

**OTPCP POWERS THE STATE WITH
MATRIX IP-PBX PLATFORM,
INTEGRATED THREE UNITS
FOR SEAMLESS CONNECTIVITY**



INDUSTRY	Power Generation
CUSTOMER	OTPCP (ONGC Tripura Power Company Ltd.)
CHALLENGES	<ol style="list-style-type: none"> 1. Huge Telephony overhead of Branch to Branch Calling 2. Lack of Information and Co-ordination between Three Units 3. Centralized Management of Scattered Communication Systems
SOLUTION	<ol style="list-style-type: none"> 1. Connect PBXs of all Locations for Reliable, Continuous Communication 2. Shared PRI Trunk within Three Units to Save Telephony Costs 3. Centralized Management with Web based GUI Interface

INTRODUCTION

ONGC Tripura Power Company Ltd. (OTPCP) is an Energy Utility Plant owned by Oil and Natural Gas Corporation (ONGC). They built the plant with an aim of propelling the economic development of North Eastern regions.

The company was looking for a communication solution that connected the internal employees and empowered them to place external calls at reduced costs.

CHALLENGES:

To gift North East portions with prosperity, it was very necessary for all the units to be in sync internally and connect with the outer world without any delay. However, miscommunication between Training hostel, Administration Unit, Control and Facility building acted as a hindrance in the production process.

Establishing a robust communication link between internal employees and improved outbound calling at reduced costs was the prime requirement of OPCP.

SOLUTION

Matrix, with its partner B.P. Enterprises, crafted a solution that sufficed the distinct communication needs of OTPCL. Matrix improved communication in Control and Facility building with ETERNITY ME16SAC – The IP-PBX with Seamless Mobility and Universal Connectivity. For the Administration building and Training hostel, ETERNITY GE12SAC were installed. Since the company already had copper wire connectivity, Matrix connected all three PBXs over PRI.

1. BRANCH TO BRANCH INTERCOM SYSTEM OVER PRI

For every call placed, PRI connectivity between the three units reduced internal communication cost. State-of-the-art IP-PBXs improved internal communication with intelligent call management features such as Call Transfer, Call Hold, Three-digit Dialing and Conference.

2. SHARING OF A COMMON PRI TRUNK WITHIN THREE OFFICES

With copper wire connectivity, PRI trunk is shared between all the units for outbound calling. Sharing the Trunk of Administration Building, all three Units were able to place outbound calls at reduced costs. Features like Conference, 3-digit dialling and Call Transfer improved employees' communication experience, which in turn boosted their productivity.

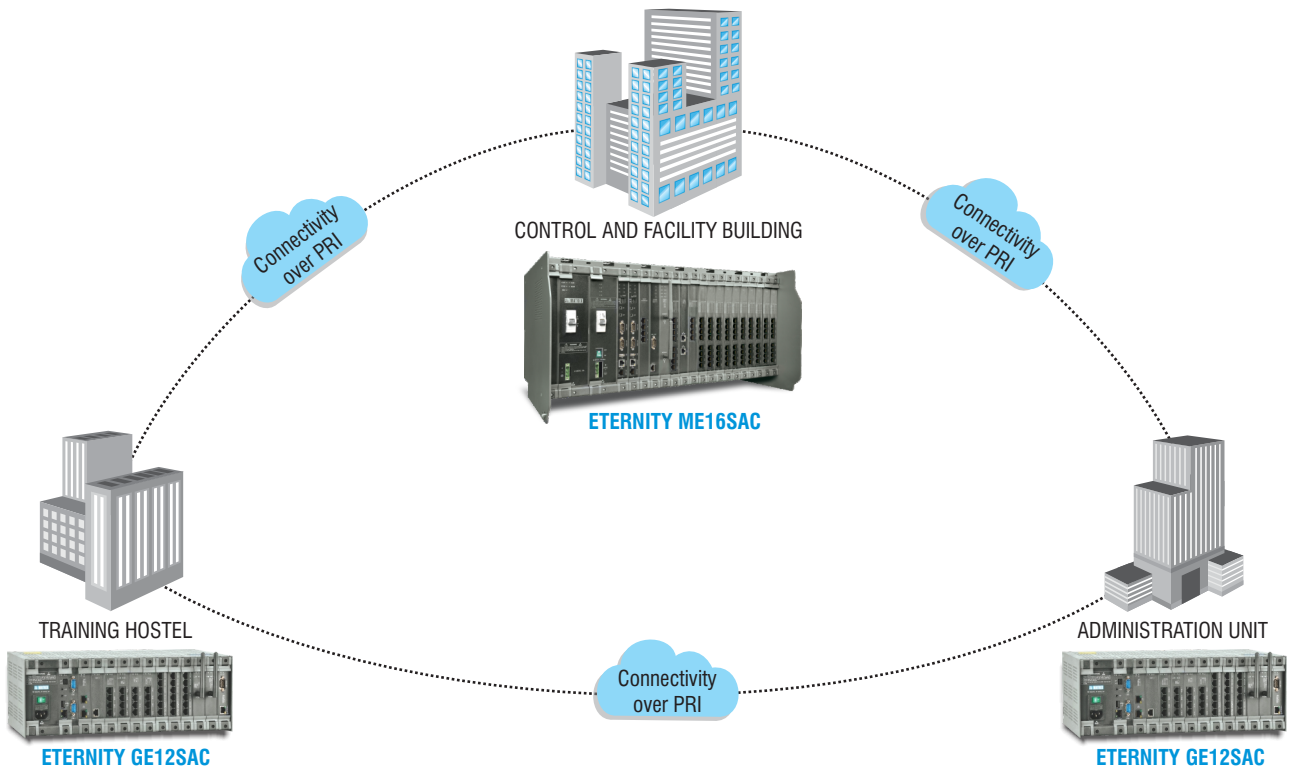
3. EASY AND CENTRALIZED CALL MANAGEMENT

With the web based Remote Management feature, all systems can be centrally managed by the IT administrators from a single location, eliminating the need to reach the branch offices separately.

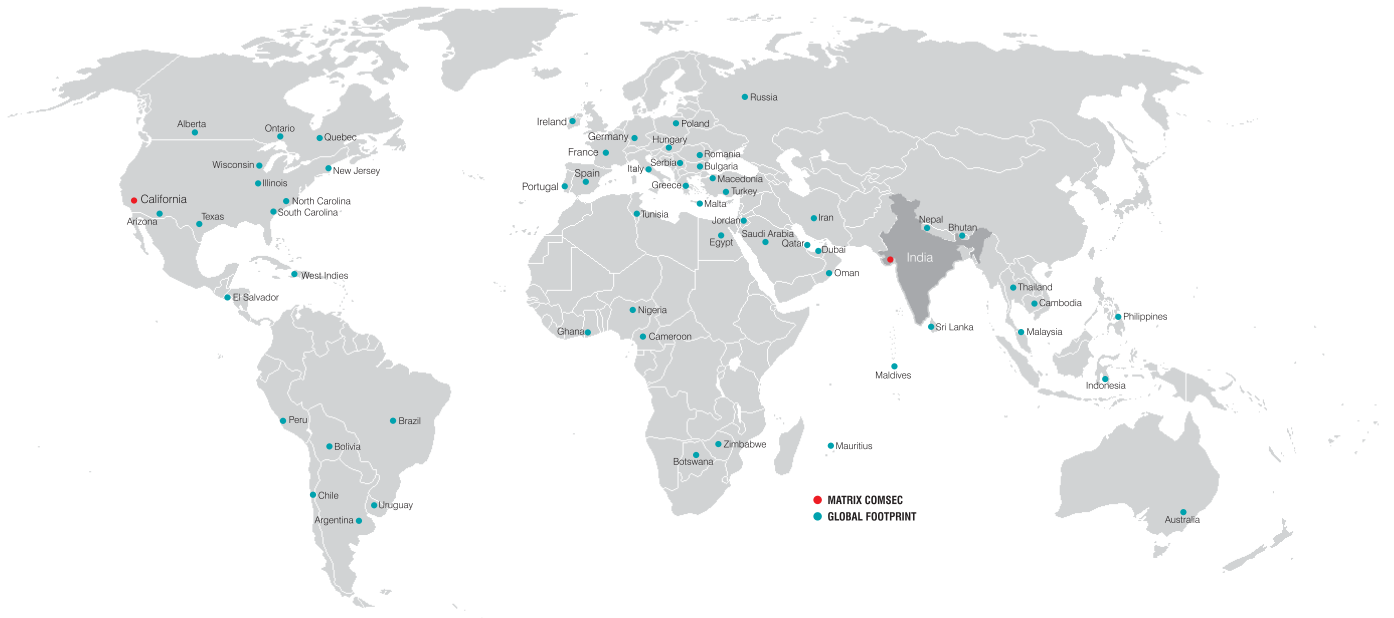


APPLICATION DIAGRAM:

All the offices are sharing PRI trunk of the Control and Facility Building



MATRIX NETWORK



RESULTS:

1. Reduction in the Telephony Costs by 50%
2. No Communication Delay due to Intelligent Call Management Features
3. Easy Centralized Management of Scattered Communication Systems with Intuitive User Interface

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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