



Matrix Embedded IP PBX Server Enhanced IP Communication for a Renowned Super Specialty Hospital

Case Study

Application:

VoIP Communication Solution

Industry:

Healthcare

Location:

Surat

Client Overview:

A distinguished nonprofit organization recently launched a cutting-edge 1000-bed Multi Super Specialty Hospital and Research Centre in Surat, Gujarat. This initiative aims to address medical gaps, especially in highly specialized fields. To date, the hospital has served over 3 million outpatient (OPD) cases and performed surgeries for 800,000 patients. Renowned for its advanced amenities, the hospital attracts patients from local and international communities. It prioritizes serving low-income groups and beneficiaries of the Ayushman Bharat Yojana. Moreover, the hospital delivers comprehensive services, including consultations and diagnostics, adhering to global standards. The NABH accreditation further solidifies its position as a leading healthcare provider in India.

Challenges/Requirements:

The client was previously associated with a brand of foreign origin. However, despite their efforts to boost operations through day-to-day communication efficiency, they encountered no improvements. Instead, their investment turned out to be an expensive affair. Their challenges can be summarized as follows:

- **Advanced Functionality:** The current brand could not offer advanced IP features.
- **Recurring charges:** An Annual Maintenance Cost of almost 80 Lacs was proving a headache for the authorities.
- **Safeguard existing Investment:** The existing devices had to be integrated and enhanced with new, but more advanced solutions.

Solution

The VoIP communication solution by Matrix was seamlessly integrated, with a gateway from another brand, incorporating an embedded IP PBX and premium Standard SIP desk phones. Below is a detailed description of the solution:

- The gateway allows an IP connection to a network switch, which enables two IP phone connections.
- An IP connection from the network switch extends to SPARK200 (Active and Standby). SPARK200 enables connection to multiple IP Phones.

Products Offered

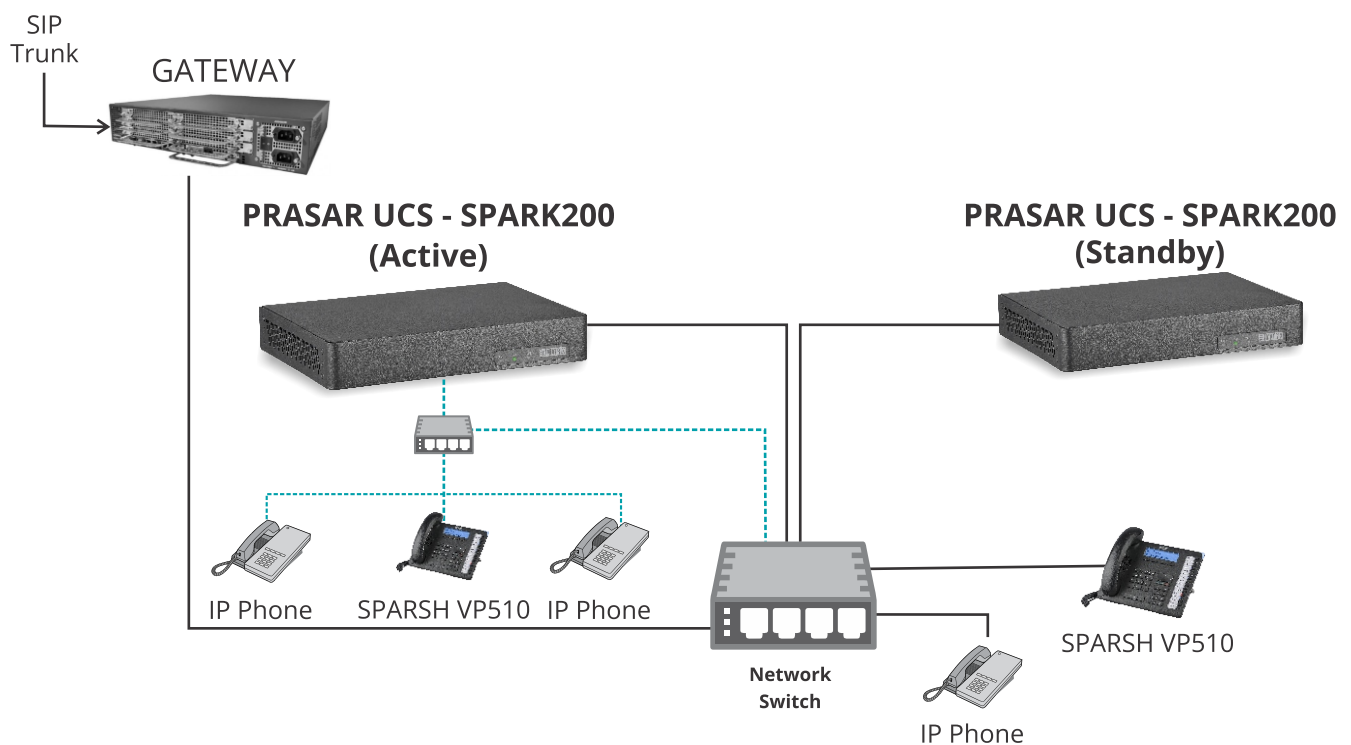
- **Matrix PRASAR UCS: SPARK200:** Embedded IP-PBX Server
- **Matrix SPARSH VP510E:** Premium Standard SIP Phone
- **Matrix SPARSH VP210:** Entry-level Gigabit IP Phone

Results

The diverse needs of the multi-specialty hospital were carefully addressed with a Matrix VoIP communication solution. These solutions enabled effortless communication throughout the facility, thanks to a range of contemporary features embedded within the system. Additionally, the scalability ensured the solution's readiness for future requirements. Let's explore how this VoIP communication solution notably improved the hospital's operations.

- **End to recurring charges:** The Matrix Solution resolved their most pressing issue, providing a more sensible licensing structure to prevent any recurring costs, effectively conserving their resources.
- **Safeguarding Existing Investment:** The Matrix Solution seamlessly integrates with the current network infrastructure, optimizing existing resources while simultaneously upgrading communication capabilities with advanced features offered by Matrix devices.
- **Modern features:** The hospital now benefits from a modern array of features provided by the Unified Communication solution. Features such as Auto Call Back, Scheduled Call Forwarding, and Department Group Call Forwarding, among others, have been integrated to enhance operational efficiency.
- **Operational Efficiency:** The VoIP communication solution facilitated a smooth flow of information, significantly enhancing workflow efficiency. Consequently, the hospital is experiencing a seamless exchange of information.

Solution Diagram



About Matrix

Established in 1991, Matrix is a leader in Security and Telecom solutions for modern businesses and enterprises. As a 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 Systems, Network Video Recorders 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 4000+ channel partners, Matrix ensures that the products serve the needs of its customers faster and longer.

Matrix has ISO 27001: 2013, 20000-1 2018, 14001- 2015, and 9001: 2015 certifications for quality management standards. Matrix has also been awarded ZED Quality Certification, and DSIR Certification for indigenous R&D and Manufacturing. Matrix has gained the trust and admiration of customers representing the entire spectrum of industries.

For further information, please contact:



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