



MATRIX ASSISTS INDIA'S FLAGSHIP MATTRESSES AND COMFORT ACCESSORIES BRAND IN ESTABLISHING A COMPLETE WIRELESS BUSINESS COMMUNICATIONS

Manufacturing Industry | Unified Communications | Mobile Endpoints
Case Study

CUSTOMER

Sheela Foams Pvt Ltd. (Sleepwell Mattresses)

INDUSTRY

Manufacturing

LOCATION

Delhi NCR

PARTNER

CTPL (Corporate Telesystems Pvt. Ltd.) – Delhi & NCR

CHALLENGES

- Establishing Wireless Business Communications within their Glass Office Infrastructure
- Deploy a Scalable Communication System
- A Communication System with Back-up Facility for Continuous Communication

SOLUTION

- Mobile Unified Communication Clients as Wireless Endpoints
- Unified Communication Server Supporting Addition of a Large User Endpoint
- A Business Communication Server with Redundancy for Power and CPU Failover

RESULTS

- A complete wireless office telephony system for up to 2,000 users with reliable provision for failover scenario.

Matrix Unified communications and enterprise mobility solutions for up to 2000 users assists India's flagship mattresses and comfort accessories brand to experience complete wireless business communications



INTRODUCTION

India based PU foam manufacturer established in 1971 is well known for making consumer comfort product.

The mattress manufacturing giant has over 12 manufacturing units distributed across India and a corporate headquarter based out of Greater Noida to smoothly manage operations with 5,000+ dealers and 100+ distributors.

CHALLENGES

The manufacturing giant had three major challenges in setting up a business communication system for their state-of-the-art glass based corporate building infrastructure.

The prime challenge for the firm was to provide each employee with a wireless communication endpoint. Additionally, these wireless communication endpoints should not invite major change in user experience in terms of dialing habits.

Secondly, the company planned to scale up their user base with time to assist their growth plans. They were looking for a communication set-up that could easily serve to a user base as large as 1,500 employees without any system hardware change, which was another challenging task.

Finally, they found it difficult to deploy a system with failover mechanism in case of power and CPU failure.

SOLUTION

Matrix having served multiple clients in and around the capital city of India, along with its esteemed partner Corporate Telesystems Pvt. Ltd. (CTPL), was given a chance to understand the company's requirements for establishing an office telephony network.

Having understood the requirement of the firm, Matrix and CTPL technical consultants offered a solution made for the specific requirement.

IP based mobile endpoints Matrix VARTA – Unified Mobile and PC clients and Matrix SPASRH VP330E, SIP wireless endpoints interfaced with Matrix Unified Communication servers over ETERNITY LENX.

Matrix ETERNITY LENX is a hardware platform that is capable of connecting up to 2,000 IP user endpoints and register 99 SIP based trunks for outbound calls. The hardware also had provision to interface multiple trunks and add voice mail modules if at all required in future without any hardware change. Moreover, the hardware offered benefits of adding redundant power and CPU cards, keeping a reliable failover provision.

Matrix Unified Communication server, SARVAM UCS, is a software that governs connected mobile and PC based wireless business communication endpoints, routes calls based on cost effective resourcing of trunks and offers feature-rich call management over mobile and PC based user endpoints.

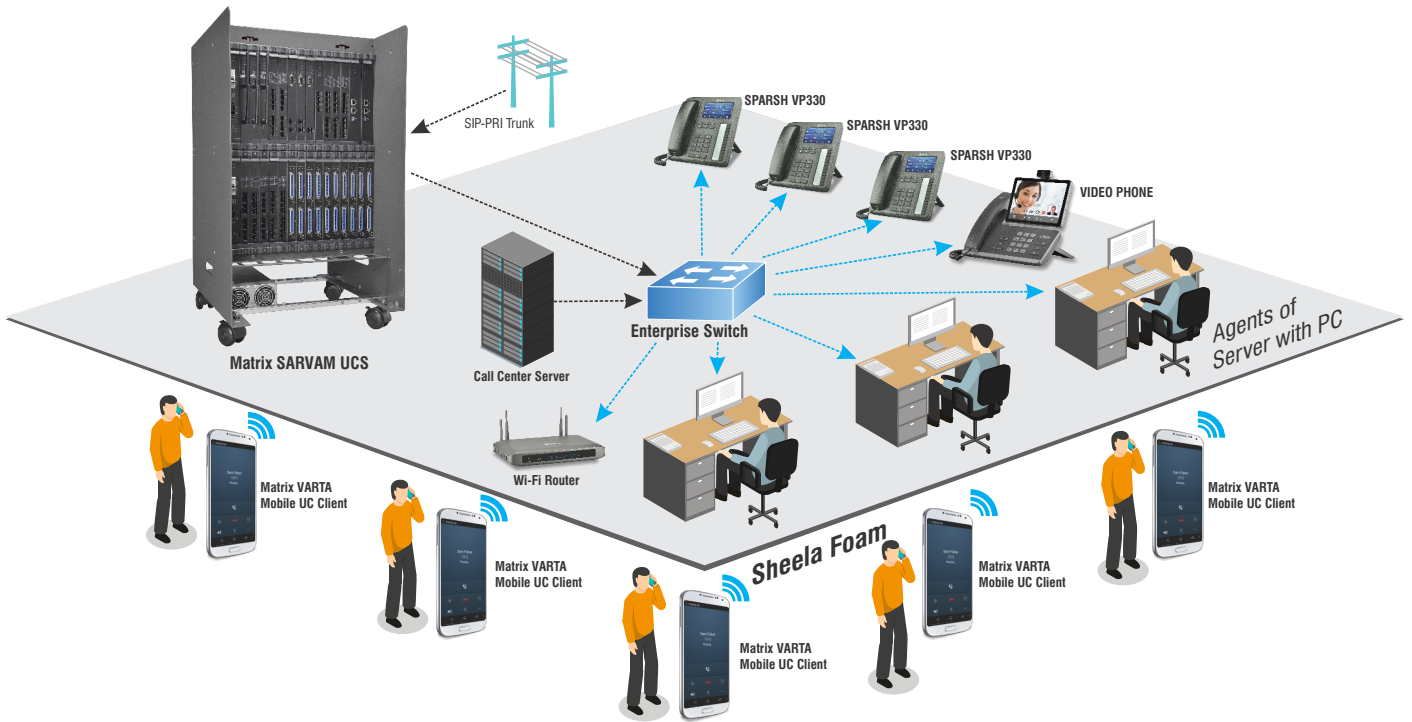
Matrix VARTA – enterprise mobile endpoints, allow employees to use their mobile smartphone devices and PCs to function as endpoints. VARTA endpoints eliminates need of cabling connections required for traditional Analog endpoints and offers mobility to employees that allows them to communicate anytime, from anywhere. Additionally, facilities like Instant Messaging, Presence Sharing and Video Calling enhance user experience and productivity when compared to old age Analog and digital endpoints.

Matrix SPARSH VP710E is a touch screen IP endpoint that functions on a Wi-Fi based dongle and does not require separate cabling. The touch screen feature allowed users to efficiently manage calls with a simple touch. For example, with one touch access features like call logs, corporate directory, call pick-up, call transfer and multi-functional call management menu, users could easily and conveniently communicate boosting their overall productivity.

RESULTS

- Wire Free and Continuous Business Communication with Additional Productivity Features
- Enhanced System Reliability with Power and CPU Back-up Provision during Failovers
- Future Ready System with High Scalability

APPLICATION DIAGRAM:



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.



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