



## NILON'S CHOOSES MATRIX SOLUTIONS FOR BETTER EXECUTION OF ITS AGRARIAN SUPPLY CHAIN

Like other manufacturing factories, food processing industry relies greatly on efficient communication between the head office and the manufacturing units. However, communication between the branch offices also becomes crucial to streamline the raw material exchange

between different units and dispatch the finished goods to the designated locations. Inept communication can lead to product delivery delays and consequent losses.

<b>INDUSTRY</b>	<b>Food Processing</b>
<b>CUSTOMER</b>	<b>Nilon's India Pvt. Ltd.</b>
<b>LOCATION</b>	<b>Pune, Maharashtra, India</b>
<b>CHALLENGES</b>	<ul style="list-style-type: none"> <li>• Leverage the Benefit of Latest Communication Technology</li> <li>• Analog and VOIP Connectivity from the Same Platform</li> <li>• Setting up a Communication Network</li> <li>• Integration with Third Party EPABXs</li> <li>• Frequent Maintenance of Conventional Platforms</li> </ul>
<b>SOLUTION</b>	<ul style="list-style-type: none"> <li>• Small and Medium Enterprise Unified Communication Platform</li> <li>• Multi-port VOIP-FXO-FXS Gateway</li> <li>• Intuitive Web based Centralized Management System</li> </ul>
<b>RESULTS</b>	<ul style="list-style-type: none"> <li>• Enhanced Network Infrastructure</li> <li>• Improved Supply Chain Management</li> <li>• Reduced Complexity</li> <li>• Multiple Network Access</li> <li>• Future Proof Investment</li> </ul>
<b>PARTNER</b>	<b>Enkay Infosol</b>

## INTRODUCTION

From a small beginning in 1962, Nilon's India Private Limited has now grown to become one of the renowned producers of packaged food items. Being an ISO 9001:2000 certified company, Nilon's has always remained steadfast to quality control and customer satisfaction. Headquartered in Pune, the company has manufacturing units at Utran, Museli, Dharangaon and Jalgaon in Maharashtra and at Dalgaon in North Eastern state of Assam.

To ensure only the best reaches the consumers, state-of-the-art microbial and quality control labs are indispensable parts of its manufacturing facilities. Such high standards can only be maintained when there is a robust communication network between head office and processing units.

To suffice the need of bringing head office and production factories under a single connection lattice, the company was looking forward to installing an EPABX at the head office. However, they wanted to bring other units under the communication network as well. While head office had Matrix product, the other units had third party PBXs which had to be integrated with the central device at the head office. Manufacturing units scattered over the entire state also posed a challenge of instant connection.

As the company had specific requirements, specifications of all communication solutions available in the market were thoroughly studied before finalizing a purchase. They invested in Matrix Telecom solutions after evaluating the system performance in different conditions.

## CHALLENGES

Primary challenge was multi-location installation and setting up of all the systems over the same network. Apart from configuring the internal communication over VOIP, customer also wanted to allow Analog network to be used for external communication. Another essential challenge was integrating the existing third party system with the newly installed Matrix system at the head office over the common VOIP network.

## SOLUTION

The team of indigenous engineers at Matrix, in association with Enkay Infosol, closely studied the difficulties faced by the customer and designed a solution with the following:

- **Unified Communication Platform for Growing Enterprises**  
The latest Unified Communication platform was installed at the head office to serve as the heart of the company communication web. It is a future-proof solution, offering IP at its core with seamless connectivity to all pervasive legacy and new-generation wireless networks like POTS, ISDN BRI, T1/E1 PRI and GSM/3G. The system was given 200 extensions and a PRI trunk access, along with being configured on VOIP to be connected to the branch office EPABXs and Gateways.
- **VOIP-FXO-FXS Gateways – SIP Trunking Gateways for VOIP Migration**  
The manufacturing units were supplied with VOIP Gateways to extend VOIP benefits to the older EPABX systems established at the site. Gateways acted as an adjunct to the existing PBXs and thereby, allowing the migration on the VOIP without major change in the existing communication infrastructure. A total four Gateways were employed at four distinct manufacturing locations.
- **Web based User Interface for Configuration and Management**  
Matrix platforms are equipped with a one-step GUI platform, with the help of which inhouse IT engineer can configure and manage the communication system from the head office. This saved a lot of time, resources and efforts in case of managing the systems as it can be done centrally.



## RESULTS

- **Reduced Telephony Costs**

Communication over VOIP network reduced telephony costs greatly, thereby saving the cost of paying other service providers. Calling over the internet elongated call timings to no limitation with almost no virtual cost.

- **Enhanced Guest Services**

Since the management of guest services was done through a consolidated interface, serving them became an easy task for the hotel staff. With Digital Phones at the reception, answering queries of guests became easier, helping receptionists offer full-fledged information even while managing heavy inflow of the calls.

- **Reduced Complexity**

Since all communication platforms came on the same VOIP network, the entire process of placing/attending external and internal calls became an easy feat.

- **Migration over VOIP**

A shift to the trending VOIP technology was achieved despite using the old EPABXs which had no IP connectivity option. This ensured no expenditure over buying and installing a new IP-PBX device.

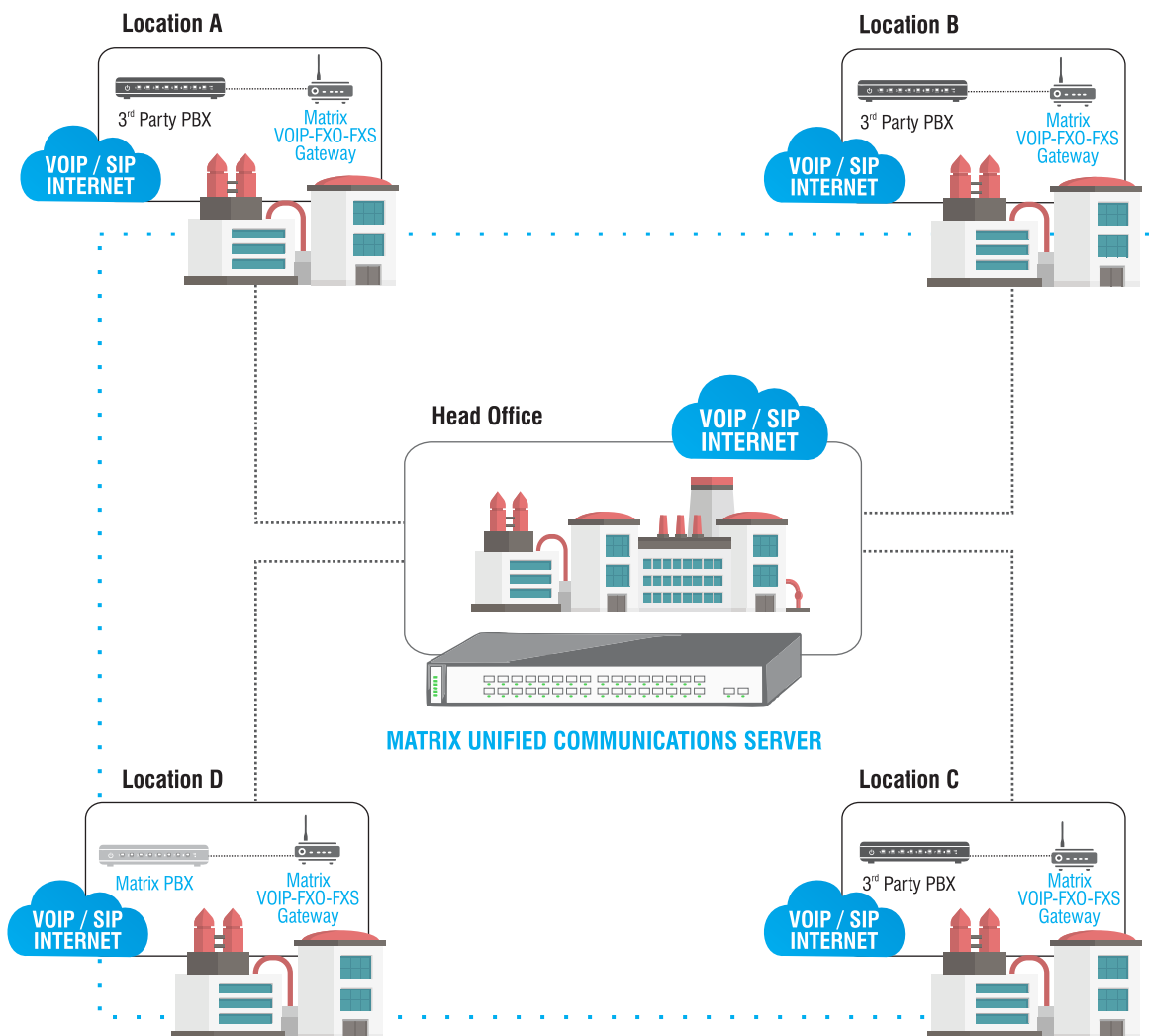
- **Improved Supply Management**

Quick and efficient communication between production units and the head office made it possible for better and faster delivery of raw materials, quick exchange of production status and thereby quick exchange of products as required and rapid delivery of the finished goods.

- **Improved Efficiency**

Faster and better connect between the employees led to better functioning at all the levels of company. It also made sure that all the defined processes are followed without glitches.

## APPLICATION DIAGRAM



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