

Customer Experience

The Cement Giant trusted on Matrix for their Concrete Communication Backbone!

The End-user is a leading brand of building material and is involved in manufacturing and marketing of Ordinary Portland Cement, Portland Blast Furnace Slag Cement, Portland Pozzalana Cement and Ready Mix Concrete (RMC).

The end-user has one of the Composite plants in South Gujarat, India for which they sought integrated communication solution for the continuous and seamless connectivity between production plant, administration office and residential colony – all having different communication requirements.



Customer Needs

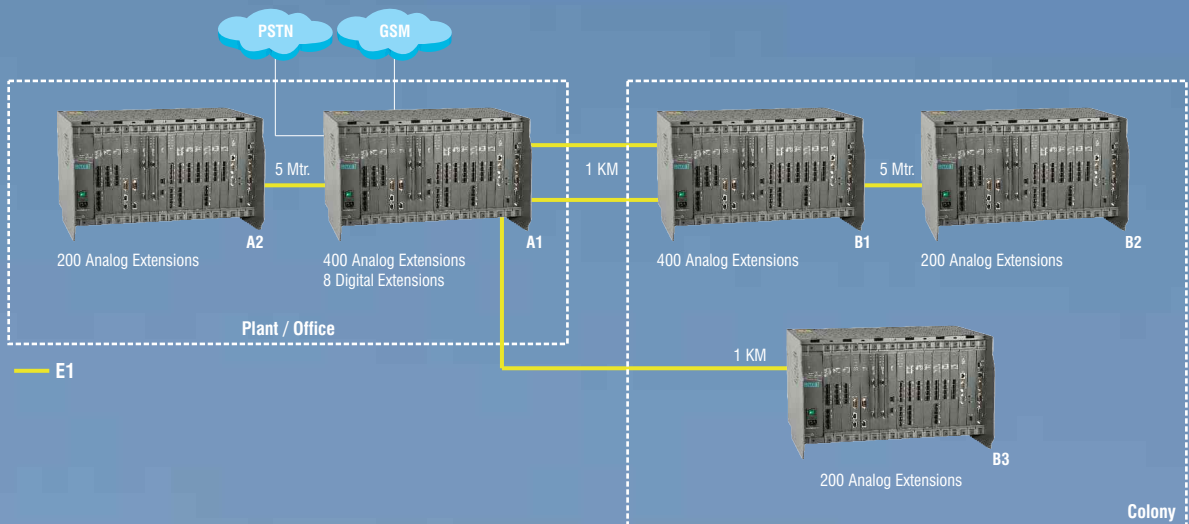
- Seamless communication between Plant, Office and Residential Colony
- Efficient Call Management
- Quick Deployment
- Future-proof solution to protect investment
- Flexible Numbering Plan
- Easy to use
- Easy to configure
- Local and Prompt Service Support

Results

- On-Time Deployment
- Lowered Total Cost of Ownership
- Control over call costs
- Flexibility of call budgeting
- Freedom to Scale as and when needed
- Easy to use and manage system through web-based GUI
- Centralized Management
- User Friendly system – Minimum end user training required
- Continuous operation through Excellent Service Support

Solution Components

- Matrix ETERNITY ME16S – 5 Numbers
- Configuration: 8 CO Lines, 4 GSM and 1400 Analog Extensions
- EON Digital Key Phones with DSS Operator Console
- Analog Phones



The Challenge

The requirement is to connect users, with different communication requirements at production plant, administration office and residential colony, dispersed over an area of 2 kms.

The production plant running 24X7 required a communication system to support continuous production activities with minimum downtime. The wide spread company facility also asked for seamless connectivity among plant users, administration office users and residential colony users. The company is early adopter of new technologies and aspired for the latest technology for their communication system without compromising with existing dialing habits or already established telecom infrastructure. To reduce the maintenance downtime and optimization of resources, a centralized system with remote configuration capabilities was highly desirable. The individual call privileges to all users are required to be assigned by administrator to ensure the secure telephony system.

The expert technical team of the customer selected Matrix solution after comprehensive comparison of the feature sets, costs, flexibility and scalability of the system with other MNC competitors as SIEMENS (HiPath 4000) and NEC. Lower TCO, higher ROI through enterprise grade feature set and prompt service support from local channel partner made Matrix the clear winner over the competition.

The Solution

Matrix Partner installed 5 ETERNITY ME16S – two at production plant and three at residential colony – to meet a requirement of 1400 users across the facility. All these systems are interconnected over E1 protocol offering feature transparency among users spread over an area of 2kms. Users at distant locations are now able to reach by just dialing an extension number and also the executives in office enjoy conference bridge functionality for multiple conferences with internal and external callers.

The solution comprehensively offered enhanced internal communication as well as optimized operational productivity and call costs by intelligently routing calls to PSTN and GSM Network. Keeping all the telecommunication resources at centralized location further add to the ease of installation and maintenance to the system engineers. Matrix Systems are easy to configure and install through web-based GUI, even from the remote location. This eliminates allocation of separate technical resources for production plant and residential colony set-ups. The extensions having problem can be reprogrammed even sitting at the extension without having to go to main system and conduct reconfiguration activities – this further enhances the productivity and efficiency of system engineers and eliminates the need of commuting between user terminals and centralized system – which are spread across the large area of 2 kms.

For more than 1000 users, allocating extension numbers which are easy to remember has been problem for system engineers and many communication systems don't offer the flexibility of allocating extension numbers of more than 3 digits. Matrix system, equipped with the Flexible Numbering feature supporting extension numbers upto 6 digits, resolved the problem of allocating flexible extension numbers to users as per their convenience.

The Results

Increased call handling efficiency, improved voice communication between production plant, office and residential colony with the flexibility and scalability to meet future requirement – these are few benefits to list, the leading cement brand incurred from Matrix Solution. In addition, customer now enjoys cost effective external communication through advanced call handling and management features and optimum utilization of their telecom infrastructure and real estate.

System Engineers are happy with their increased efficiency and reduced commuting across the large area due to easy and remote configuration capability of Matrix System – thus the cement giant achieved optimization of their investment and technical resources to perform better and operate more effectively by investing in Matrix System.

ABOUT MATRIX

An ISO 9001 Company, Matrix is a leader in Telecom and Security solutions for modern businesses and enterprises. An innovative, technology driven and customer focused organization; the company is committed to keep pace with the revolutions in the telecom and security industries. With around 30% of its human resources dedicated to the development of new products, Matrix has launched cutting-edge telecom products like IP-PBX, Universal Gateways, VoIP Gateways and Terminals, GSM Gateways, Access Control and Time-Attendance Systems and Fire Alarm Systems. 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 more than 150,000 customers representing the entire spectrum of industries. Matrix has won many awards for its innovative products.

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Due to continuous technology upgradations, product specifications are subject to change without notice.