



VADODARA SECURITY BODY ENTRUSTED MATRIX FOR AN EFFICIENT COMMUNICATION SOLUTION

SIMPLE, AGILE, ROBUST AND VALUE-FOR-MONEY

Case Study

For the Police Department, connectivity and quick response to community is very critical. They need an advanced communication system to offer excellent services to the society. There were frequent breakdowns and service support issues with the old system at the security body. Furthermore, call management features and flexibility of switching to new technology was not available with the old system. These issues disturbed the smooth communication at security facility.

Matrix very well understood that the pain areas of the security body were reliability, service support and communication system with outdated technology. Absence of intelligent features such as Abbreviated Dialing and Multiple Calling Line options including GSM and VOIP acted as a hurdle for the smooth communication.

Customer

Security Body based in Vadodara

Industry

Government Sector



Matrix team, with its channel partner A2Z Communications, approached the authorities of security body and gained their trust by offering on-site demonstrations. Matrix offered a nimble and scalable solution that can cater to their evolving needs. Matrix helped the body address their connectivity issues by replacing the old system with a new-age communication system. The system is configured for eight Analog trunks, four Digital Key Phones, 80 Analog Phones and four GSM SIM Cards. All the police stations and patrolling jeeps are now configured through speed-dialing based on the priority of locations and routes. With built-in GSM functionality of IP-PBX, all calls intended for patrolling jeeps are routed using CUG SIMs inserted in the system. Use of CUG SIMs has resulted in significant savings on monthly communication cost and enhanced reachability to multiple stations.

“Matrix has played a role of consultant and helped us formulate a solution for our problems. We have found the system working satisfactorily round the clock, allowing us to serve the society better and quicker. Moreover, the solution based on latest technology and loaded with features helped us save our communication costs significantly.”

Said Spokesperson of Government Security Body

CHALLENGES

- Frequent Breakdown with the Old System
- No After-sales Support for the Old System
- Monthly Recurring High Communication Costs
- Not Supporting Latest Technology and Features

RESULT

SOLUTION

- Matrix ETERNITY GE12S IP Communication Platform
- Eight CO Trunks, Four Digital Key Phone Extensions and 80 Analog Extensions
- Four built-in GSM SIMs for Calling Other Stations and Patrolling Jeeps over CUG
- Efficient Communications - Reach Patrolling Jeeps or Stations by Dialing Short Numbers

IP Enabled Future-proof Solution

Reduced Maintenance Costs

Prompt Calling through Speed Dialing

Reach Patrolling Jeeps easily through CUG Calling based on the Jeep's Route

Reduced Telephony Costs by 40%

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 footprints 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:



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