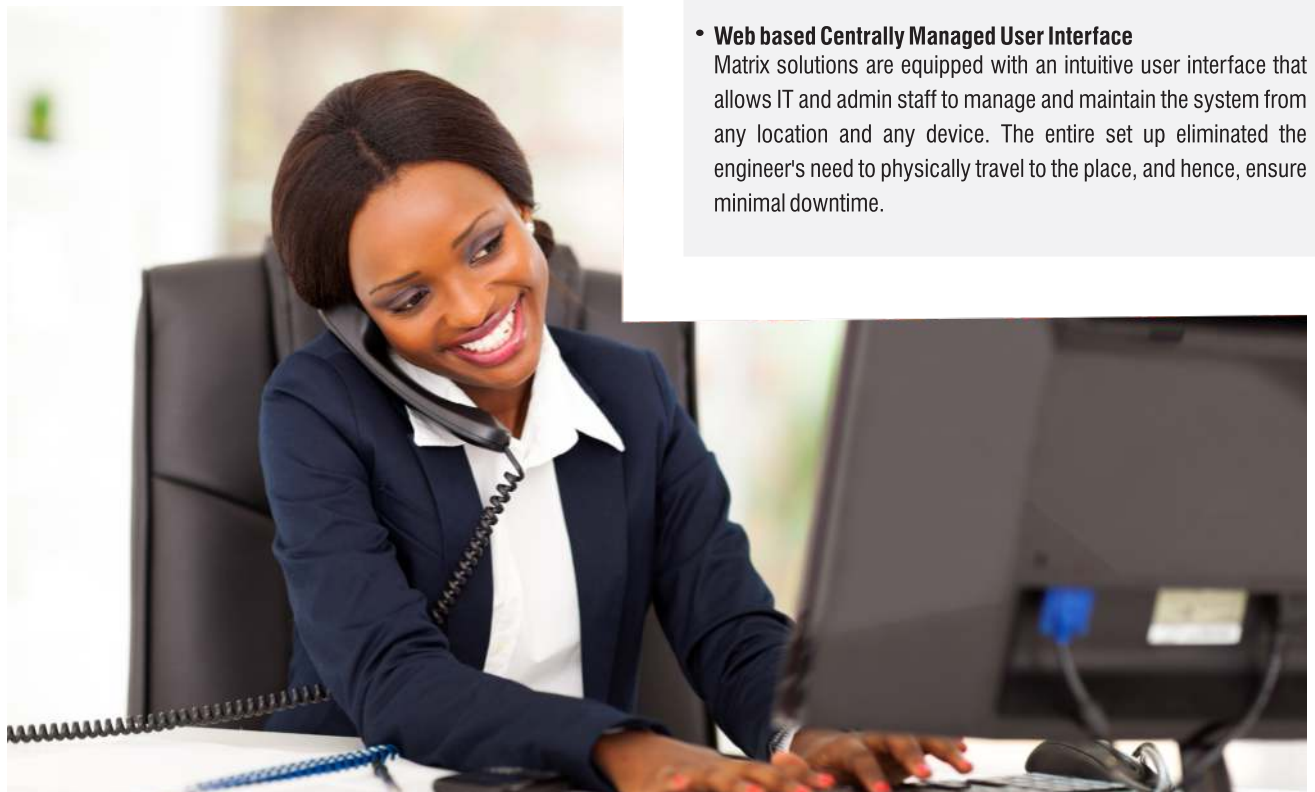
The embassy working as a consulate of diplomatic missions in the foreign land represents a sovereign state. Besides issuing visa and assisting the citizens of native country on foreign soil, the embassy professionals are involved in different tasks such as interacting with the host governments, local governments, local businesses, the media and educational institutions. The main aim of the embassy is to promote the cultural, political and educational exchanges amongst the native and foreign country.

Since the embassy officers have to handle multiple tasks at the same time, they couldn't remain tied to their desks for a long period. Employees roaming around to complete their tasks had to miss their calls because of which the calling parties had to face great difficulties.

Mobility being the prime requirement of embassy officials, they were looking for a solution that offered them connectivity of the modern wireless networks. Before investing in Matrix Telecom solutions, the authorities tested product performance on different parameters. With solution tailored exactly according to the needs of embassy professionals, they are quite satisfied with the deliverables.

CHALLENGES

The embassy professionals were looking for a solution that helped mobile employees remain in touch with the calling parties even when they were on the move. The authorities wanted a product that offered scalability and an easy switch to the latest networks. Employees understood the importance of continuous communications, and hence, they were looking for an easily manageable system that ensures minimal downtime.



SOLUTION

Matrix, in association with its esteemed partner Raycom Technologies, understood the requirements of embassy officials and designed a solution with following components:

- **GSM Gateways**

Matrix range of GSM Gateways was offered to enable the embassy professionals in leveraging the benefits of wireless networks. GSM SIM cards were inserted and Analog trunk ports were interfaced to allow the desk employees call mobile numbers without incurring heavy costs. The same GSM trunks were used by the mobile employees to receive calls on their mobile phones.

- **Office-in-a-Box Solution**

Matrix office-in-a-box solution was offered to establish inter-departmental connectivity. The single box was again configured for Analog trunk ports, GSM and VOIP connectivity. The compact solution helped officials access multiple networks according to their needs and manage their calling activities efficiently.

- **VOIP and GSM Connectivity for Mobile Employees**

Matrix supplied communication solutions that offered mobility to employees with VOIP and GSM networks. With communication routed over the latest networks, desk employees as well as mobile employees were also able to connect with each other, and in turn offer accurate solutions.

- **Analog Trunk Ports for Inter Departmental Connectivity**

The Analog trunk ports were offered to streamline the internal communication between different departments. Being connected with the same system enabled the employees to easily connect with each other and break internal communication bottlenecks.

- **Web based Centrally Managed User Interface**

Matrix solutions are equipped with an intuitive user interface that allows IT and admin staff to manage and maintain the system from any location and any device. The entire set up eliminated the engineer's need to physically travel to the place, and hence, ensure minimal downtime.

RESULTS



- **Improved Management and Handling of Calls**
Flexibility to attend and place calls from mobile phones removed internal communication bottlenecks, helped the professionals attend their calls and answer the queries of calling parties.



- **Reduced Telephony Costs**
Routing of communication on latest networks such as VOIP and GSM slashed down the telephony costs.



- **Improved Connectivity between Employees**
Analog, GSM and VOIP connectivity brought employees working at different locations under the same communication roof. The entire arrangement took ease of dialing and connecting with multiple employees to new heights and in turn improved connectivity



- **Enhanced Work Efficiency**
All teams being connected through a robust communication network allowed employees to exchange ideas without any hassle and eliminated all the possibilities of miscommunication between employees.

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.

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