

LEADING FINANCIAL FIRM IN MUMBAI ENSURES CONTINUOUS CONNECTIVITY WITH MATRIX TELECOM SOLUTIONS

Case Study



INDUSTRY

BFSI

LOCATION

Mumbai, Maharashtra

PARTNER NAME

Space Office Systems, Mumbai

COMPANY PROFILE

A reputed name in Financial Services with group companies providing services such as Private Wealth Management, Retail Broking and Distribution, Institutional Broking, Asset Management, Investment Banking, etc. Started as a stock broking company, the company is now a well-diversified firm offering a range of financial products and services.

CHALLENGES

- Being an established firm, a Centrex Communication Network was already in place. However, Centrex has limited features along with recurring costs. As a growing organization, they required a communication solution equipped with all modern features with full control over the system.
- The financial firm has multiple branches and communication between these branches is essential. Hence, one of the primary requirements was to connect all branches with each other. Integrating various branches with Centrex Communication Network becomes difficult for employees as they must remember a lot of numbers.
- As the organization grew, Multiple lines were terminating on the premise and the recurring maintenance cost also increased along with regular billing.

PROJECT HIGHLIGHT

- Replaced Existing Centrex Communication Network with IP PBX
- Retained DDI Number Range
- Multi-location Connectivity Over IP Network for Free Intercom

SOLUTION OFFERED

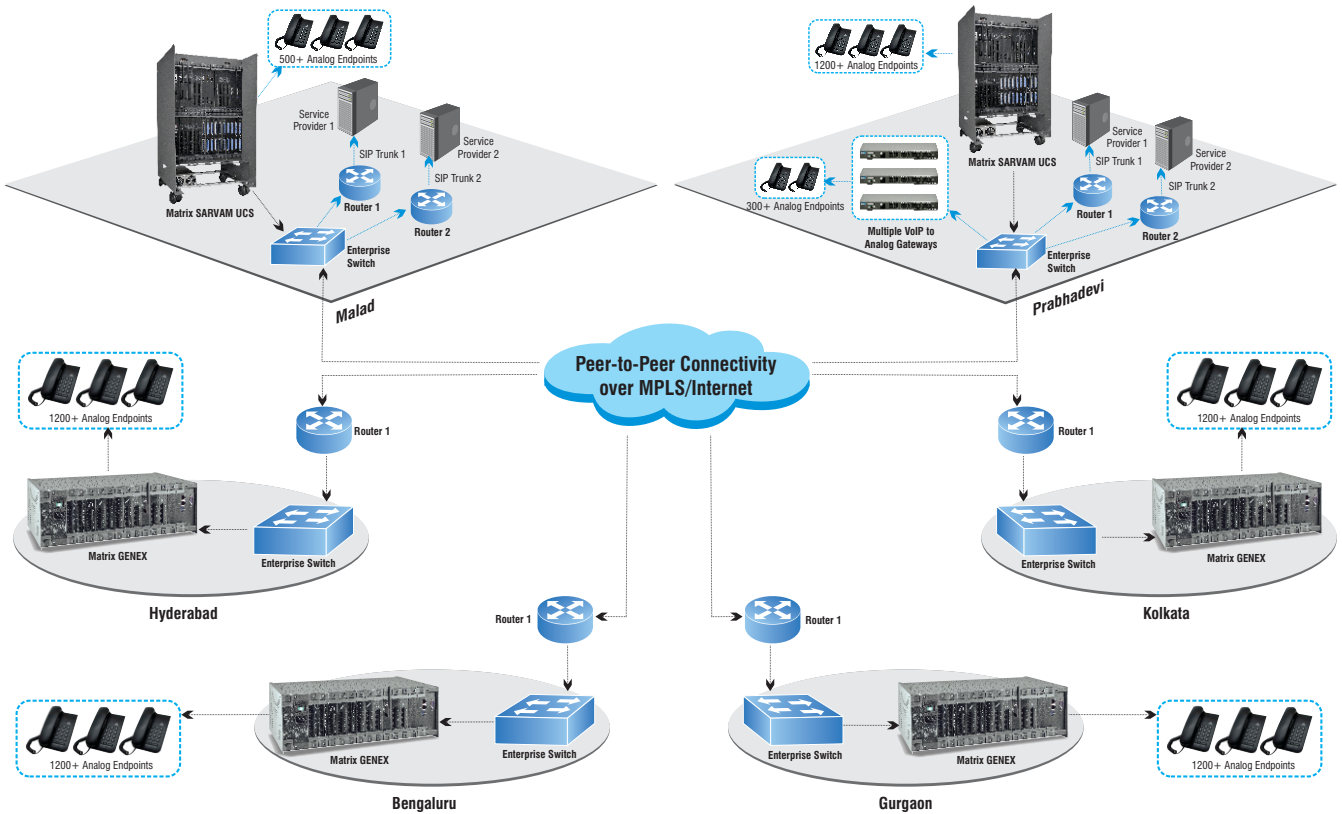
Matrix Offered following solution to the leading financial firm:

- To streamline various branches with each other, we provided IP PBX (LENX) systems at their Prabhadevi and Malad offices and integrated them over IP.
- Service provider replaced their network with SIP trunking and they provided same DDI numbers with SIP trunk which was there in Centrex Network. This resulted in retention of existing extensions and hence, employees adapted quickly.
- Subsequently, we also provided GENX systems at their other offices i.e. Kolkata, Gurgaon, Hyderabad, Bengaluru to integrate them with Prabhadevi and Malad offices over internet via SIP trunking. Therefore, now they have complete control over the communication system at all locations.
- During system failure or other emergency situations, a fallback mechanism was also set-up to provide uninterrupted services.

RESULTS

- Single Communication Platform for 1,500 users
- Reduction in Overall Infrastructure Cost
- Huge Reduction in Communication Cost Between Offices with Free Intercom Over IP
- Easy System Management of All Location from Central Location
- Benefits of SIP Trunking Over Old Age Communication Network

CONNECTIVITY DIAGRAM



ABOUT MATRIX

Established in 1991, Matrix is a leader in Security and Telecom solutions for modern businesses and enterprises. As an innovative, technology driven and customer focused organization, the company is committed to keeping pace with the revolutions in the Security and Telecom industries. With around 40% of its human resources dedicated to the development of new products, Matrix has launched cutting-edge products like Video Surveillance Systems - Video Management System, Network Video Recorder and IP Camera, Access Control and Time-Attendance Systems as well as Telecom Solutions such as Unified Communications, IP-PBX, Universal Gateways, VoIP and GSM Gateways and Communication Endpoints. These solutions are feature-rich, reliable and conform to international standards. Having global footprints in Asia, Europe, North America, South America, and Africa through an extensive network of more than 2,500 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.

www.MatrixComSec.com



For further information, please contact:



MATRIX COMSEC

Head Office

394-GIDC, Makarpura, Vadodara-390 010, India.

Ph: +91 265 6137222

E-mail: Inquiry@MatrixComSec.com

Manufacturing Unit

19-GIDC, Waghodia, Dist. Vadodara-391 760, India.

Ph: +91 7567875244

www.MatrixTeleSol.com

Toll Free: (+91)1800-258-7747

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