



A renowned university in rural Maharashtra utilized Matrix communication solution to modernize and optimize its communication capabilities

Case Study

Application:

Unified Communication Solution, Multi-location Communication Solution, Fixed Media Gateways, Standard SIP Desk phones

Industry:

Education

Partner:

Shreeji Comsec

Location:

Mumbai

Client Overview:

The University in rural Maharashtra is dedicated to offering a comprehensive and inclusive education that prioritizes character development, intellectual advancement, and service to society. Its mission is to cultivate well-informed, empathetic citizens. Emphasizing interdisciplinary studies, hands-on learning, and the preservation of cultural heritage, the institution seeks to nurture creativity, innovation, leadership, and responsible citizenship with a global perspective. Boasting one of the largest campuses in Mumbai, the university encompasses faculties across nine distinct fields.

Challenges/Requirements:

The client encountered significant challenges with their existing communication solution. The wired setup required constant maintenance, and there were persistent issues with voice communication quality. Some of their main challenges can be summarized as follows:

- **Issues with wired communication:** The wired communication system suffered from issues such as corrosion, which compromised the quality of communication.
- **Call Quality:** The communication system experienced issues such as dropped calls and disruptions during ongoing calls.
- **Multi-location and Unified Communication Solution:** Connecting and unifying multiple sites across the campus necessitated an infrastructure upgrade.
- **Integration with Existing Infrastructure:** The new solution needed to be integrated with their current infrastructure to modernize it.
- **Redundancy:** Ensuring minimal to no downtime, particularly during emergencies, required the implementation of redundancy as a crucial feature.

Solution

Matrix, in collaboration with Shreeji Comsec, developed a solution that significantly enhanced the university's communication capabilities. The overall solution can be summarized as follows:

- The existing infrastructure used copper PRI lines, which required an upgrade to IP. To facilitate this transition, two Matrix VoIP-PRI gateways, SETU VTEP2P and SETU VTEP4P, were employed
- The VoIP-PRI gateways now support two Matrix IP Phones: SPARSH VP510 and SPARSH Vp210.
- The IP connection could now be facilitated to SIP (TATA) trunks via the Matrix Server-based PBX, ANANT.
- The server-based PBX, ANANT, ensured seamless communication with built-in redundancy, preventing any downtime.

Results

The solution allowed the university to unify multiple sites under a single communication network. Legacy systems were seamlessly integrated with modern VoIP communication, optimizing their existing investments and enhancing their communication system. This upgrade significantly improved their operational efficiency. The detailed overview of the solution is as follows:

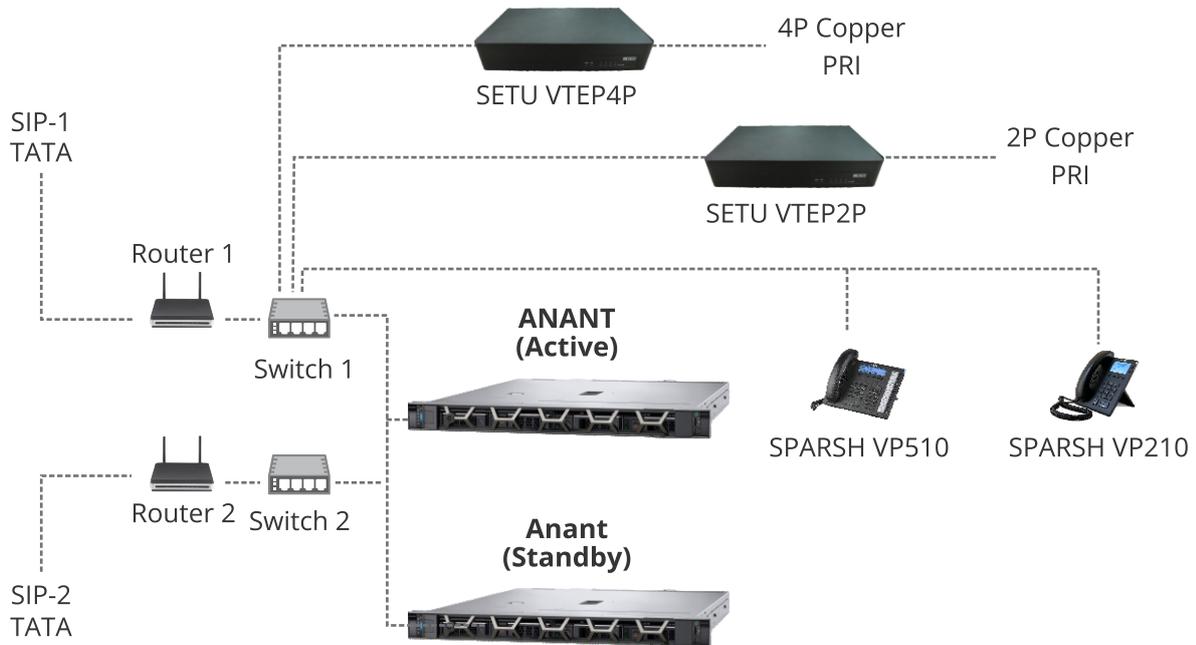
- **Multi-location Solution:** Various sites were unified under a single comprehensive communication solution.
- **Unified Communication Solution:** Integrating communication with the server-based PBX, ANANT, enabled seamless collaboration and ensured continuous transfer and reception of information.
- **Investment Optimization:** SIP integration with the Matrix Solution allowed for seamless incorporation into the existing network infrastructure, as the client emphasized. This approach maximized the use of current resources and eliminated the need for additional investments.
- **Operational Efficiency:** ANANT's redundancy ensured minimal to no downtime, promoting a continuous flow of information and greatly improving workflow efficiency. This feature was especially vital during emergencies and critical communications.
- **Modern features:** The office now leverages advanced functionalities with Matrix Standard SIP desk phones, such as the SPARSH VP510. These features include call-back and auto-answer over secure SIP communication, significantly enhancing the university's communication capabilities.

The Matrix communication solution enabled the university to enhance, and simultaneously modernize its communication capabilities, equipping them with advanced cutting-edge call features.

Products Offered

- **Matrix ANANT:**
PBX Server for Unified Communications
- **Matrix SETU VTEP4P:** VoIP - PRI Gateway
- **Matrix SETU VTEP2P:** VoIP - PRI Gateway
- **Matrix SETU VFXTH:** VoIP - FXO - FXS Gateway
- **Matrix SPARSH VP510E:** Standard SIP Phone

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.

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